



Community Services and
Housing Department
PROGRAMS & SERVICES

Welcome

This booklet includes a brief description of the programs and services provided by the Community Services and Housing Department in the Regional Municipality of York.

Our Department provides a range of programs and services to help people who need additional support with child care, young children with special needs, financial and employment assistance, housing and other supports.

We also work with agencies across York Region to make other programs and services available. Some of these agencies are listed in this booklet. For a complete listing of programs, services and agencies serving York Region, we also produce the YorkLink Directory. This Directory can be found online at www.york.ca.

For more information on any of the programs and services described in this booklet, call 1-888-256-1112, TTY 905-762-0401 or visit the Region's Web site at www.york.ca.

This booklet is available in alternative formats upon request and is available on the internet at www.york.ca.

This document is also available in Chinese, Farsi, Italian, Russian and Tamil. To get a copy of this brochure in one of these languages, please call 1-888-256-1112, TTY 905-762-0401 or visit www.york.ca.

YORK REGION FOOD BANKS

**All Saints Anglican Church -
King City**

905-833-5432

Aurora Food Pantry

905-841-1577

Georgina Community Food Pantry

905-722-8305

Markham Foodbank

905-472-2437

Newmarket Food Pantry

905-853-7285

**St. Mary Magdelene Church -
Schomberg**

905-939-2314

**St. Paul's Presbyterian Church -
Nobleton**

905-859-0843

**Richmond Hill Community
Foodbank**

905-508-4761

Vaughan Food Banks

905-851-2333

Whitchurch-Stouffville Foodbank

905-640-4704

York Region Food Network

905-967-0428

**Canada Mortgage and
Housing Corporation**

416-221-2642

**Community Crisis
Response Service**

310-COPE (2673)

**Community Legal Clinic
of York Region**

905-508-5018

Income Tax information

1-800-959-8281

Ontario Rental Housing Tribunal

1-888-332-3234

Provincial Courts

416-326-2220

**The Regional Municipality of
York, General Information**

1-877-464-9675

**York Catholic District
School Board**

905-713-2711 or 416-221-5050

**York Region District
School Board**

905-895-7216 or 416-969-8131

York Region Health Connection

1-800-361-5653

York Regional Police

In case of emergency, dial 911

Non-emergency 1-866-876-5423

TTY 1-800-668-0398

For a complete listing of community agencies and programs serving York Region, visit www.york.ca and click on:

YorkLink
A Community Services Directory

KIDS LINE

1-888-703-KIDS (5437)

Refers parents to programs offered by York Region and by community partners, including Child Care Fee Assistance, Early Intervention Services, the Child Care Support Line, Recreation and Summer Camp programs, the Preschool Speech and Language program and the Tri-Regional Infant Hearing program.

KIDS LINE is available Monday to Friday from 8:30 a.m. to 4:30 p.m.

Child Care Fee Assistance

Helps with child care costs for children up to age 10 (12 in exceptional circumstances), of parents who are employed, enrolled in education or training, and who meet low income requirements.

Early Intervention Services (EIS)

Provides early identification, assessment and intervention for children (up to age six) with special needs in their homes, child care and other community settings. Connects these families with community resources and supports.

Child Care Support Line

Answers questions about child care programs offered in York Region.

COMMUNITY Partners

Community Partner: Recreation and Summer Camp Programs

Administers funding for recreation and summer camp for children whose families are eligible. Programs take place through local recreation departments.

Community Partner: Preschool Speech and Language Program

Administered by Markham Stouffville Hospital and co-located with EIS, this program helps children (birth to kindergarten) who have trouble talking or understanding language. Provides screening, assessment and treatment, as well as parent education.

Community Partner: Tri-Regional Infant Hearing Program

Administered by Markham Stouffville Hospital and co-located with EIS, this program screens infants up to age two for permanent childhood hearing loss either in the hospital or in the community. Provides identification and assessment, support to families and communication programming.

