

# A Survival Manual for Workers On Strike or Locked out in York Region

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

-2017-

For more copies, please contact:

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Community Information Centre of Toronto in the development of this manual

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## Workers Helping Workers

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

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

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

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

General meetings of the Labour Council are held on the first Thursday of each month at 8 pm in the auditorium of the Ontario Federation of Labour Building, 15 Gervais Drive, Don Mills. All general meetings are open to observers.

**Labour Community Services** is a special project of Toronto and York Region Labour Council, in partnership with the United Way of Greater Toronto. One of the functions of Labour Community Services is to link the labour movement with the United Way and to assist the United Way in fundraising in organized workplaces.

In addition, Labour Community Services offers a twelve-week Workplace Referral Agent & Community Services Program, which trains union members to offer guidance, referral and information to their co-workers and families about problems not addressed by their collective agreements. This project also offers "Special Educationals" such as:

- Substance use & Abuse
- Violence in the Home, Workplace & Community
- The Golden Handshake

We will package training sessions to meet the needs of your members in areas ranging from "Stress of the Strike" to "Social Justice Issues".



## **Budgeting**

Before being on strike, you may not have needed to prepare formal budgets for your household spending. However, now you will probably need to control, where every penny is to be spent.

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

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

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

Here are some suggestions for specific items:

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

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

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

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

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

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

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

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

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

## Sample Letter to a Creditor

Dear (Name of Creditor):

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

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

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

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

Sincerely,

Name:

Address:

Phone Number:

Credit Account Number:

## Sample Letter to a Creditor

To: All Creditors

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

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

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

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

We appreciate your assistance to our members at this time.

Yours sincerely,

Suggested signature:  
President of Local  
Staff Representative or  
Chair of Benevolent Committee.

## **Financial Support**

### **Ontario Works**

Ontario Works Program helps residents of Ontario, who are in financial need. It helps to cover the cost of basic needs and housing for adults. You may eligible for health benefits or child care.

### **Disability Support Program**

Disability Support Program helps people with disabilities, who need financial help or help finding a job.

### **Applying for Disability and Ontario Works online**

[www.mcass.gov.on.ca](http://www.mcass.gov.on.ca)

### **Contact By Phone To Find An Office Near You:**

**Toll free 1-800-267-8097**

**TTY toll free :1-800-268-7095**

### **Newmarket Community Services**

If you want to look for a job, then you can get help in Job Search, Resume Writing, Computer Skills and interview simulations in the community agencies.

#### **Costi Services**

102-3100 Rutherford Rd.  
Vaughn, ON  
L4K 4R6  
905-669-5627

#### **Welcome Centre Immigrant Services**

9100 Jane Street, Bldg H, Unit 56-67  
Vaughan, ON, L4K 0A4  
905-761-1155  
Toll Free:1-877-761-1155

#### **Job Skills' Employment Services**

14-130 Davis Drive, Unit 14, Newmarket  
On, L3Y 2N1  
905-898-5138  
1-866-470-5947  
TTY 905-898-4465



## **Credit Counselling**

A community based mental health agency providing professional psychological counseling and education that is confidential and supportive. Provides affordable individual couple and family counselling. Educational group programs bring together individuals with common concerns to enhance skills in areas such as parenting, anger management, coping with separation , divorce ,stress management, and family education programs, violence against women counseling also prevention and credit counseling.

### **Community Credit Counselling Services**

Thornhill Square  
300 John Street, suite 300,  
Thornhill, ON, L3T 5W4  
905-707-7695  
1-800-500-0003  
Website: [www.yorkcounselling.ca](http://www.yorkcounselling.ca)

### **Family Services York Region**

Provides counselling to children, adults, couples, families and individuals in times of stress. Support groups are also available for adults and adolescents.

25202 Warden Ave.  
Sutton West, ON.  
L0E1R0  
Monday, Tuesday: 8:00am-6:00pm  
Wednesday, Thursday: 8:00am-8:00pm  
Friday 9:00am-3:00pm  
905-476-3611  
Email: [gflc@neptune.on.ca](mailto:gflc@neptune.on.ca)

## **Community Information:**

### **York Link**

A community service directory available on line: [www.region.york.on.ca/nr/yorklink/](http://www.region.york.on.ca/nr/yorklink/)  
York Link information is also available in French, Cantonese, Mandarin, Hindi, Spanish, Korean, Russian, Italian, Farsi Urdu, Tamil Vietnamese, and Tagalog.

