

Welcome to the first edition of DEC NET's Diabetes Resource Guide for East Toronto. Please note that at the time of printing, all information was current and accurate. But services can change quickly, so always call first to find out more information. If we have missed programs and services that should be in this guide, please let us know by calling DEC NET at 416-469-6580 ext. 6294, and we can include them in future editions.

Many helpful sources informed this book, including:

- **Making Choices.** Community Resource Connections of Toronto (2006). Available online at www.crct.org or contact 416-482-4103.
- **Directory of Community Resources.** Canadian Diabetes Association (2003).
- **Resource Guide for the East End.** Mustard Seed.
- 211.ca Findhelp Information Services (Community Information Toronto).
- **Directory of Hot Meals and Food Banks in East Toronto.** South Riverdale Community Health Centre (2005).
- **A Guide to Programs and Services for Seniors in Ontario.** Ontario Seniors' Secretariat, Ministry of Citizenship and Immigration (2006). Available online at www.citizenship.gov.on.ca/seniors or by calling 1-888-910-1999.

Thank you to the staff of various agencies who helped provide information about their services. Thank you to the staff at DEC NET and South Riverdale Community Health Centre for all their work on this project. Finally, a huge thank you to the design team, Shelley Wildeman and Peter Sellers.

The Diabetes Education Community Network of East Toronto (DEC NET) provides free diabetes education and support to people with diabetes, their families and friends. We offer diabetes education in English, Urdu/Hindi, Tamil, and Chinese. We also offer a unique program for mental health consumer/survivors with diabetes. Our support options include counselling with a registered dietitian or a diabetes nurse educator, as well as community kitchens, support groups and a rooftop garden program. For more information, please call 416 469-6580 ext. 6294.

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INFORMATION & ADVOCACY

Neighbourhood Centre

416-698-1626

91 Barrington Avenue (1 block North of Danforth; 1 block East of Main)

- Information, service and assistance for residents of East York/East Toronto.
- Form filling/income support, housing outreach, legal clinic and more.

Findhelp Information Services

(Community Information Toronto)

2-1-1 or 416-397-4636

- Information and referral service for programs and services in Toronto.

Access Toronto

416-338-0338

- General information about City of Toronto municipal government (parking, taxes, etc.).
- Interpreter available.

Advocacy Info Line

416-203-0050 ext. 261

- Part of the Daily Bread Food Bank. Call about food programs, OW/ODSP, health, legal issues, immigration/refugee issues, employment, clothing, hydro, housing, etc.

FoodLink Hotline

416-392-6655

- Referral and counselling for those seeking information on food programs.
- Callers are transferred to 211 staff if FoodLink volunteers are unavailable.

Seniors' INFOline

416-314-7511 or 1-888-910-1999

- Information and referral service to Government of Ontario programs/services.
- Service in 20 languages.

Canadian Diabetes Association

416-363-0177 or 1-800-BANTING

- Information and resources about diabetes.

Northern Diabetes Health Network

www.ndhn.com

- Also hosts Diabetes Ontario website (www.diabetesontario.org) which lists diabetes programs across the province.

Older Women's Network

416-214-1518

- Public education and advocacy for older women.

International Diabetes Federation

www.idf.org

- Global advocacy organization working with local diabetes associations to promote diabetes awareness, prevention and equitable care.
- Learn about World Diabetes Day (Nov 14) and print resources about diabetes and diabetes advocacy around the world.

LEGAL SERVICES

Legal Aid Offices

For people in financial need. You must get a legal aid certificate from a legal aid office.

Toronto Area Office

416-979-1446 or 1-800-668-8258

375 University Avenue, Suite 204
(between Dundas & Queen)

Refugee Law Office

416-977-8111

375 University Avenue, Suite 206

Scarborough Legal Aid Office

416-750-7172

1921 Eglinton Avenue East, Unit 1A (Eglinton & Warden)

Community Legal Clinics

Community legal clinics offer free legal assistance to low-income individuals living in their neighbourhoods. If you are having trouble, for example, with your landlord or your welfare benefits, call the community legal clinic nearest you. The clinics offer representation, public education, law reform and community development services. Community legal clinics often specialize in social assistance and housing law but may offer other services as well.

East Toronto Community Legal Services

416-461-8102

1320 Gerrard Street East (Greenwood/Gerrard)

- Free legal information, advice and support for those who financially qualify and live in the area (River Street–Victoria Park; Danforth–Lake).

Neighbourhood Legal Services

416-861-0677

333 Queen Street East (Parliament/Queen)

- Call for an appointment or drop in: Mon, Wed-Fri 10 am–5 pm; Tue 10 am–1 pm. Area served: Bloor Street South–Lake; Yonge–DVP.

Flemingdon Community Legal Services

416-441-1764

49 The Donway West (Don Mills/Eglinton area)

- Satellite office at 5 Massey Square, Crescent Town (Victoria Park/Danforth). 2nd & 4th Wednesdays of each month, 6 pm–8 pm. Walk-ins welcome or call for an appointment.
- Area served: Danforth–401; Victoria Park–Yonge.

