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RESOURCE GUIDE
Programs and Services in Markham

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Housing Supports

Housing support services may include assistance with accessing subsidized or low-cost rental options, support for those experiencing or at risk of homelessness, emergency and transitional shelter options, and guidance in navigating housing systems and tenant rights.

Housing Support Services

Agency	Service Description	Clientele Served	Agency Contact Info
Canadian Centre for Housing Rights	Provides tenants in York Region with free legal services and support with tenant applications and evictions.	Renters in Ontario who are ineligible for services at their local legal clinic. Anyone encountering discrimination in housing.	1-800-263-1139 housingrightscanada.com
Centre Francophone du Grand Toronto - Markham	Offers housing search resources, legal assistance, referral services to specialized housing providers, and a housing financial assistance program.	Francophone residents.	416-492-2672 centrefranco.org
Housing York Inc.	Provides quality community housing, fostering vibrant and inclusive neighbourhoods across York Region. 38 housing properties. Offers market rent housing, subsidized housing and Housing York locations.	Residents of a Housing York Inc. property or those wishing to become residents.	1-866-308-2226 york.ca
John Howard Society of York Region - Markham Office	Provides comprehensive case management for adults who are precariously housed, helping them achieve and maintain housing stability. Includes individualized one-on-one wraparound support on financial literacy, employment support and goal planning.	Adults (18+) and youths (15-29) who are residents of York Region and have been impacted by criminal justice system.	905-895-9943 johnhoward.on.ca/yorkregion
Midaynta Community Services - Home Safe York	Provides trauma-informed support, in-person and virtual, to York Region residents at risk of losing their housing using an anti-Black Racism and culturally sensitive approach. Provides personalized housing assistance to find housing that meets needs and budget.	Prioritizes racialized and marginalized individuals, including newcomers who face systemic and cultural barriers.	905-832-1110 midaynta.com

Reena - Residential Programs	Provides specialized care to meet the unique abilities of individuals with developmental disabilities, in several intentional community residences, 32 homes and over 60 supported independent living apartments.	Persons with developmental disabilities.	905-889-6484 Intake: 1-855-277-2121 reena.org
Welcome Centre Immigrant Services	Assistance to find or maintain housing, eviction prevention, partnership with The Housing Help Centre.	Immigrants and newcomers who are permanent residents, Convention refugees; applicants for permanent resident with letter from Immigration, Refugees and Citizenship Canada stating that application for landing approved.	289-846-3645 905-479-7926 1-877-761-1155 welcomecentre.ca
York Region - Housing Help Centre	One-on-one housing counselling, subsidized housing applications, landlord-tenant mediation, eviction prevention, rental listings, and Ontario Electricity Support Program applications.	Low-income youth, families, newcomers and seniors.	416-317-3655 shhc.ca
York Region - Street Outreach	In partnership with Loft Crosslinks Street Outreach Van, provides mobile services and supplies, mental health and addiction resources, crisis support, intervention and prevention, harm reduction and sexual health resources. The van is equipped with food, clothing, shoes, sleeping bags and tarps.	People who are street involved, homeless and at risk of being homeless.	york.ca

Legal Services for Tenants

Agency	Services Description	Clientele Served	Agency Contact Info
Advocacy Centre for Tenants Ontario - Tenant Duty Counsel Program	Provides remote advice, legal assistance, resources and referrals to unrepresented tenants on or before the day of their scheduled hearing at the Landlord and Tenant Board (LTB). Priority is given to tenants facing eviction. Information on common legal problems related to tenancy in Ontario.	Low-income tenants who qualify.	acto.ca
Canadian Centre for Housing Rights (CCHR) - Our Tenant Services	Legal services for tenants living in private market rental housing.	All tenants.	416-944-0087 1-800-263-1139 housingrightscanada.com
Centre for Spanish-Speaking Peoples (CSSP) - Legal Clinic (LAO)	Serves low-income members of the Spanish-speaking community in Ontario regardless of their immigration status in Canada	Eligible for Spanish-speaking residents.	416-533-8545 spanishservices.org
Centre Francophone du Grand Toronto - Aide juridique (Legal Help)	Provides summary legal advice in French. Calls are free and confidential.	Francophones in Peel, York or Durham regions.	1-844-966-7345 centrefranco.org
Chinese and Southeast Asian Legal Clinic (CSALC) (LAO)	Provides free legal services to low-income, non-English speaking clients.	Low-income tenants that speak Cantonese, Mandarin, Vietnamese, Lao, and Khmer.	416-971-9674 1-844-971-9674 csalc.ca
Community Legal Clinic of York Region	Provides free legal advice and representation to low-income residents of York Region. Areas of expertise are residential tenancies, social assistance, loss of employment and immigration.	Low-income residents of York region.	905-508-5018 1-888-365-5226 clcyr.on.ca
Landlord & Tenant Board (LTB)	Settles disputes between property owners and tenants and provides information to landlord and to tenants about their rights and responsibilities under the Residential Tenancies Act.	Anyone wanting to resolve a dispute with a landlord or tenant, and/or end a tenancy or co-op member's occupancy in the province of Ontario.	1-888-332-3234 TTY: 1-800-855-0511 www.tribunalsontario.ca
Legal Aid Ontario (LAO)	Free legal advice to low-income tenants.	Low-income tenants who qualify.	1-800-668-8258 legalaid.on.ca

