

LIBERTY VILLAGE RESPITE COMMUNITY INFORMATION NUMBERS

For non-emergency general respite-related community concerns call:

Victoria Bowman, Community & Guest Engagement Worker, St. Felix Centre
Phone: (416) 834-2919, Email: connect@stfelixcentre.com

St. Felix Centre contact information:

- St. Felix Respite: 69 Fraser Ave (416) 392-8655 (front desk)
- St. Felix Respite: 25 Augusta Avenue (416) 203-1624 (front desk)
- Clothing Donations: Iris Bartraw iris@stfelixcentre.com
- Other in-kind donations: James Situ james@stfelixcentre.com
- Volunteering: Varshanie Thakur volunteer@stfelixcentre.com
- Social media handles:
 - Twitter: @StFelixCentre
 - Facebook: @StFelixCentre
 - Instagram: @st.felixcentre

In the case of an emergency always call 911

An emergency is any situation that requires immediate assistance from the police, fire department or paramedics. (e.g. *car crashes, especially if someone is injured, fire, medical emergencies such as severe chest pain, trouble breathing, uncontrollable breathing, unconsciousness etc.*) When an individual is outdoors and has exposed skin, signs of frostbite, and/or is unconscious or unresponsive during extreme cold alerts, call 911 immediately.

Non-Emergency Police assistance

For situations where no person or property is in immediate danger, call the non-emergency police telephone number 416-808-2222. (e.g. *Reporting thefts, vandalism, fraud*)

Crime Stoppers (Anonymous Reporting) (416) 222-8477 / (416) 222-TIPS

Community Complaints (anything outside of an emergency event that should provoke a 911 call). It is most effective to email with a description of the problem.

- Community Policing 14 Division Staff Sergeant Tam Bui (416) 808-1415 tam.bui@torontopolice.on.ca
- Community Policing Unit Crime Prevention Officer Gordon Reid (416) 808-1415 gordon.reid@torontopolice.on.ca

TDD (TTY) - Telecommunications Device for the Deaf for Emergencies

Dial **9-1-1** and **press the spacebar announcer key repeatedly** until a response is received. A **non-emergency TDD telephone number** is 416-467-0493.

Call 311 regarding city services and municipal emergencies.

This might include information on City services (library hours, pools, flu clinics), information on local emergencies (trees blocking streets after a storm), any other non-emergency inquiry or request for City services (potholes). **Note: If needles or syringes are found on city property, do not touch or try to remove the object. Contact 311 to submit a service request for pick-up.**

Call 211 for ALL general social service information.

One resource that *everybody* should know about is the 211 number. 211 is the number to call to find every piece of information about where to call about food banks, health clinics, mental health, newcomer help, substance abuse treatment, seniors services. ***It is a one-stop central referral source.***

The **Homeless Help** page on the City of Toronto website also provides information about city resources. If you wish to obtain street outreach help for a person who is homeless and on the street, the 311 call centre staff can coordinate a referral. Please note that this not an emergency service and may take some time.

General Crisis Lines

Assaulted Women's Healthline	(416) 863-0511 or 1-866-863-0511 or (TTY) 1-866-863-7868
Daily Bread Food Bank	(416) 203- 0050
Distress Centre	(416) 408-4357
Food Link Hotline	(416) 392-6655
Kids' Helpline	1-800-668-6868 or text CONNECT 6868
Mental Health Crisis Line	1-888-893-8333
Ontario Poison Control Centre	1-800-268-9017
Rape Crisis Centre	(416) 597-8808
Senior Crisis Action Line	(416) 619- 5001
Street Helpline	(416) 392-3777
Suicide and Distress Hotline (Toronto)	(416) 408-4357
Suicide and Crisis Hotline (Canada)	(800) 448-3000
Telehealth Ontario	1-866-797-0000
Victim Services	(416) 808-7066

Health and General Information

Access to Addiction, Mental Health, and Problem Gambling Services
Connex Ontario 1-866-531-2600 (24 hr. line for substance abuse, mental health and problem gambling)
Alcoholics Anonymous Helpline (416) 487-5591
Alzheimer's Society Toronto 416-322-6560
Aids Hotline 1-800-668-2437
Debtors Anonymous 1-289-805-3286
Gambling Hotline 1-888-230-2505
National Eating Disorders Information Centre (416)340-4156 / www.nedic.ca
Smokers Helpline 1-877-513-5333
Ministry of Health 3300 Bloor Street West 1(800)-268-1154

Children's Services

Children's Aid Society (416) 924-4646
Parkdale Public Library 1303 Queen St. W 416-393-7686

Health/Medical Facilities

St Joseph's Health Centre	30 The Queensway	416-530-6000
St Joseph's After-Hours Clinic	30 The Queensway	416-530-6377
St. Joseph's Just for Kids Clinic	30 The Queensway	416-530-6611
Parkdale Community Health Centre	1229 Queen St. W	416-537-2455
Toronto Public Health - Parkdale Office	1115 Queen St. W	416-338-3619

Legal

Justice Ontario 1-866-252-0104 (Ontario Attorney General's Legal Information in 170 Languages)
Landlord Tenant Board 1-888-332-3234/ 416-645-8080
Parkdale Community Legal Services (416) 531-2411