Language Line

1-866-243-9924

Provides those applying for Child Care Fee Assistance with free translation and interpretation in the following languages: Arabic, Chinese, Farsi, Italian, Russian, Spanish, Tamil, Urdu and Vietnamese.

RELATED Agencies

AOK Early Child Development and Parenting Programs

KIDS LINE 1-888-703-5437, Option 1
www.york.ca

These free programs provide families and caregivers with information, programs and links to services for children ages birth to six years old.

Ontario Early Years Centres

Markham 905-479-0002
Oak Ridges (Richmond Hill)
905-883-6901
Thornhill 905-709-6159
Vaughan/King/Aurora 905-856-5511
York North (Newmarket) 905-853-0754
www.ontarioearlyyears.ca

These Centres are places where parents and caregivers can take part with their children up to age six in a range of free programs and activities, and get information about child development.

Healthy Babies, Healthy Children

Health Connection 1-800-361-5653
www.york.ca

This program provides free support, information and access to community and professional services for families with children ages birth to six years old.

Rose of Sharon Services for Young Mothers

905-853-5514 or 1-877-516-3715
www.therose.ca

The Rose of Sharon offers programs designed to meet the specific needs and interests of young mothers and their infant to preschool-aged children, including support and educational services to young pregnant women, young parents and their children.



Kinark Child and Family Services

905-898-4572 or 1-888-454-6275
www.kinark.on.ca

This children's mental health centre provides a full range of free and confidential programs and services to children and youth with mental health issues, as well as support to their families and caregivers.

York Region Children's Aid Society

1-800-718-3850
www.yorkcas.on.ca

The Children's Aid Society is mandated by the Province to ensure the protection of children from abuse, abandonment and neglect.

Ministry of Children and Youth Services

1-877-669-6658
www.children.gov.on.ca

This provincial ministry provides funding for child welfare, family intervention services, youth justice services, children's community support services, children's mental health services, and child care.

Blue Hills Child and Family Centre

905-773-4323
www.bluehillsschildandfamily.ca

The Centre provides a range of children's mental health services with a focus on the social and emotional well-being of children, youth and their families.

EMPLOYMENT & Financial Support

1-888-256-1112

Social Assistance/ Ontario Works

Social Assistance provides financial and employment assistance through the Ontario Works program to residents who meet eligibility requirements.

Ontario Works helps participants find work and become financially independent by providing financial assistance while helping increase job skills and experience. Financial assistance is a monthly allowance to help with the cost of basic needs such as food and shelter. Employment assistance helps participants to gain or improve job skills and find employment.

Young Parents on Ontario Works

Learning, Earning and Parenting (LEAP) is an Ontario Works program for parents under age 22 receiving Social Assistance who have not completed high school. The LEAP program helps young parents complete high school, access child care and parenting programs, and obtain the supports they need to reach their goals.

Homemakers and Nurses Services

This program covers the cost of an in-home homemaker or nurse to help financially eligible residents who are ill or disabled to continue to live independently. Basic duties such as light housekeeping, laundry and meal preparation as well as basic nursing services are provided.

Family Support

Helps Ontario Works participants and social housing residents receiving rent-geared-to-income assistance pursue child and spousal support payments.

RELATED Agencies

Ontario Disability Support Program (ODSP)

1-877-669-6658
www.cfcs.gov.on.ca

The ODSP is intended to meet the needs of people with disabilities and help them to become more independent through financial assistance and employment supports.

Employment Insurance (EI)

EI provides temporary financial assistance for unemployed Canadians while they look for work or upgrade their skills. Canadians who are sick, pregnant or caring for a newborn or adopted child, as well as those who must care for a family member who is seriously ill with a significant risk of death, may also be assisted by EI.

You can apply online at www.servicecanada.gc.ca or call your local Service Canada Centre.