Pro Bono Ontario - Free Legal Advice Hotline	Get up to 30 minutes of free legal advice and assistance with civil law matters in Ontario (no family law, immigration or criminal).	Open to all in Ontario.	1-855-255-7256 probonoontario.org
Rental Housing Enforcement Unit	Identifies and fines a tenant or landlord who has committed an offense of the Residential Tenancies Act.	Any landlord or tenant who feels a rule has been broken under the Residential Tenancies Act in Ontario.	To file a complaint: 416-585-7214 1-888-772-9277 ontario.ca
South Asian Legal Clinic of Ontario (LAO)	Provides advice, brief services, and/or legal representation to low-income South Asian tenants.	Low-income South Asian community in Ontario.	416-487-6371 salc.on.ca

Shelters & Supportive Housing

Agency	Service Description	Clientele Served	Agency Contact Info
360 Kids - Transitional Housing	Transitional apartments; help youth transition between locations, conduct housing searches, complete applications; community referrals; information on shelters and similar programs.	Youth (16-26) who require housing support, have legal income, are willing to work on transitional support plans.	905-475-6694 1-833-360-5437 360kids.ca
Inn From the Cold - Emergency Homeless Shelter	Year round emergency shelter, including health and wellness service, access to support workers, mental health and addiction support and basic needs, assistance finding housing, employment, and volunteer opportunities.	Women and men 18 years and older, who are homeless; couples only if willing to sleep separately.	Call Central Intake at 1-877-464-9675 innfromthecold.ca
Mosaic Interfaith Out of the Cold – Markham (Year-Round)	Emergency housing year-round.	People who are at risk of or experiencing homelessness in York Region.	bluedoor.ca
York Region - Emergency and Transitional Housing	Lists emergency housing and transitional housing facilities with contact info, drop-in programs and youth programs	People who are at risk of or experiencing homelessness in York Region.	Central Intake Line: 1-877-464-9675 1-866-512-6228 york.ca

Paying for Housing or Utilities

Agency	Service Description	Clientele Served	Agency Contact Info
Ontario Electricity Support Program	Provides an ongoing monthly credit directly on qualified consumers' electricity bills.	Must meet income requirements and you must apply.	1-855-831-8151 TTY: 1-800-855-1155 ontarioelectricitysupport.ca
Ontario Energy Board - Low-income Energy Assistance Program	Emergency financial help through the Low-income Energy Assistance Program (LEAP).	For low-income residents behind on their electricity or natural gas bill and face having service disconnected.	1-855-487-5327 oeb.ca
York Region - Homelessness Prevention Program	Helps with costs such as first and last month's rent, rental and utility arrears, utility security deposit, reconnection fees, moving costs, mortgage assistance, and landlord and tenant mediation.	York Region residents, who are homeless or at risk of homelessness not receiving Ontario Works or Ontario Disability Program benefits. Canadian citizen, permanent resident or refugee. Must meet financial eligibility requirements.	1-877-464-9675 TTY: 1-866-512-6228 or 905-895-4293 york.ca
York Region - Rent and Utility Assistance	Emergency financial assistance for rent and utilities.	York Region residents at risk of homelessness who are receiving Ontario Works or ODSP benefits who are behind on rental, mortgage or utility payments.	1-888-256-1112 TTY: 905-895-4293 or 1-866-512-6228 york.ca

Seasonal Shelter Programs

Agency	Service Description	Clientele Served	Agency Contact Info
Ebenezer United Church (Markham)	Emergency shelter (seasonal)	Open to all.	905-955-9966 ebenezeronline.ca
Wideman Mennonite Church (Markham)	Emergency shelter (seasonal)	Open to all.	905-955-9968 torontoareamennonites.ca

Housing Supports for Women & Families

Agency	Service Description	Clientele Served	Agency Contact Info
Sandgate Women's Shelter of York Region	Emergency shelter and 24-hour crisis line and crisis intervention, including support, counselling, advocacy, information and referral, legal information and court support, women's groups including transition support program, second stage housing and outreach programs.	All women-identifying individuals and their children who have experienced violence. Primarily serving York Region.	905-772-3220 or 1-800-661-8294 Crisis: 905-787-8604 sandgate.ca
Yellow Brick House	Crisis services and transitional support to women who have experienced domestic violence and their children. Services include crisis phone, emergency shelter, crisis and short-term supportive counselling in individual and group formats, information and referral services, legal information and support, advocacy and practical assistance.	Women who have experienced domestic violence and their children.	905-709-0900 1-800-263-2231 yellowbrickhouse.org
Women's Centre of York Region - Transitional Housing Support	Provides support for women experiencing trauma or abuse, including support with housing options, and applications for York Region Housing, safety planning, and emotional support during transition.	Women 18+.	905-806-9106 wcyr.ca

Mental Health Supports

Mental Health Supports connect individuals and families with services that promote emotional well-being, resilience, and recovery. These programs may include counselling, getting help during a crisis, peer support, addiction services, and access to culturally responsive or specialized care.