West Scarborough Community Legal Services

416-285-4460

2425 Eglinton Avenue East, Suite 201 (Eglinton/Kennedy)

- Free legal information, advice and support for those who financially qualify and live in the area.
- Area served: East side of Victoria Park–West side of Midland; South side of Steeles to the Lake.

Advocacy Centre for the Elderly

416-598-2656 or www.advocacycentreelderly.org

2 Carlton Street, Suite 701

- Community legal clinic for low-income seniors.
- Legal advice, advocacy and public education.

South Asian Legal Clinic

416-487-6371 or www.salc.net

1992 Yonge Street, Suite 205 (Yonge/Millwood)

- Serves low-income South Asians including refugee claimants.
- Languages include English, Urdu, Tamil, Punjabi, Hindi.

ARCH–Disability Law Centre

416-482-8255 or www.archdisabilitylaw.ca

- Legal resource centre and clinic for people with disabilities.

Community Legal Education Ontario

416-408-4420 or www.cleo.on.ca

- Free resources on OW/ODSP, home care, housing, etc.
- No legal advice.

Metro T.O. Chinese & Southeast Asian Legal Clinic

416-971-9674

180 Dundas Street West, #1701 (Dundas at Chestnut)

- For people who speak Cantonese, Mandarin, Vietnamese

(Khmer and Lao translation arranged), are living on low incomes and do not speak English.

FINANCIAL HELP WITH YOUR DIABETES

OW & ODSP

Do you know about the following benefits available through OW (Ontario Works/welfare) and ODSP (Ontario Disability Support Program)?

Special Diet

You can get \$42/month if you have diabetes (or pre-diabetes) and your doctor fills out a special diet form. Your worker can give you a form.

Medical Transportation

If you are spending at least \$15/month travelling to medical appointments, you may be able to get this money back. You will need a letter from your doctor.

Ontario Drug Benefit card

Your drug card will cover your insulin and strips as long as you have a prescription.

Are you on OW or ODSP and NOT on insulin?

OW or ODSP will pay for your meter up to a limit of \$54. You will need a prescription from your doctor that also says that you are not on insulin. To get lancets paid for, bring your worker a prescription from your doctor. This prescription must say how many you use a day.

Are you on OW or ODSP and on insulin?

The Monitoring for Health Program will reimburse you for 75% of the cost of lancets, and your meter. Call the Canadian Diabetes Association at 416 363-3373 or 1-800-226-8464. Your OW/ODSP office can help you pay the amount up front and help you with the 25% that the CDA doesn't pay for. If you need syringes, give your worker a prescription from your doctor that says how many you need a day.

For More Information about OW & ODSP:

Call your nearest community legal clinic (see pages 2-3) for information about benefits, or if your worker says no. Other options:

Daily Bread Food Bank Advocacy Info Line

416-203-0051 ext. 261 or www.dailybread.ca/get_assistance to find out about other benefits you may be eligible for.

Ontario Works–Client Services

416-392-2956 and ask to speak to a worker.

For general questions.

ODSP–Client Services

416-325-5666. For general questions.

HOW TO APPLY FOR ONTARIO WORKS

To apply for Ontario Works/welfare: 416-397-5100

Local Ontario Works Offices

East Toronto Social Services

1631 Queen Street East, M4L 1G4

Main: 416-392-3200

East York Social Services

1450 O'Connor Drive, Bldg. 1, Unit 33, M4B 2T8

Main: 416-392-3400

Downtown Toronto Social Services

111 Wellesley Street East, M4Y 3A7

Main: 416-392-5300

Scarborough West Social Services

1225 Kennedy Road, Unit 1, M1P 2L4

Main: 416-392-5300

Language Lines (to get information on Ontario Works)

English 416-392-8623

Chinese 416-397-7383

Farsi/Persian 416-392-2987

French 416-397-7385

Polish 416-392-4225

Portuguese 416-397-7381

Russian 416-397-0123

Somali 416-397-7384

Spanish 416-397-7382

Vietnamese 416-397-1787

TTY 416-392-2594 or 416-392-2823

HOW TO APPLY FOR ODSP

To apply for ODSP/disability: Call 416-325-5666 and give your postal code to find the office nearest you.

If you are on OW/welfare, apply through your OW office.

Local ODSP Offices

Toronto East

770 Birchmount Road, Unit #30

Scarborough, ON M1K 5H3

General Inquiry: 416-325-0123

Downtown

385 Yonge Street, 2nd Floor

Toronto, ON M5B 1S1

General Inquiry: 416-314-5700

INCOME SUPPORT PROGRAMS FOR SENIORS

If you have lived in Canada for at least 10 years and you are aged 65 or older, you can apply for the basic **Old Age Security (OAS) pension**. If you are living on a low or modest income you may also be entitled to the **Guaranteed Income Supplement (GIS)**.