**Visit [www.211.ca](http://www.211.ca) for more information**

### **Social Enterprise for Canada**

17705 Leslie Street, Unit 11,  
Newmarket, On, L3Y 3E3  
T1-866-243-9925

### **Helpmate Community Information and Volunteer Bureau**

Connects individuals and agencies with the community resources they need.  
1 Atkinson St.  
Richmond Hill, ON  
L4C 0H5  
905-884-3839

### **Community Support Centre**

499 Notre Dame St.  
Belle River, ON, N0R 1A0  
519-728-1435  
Toll Free: 1-855-728-1433

### **The Loyalty True Blue and Orange Home**

11181 Yonge Street 2<sup>nd</sup> floor  
Richmond Hill ON.  
L4S 1L2  
905-737-1011  
[helpmate@inforichmondhill.org](mailto:helpmate@inforichmondhill.org)

### **Info. Aurora**

Non profit volunteer group that offers a one-stop source for up-to-date information about Aurora community active ties and services. Also provides information about social, health and government services available within Aurora and York Region.

100 John West Way  
Aurora, ON  
L4G 6J1  
Mon Fri: 8:30am -4:30pm  
905-727-3123 Ext.103  
TTY:905-726-4766  
Email: [infoaurora@aurora.ca](mailto:infoaurora@aurora.ca)

### **Info. Markham**

101 Town Centre Blvd.  
Markham, ON  
L3R 9W3  
905-414-7500  
[www.informationmarkham.ca](http://www.informationmarkham.ca)

## **Renting**

Renting is probably one of the largest single monthly payments you can make. While on strike, your landlord will usually not defer or reduce your rent. Careful financial planning is essential for you to keep up with your rent.

If you cannot pay your rent, your landlord could:

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

Explain your situation to your landlord before problems occur.

Community Legal Clinic of York Region

Community legal clinic offers free legal advice for tenants facing eviction. Provides assistance to community groups with law reform and community development.

Operates duty council program for tenants appearing the Ontario Rental Housing Tribunal.

## **Legal Clinics and Legal Aid**

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

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

### **Lawyer Referral Services**

Provided by the Law Society of Upper Canada

A call to this service will automatically generate a \$6 charge on your phone bill. When you call the lawyer referral Service, briefly explain the type of problem you have and where you're calling from. The operator will give you the name of a lawyer in your area that participates in the service and can deal with your problem.

**If you need a lawyer, but can't afford the cost, you may apply for Legal Aid.  
1-900-565-4577**

### **Community Legal Clinic of York Region**

21 Dunlop St.  
Unit 200  
Richmond Hill, ON  
L4C 2M6  
Mon-Fri 8.30am-12.30pm, 1.30pm-4.30pm  
905-508-5018  
1-888-365-5226  
Website: [www.clecyr.on.ca](http://www.clecyr.on.ca)

### **Legal Aid Ontario**

201-20 Dundas Street West  
Toronto ON, M5G 2H1  
416-979-1446  
Toll Free: 1-800-668-8258  
TTY: 416-598-8867  
Toll Free: 1-866-641-8867  
Hours: Mon-Fri 8.30am-4.30pm  
Website: <http://www.legalaid.on.ca>

## **Government Information**

### **Federal**

For information on Government of Canada programs and services:

Mon – Fri: 8 00am -8:00pm

1-800-622-6232

Email: [sitecanadasite@communication.gc.ca](mailto:sitecanadasite@communication.gc.ca)

<http://www.canada.gc.ca/>

### **Provincial**

For information on Ontario Government programs and services:

1-800-267-8097

[www.gov.ca](http://www.gov.ca)

### **York Region**

For information on York Region Government programs and services:

905-830-4444

[www.region.york.on.ca](http://www.region.york.on.ca)

York Regional Municipality of Community Services and Housing Department  
Provides social support programs and services.

17250 Yonge St.

3<sup>rd</sup> Floor

Newmarket, ON

L3Y 6Z1

Mon –Fri: 8:30am -4:30pm

1-877-464-9075

TTY: 1-866-512-6228

Email: [www.york.ca](http://www.york.ca)

## Emergency Hostels

Provides support to families who need temporary shelter. Duration of service is two to four weeks

### Leeder Place Emergency Family Centre

18838 HWY 11  
Holland Landing, ON L9N 0C5  
905-898-1015(24hour)

### Porter Place Men's Shelter

18838 HWY 11  
Holland Landing, ON  
905-898-1015  
Mail: 16715-12 Yonge St. # 223  
Newmarket, ON. L3X 1X4  
Email: tshsyr@atntcanada.ca

## Youth Shelter

Provides temporary shelter for males between the ages of 16 and 26 years. A day program also provides support through various activities.