Virtual and Phone Supports

Agency	Service Description	Clientele Served	Agency Contact Info
Assaulted Women's Helpline	A free, anonymous and confidential 24-hour telephone and TTY crisis telephone line to all women in the province of Ontario who have experienced any form of abuse. Provide crisis counselling, safety planning, emotional support, information and referrals.	Women who have experienced any form of abuse.	416-863-0511 1-866-863-0511. TTY: 1-866-863-7868 awhl.org
ConnexOntario	Information line for mental health, addiction, and problem gambling. Call for yourself, a loved one, or a client.	Open to all.	Call 1-866-531-2600. Text CONNEX to 247247. connexontario.ca
Family Services York Region - Virtual Walk-In	Counselling for services for youth, adults and families. Speak to a therapist the same day or next day.	For those who live or work in York Region.	905-895-2371 fsyr.ca
Fem'aide	Offers French-speaking women who have experienced gender-based violence, support, information and referral to appropriate front-line services within their communities.	French-speaking women who have experienced violence.	1-877-336-2433 femaide.ca
Hospice Palliative Care Ontario - Information Line	For information on specific hospice palliative care services in your community or information about advance care planning.	Individuals facing terminal illness and end of life.	1-833-621-0728 hpco.ca
Kids Help Phone	Crisis responders reply to texts, chats and calls from people looking for support, helping them identify how they're feeling, discuss different coping strategies and if required, collaboratively set up a safety plan.	Youth aged 5 to 20 years of age and adults.	YOUTH: Text CONNECT to 686868 (phone) OR tap to message online from a web browser OR call 1-800-668-6868 ADULTS: Text WELLNESS to 741741. kidshelpphone.ca

Krasman Centre - Warm Line & Peer Crisis Support Chat	Provides non-crisis and crisis support from a recovery-informed perspective rooted in lived experience in the York Region, South Simcoe and North York areas (the Central LHIN).	Anyone in distress or crisis in the York Region, South Simcoe and North York areas (the Central LHIN).	General Peer Support: 1-888-777-0979 Newcomers Peer Support: 1-888-233-5633 Chat available 10:00am to midnight: krasmancentre.com
LGBT Youthline	An anti-racist, youth-led organization that connects 2SLGBTQ+ youth across Ontario to resources and community through peer support, training, advocacy, and referrals. Support via phone, online chat, texting and email.	2SLGBTQ+ youth (29 and under) across Ontario.	1-888-687-9688 youthline.ca
Lumenus Services - One Stop Talk	A free, confidential service that lets kids and youth get immediate mental health support with a registered therapist.	Children, youth under the age of 18.	1-855-416-8255 onestoptalk.ca
Ontario Caregiver Helpline	Dedicated helpline for caregivers in Ontario, providing support and resources and palliative care support.	Open to all.	1-833-416-CARE (2273)
Progress Place Warm Line	Confidential & anonymous service. Not a crisis line.	Adults (18+) feeling lonely, isolated, anxious, depressed or in need of a friendly ear.	Call: 416-960-WARM (9276) Text 647-557-5882 OR chat online during operating hours. warmline.ca
Salal Sexual Violence Support Centre	Provides immediate crisis assistance and emotional support, information, and referrals to people who have experienced sexualized violence and who are of marginalized genders.	Women, trans, nonbinary, Two-Spirit, and gender diverse people.	1-877-392-7583 salalsvsc.ca
Suicide Crisis Helpline	Offers support that is bilingual, trauma-informed, culturally appropriate and available to anyone in Canada	Open to all.	Call or text 988 988.ca
Toronto Seniors Helpline	A single point of access for seniors and caregivers to receive information and access to community, home, and crisis services.	Seniors and caregivers.	416-217-2077 1-877-621-2077 torontoseniorshelpline.ca

Women's Support Network of York Region - 24 hr Crisis Line	Provides emotional support and crisis intervention to women who have experienced sexual violence, sexual exploitation and/or human trafficking.	All women who self-identify as women, as well as all trans, genderqueer, non-binary, Two Spirit, and intersex people and who have experienced sexual violence.	905-895-7313 1-800-263-6734 womenssupportnetwork.ca
Your Support Services Network - Crisis Services	Speak with a crisis support worker if feeling depressed, distressed, lonely, anxious, scared, angry or are worried about having nowhere to go.	Individuals in need in York Region, South Simcoe and North York.	1-855-310-COPE (2673) yssn.ca

In-person Supports

Agency	Service Description	Clientele Served	Agency Contact Info
BounceBack Ontario	Free, publicly funded, short-term cognitive-behavioural therapy with a psychotherapist.	Adults and youths 15+. Need to be referred by a doctor or mental health care provider.	Access CAMH at 416-535-8501 bouncebackontario.ca camh.ca
Canadian Mental Health Association (CMHA) - York Region & South Simcoe: Markham	A group-based program addressing topics related to mental health, physical health, increasing skills and connecting to community.	Individuals 16 years of age and older with lived experience of mental health challenges.	905-841-3977 1-866-345-0183 cmhacollege.ca
Canadian Mental Health Association (CMHA) York Region South Simcoe - Markham Office	Free mental health services.	Youth ages 12+ and adults with mental health challenges.	1-877-737-3475 905-884-9110 cmha-yr.on.ca
Distress Centres of Greater Toronto - Survivors of Suicide and Homicide Loss	Support services both in a group setting and individually to those who have experienced suicide or homicide loss.	Support for those how have experienced suicide or homicide losses.	dcogt.com
Hong Fook Mental Health Association	An ethno-cultural community mental health agency serving Asian community members. Services include case management, psychotherapy, psychiatry, peer support, virtual	Asian community members who are 16 years and older in York Region, South Simcoe, North York,	416-493-4242 hongfook.ca