The **Canada Pension Plan (CPP)** is earnings-related. Most wage-earners must pay into this plan while working. The CPP pays benefits including retirement pensions, survivor benefits, children's benefits, disability benefits and a death benefit. These benefits are not sent automatically; you must apply for them, and they are considered taxable income. For more information about any of these programs, call 1-800-277-9914. You will need your Social Insurance Number or the number that appears on your OAS or CPP payment.

OTHER FINANCIAL HELP FOR PEOPLE WITH DIABETES

Trillium Drug Program

1-800-575-5386 for information

- If you are not on OW or ODSP you can apply for funding to help you pay for your prescriptions.
- You will have to pay a deductible based on income.
- Ask for an application at your pharmacy or go to <http://www.health.gov.on.ca/english/public/pub/drugs/trillium.html> to fill in the form online.

Ontario Drug Benefit Program

416-314-5518 or 1-800-268-1154

- If you are 65 years of age or older, your insulin and strips are covered by this plan.
- There may be a fee depending on your income.

Syringes for Seniors Program (through Assistive Devices)

1-800-268-6021

- If you are 65 years of age or older, you can apply for a yearly \$170 grant to help pay for your syringes.

Hardship Fund (OW)

416-392-3421

- If you cannot afford your medication and strips after you pay for rent and food, you can apply for help through welfare.
- Say you need to apply for the hardship fund to pay for your prescriptions.

Monitoring for Health Program

1-800-361-0796

- For insulin users with no other coverage.
- Get back 75% of the cost of strips & lancets up to \$600/year. For meters, get back 75% up to a maximum of \$75 once every 5 years.
- No income requirements.

Lilly Canada Cares Insulin/Glucagon Assistance Program

416-469-6580 ext. 6294 for information

- Insulin coverage for people on low incomes who do not have government or private health insurance.
- For more info call DEC NET at 416-469-6580 ext. 6294 and ask to speak to a nurse about the Lilly Insulin Program.

GETTING HELP WITH YOUR INCOME TAX

Income Tax Clinics

If you are living on a low income you may be eligible for free income tax preparation. Call the Institute of Chartered Accountants of Ontario at 416-962-1841 after February 1 for a referral. Press ext. 462 for clinic locations.

Disability Tax Credit

The disability tax credit is a non-refundable tax credit. If you have a disability or condition which affects your daily living, you may be eligible. Examples are blindness, Alzheimer's or mobility issues. Most children with Type 1 diabetes are also eligible.

Part or all of this amount may be transferred to your partner or another supporting person. So, if you are taking care of a person with a disability you might be interested in this benefit. In 2005, the basic credit was worth \$989.40. The form you need is called a T2201 Disability Tax Credit Certificate, and it must be completed by a doctor. If you are meeting with a DEC NET nurse or dietitian, ask them for a form. Otherwise, call 1-800-959-2221. If you have access to the Internet, it is faster to print the form at www.cra.gc.ca/forms. Ask for an info package to help you fill out the form.

You can send in this form at any time of year.

Medical Expense Tax Credit

For items not covered by any insurance plan (including OW, ODSP and private insurance plans).

You don't need a separate form for this. On line 330 of your tax return, add up the amount you have paid for medical expenses in excess of 3% of your income. If you paid insurance premiums, you can include those.

Remember to send copies of your receipts along with your tax return.

For more information go to www.cra.gc.ca.

EXERCISE: FREE CLASSES IN TORONTO AND EAST YORK

The following community recreation centres offer free exercise classes. Call or drop by for info, details and dates. If you live outside of the neighbourhood, pick up a City of Toronto FUN GUIDE at your nearest recreation centre or civic centre. New registration every season; some classes are drop-in.

Jimmie Simpson Recreation Centre 416-392-0751

870 Queen Street East (at Degrassi)

John Innes Community Recreation Centre 416-392-6779

150 Sherbourne Street East (between Shuter & Queen)

Masaryk-Cowan Community Recreation Centre 416-392-6928

220 Cowan Avenue (South of Queen, East of Dunn)

Regent Park South Community Recreation Centre 416-392-5490

203 Sackville Green (South of Dundas, East of Regent)

Scadding Court Community Centre 416-392-0335

707 Dundas Street West (at Bathurst)

Secord Community Centre 416-396-2857

91 Barrington Avenue (North of Danforth, East of Main)

Wellesley Community Centre 416-392-0227

495 Sherbourne Street (at Wellesley)

SPORTS FOR SENIORS

Check with your doctor before starting an exercise plan.

Seniors' Sports Club 416-392-0750

Matty Eckler Community Recreation Centre, 953 Gerrard Street East

- Program runs Tuesdays; membership fee is \$5.
- To join, arrive at 10:30 and ask for Seniors' Sports Club Program Coordinator.

Birchmount Bluffs Neighbourhood Centre 416-396-4310

93 Birchmount Road (North of Kingston Road)

- Fees vary. Drop by the centre for more information.
- Classes for seniors include Aquafit, Healthy Bones and Gentle Fitness.