### Blue Door Shelter

835 Gorham Street  
Newmarket, ON, L3Y 1L7  
905-898-1015  
Toll Free: 1-888-554-5525

### Salvation Army Youth Shelter

20898 Dalton Road  
Sutton, On, L0E 1R0  
905-722-9076  
1-877-972-0898

## Women Shelters

Provides emergency shelter and supportive counseling for abused women and their children in crisis or abusive situations.

### Sandgate Women's Shelter

P.O. Box 248  
Sutton West, ON, L0E 1R0  
905-722-3220 (crisis)  
905-722-4043 (admin.)  
1-800-661-8294  
Website: [www.sandgate.ca](http://www.sandgate.ca)

### Women Support Network of York Region

1110 Stellar Drive, Unit – 109  
Newmarket, On, L3Y 7B7  
905-895-7313 24/7 Crisis  
905-895-3646 Admin

### Yellow Brick House-Emergency Shelter

4-52 West Beaver Creek Rd.  
Richmond Hill, ON L4B 1L9  
Tel: 905 709 0900  
Crisis Hotline: 1-800- 263 3247  
Website: [www.yellowbrickhouse.org](http://www.yellowbrickhouse.org)

## Resources for Women

### **Women's Centre of York Region**

120 Harry Walker Pkwy N,

Newmarket ON, L3Y 7B2

Mon – Thurs: 9am-4.30pm

905-853-9270

E-mail: [admin@wcyr.ca](mailto:admin@wcyr.ca)

Website: [www.womenscentreyorkregion.com](http://www.womenscentreyorkregion.com)

## Abuse and Assaults

### The Assaulted Women's Helpline

A confidential 24-hour telephone service providing crisis counseling, emotional support, as well as basic information and referrals for:

- Emergency shelters
- Emergency food
- Counseling
- Legal services
- Health services
- Social assistance
- Cultural resources
- And other community services

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

**416-863-0511 (GTA)**

**1-866-863-0511 (Toll Free –Ontario)**

**1-866-863-7868 (Toll Free-TTY)**

**Or text #SAFE to #7233**

### Domestic Abuse and Sexual Assault Resource Centre

Makenzie Richmond Hill Hospital

10 Trench St.

Richmond Hill, ON.

L4C 4Z3

905-883-1212 (General hospital Information)

905-883-2320 (Patient Location Enquires)

Website: [www.Makenziehealth.ca](http://www.Makenziehealth.ca)

### York Region Abuse Program

17705 Leslie Street, Unit - 12

Newmarket, On, L3Y 3E3

Mon- Fri: 8:30a.m. – 4:30 P.m.

905-853-3040

1-800-263-2240

Website: [www.yrap2.org](http://www.yrap2.org)

## **Housing Alternatives (Part 1- Non-Profit Social Housing)**

Non-profit social housing unit for families based on rent geared-to-income.  
48 townhouses: 6 two-bedroom, 36 three- bedroom (2 disabled) and 6 four- bedroom.

### **Alison Court**

1029-10  
64 Pritchard Place, 255 to 295 Geer Place  
Newmarket, ON.  
L3Y 8K4  
Mon-Fri: 9:00am-5:00pm  
416-830-5186

### **German- Canadian Housing of Newmarket Inc.**

735 Stonehaven Avenue  
Unit 119  
Newmarket, ON.  
L3X 2G3  
905-715-7953

### **Hagerman Corners Community Homes**

4460 14<sup>th</sup> Avenue  
Markham, ON.  
L3R 1H1  
Mon 10:00am-2:00pm., Wed 12:00pm-4:00pm  
Thurs.3:00pm-7:00pm.  
905-415-9844  
Email: [hagerman1@bellnet.ca](mailto:hagerman1@bellnet.ca)

### **Ja'Fari Islamic Housing**

138 Yorkland Street  
Unit 62  
Richmond Hill, ON.  
L4S 1J1  
Mon-Thurs: 8:30am-4:00pm and Fri: 8:30am-1:00pm  
905-770-3578  
Email: [crescentvillage@rogers.com](mailto:crescentvillage@rogers.com)