	group activities and virtual mental health workshops.	North Etobicoke and Malton.	
Kinark Child and Family Services - Markham	Individual, family and group mental health assessment and treatment for children and their families, crisis services, residential treatment and education/day treatment.	Children and youth birth-18 years, who are experiencing emotional and/or behavioural problems, and their families.	905-479-0158 1-800-230-8533 kinarkautismservices.ca
Newmarket African Caribbean Canadian Association (NACCA)	Free one-on-one counselling, family support, system navigation. Support for children and youth from the 2SLGBTQIA+ community and wellness workshops.	Black children and youth (24 years of age and under), families and adults (over the age of 24) across York Region.	905-781-6222 naccacommunity.ca
Oak Valley Health - Mental Health Outpatient Services	Individual and group therapy, medication and wellness clinic, repetitive transcranial magnetic stimulation (rTMS) for major depression.	Adults living in Eastern York Region or North Durham.	905-472-7000 oakvalleyhealth.ca
SEAS Centre - Markham	Intimate partner violence crisis management, individual and family counselling, mutual support groups, supportive counselling and information and referral.	Immigrants, refugees and their families.	905-305-1808 seascentre.org
Streamlined Access	Makes connections to mental health and addiction care in York Region/South Simcoe.	16 years and older and need help with mental health and/or addiction in York Region and South Simcoe.	289-340-0348 1-844-660-6602 yssn.ca
Women's Centre of York Region	Provides one-on-one counselling and short-term case management to address housing, financial, employment or income generation related goals.	Women 18+ who have experienced violence.	905-853-9270 1-855-853-9270 wcyr.ca
Women's Support Network of York Region	Provides sexual violence counselling, crisis counselling, human trafficking supports, supports for youth, group programs and public education.	All women who self-identify as women, as well as all trans, genderqueer, non-binary, Two Spirit, and intersex people and who have experienced sexual violence.	905-895-3646 womenssupportnetwork.ca
York Region Alliance of African Canadian Communities (York Region AACC)	Offers after-school curriculum and mentoring program for Black students.	Black students grade six to eight.	647-425-5700 yorkregionaacc.ca

Food & Practical Supports

Food and practical supports help individuals and families access food and basic necessities through services such as food banks, free grocery programs, meal delivery, and community-based outreach. These programs provide items like fresh and non-perishable foods, and household items.

Food Banks & Grocery Supports

Agency	Service Description	Clientele Served	Agency Contact Info
105 Gibson Centre - Food Bank	Provides food for individuals with financial struggles. By appointment only.	Open to all.	905-946-878 105gibson.com
Cornerstone Christian Community Church - Cornerstone Pantry	Small food pantry - provides food support to local families in need. Open by appointment only.	Markham residents in need.	905-294-3554 cornerstonechurch.ca
Markham Food Bank	Offers 7-10 days' supply of food and other necessities (diapers, infant food, etc.) every 28 days.	Markham residents.	905-472-2437 markhamfoodbank.ca
Richmond Hill Community Food Bank	connects and empowers people to access healthy food through education and advocacy	Residents in Markham, Richmond Hill and Vaughan living in the area bounded by Dufferin St to the west, Hwy 404 to the east, Steeles Ave to the south and Bloomington Rd to the north.	905-508-4761 richmondhillcommunityfoodbank.ca
Unionville Alliance Church - Master's Pantry	Fresh food, canned goods and other necessities.	Must reside in Markham, Stouffville, or Richmond Hill.	905-477-1104 uachome.org
York Region Food Network	A regional hub, working in partnership with community groups to offer healthy, accessible and sustainable food and related education.	Open to all.	905-841-3101 yrfn.ca

Disability Supports

Disability Supports help people with disabilities access the tools and services they need for daily living, independence, and participation in the community. These programs may include assistive devices, home or vehicle modifications, personal supports, and help finding employment, housing, or community services.

Income & Employment

Agency	Service Description	Clientele Served	Agency Contact Info
Acclaim Ability Management - Ability Management Services	Offers a unique approach to disability management by focusing on an individual's abilities rather than their disabilities. Helps individuals with their goals of returning to good health and productivity in both their professional and personal lives.	Persons with disabilities who are unemployed.	1-877-867-6064 acclaimability.com
Canadian Hearing Services - York Regional Office	Programs and services include: interpreting services communication devices employment services hearing healthcare/audiology services.	People who are culturally deaf, oral deaf, deafened, and hard of hearing.	1-866-518-0000 TTY: 1-877-215-9530 chs.ca
Canadian Mental Health Association (CMHA) - Employment Program (16+) - Markham	Provides support with individualized employment searches based on individual interests, goals, previous work experience and education. Employment Specialists connect with potential employers to discuss clients' suitability for employment opportunities and advocate for accommodations when necessary.	Individuals 16 years of age or above experiencing mental health challenges, who are ready and motivated to enter the workforce; and are residents seeking employment in York Region and South Simcoe.	905-841-3977 1-866-345-0183 cmha-yr.on.ca
Cherish Integrated Services	Provides structured teaching programs to help people with developmental disabilities master their daily living.	Individuals with a developmental disability.	905-604-9290 cherishis.org
Job Skills - Markham	Employment and job search support.	Youth (15-30). Canadian citizen, permanent resident, or a protected person as defined by the Immigration and Refugee Protection Act.	905-235-5255 1-866-592-6278 jobskills.org