Community Care East York's Senior Centre 416-467-1166

1108 Greenwood Avenue (in Cosburn United Church)

- Call for info.
- Tai Chi, Fitness, Line Dancing and more.

Harmony Hall Centre for Seniors 416-752-0101

2 Gower Street

(1 block West of Dawes Road; South of St. Clair)

- Call or drop in for more info. Annual membership: \$10.
- Tai Chi, Light Weights, Line Dancing, Fitness and more.

Woodgreen Community Care & Wellness for Seniors 416-469-5211 ext. 1262

835 Queen Street East

- Call for more info.
- Programs include fitness classes and day trips.

OTHER FREE AND LOW-COST EXERCISE OPTIONS

Tai Chi at South Riverdale CHC 416-461-1925

Matty Eckler Community Recreation Centre 416-392-0750

Toronto Rehab–Diabetes Exercise & Healthy Lifestyle Program 416-597-3422 ext. 5200

Rumsey Centre, 347 Rumsey Road

- Six-month exercise program with individual and group support. Doctor's referral required.

Walking At Gerrard Square

1000 Gerrard Street East (Gerrard & Pape)

- Mall open for walking every weekday morning at 7:00 am.

Walking At Parkway Mall

Parkway Mall, 85 Ellesmere Road
(Victoria Park & Ellesmere Road)

- Mall opens to walkers every morning at 6:30 am.

Walk-A-Mall Program at Eglinton Square

1 Eglinton Square (Victoria Park & Eglinton)

- Pick up an application at Guest Services; \$5 to join. Or just come by and start walking. Every weekday from 7:00 am–9:30 am.
- Walking group also meets for brunches, workshops and parties.

Walking Program Info Online

- Go to www.intohealth.ca to print walking maps and resources.

COMMUNITY HEALTH CENTRES

Community Health Centres (CHCs) provide accessible, community-based health care, support and programs to people who live in the neighbourhood (or catchment area). CHCs are not walk-in clinics, but offer a range of services to meet the needs of their neighbours. Many people provide services at CHCs, including nurse practitioners, doctors, social workers, registered nurses, registered dietitians, health promoters and other health care professionals. See a doctor, take an exercise class, see a therapist, join a parenting group, and much more! Call the CHC nearest you to find out more and to see which services you may be eligible for.

South Riverdale Community Health Centre

416-461-1925

955 Queen Street East (Queen at Carlaw)

East End Community Health Centre

416-778-5858

1619 Queen Street East (Queen at Coxwell)

West Hill Community Services

416-284-5931

3545 Kingston Road

Women's Health in Women's Hands

416-593-7655

2 Carlton Street, Suite 500 (Carlton at Yonge)

- Services geared to women from Africa, South Asia, the Caribbean and Latin America.
- No catchment area.

Flemingdon Community Health Centre

416-429-4991

10 Gateway Boulevard

Anne Johnston Health Station

416-486-8666

2398 Yonge Street

Regent Park Community Health Centre

416-364-2261

465 Dundas Street East

Association of Ontario Health Centres

416-236-2539 or www.aohc.org

- To find the community health centre nearest you.

HOSPITALS

Toronto East General Hospital

Main number: 416-461-8272

Emergency: 416-469-6435

To book an appointment (out-patients): 416-469-6031

Patient directory: 416-469-6487

825 Coxwell Avenue (Coxwell at Mortimer)

- Includes both in-patient and out-patient care.
- Endocrinology clinic on site.

IF YOU DO NOT HAVE A HEALTH CARD...

South Riverdale Outreach Clinic

416-461-2493

955 Queen Street East (Queen & Carlaw), 2nd floor

- If you do not have a health card or your own doctor.
- Geared to homeless and marginally housed individuals.
- Tuesdays & Thursdays 2 pm–4 pm.

To Replace Your Health Card

Visit one of these offices if your red and white health card has been lost or stolen, or if you need to change your name or address on your photo health card. If you lose your photo health card and your name and address are still the same as on the card, you don't have to go into an office. Call the Ministry of Health INFOLine at 1-800-664-8988 or 416-314-5518. They will send you a new one as long as the card hasn't expired.

Ministry Office at Yonge & Sheppard

47 Sheppard Avenue East, 4th Floor (South side of Sheppard, 1/2 block East of Yonge)

Open every weekday from 8:30 am–5 pm; open until 6:30 pm on Wednesday. Bring 3 pieces of ID to prove your citizenship/immigration status, residency in Ontario and identity.

Ministry Office at Bay & College

777 Bay Street, Suite M212 (College & Bay, Market Level, beside Dollarama)

Open weekdays from 8:30 am–5 pm. Bring 3 pieces of ID to prove your citizenship/immigration status, residency in Ontario and identity.

CAMH (Queen Street at Ossington)

3rd Tuesday of the month from 10 am–2 pm. Be there by 1 pm at the latest. Priority given to homeless and marginally housed individuals, and individuals dealing with mental health issues. ID workers from Street Health are on site from 10 am–12 noon to help you if you need other identification replaced.