### **Jubilee Gardens Non-Profit Housing Corp.**

102 York land Street  
Unit 101905-770-9600  
Richmond Hill, ON L4S 1A1

### **Parkview Village**

12184 Ninth Line  
Stouffville, ON.  
L4A 3N6  
Mon-Fri: 8:30am-4:30pm  
905-640-1940  
Email: [administrator@parkviewvillage.org](mailto:administrator@parkviewvillage.org)

### **Robinson Non-Profit Homes Markham**

120 Robinson St.  
Unit G  
Markham, ON.  
L3P 1P1  
Mon-Fri: 8:30am-4:30pm  
905-294-3831

### **York Region Housing Authority- Social Housing Department**

17250 Yonge St.  
Newmarket, ON.  
L3Y 6Z1  
Hours: Mon-Fri: 8:30am-4:30pm.  
905-895-4293



## Housing Alternatives (Part 11- Co-op Housing)

### Aurora

Non- profit co-operative housing units for families, some available based on rent geared-to-income. 122 units, including 64 apartments, 22 town houses and 36 garden homes.

#### Aurora Village Housing Co-operative

1 Caruso Gardens  
Suite 100  
Aurora, ON.  
L4G 3W4  
905-841-7125

#### Charles Darrow Co-operative Housing

135 James Henry Dr.  
Aurora, ON>  
L4G 6E7  
905-841-6812  
Mon, Fri: 9:00am-5:00pm,  
Tues, Wed, Thurs 1:00pm-5:00pm.  
Email: [charlesdarrow@on.aibn.com](mailto:charlesdarrow@on.aibn.com)

### Georgina

#### Bethany Co-operative Housing

45 Atherton Crescent  
Keswick, ON.  
L4P 3M6  
905-476-7800  
Email: [Bethany.co-op@rogers.com](mailto:Bethany.co-op@rogers.com)

### Markham

#### Ramer's Wood Co-operative Homes Inc.

1 Ramer's way  
Markham, ON.  
L3P 5J7  
Mon-Fri: 8:30am-3:30pm  
905-472-5950

#### Trinity Square Housing

37 Bates Way  
Markham, ON.  
L6C 1R7  
Mon-Fri: 8:30am-4:30pm.  
1-877-464-9675 ext. 72700

### Newmarket

#### Bogart Creek Co-operative

180 Groves Terrace  
Newmarket, On.  
L3Y 8C7  
Tues, Thurs: 10:00am-2:00pm.  
905-836-6430 or 905-898-7503  
Email: [bogartcreek@rogers.com](mailto:bogartcreek@rogers.com)

#### Carpenters Local 27 Housing Co-operative

280 Davis Dr.  
Newmarket, On. L3Y 8M6  
905-830-9822  
Eagle Co-operative  
305 Sanford St.  
Newmarket, On.  
905-853-4262

**H.O.P.E. Co-operative Housing**

681 Hope Circle  
Newmarket, On.  
L3X 1W3  
Mon-Fri: 8:30am-4:00pm.  
905-853-0049

**Newmarket Co-operative**

65 Emerson Way  
Newmarket, ON.  
L3Y 7M7  
Mon-Thurs: 8:30am-4:30pm, Fri: 8:30am-12:30pm.  
905-853-1517  
Website: [www.Newmarketcoop.ca](http://www.Newmarketcoop.ca)  
Email: [newmarketcoop@rogers.com](mailto:newmarketcoop@rogers.com)  
905-882-4090  
Email: [richmondhillco-op@rogers.com](mailto:richmondhillco-op@rogers.com)

**Richmond Hill**

**Centre Green Co-operative Housing**

172 Centre Street East  
Unit 43  
Richmond Hill, ON  
L4C 1A6  
905-884-0584

**John Fitzpatrick Steelworkers Housing Co-operative**

105 Weldrick Rd. E  
Richmond Hill, ON.  
L4C 9Y9  
905-508-6640  
[landsberglewis@rogers.com](mailto:landsberglewis@rogers.com)