		Self-identify as having a disability.	
JVS Toronto - Employment Services for People with Disabilities in York Region	Pre-employment support services for people with disabilities and services for individuals on the Ontario disability support program (ODSP).	Individuals with learning disabilities, Attention Deficit Hyperactive Disorder (ADHD), Attention Deficit Disorder (ADD), developmental disabilities, Autism Spectrum Disorder (ASD), mental health issues and/or physical challenges.	416-787-1151 jvstoronto.org
Reena - Supported Employment Programs	Provides supported employment programs and services for individuals with developmental/intellectual disabilities, including job readiness training, job development, and ongoing support.	Individuals with developmental/intellectual disabilities including autism.	reena.org
Wayne's Cup	A not-for-profit cafe and life skills centre providing supportive training to develop skills in all aspects of the running of a café and life skills.	Adults 18+ with special needs, including those with autism spectrum disorder, Asperger syndrome and developmental delay.	905-471-0808 waynescup.com

Assistive Devices & Other Supports

Agency	Service Description	Clientele Served	Agency Contact Info
Erinoak Kids - Assistive Devices Resource Service	Assists children and youth with physical, developmental and communication disabilities to maintain or improve physical function to attain their personal goals in the areas of: augmentative and alternative communication (AAC), single switch access to computers, and toys and electronic aids for daily living.	Children and youth with physical, developmental and communication disabilities and their parents.	905-855-2690 1-877-374-6625 erinoakkids.ca
March of Dimes Canada - Ontario Home and Vehicle Modification Program	Provides funding for home adaptations and devices, home modifications (construction) and vehicle modifications.	Ontario residents in financial need and have a permanent ongoing or recurring disability that impedes mobility and results in substantial restrictions in activities of daily living and/or getting in and out of one's home to access essential medical care or community services.	1-877-369-4867 marchofdimes.ca
Ministry of Health - Assistive Devices Program	The Assistive Devices Program (ADP) helps people with long-term physical disabilities pay for customized equipment, like wheelchairs and hearing aids. The ADP also helps cover the cost of specialized supplies, such as those used with ostomies.	Individuals who qualify are Ontario residents, have a valid Ontario health card and have a disability requiring the equipment or supplies for 6 months or longer.	416-327-8804 1-800-268-6021 ontario.ca
Ontario Health at Home	Coordinates local home and community care, long-term care placement and help finding services in the community.	Ontario residents with a valid Ontario Health Insurance Plan (OHIP) card are eligible to receive an assessment completed.	310-2222 (no area code required) TTY: 711 1-877-336-9090 ontariohealthathome.ca

Immigration & Legal Services

Immigration and legal services help newcomers understand their rights, responsibilities, and options in Canada. These programs offer support with settlement, immigration applications, legal information, and referrals. They can help with documents, housing or employment issues, and connecting newcomers to services in the community.

Immigration & Settlement Services

Agency	Service Description	Clientele Served	Agency Contact Info
Canadian Information Centre for International Credentials (CICIC)	Helps individuals and organizations on the recognition of academic and occupational credentials for working and studying in Canada and abroad.	Internationally trained professionals.	416-962-9725 cicic.ca
Centre for Immigrant and Community Services (CICS) - Welcome Centre Markham South	Offers a wide range of settlement support services.	Newcomers, immigrants, citizens and refugees *limited services for International Students.	905-479-7926 cicscanada.com
Cross-Cultural Community Services Association, The (TCCSA) - Markham - York Centre	Offers a wide range of settlement support services.	Open to all with a focus on Asian communities including newcomers, refugees and citizens.	905-948-1671 tccsa.on.ca
Parya Trillium Foundation - Markham Community Centre	One-on-one settlement programs assist newcomers to Canada in completing Permanent Residency applications, citizenship and immigration processes, work permit, work permit extensions, AOSP and ODSP.	Newcomers.	905-764-0202 parya.org
Taiwanese Canadian Community Service Association	Provides supportive services for immigrants from Taiwan, including organizing cultural and recreation activities, referral services for newcomers, visitors, international students and senior community orientation and educational training programs, home visits, hospital visits and supportive counselling.	Newcomers from Taiwanese community.	905-947-4434 tccsa-toronto.ca

Welcome Centre Immigrant Services - Markham North Welcome Centre	One-stop service to guide and support immigrants and newcomers. Offers settlement and integration services, and specialized programs and services for newcomers from diverse backgrounds.	Immigrants and newcomers who are permanent residents, Convention refugees; applicants for permanent resident with letter from Immigration, Refugees and Citizenship Canada stating that application for landing approved, and live-in caregivers.	289-846-3645 1-877-761-1155 welcomecentre.ca