Canadian Citizenship and Immigration Information

1-888-242-2100

Canada's citizenship and immigration programs help build a community of citizens respected throughout the world.

The Trillium Drug Program

Trillium Drug Program 1-800-575-5386
Ministry of Health and Long-Term Care
INFOline 1-800-268-1154
TTY 1-800-387-5559
www.health.gov.on.ca

The Trillium Drug Program helps people who have high drug costs in relation to their income. Trillium application kits are available at your local pharmacy or by calling the Ontario Ministry of Health and Long-Term Care.



Service Canada

Richmond Hill Service Canada Centre
905-886-7662
Newmarket Service Canada Centre
905-953-4052
www.servicecanada.gc.ca

Service Canada brings together services and benefits from federal departments and agencies. These services include social insurance numbers, Employment Insurance, Canada Pension Plan, Old Age Security, career planning, employment services, other financial benefits, and labour market information.

Ministry of Community and Social Services

416-325-5666
www.mcass.gov.on.ca

This provincial ministry provides transitional supports and programs for Ontario's most vulnerable residents, including income and employment supports, social and community services and the Accessibility Directorate of Ontario.

York South Simcoe Training and Adjustment Board (YSSTAB)

1-888-763-2168
www.ysstab.on.ca

The YSSTAB is mandated to direct the planning and delivery of federal and provincial training programs to make job and skills training more accessible, effective and responsive to local needs.

HOUSING & Homelessness Prevention

1-888-256-1112

Social Housing

Social Housing provides affordable rental housing for people with low to moderate incomes who are not able to pay for adequate housing in the private rental market. Housing York Inc., York Region's housing company, owns and operates many rent-geared-to-income and market rent housing units across the region.

Rent-Geared-to-Income (RGI) Housing

To receive RGI assistance, households must meet eligibility requirements established by the provincial government and by York Region. Eligible households pay rent based on their household income. Rent is generally no more than 30% of the household's gross monthly income.

RGI housing includes apartments and townhouses for single people and families.

There are also apartments for seniors aged 60 and over. Applicants can apply for seniors housing at age 58.

RGI housing applicants must apply for housing and have their names placed on a centralized waiting list until their name reaches the top of the list and a subsidized unit becomes available.

Market Rent Housing

Most social housing communities also have non-subsidized units. Applicants for market rent units apply directly to the housing provider. Contact information for housing providers can be obtained by calling the telephone number at the top of this page.

Accessible Units

There are some units available that have been modified for people who have physical disabilities.

Homelessness Prevention Program

To help individuals or families to keep their housing or to prevent eviction, one-time financial assistance may be provided to assist with rental charges and utility bills. This program also helps with finding and maintaining affordable housing.

Shelters

We can help you find a temporary place to live if you are homeless, fleeing a dangerous situation, or are a female victim of abuse (with or without children).

Domiciliary Hostels

Domiciliary hostels are permanent homes for people who need supervision of their daily living activities.

Housing Access Centre

905-830-4444, Ext. 2499
1-877-464-9675, Ext. 2499

Call to speak with a social housing applicant service representative.

RELATED Agencies

Housing Help Centre

905-713-2696

www.housinghelpcentre.org

The Centre maintains a housing registry to help individuals secure affordable accommodation in the private rental market.

York Region Long Term Care - Alternative Community Living Program (ACLP)

1-866-967-5582

www.york.ca

Offered at specific sites, the ACLP is a supportive housing program providing personal care and homemaking to older adults in the comfort of their own apartments.

Habitat for Humanity, York Region

905-868-8722

www.hfhyr.ca

Habitat for Humanity, York Region, builds affordable, adequate homes in partnership with local communities, volunteers and material suppliers for sale to needy families at an affordable cost.

Salvation Army Homelessness Prevention and Rent Bank Program

Markham 905-472-3009

Georgina 905-722-3059

Newmarket 905-895-6119 or

905-868-0474

This program provides one-time financial assistance to those at risk of losing their home or place of shelter, or to individuals who are homeless or living in a temporary shelter.