Street Health ID Clinics Access to Health Cards for the Homeless Project

For more information, please call 416-921-8668.

HEALTH INFORMATION: OTHER USEFUL NUMBERS

Telehealth Ontario

1-866-797-0000

- 24-hour access to a registered nurse.

The Consumer Health Information Service

416-393-7056

www.tpl.toronto.on.ca/uni_chi_index.jsp

Toronto Reference Library, 789 Yonge Street, 3rd Floor (North of Bloor)

- Current consumer health materials; free and confidential service (no medical advice).
- Walk-in Monday, Tuesday, Thursday (12 noon–4 pm); Wednesday (4 pm–8 pm); Saturday (1 pm–5 pm).

Canadian Liver Foundation

1-800-563-5483

- National help line for information and support.

Kidney Foundation

416-445-0373/1-800-387-4474 or www.kidneycob.on.ca

- Information and support about kidney health.

Doctor Search

416-967-2626/1-800-268-7096 or www.cpsa.on.ca

MedicAlert Foundation

1-800-668-1507 or www.medicalert.com

Lifeline

1-800-543-3546

- Medical alert emergency response service for seniors and people with disabilities.

Heart & Stroke Foundation

416-924-3875 or www.heartandstroke.ca

- Free resources and information.

Smokers' Helpline

1-877-513-5333 or www.smokershelpline.ca

Diabetes Supply Manufacturers

Abbott Diabetes Care	1-888-519-6890
Bayer Customer Service	1-800-268-7200
BD	1-800-268-5430
Eli Lilly Canada Inc.	1-888-545-5972
Roche Diagnostics	1-800-363-7949
LifeScan Canada Ltd.	1-800-663-5521
Novo Nordisk Canada Inc.	1-800-465-4334

EYE CARE

If you have diabetes you are covered for a yearly eye exam regardless of income. If you do not have diabetes but you are over 65 or you are on Ontario Works (welfare) or ODSP (disability), ask your doctor for a form to have the eye exam paid for.

Lenscrafters Vision Benefit

416-203-0050 ext. 261

- Free eyeglasses for people with low incomes who are not on OW or ODSP.
- Call the Daily Bread Food Bank for a referral.

Canadian National Institute for the Blind

1-800-513-7813 or 416-486-2500

- Services and support for people coping with vision loss.

For a list of optometrists and ophthalmologists in East Toronto, please call DEC NET at 416-469-6580 ext. 3229.

DENTAL CARE: FREE/LOW COST SERVICES

Public Health Clinic—various locations

416-392-0934 Danforth/Broadview
416-338-7442 Scarborough Civic Centre
(Markham/Ellesmere)

Or to find a location nearest you, call **416-392-6683**.
Main office is at 791 Queen Street East (at Degrassi)

- Free dental services for children and seniors who financially qualify.
- Seniors must show proof of residence and income tax return.

University of Toronto Dental School

416-979-4927

101 Elm Street (Dundas/University area)

- Dental services delivered by dentistry students at reduced cost.

Regent Park Community Health Centre Dental Team

416-364-7019

- Low-cost dental services available.
- Call for more info.

FOOT CARE

Many community health centres provide free foot care although there may be a waiting list. Call the community health centre nearest you for more information (see pages 19-20).

East End Community Health Centre

416-778-5858

1619 Queen Street East (at Coxwell)

- Free chiropody clinic for people who live in the neighbourhood.
- Call for an appointment.

South Riverdale Community Health Centre

416-461-2493

955 Queen Street East (at Carlaw)

- Free chiropody clinic for people who live in the neighbourhood.
- Call for an appointment.

Toronto East General Hospital

416-469-6031

825 Coxwell Avenue (at Mortimer)

- Free foot care for people with diabetes.
- Ask your doctor for a referral.

Sherbourne Health Bus

416-324-4170

- No health card required.
- Geared to homeless and marginally housed individuals.
- Foot doctor every other Wed at Council Fire Native Cultural Centre (Dundas & Parliament). Call for details.

DIABETIC SOCKS

Diabetic socks are cotton and have flat seams to reduce irritation to your feet. They can keep your feet dry and protected.

Diabetic socks are available at **Zellers** (various locations) for \$6-\$8 and the **Toronto East General Gift Shop** (main floor) for about \$8.

You can also make your own socks diabetes-friendly by cutting off the elastic at the top, and cutting a slit down the sock. Wearing white socks will allow you to notice more quickly if you have hurt your feet.

DIABETES SUPPORT GROUPS

DEC NET

416-469-6580 ext. 3229

- If you are interested in joining a self-help group to help you cope with your diabetes, call for more information.

Community Care East York's Senior Centre

416-467-1166

1108 Greenwood Avenue (Cosburn United Church)

- Diabetic Support Group meets from 11 am– 12 noon on the 4th Tuesday of each month

Canadian Diabetes Association

416-363-0177 or 1-800-BANTING

- Volunteers run chapter meetings.
- Visit, learn, pick up information.