Community-based Legal Services

Agency	Service Description	Clientele Served	Agency Contact Info
Community and Legal Aid Services Programme (CLASP)	Provides free legal advice and representation to eligible low-income individuals in the City of Toronto and to York students	Low-income residents of Toronto and all York students, including those living in York Region.	416-736-5029 yorku.ca/osgoode/clasp
Community Legal Clinic of York Region (CLCYR)	Provides free legal services to low-income residents in York Region. Handles cases related to housing, social assistance (OW, ODSP, CPP, GIS), and employment law.	Low-income residents of York Region.	905-508-5018 1-888-365-5226 clcyr.on.ca

Specialized and Multilingual Support

Agency	Service Description	Clientele Served	Agency Contact Info
Centre Francophone du Grand Toronto	Provides low-income francophones with access to legal services that meet their needs, free of charge.	Francophones in Peel, York or Durham regions.	1-844-966-7345 centrefranco.org
Centre Francophone du Grand Toronto	Provides summary legal advice in French. Calls are free and confidential.	Francophones in Peel, York or Durham regions.	1-844-966-7345 centrefranco.org
ARCH Disability Law Centre (LAO)	Specialty legal clinic that practices exclusively in disability rights law. Dedicated to defending and advancing the equality rights, entitlements, fundamental freedoms, and inclusion of persons with disabilities with low income in Ontario.	Persons with disabilities with low income in Ontario.	416-482-8255 1-866-482-2724 TTY: 416-482-1254 TTY Toll-free: 1-866-482-2728 archdisabilitylaw.ca
Black Legal Action Centre (BLAC) (LAO)	Challenges anti-Black racism through advocacy, education and legal action.	Black and low-income Ontarians.	416-597-5831 TTY: 1-800-855-0511 blacklegalactioncentre.ca
Centre for Spanish-Speaking Peoples (CSSP)	Serves low-income members of the Spanish-speaking community in Ontario regardless of their immigration status in Canada.	Spanish-speaking tenants.	416-533-8545 spanishservices.org
Chinese and Southeast Asian Legal Clinic (CSALC) (LAO)	Provides free legal services to low-income, non-English speaking clients from the Chinese, Vietnamese, Laotian and Cambodian communities in Ontario.	Low-income, non-English speaking tenants from Chinese, Vietnamese, Laotian and Cambodian communities in Ontario.	416-971-967 1-844-971-9674 csalc.ca
Injured Workers Community Legal Clinic (IWC)	Provides information and advice, and represents injured workers. Provides public legal education and works with injured worker and community organizations trying to improve the workers' compensation system.	Open to all injured workers.	416-461-2411 1-833-461-2411 iwclc.org
Justice for Children and Youth (JFCY) (LAO)	Legal services for young people under 18 and up to 25 for homeless or undocu mented young people in Ontario.	Street-involved youth in Ontario.	416-920-1633 1-866-999-JFCY (5329) jfcy.org
South Asian Legal Clinic	Provides advice, brief services, and/or legal representation to	Low-income South Asian community in	416-487-6371

of Ontario (LAO)	low-income South Asian tenants.	Ontario.	salc.on.ca
Workers' Health & Safety Legal Clinic (LAO)	Provides legal services to low-income non-unionized workers who need assistance with legal matters that relate to their employment rights or their health and safety rights at work. Our legal services include summary legal advice, brief legal services, referrals, and legal representation.	Low-income non-unionized workers looking for assistance with employment rights and health and safety rights at work.	416-971-8832 1-877-832-6090 workers-safety.ca

Language Supports

Language Supports provides a list of programs and services that provide newcomers with an opportunity to enhance and refine their English language skills for everyday life, work, and community participation. Programs may include English classes, literacy and basic skills training, advanced or job-focused language programs, language assessments, and conversation circles.

Enhanced Language Skills Training (ELT)

Agency	Service Description	Clientele Served	Agency Contact Info
COSTI - Online ELT Program	Ideal for professionals with prior experience in Accounting and Finance, Teaching and Education, Health Care, Information Technology, Office Administration and Customer Service for STEM (Science, Technology, Engineering and Mathematics).	For newcomer professionals with international experience. Permanent Residents, Convention Refugees or Protected Persons. Language proficiency at CLB level 5 to 6.	437-473-8620 905-305-4118 costi.org
COSTI - Specialized ELT programs	Separate programs are offered with special focus on Healthcare, Education, STEM (Science, Technology, Engineering, Math) and Transportation and Trades. This program is delivered in both online and blended modes.	For newcomers with international experience in Healthcare, Education, STEM (Science, Technology, Engineering, Mathematics), Transportation, or Trades. Permanent Residents, Convention Refugees or Protected Persons. Language proficiency at CLB level 5 to 6.	905-451-7147 905-459-6700 costi.org

TDSB - Enhanced Language Training (ELT)	Bridges newcomers' professional backgrounds with new careers in Toronto – for free.	Must be a Permanent Resident or Convention Refugee; CLB 5-6; trained/experienced in sector; committed to full-time 10-week program.	416-395-8270 416-395-3669 tdsb.on.ca