**Park Farm Co-operative Housing**

1 Fox Run Cres.  
Richmond Hill, ON.  
L4C 8A8  
905-737-3373

**Richmond Hill Co-operative Homes.**

8675 Bayview Ave. Unit 39  
Richmond Hill, ON.  
L4B 3M5  
Mon-Thurs: 9:00am-4:30pm.  
Fri: 9:00am-1:00pm

**Vaughan**

**Crown Heights Co-op Homes Inc.**

27 Crown Heights Cres.  
Thornhill, ON.  
L4J 5T9  
Mon-Fri: 9:00am-4:30Pm.  
905-731-7718

**Eamon Park Co-operative Housing**

94 David Lewis Dr.  
Concord, ON  
L4K 3J1  
905-738-1602

**Thornhill Green Co-operative Housing**

61 Inverlochy Blvd.

Unit5

Thornhill, ON

L3T 3R4

Mon 9am-2pm, Tues 9am-5pm, Wed 10am-1pm,

Thurs 3pm-7pm, Fri 9am-12pm

905-881-4860

E-mail: [thornhillgreen@rogers.com](mailto:thornhillgreen@rogers.com)

**William Lyon Mackenzie Co-operative Housing**

299 Mullen Dr. 92 ½

Thornhill, ON

L4J 3W2

Mon-Thurs: 9:00am-5:00pm, Thurs: evenings

5:00pm-7:00pm

Fri: 9:00am-12:00pm.

905-731-4181

Email: [coopoffice@aibn.on.ca](mailto:coopoffice@aibn.on.ca)

**Housing Help Centre**

Housing registry to assist individuals in securing affordable accommodation in the private rental market. Operated by the Affordable Housing Committee of York Region, a not-for-profit group advocating for adequate and affordable housing in York Region.

**Citizens For Affordable Housing-York Region**

303-10271 Young St. East

Richmond Hill, ON.

L4C 3B5

Mon-Fri: 9:30am-4:30pm.

905-713-2696or 905-416-410-6051

Email: [info@housinghelpcentre.org](mailto:info@housinghelpcentre.org)

<http://www.housinghelpcentre.org>

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

**Ontario Rental Housing Tribunal-Landlord and Tenant Board**

Central Regional Office

3 Robert Speck Parkway

Suite 520

Mississauga, ON

L4Z 2G5

1-88-332-3234or416-645-8080

Website: [www.orht.gov.on.ca](http://www.orht.gov.on.ca)

**Physical Disabilities**

It is serving people with physical disabilities. Offer service with accessibility, employment, independent living, recreation and integration.

**Ontario March of Dimes—Central Region**

10 Overlea Blvd.

Toronto, ON.

M4H 1A4

Mon-Fri: 8:30am-4:30pm

416-425-3463

Website: [www.marchofdimes.ca/dimes](http://www.marchofdimes.ca/dimes)

[Info@marchofdimes.ca](mailto:Info@marchofdimes.ca)

## **FOOD & CLOTHING**

Provides free emergency food to low income residents of Aurora. People can use the food bank once per month.

### **Aurora Food Pantry**

350 Industrial Parkway S  
Aurora, ON.  
L4G 3V7  
Mon-Fri: 9:00am-3:00pm  
90841577

### **Whitchurch-Stouffville Food bank**

86 Ringwood Dr  
Stouffville, ON  
L4A 1C3  
905-591-4443

### **Richmond Hill Community Food Bank**

55 Newkirk Rd.  
Richmond Hill, ON.  
L4C 3G4  
Mon-Fri: 9:00am-11:45am (except holidays)  
905-508-4761

### **Salvation Army Family Services and Resource Centre**

190 Bullock Dr.  
Unit 10  
Markham, ON.  
L3P 1N3

### **Markham Food Bank**

190 Bullock Dr. Unit 11  
Markham  
L3P 7N3  
Tues: 6:30pm-8:00pm  
Thurs: 1:00pm-3:00pm  
Sat: 10:00am-12:00pm  
905-472-2437

### **Salvation Army-Northridge Community Church**

15338 Leslie St.  
Aurora, ON  
L4G 7C4  
905-895-6276

### **Vaughan Food Bank**

5732 HWY #7  
Unit 3 & 4  
Woodbridge, ON  
L4L 3A2  
Thurs-Fri: 10: am-4:00pm  
905-851-2333

## **Substance Use and Abuse**

A community based agency whose purpose is to reduce or eliminate the misuse of alcohol and drugs, problem gambling and the related effects on the families and the communities of York Region.