Chapters include:

Caribbean Chapter

Jewish Chapter

Chinese Chapter

Polish Chapter

Filipino Chapter

Scarborough Chapter

First Nations Chapter of Toronto

Deaf Community Diabetes Support Group

OTHER SUPPORT GROUPS

ODSP Support Groups

416-441-1764 ext. 31 or

<http://www.geocities.com/torontodisabilityaction/>

- Get info and support with your ODSP.
- For and run by people on ODSP & OW.

East End Community Health Centre (Queen at Coxwell)
3rd Friday of every month from 1:00–3:00

Flemingdon Health Centre (10 Gateway Boulevard, Don Mills & Overlea)
2nd Friday of every month from 1:00–3:00

Anne Johnston Health Station (2398 Yonge Street, North of Eglinton)
1st Monday of every month from 3:00–5:00

Queen West Community Health Centre (168 Bathurst Street, South of Queen)
3rd Monday of every month from 1:00–3:00

Other Support Groups: Self-Help Resource Centre

416-487-4355 or 1-888-283-8806

www.selfhelp.on.ca

Self-help or support groups give people a chance to talk to others who are going through the same difficult things. In Toronto, there are many groups that meet about a variety of issues. Contact the Self-Help Resource Centre to find a group for you.

MENTAL HEALTH RESOURCES

Distress Centre

416-408-4357 (HELP)

- 24-hour emotional support for people in crisis.

Mobile Crisis Unit Crisis Line

416-289-2434

Family Service Association of Toronto

Service Access: 416-595-9618

- Helps individuals, families and communities through counselling, community development and advocacy.
- Open to everyone in Toronto especially marginalized communities.
- Services offered in a variety of languages.
- Geared to income; some services free. Call the Service Access Unit to find a service that best suits your needs.

- Programs include:

- Counselling Service
- David Kelley Lesbian and Gay Community Counselling Program
- Families in Transition Program
- Seniors and Caregivers Support Services

South Riverdale Community Health Centre

416-461-2493

- If you are using another service (attending a group, seeing a doctor, getting foot care, etc.) you can also get support from the social work team.
- Call for more info on individual or group services.

Canadian Mental Health Association

416-789-7957 ext. 282

- Mental health information and referral service.

Hong Fook Mental Health Association

416-493-4242

- Community based and culturally relevant services for people with mental health issues who speak Cambodian, Chinese, Korean and Vietnamese.
- Support groups, counselling, stress management workshops, case management and more.
- Call for more information or check out www.hongfook.ca.

Community Recreation Program, Toronto East General Hospital

- Group social-recreational opportunities for adults who may be socially isolated and/or coping with mental health issues.
- Ask your health care provider for a referral or call DEC NET for more information.

MENTAL HEALTH RESOURCES— MULTICULTURAL

For a more complete list of counselling services geared to specific groups please see the amazing [Making Choices](#) guide, put out by the Community Resource Connections of Toronto, at <http://www.crct.org/choices/>.

Across Boundaries—An Ethnoracial Mental Health Centre

416-787-3007

51 Clarkson Avenue (at the corner of Caledonia Road & Clarkson, 3 blocks North of Eglinton Avenue East)

- For people of colour with serious mental health issues.

**Afghan Women's Counselling & Integration
Community Support**

416-588-3585

789 Don Mills Road (Don Mills & Eglinton)

- Mental health support services, counselling and women's wellness.
- Languages: Dari, Pashtu.

African Community Health Services

416-591-7600

110 Spadina Avenue (between Richmond & Adelaide), #207

- Resources, health education, counselling for people of African descent.

Arab Community Centre of Toronto

416-231-7746

555 Burnhamthorpe Road (West of the West Mall), #209

- Culturally appropriate counselling available in Arabic.

Chinese Family Life Services of Metro Toronto

416-979-8299

- 3 locations in Toronto; call for more information.
- Counselling and crisis intervention in Mandarin or Cantonese.

Greek Orthodox Family Services and Counselling

416-291-5229

- Services in Greek and French.

Muslim Welfare Centre

416-754-8116

100 McLevin Avenue (East of Markham Road in Scarborough), Suite 4A

- Halal food bank.
- Call for an appointment between 10 am and 1 pm, or between 4 pm and 5 pm.

Midaynta Association of Somali Service Agencies

416-544-1992

1992 Yonge Street, Suite 203 (about 3 blocks North of Davisville)

- Information, counselling, referrals and support in Somali and Arabic.

South East Asian Services Centre

416-362-1375

603 Whiteside Place (Dundas Street East/River)

Individual and family counselling in Cantonese, Mandarin, Vietnamese or Filipino.

RESOURCES FOR SENIORS

Community Care Access Centres (CCACs)

CCACs provide home health care and help with the transition to long-term care homes. Services include nursing, social work, personal support, nutritional counselling, referrals and more.