English Language Training

Agency	Service Description	Clientele Served	Agency Contact Info
Canadian Hearing Services - Literacy and Basic Skills	Offers individualized instruction for deaf adults to develop and apply communication, numeracy, and digital skills to achieve career goals, maintain employment, further education, participate in training opportunities and increase personal independence. Classes are free and provided in American Sign Language (ASL).	Residents of Ontario who are deaf and are aged 19 and over.	1-866-518-0000 TTY: 1-877-215-9530
Markham Public Library - The Learning HUB	Offers online skills upgrading courses that can improve reading, writing, math, and computer skills to help prepare for new employment or advance your career.	Anyone with a Markham Public Library card. Free to anyone who lives, works, goes to school or owns property in Markham or York Region.	The Learning HUB: 1-844-470-7877 markhampubliclibrary.ca
York Region District School Board - Adult Literacy and Basic Skills	Free training to upgrade your employability, academic or computer skills. Basic and advanced computer skills, employment skills and academic upgrading, CAEC preparation (high school equivalency) and literacy and computer skills for adults with special needs. All courses are offered in-person and online.	Adults 18+.	905-731-9557 yrdsb.ca

Occupation-specific Language Training

Agency	Service Description	Clientele Served	Agency Contact Info
Centennial College	Workplace Communication Skills Courses - Business/Finance, Construction Trades, Health Sciences, Technology. Work-oriented language training for newcomers. Courses are offered in blended or online formats.	Participants must be permanent residents, convention refugees/protected persons or temporary residents affected by the crisis in Gaza (showing "MOME2023" in status documentation until March 31, 2027). They must live in Ontario and have: training or experience in a specific occupation or industry, but need to improve their occupation-specific communication skills; and a valid language proficiency of at least level 5 in Canadian Language Benchmarks (CLB), or Niveaux de compétence linguistique canadiens (NCLC) for courses taught in French. Some courses/modules require higher CLB levels.	416-289-5000 centennialcollege.ca
Collège Boréal – Toronto	Course offered in French. Workplace Communication Skills Courses - Business/Finance, Health Sciences. Work-oriented language training for newcomers. Courses are offered in blended or online formats.		416-289-5130 collegeboreal.ca
George Brown College	Workplace Communication Skills Courses - Business/Finance, Health Sciences, Technology, Writing Professionally for Business or Technology. Work-oriented language training for newcomers. Courses are offered in blended or online formats.		416-415-5000 georgebrown.ca
Humber Polytechnic	Workplace Communication Skills Courses - Business/Finance, Construction Trades, Technology. Work-oriented language training for newcomers. Courses are offered in blended or online formats.		416-675-6622 humber.ca
Seneca Polytechnic	Workplace Communication Skills Courses - Business/Finance, Health Sciences, Technology. Work-oriented language training for newcomers. Courses are offered in blended or online formats.		416-764-9722 senecapolytechnic.ca

English Conversation Circles

Agency	Service Description	Clientele Served	Agency Contact Info
COSTI	Click, Connect, Communicate	Permanent residents, convention refugees, refugee claimants.	416-244-9980 costi.org
Learning Disability Association of Toronto	English Literacy (high beginner-low intermediate)	Permanent residents, convention refugees, refugee claimants. Learning disabilities or ADHD welcome (no diagnosis required, all welcome).	647-531-1680 ldatd.on.ca
YMCA-Newcomer Information Centre	LSP – English Conversation Circle – Steps to English Fluency	The program is specifically designed for newcomers to Canada and for YMCA Newcomer Information Centre clients only – bring immigration documents to register.	newcomersincanada.ca

Sexual Health Supports

Sexual health support provides programs and services to help individuals access information, testing, treatment, and counselling related to sexual health. These programs offer birth control options, STI testing and treatment, harm-reduction supplies, education, and referrals.

Sexual Health Clinics & Services

Agency	Service Description	Clientele Served	Agency Contact Info
Sexual Health Infoline Ontario	A free, anonymous and inclusive eChat and phone service.	Open to all.	1-800-668-2437 416-392-2437 sexualhealthontario.ca
CMHA York Region & South Simcoe - Gender Affirming Health Clinic (GAHC)	Services include drop-in services, case management, counselling, and physical and sexual health care as well as groups and workshops. Referrals are accepted from all sources, including self-referrals.	People who identify as trans, gender diverse, non-binary and/or questioning 16 years of age or older Residents who live in York Region or South Simcoe.	905-841-3977 1-866-345-0183 cmha-yr.on.ca

Parent & Family Supports

Parent and family supports provide parents and caregivers with a list of programs and services such as counselling services, parent groups, child development resources, and coordinated connections to community programs that promote overall family well-being.