### **Addiction Services for York Region**

14785 Yonge Street, Suite # 201

Aurora, ON, L4G 1N1

Mon-Fri: 9am-5pm

905-841-7007

1-800-263-2288

E-mail: [jomara@asyr.ca](mailto:jomara@asyr.ca)

[www.asyr.ca](http://www.asyr.ca)

### **Alcohol – Al-Anon Family Groups**

Please call first as locations may change

Or

Visit our website

1-888-425-2666

[www.al-anon.alateen.org](http://www.al-anon.alateen.org)

### **Narcotics Anonymous**

P.O. Box 21, King City

ON, L7B 1A4

416-410-3689

Toll Free: 1-877-414-4464

[www.anchorna.org](http://www.anchorna.org)

### **The Vitanova Foundation**

6299 Rutherford Road

Woodbridge, ON, L4L 1A7

905-850-3690, 416-744-8940

[www.vitanova.on.ca](http://www.vitanova.on.ca)

## Child Care

### Child Care Fee Assistance

Helps eligible applicants with an assessed financial need, with the cost of childcare for their children aged birth to 12 years old. Administered by Community Services and Housing Department. Only spaces in childcare programs that have a Purchase-of-Service Agreement with York Region can be subsidized through fee assistance.

#### **South East Communities of York Region**

144 Main St  
Unit 10  
Markham, ON.  
L3P 5T3  
1-877-464-9675

#### **South Service**

50 High Tech Rd.  
4<sup>th</sup>. Floor  
Richmond Hill  
L4B 4N7  
905-762-1282  
1-866-208-0050

#### **Family Children Services (Georgina Office)**

24262 Woodbine Ave.  
Keswick, ON  
L4P 3E9  
905-989-1883  
705-437-2133  
1-877-464-9675

#### **Child Support Line:**

24262 Woodbine Ave  
Keswick, ON L4P 3E9  
905-830-9487  
1-888-703-5437

#### **South West Communities of York Region**

3901 Highway 7  
Suite 501  
Woodbridge ON.  
L4L 6B2  
1-877-464-9675

#### **York Central**

13175 Yonge Street  
Oak Ridges, ON.  
L4E 0G6  
905-830-4444 ext. 2300  
1-877-464-9675 ext.2300

#### **Northern Community Service**

55 Eagle Street. West  
Newmarket, ON.  
L3Y 8W5  
905-830-4444 ext.2499  
1-877-464-9675

## **Children and Youth Services**

This outpatient program provides urgent assessment and short-term treatment for children up to 18 years of age, as well as support to parents during crisis periods. Offers brief individual and family therapy. Does not require a physician's referral.

### **Child and Adolescent Crisis Program**

South Lake Regional Health Centre  
596 Davis Drive  
Newmarket, ON. L3Y 2P9  
Mon-Fri: 9:00am-9:00pm  
905-853-2227 or 905-895-4521ext.2118

### **New Path Youth and Family Counselling**

165 Ferris Lane  
Barrie, ON, L4M 2Y1  
Mon-Fri: 8:30am-4:30pm  
705-725-7656  
705-458-4338  
1-866-566-7656

### **Pathways for Children, Youth and Families of York Region Inc.**

206-80F Centurian Dr.  
Markham, ON L3R 8C1  
Mon-Fri: 9:00 a.m-5: pm  
905-471-7877  
Email: Admin@ppathwaysyorkregion.org  
Website: www.oehoage.com

## Community and Recreation Centres

### Aurora Town Hall

100 John West Way  
Aurora, On, L4G 6J1  
905-727-3123  
Sat-Sun: 8:00am-5:00pm  
Website: [www.town.aurora.on.ca](http://www.town.aurora.on.ca)

### Aurora Leisure Complex

135 Industrial u Parkway North  
Aurora, On, L4G 4C4  
905-841-7529  
Hours: Mon-Fri: 6:a.m-10:00pm  
Sat-Sun: 8:00am-5:00pm  
Website: [www.town.aurora.on.ca](http://www.town.aurora.on.ca)

### Aurora seniors' Centre

90 John West Way  
Aurora, On, L4G 6J1  
905-726-4767

## Markham

### Armada Community Centre

2401 Denison St.  
Markham, On, L3S 1G3  
905-474-1007 ext.31

### Box Grove Community Centre

7651 9<sup>th</sup> Line  
Markham, On, L6B 1A8  
905-472-2570-24 hr.answering machine