East York Access Centre (Toronto Central) 416-423-3559

1 Leaside Park Drive (Leaside & Overlea)

Toronto Community Care Access Centre 416-506-9888

250 Dundas Street West (Dundas & University)

Chinese Access Line

416-217-3815

French Access Line

416-701-4646

Community Care East York (CCEY)

416-422-2026

Health, recreational and social services for seniors, adults with disabilities and caregivers. There is a cost for some services; other services are free. Call for information and/or a consultation with a social worker.

Services include: personal care; caregiver relief; friendly visiting; supportive housing; foot care; home maintenance/odd job help; counselling; support groups; a senior's centre; an adult day program; transportation; and more.

Neighbourhood Link/Senior Link

416-691-7407

3032 Danforth Avenue (Danforth & Victoria Park)

- Call or walk in.
- Services for youth, adults and seniors for a small fee or for free.
- Services include: housing, health services, caregiver support, home services, recreational opportunities, employment support, and services for newcomers.

Harmony Hall Centre for Seniors

416-752-0101

2 Gower Street (near Victoria Park & St. Clair Avenue East)

- Social, transportation, recreational and support services for seniors and older adults.
- Exercise classes and special events.
- Chinese Seniors Social Club and Tamil Seniors Social Club.

RESOURCES FOR ABORIGINAL COMMUNITIES

Southern Ontario Aboriginal Diabetes Initiative (SOADI) 1-888-514-1370 or www.soadi.ca

- Outreach services by 5 regional workers.
- Free talks and literature available.

National Aboriginal Diabetes Association 1-204-927-1220 or www.nada.ca

Aboriginal Legal Services of Toronto 416-408-3967

415 Yonge Street (between College & Gerrard), Suite 803

- Legal advice and support for Aboriginal people living in Toronto.

Ontario Federation of Indian Friendship Centres (OFIFC) 416-956-7575 or www.ofifc.org

- Friendship Centres offer diabetes education and community-based programming.
- Call for the location nearest you.

Anishnawbe Health Toronto 416-360-0486

225 Queen Street East (at Parliament) (main office)

- Community health centre built on principles of Traditional Healing.
- Individual, couple and family counselling available.

Council Fire Native Cultural Centre 416-360-4350

439 Dundas Street East (at Parliament)

- Counselling, direct services and assistance to First Nations people.
- Healing initiatives, community garden, food bank, drop-ins, overnight program, prenatal nutrition, and much more.

Native Women's Resource Centre 416-963-9963

191 Gerrard Street East (Gerrard/Sherbourne)

- Financial, grief, employment, addiction counselling
- Literacy, healing, advocacy programs and more.
- Run by and for Native women.

OTHER SUPPORT OPTIONS

Scarborough Women's Centre 416-439-7111

2100 Ellesmere Road, Suite 245 (Ellesmere/Markham Road)

- Workshops on stress, self-esteem, assertiveness, self-care and other topics.
- Eight-week courses are usually about \$30; Saturday and evening courses are \$5 or free.

Tamil Caregiver Project 416-285-3666 ext. 4152

Providence Healthcare

3276 St. Clair Avenue East (West of Warden)

- Provides support to caregivers.

SERVICES FOR NEWCOMERS

Settlement.org

- Helpful web site with information and resources for newcomers.

Riverdale Immigrant Women's Centre 416-465-6021

1326 Gerrard Street East (East of Greenwood) (main office)

- Supports newcomer women through settlement services, counselling, LINC classes, and health promotion.
- Locations downtown and in Scarborough.
- Counselling for women in Bengali, Chinese, English, Gujarati, Hindi, Katchi, Punjabi, Tamil, and Urdu.

Newcomer Women's Services 416-469-0196

745 Danforth Avenue, Suite 401 (Danforth at Pape)

- Settlement services, employment program and counselling, LINC programs, women's groups.
- Languages include English, Urdu, Mandarin, Hindi, Portuguese, Spanish.

Bloor Information and Life Skills Centre 416-531-4613

672 Dupont Street, Suite 314 (at Christie)

- Settlement services and support.
- Languages include Albanian, Bengali, English, Hindi, Portuguese, Punjabi, Spanish, Urdu.

Catholic Cross-Cultural Services

416-644-0816

- Two locations in Scarborough.
- Settlement services, LINC classes and more.
- Languages include Hindi, Urdu, English, Farsi, Cantonese, Mandarin and more.

South Asian Family Support Services

416-431-4847

1200 Markham Road, Suite 214 (at Ellesmere)

- Languages include Bengali, Dari, English, Farsi, Punjabi, Tamil and more.

South Asian Women's Centre

416-537-2276

1332 Bloor Street West (at Lansdowne)

- Settlement services, women's groups, employment counselling and more.
- Languages include Bengali, Urdu, Tamil, Hindi, English, Punjabi, Farsi, Dari, Gujarati.

Tamil Eelam Society of Canada

416-757-6043

1160 Birchmount Road, Unit 1A

- Languages include English, Tamil and Sinhalese.