Support for New Parents

Agency	Service Description	Clientele Served	Agency Contact Info
Oak Valley Health (Markham Stouffville Hospital) - Free Online Prenatal Classes	A four-part prenatal series of prenatal classes to support expectant parents and their support person. All classes are live and interactive and facilitated by registered nurses experienced in maternal and newborn care. Select classes are available in Mandarin too.	Open to all.	905-294-2229 (BABY) markhamprenatal.com
Rise Support Centre	Confidential support and assistance for crisis pregnancy, including unplanned pregnancy, pregnancy loss, and single parenting pregnancy options.	Women who are pregnant, parenting, or who have experienced pregnancy loss. Moms and Tots Program for mothers and their children 3 years and younger.	905-472-4357 risesupportcentre.ca
York Region - Healthy Babies Healthy Children Program	A home visiting program that provides eligible families with information, support and connections to community resources.	Find a Healthy Babies Healthy Children program by asking your family doctor, midwife, nurse or other service provider.	1-800-361-5653 york.ca
York Region - Prenatal and Newborns	Classes and clinics for pregnant and breastfeeding women. New and expecting parents can learn about their health and the health of their baby.	Open to all.	1-877-464-9675 york.ca
York Region - Transition to Parenting	Program for pregnant and parenting mothers with babies up to 18 months of age and feeling one or more of the following: depressed, sad, anxious,	Pregnant and parenting mothers with babies up to 18 months of age.	1-800-361-5653 york.ca

	worried, angry or overwhelmed.		
York Region Public Health – New Baby	Speak to a registered nurse ready to offer helpful parenting tips, answer parenting questions and suggest programs and services.	Parents with a new baby.	1-800-361-5653 TTY: 1-866-512-6228 After hours: 811 or calling 1-866-797-0000 for 24-hour medical advice and free breastfeeding and infant feeding support. york.ca

EarlyON Programs & Playgroups

Agency	Service Description	Clientele Served	Agency Contact Info
On y va Markham - École catholique Sainte-Marguerite-Bourgeoys	On y va Markham offers free French programs that support parents and caregivers.	Children aged 0 to 6 and their families and caregivers.	416-922-2672 centrefranco.org
EarlyON - Markham Child and Family Centre	Offers a range of free programs that support parents and caregivers, encourage positive interactions with children and provide information regarding early learning and child development.	Children aged 0 to 6 and their families and caregivers.	905-479-0002 york.ca
EarlyON - Markham East Centre	Offers a range of free programs that support parents and caregivers, encourage positive interactions with children and provide information regarding early learning and child development.	Children aged 0 to 6 and their families and caregivers.	905-471-1620 york.ca
Family Services York Region - Virtual Walk-In	counselling for youth, adults, couples, & families: speak to a therapist the same day or next day.	For those who live or work in York Region.	905-895-2371 fsyr.ca
York Region - Child Care Fee Subsidy	Includes the process for applying and how to know if you qualify. Application is online.	A family that needs help with the cost of licensed child care for their children (under the age	1-877-464-9675 TTY: 1-866-512-6228

		of 13 years old). Priority is given to families who meet priority consideration criteria.	york.ca
Kids Line	For families in York Region who have questions about early learning and child care.	Families in York Region.	1-888-703-KIDS york.ca

Other Supports for Parents

Agency	Service Description	Clientele Served	Agency Contact Info
Association of Parent Support Groups in Ontario, The (APSGO)	Parent support groups that offer a confidential space to talk openly, focus on parenting strategies, and developing individualized family plans.	Parents in Aurora and Newmarket.	1-800-488-5666 apsgo.ca
Children's Mental Health Ontario - Parents For Children's Mental Health Peer Support - York/Aurora	Peer support groups for parents and caregivers.	Parents and caregivers of children with mental health needs in York Region.	416-921-2109 family.cmho.org
Family Services York Region - Virtual Walk-In	Counselling for youth, adults, couples, & families: speak to a therapist the same day or next day.	For those who live or work in York Region.	905-895-2371 fsyr.ca

Child and Youth Programs

Agency	Service Description	Clientele Served	Agency Contact Info
Across U-Hub	Youth leadership training, after-school program, and recreation and events programming with a Christian perspective.	Youth 16-23 years, with focus on Asian communities.	905-944-1944 acrossuhub.com
Centre for Immigrant and Community Services (CICS) - Markham South	A variety of programs delivered after school, on PA days, during March Break and throughout the summer.	Newcomer children ages 6-12 and youth ages 13-24.	905-479-7926 1-877-761-1155 cicsiyc.org
Markham African Caribbean Canadian Association	Offers a variety of educational, health & wellness, youth, and social cultural programs and events. Programs are	Open to all, but with a focus on children, youth and seniors.	905-946-9998 macca1987.com

	developed with a Caribbean lens and are open to people from all backgrounds.		
York Region Alliance of African Canadian Communities (York Region AACC)	After-school curriculum and mentoring program..	Black students in grade six to twelve.	647-425-5700 yorkregionaacc.ca
York Region Educational Services	After-school language programs, S.T.E.A.M. programs, and camp and personal development programs.	School-aged children (up to Grade 12). Programs available are based on age/grade level.	General & Camp Inquiries: 647-282-YRES (9737) yorkeducation.org
BGC York Region Club - After School Program for Grades 5-8	Offers a diverse range of engaging and entertaining activities for children to enjoy. From artistic expression through art and music to energetic dance, indoor, and outdoor activities, we provide a fun-filled experience that promotes creativity, learning, and social interaction.	Children in grades 5-8.	289-763-6485 bgcyorkregion.com
Girls Incorporated of York Region	Offers educational, recreational and mentoring programs that develops girls' self-confidence and leadership skills science, tech, engineering and maths skills.	Girls aged 5-18 years	905-830-0776 girlsincyork.org
Newmarket Library		A range of programs for children as young as 3 up to youths aged 29.	905-953-5110 newmarketpl.ca