### Cedar grove Community Centre

7667 14<sup>th</sup> Ave.  
Markham, On, L3B 1A8  
905-294-5205

### Centennial Community Centre

8600 McCowan Rd.  
Markham, On, L3P 3M2  
905-294-6111

### Crosby Community Centre

210 Main St.  
Unionville, On, L3R 2G9  
905-477-1543

### Markham Seniors Activity Centre

22 Water St.  
Markham, On, L3P 7P9  
905-294-5111

### Markham Village Community Centre

6041 Highway 7  
Markham, On, L3P 3A7  
905-294-6111

### Milliken Mills Community Centre

7600 Kennedy Rd.  
Markham, On, L3R 9S5  
905-477-6410

### Mount Joy Community Centre

6140 16<sup>th</sup> Ave E  
Markham, On, L3P 3K8  
905-471-8755



**Rouge River Community Centre**

120 Rouge Bank Dr.  
Markham, On, L3S 4B7  
905-474-1007

**Richvale Community Centre and Pool**

160 Avenue Rd.  
Richmond Hill, On, L4C 5L8  
905-884-0855

**Richmond Green Sports Centre**

1300 Eglin Mills Rd. East  
Richmond Hill, On, L4S 1M5  
905-737-1236

**Richmond Heritage Centre**

19 Church St. North  
Richmond Hill, On, L4C 3E6  
905-780-3802  
Website: [www.town.richmond-hill.on.ca](http://www.town.richmond-hill.on.ca)

**Spruce Avenue Community Centre**

31 Spruce Ave.  
Richmond Hill, On, L4C 6V9  
905-771-8870

**Ballantrae Community Centre**

5592 Aurora Rd.  
Stouffville, On, L4A 7X3  
905-640-1900

**Whitchurch Leisure Centre**

2 Park Dr.  
Stouffville, On, L4A 4K1  
905-642-7529

**Latcham Hall**

8 Park Drive  
Stouffville, On, L4A 1G4  
905-640-3965

**Lemonville Community Centre**

13453 McCowan Rd.  
Stouffville, On, L4A 7X5  
905-640-5338

**Vandorf Community Centre**

14663 Woodbine Avenue  
Aurora, On, L0H 1G0  
905-727-1165

**Vaughan-Newmarket**

Chancellor Community Centre  
350 Ansley Grove Avenue  
Woodbridge, On, L4L 3W4  
905-832-8954

**Dufferin Clark Community Centre**

1441 Clark Avenue West  
Thornhill, On, L4J 7R4  
905-832-8554

**Rosemount Community Centre**

1000 New Westminster Drive  
Thornhill, On, L4J 8G3  
905-303-2024

**Father Ermano Bulfon Community Centre**

8141 Martingrove Road  
Woodbridge, On, L4L 3W9  
905-879-87

## **Family Counselling Services**

Provides translation, information and referral on social, legal, health and government issues. Services include written and verbal translations; form completion; walk-in and telephone inquiries; resume preparation; commissioning of documents; citizenship and immigration forms; government forms. Languages: English, Hungarian, Italian, Portuguese, Slovak and Spanish.

### **Bradford Immigrant and Community Services**

11 Holland St. East  
Bradford, ON.  
L3Z 2B8  
Mon-Fri: 9:00am-1:00pm  
905-775-3343  
Email: [b.i.c.s@on.aibn.com](mailto:b.i.c.s@on.aibn.com)

Within the Catholic value system, serves people with social and personal needs. Advocates for changes in our community and in Government Legislation so as to enhance Welfare, health and functioning of the individuals and families served by the agency. Evening counselling appointments offered. Languages: Arabic, Armenian, Bosnian, Bulgarian, Chinese (Cantonese) Chinese (Mandarin), Croatian, English, Farsi, Filipino, French, German, Hindi, Italian, Khmer, Lao, Polish, Portuguese, Punjabi, Russian, Serbian, Somali, Spanish, Swahili, Thai and Turkish.

### **Catholic Community Services**

101-21 Dunlop Street  
Richmond Hill, ON.  
L4C 2M6  
Mon-Fri: 8:30am-4:30pm  
905-770-7040  
1-800-263-2075  
Email: [ccsyrr@ccsyrr.org](mailto:ccsyrr@ccsyrr.org)  
[www.ccsyrr.org](http://www.ccsyrr.org)

### **Centre for Information and Community Services of Ontario**

Provides information and referral, orientation, English and language training, citizenship and life skills to immigrants; employment services for immigrants, training courses, employment counselling, job vacancies information and job matching. Provides programs for families, women and seniors. Community volunteer development and leadership training. Languages: English, Cantonese and Mandarin.