INN from the Cold Program

905-895-8889

This program provides emergency overnight shelter, meals and clothing on Thursday, Friday and Saturday and on nights when the temperature is below minus 15°C, during the winter months.



Mosaic Interfaith - Out of the Cold Program

416-948-6682

This program provides emergency overnight shelter, meals and clothing to people who are homeless and others in need two nights per week during the winter months.

EMERGENCY Shelters

Sandgate Women's Shelter of Georgina 905-722-3220

For abused women with or without children.

Yellow Brick House 1-800-263-3247

For abused women with or without children.

Leeder Place Emergency Family Shelter 905-898-1658

For families with children.

Sutton Youth Multi-Service Centre

Town of Georgina, Leisure Services

Department 905-722-4200

Salvation Army, Shelter and Housing Services 905-722-9076

The Centre provides recreation and life skills activities for families and youth, and includes a shelter/housing facility for males and females, ages 16 to 26.

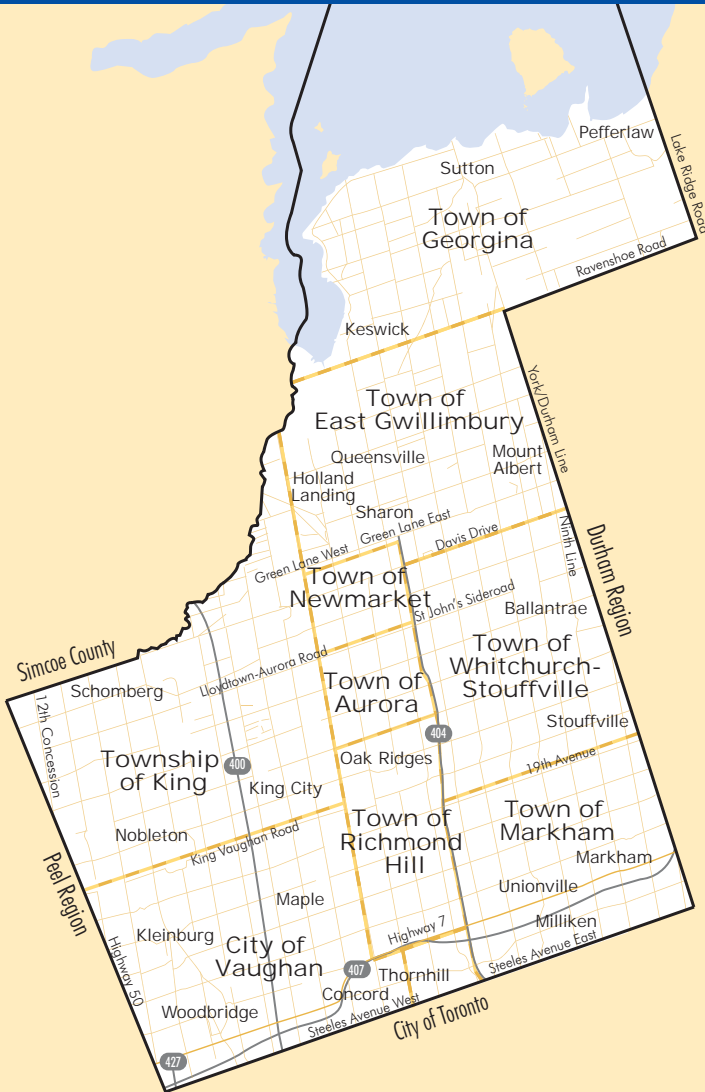
Youth Shelter 905-830-0121

For male youths, ages 16 to 26.

Porter Place Men's Shelter 905-898-1658

For males, ages 16 and older.

The Regional Municipality of York



Community Services and Housing Department
17250 Yonge Street, Newmarket, ON L3Y 6Z1