#### **York Region Family and Education Centre.**

7220 Kennedy Rd.

Markham, ON

L3R 7P2

Mon-Fri: 9:00am-5:00pm

905-479-7926

Email: [m.chan@cicscanada.com](mailto:m.chan@cicscanada.com)

[http:// www.cicscanada.com](http://www.cicscanada.com)

### **Chinese Family Service of Ontario (CFSO)**

Offers linguistically and cultural sensitive counseling and family services for Chinese Canadians. Service include counseling, family life education, violence against women program, domestic violence intervention program for men, program for problem gamblers, alcoholics and drug abuse. It offers linguistically sensitive and cultural sensitive and cultural responsive counseling and family services to enhance the functioning and the quality of life of individuals and families. Languages: English, Mandarin and Cantonese.

607-15 Wertheim Court

Richmond Hill

L4B 3H7

416-979-8299

416-9792743

Email: [info@chinesefamilyso.com](mailto:info@chinesefamilyso.com)

[www.chinesefamilyso.com](http://www.chinesefamilyso.com)

### **Chinese Social Service Network York Region**

An informal network of social workers, counsellors, therapists, seniors' workers, teachers, psychologists. The group meets bi-monthly to network, share information, provide mutual support, discuss common issues, affecting the delivery of services, and undertake joint projects.

5248 Highway E

Unit 2

Markham, ON.

L3P 1B9

Mon-Fri: 8:30am-4:30pm

905-294-8802

Email: [cssn.yr@cicscanada.com](mailto:cssn.yr@cicscanada.com)

Website: [www.cicscanada.com/en](http://www.cicscanada.com/en)(English)

Provides service to immigrants and refugees including settlement service, counseling, education and training. Languages: Arabic, Chinese (Cantonese), English, Italian, Polish and Portuguese.

**Costi**

3100 Rutherford Road,  
Suite 102, Vaughan ON  
905.669.5627  
Website: [www.costi.org](http://www.costi.org)

**Ontario Association of Children Aid Society**

75 Front Street East, 2<sup>nd</sup> Floor  
Toronto, On, M5E 1V9  
416-987-7725

**Jewish Family and Child Service, York Region  
Branch**

242 Bathurst St.  
Unit 242  
Thornhill, On, L4J 4P8  
905-882-2331  
Youth: 416-636-9610  
After hours Phone :( 416-638-7800) evening  
appointments  
Distress Line 416-638-7943  
Website: [www.info@jfundcs.com](mailto:www.info@jfundcs.com)

**Native Child and Family Services**

30 College Street  
Toronto, On, M5G 1K2  
416-969-8510

**Catholic Family Services of Simcoe County**

845 Midland Ave.  
Midland, On, L4R 0B7  
705-726-2530  
Toll Free: 1-800-725-2503

## **Gambling**

**Gamblers Anonymous**

1 Yonge St.  
Toronto, ON.  
M5E 1E5  
416-366-7613  
<http://www.gamblersanonymous.org>

## **Employment Insurance**

If you ever find yourself locked out, then this information may help you applying for Employment Insurance, Severance and Termination pay.

### **Richmond Hill Service Canada**

35 Beresford Drive  
Richmond Hill,  
On, L4B 4M3  
1-800-926-9105

### **Barrie Service Canada Centre**

48 Owen Street, flr.01  
Barrie, On, L4M 3H1  
1-800-622-6232

### **Applying for Employment Insurance online**

[www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

### **Applying for Severance and Termination pay online**

[www.labour.gov.on.ca](http://www.labour.gov.on.ca)

If you are interested in Opening your own business or in re-training program, then you can apply for these programs on Ontario Ministry of Training, Colleges and Universities

Website: [www.edu.gov.on.ca](http://www.edu.gov.on.ca)

If you need further assistance to apply for this program, then you can go to any of these community agencies

### **Career Foundation**

1200-21 St. Clair Ave E  
Toronto, ON M4T 1L9  
416-920-5244  
[www.careerfoundation.com](http://www.careerfoundation.com)

### **Job Skills Employment Services**

130 Davis Drive, unit 14  
Newmarket, On, L3Y 2N1  
905-898-5138  
[www.jobskills.org](http://www.jobskills.org)

### **Job Solution**

12820 Yonge Street, Suite 201  
Richmond Hill, On, L4E 4H1  
905-751-1551, 905-751-0493

### **Thornhill Job Finding Club**

8199 Yonge Street, 5<sup>th</sup> floor  
Thornhill, On, L3T 2C6  
905-707-7332

### **York Region District School Board**

60 Wellington Street West,  
P.O. Box 40, Aurora, On L4G 3H2  
905-722-3201  
[www.yrdb.edu.on.ca](http://www.yrdb.edu.on.ca)