Thornccliffe Neighbourhood Office

416-421-3054

18 Thornccliffe Park Drive

- Languages include Croatian, Dari, English, Farsi, Gujarati, Hindi, Mandarin, Punjabi, Serb, Somali, Tamil, Urdu.

Eastview Neighbourhood Community Centre

416-392-1750

86 Blake Street (Pape/Danforth Area)

- Newcomer services include settlement services, translation and interpretation, supportive counselling, immigrant women's drop-in, Chinese singing and more.
- Call or drop in (Mon-Sat 9 am-5 pm).

Culture Link

416-588-6288

160 Springhurst Avenue, 3rd Floor (King & Lansdowne)

- Settlement counselling, emotional support and social opportunities for newcomers.
- Languages include Cantonese, Mandarin, Farsi, Tamil, Punjabi, Somali and more.

COMMUNITY GARDENS

Community gardening: fresh air, exercise, and socializing while you grow healthy food! For more info on other community gardens in your area, call the FoodLink hotline at 416-392-6655 or email foodlink@foodshare.net.

Rooftop Gardening Group (DEC NET)

- Meets at South Riverdale Community Health Centre on the 1st and 3rd Thursday of the month from April to October.
- For more info call 416-461-1925.

Eastview Neighbourhood Community Centre

- Seasonal community garden near 86 Blake Street.
- For more info call 416-392-1750.

Mustard Seed

- 791 Queen Street East (Queen/Broadview).
- Call for info: 416-465-6069.

East York Community Garden

- Located at 9 Haldon Avenue.
- Contact east yorkgarden@hotmail.com.

Riverdale Meadow Community Garden

- At the City Adult Learning Centre (Broadview/Danforth)
- Contact mudpies@sympatico.ca.

COMMUNITY KITCHENS

Community kitchens are a great way to learn about healthy cooking. Make and share a delicious meal together.

DEC NET Community Kitchens

English language and Chinese language programs

416-461-3577 ext. 233

Held monthly at South Riverdale Community Health Centre.

Urdu language program

416-778-5805 ext. 204

Held monthly at East End Community Health Centre.

Mustard Seed Community Kitchen

416-465-6069

791 Queen Street East (Broadview/Queen)

- Tues 3 pm-5:30 pm, \$2.

Toronto Friendship Centre Community Kitchen
416-368-8179

All Saints Anglican Church , Parish Hall
323 Dundas Street East (Sherbourne-Dundas)

- Weekdays from 3 pm–5 pm, FREE.
- Come before 3 pm to register.

NUTRITIONAL COUNSELLING

DEC NET Dietitians
416-469-6580 ext. 6294

If you attend a DEC NET program you are eligible for free nutritional counselling with a registered dietitian.

EatRight Ontario Nutrition Hotline
416-325-0510 or 1-877-510-5102

A registered dietitian will answer your healthy eating questions. Service is available in many languages. Call Monday to Friday between 9 am and 5 pm.

Toronto Public Health **416-392-7641**

South Riverdale CHC* **416-461-1925**

East End CHC* **416-778-5858**

*To see a dietitian, clients must live in centre's catchment area. Call to see if you are eligible.

Many community health centres employ dietitians (see pages 19-20). Call the health centre nearest you to find out more.

FOOD DELIVERY PROGRAMS

Good Food Box (Foodshare)
416-363-6441 ext. 221

Affordable, fresh fruits and vegetables delivered to your neighbourhood. Call (or email: gfbbox@foodshare.net) to find a pick up point near you, or pick up at South Riverdale Community Health Centre by calling 416-461-1925.

East York Meals on Wheels
416-424-3322

- Area served: Coxwell–Bayview; Mortimer–Eglinton.
- For anyone who needs help with meal preparation. Meals delivered to your home. Choose from hot, frozen or South Asian meals (about \$5-\$6), or join the diners' club.
- Helpful for people with special diets including those with diabetes.
- Telephone support program also available.

Meals on Wheels East Toronto
(formerly Meals Here and There)
416-466-0587

- Area served: Riverdale and Beach neighbourhoods.
- For seniors, adults with a disability or people coping with an illness.
- Hot meals, frozen meals, and fruit/vegetable baskets.
- Monthly congregate dining programs (diners' club) at Danforth Mennonite Church.

Woodgreen Community Centre
416-469-5211 ext. 1244

- Area served: Danforth–Lakeshore; Coxwell–DVP.
- For seniors, or adults with a disability. Western and Chinese meals available (hot/frozen) for \$5.

Mid-Toronto Community Services
416-962-9449

- Area served: CPR tracks–Lake Ontario; DVP–Yonge.
- Meals on Wheels program includes frozen meals, Chinese, South Asian, vegetarian meals and special diets.

True Davidson Meals on Wheels
416-752-9667

- Area served: Holland Ave–Danforth Ave; Victoria Park–Coxwell.
- Hot, frozen, Chinese or South Asian meals for about \$5.
- Meals also available for new mothers.

TRANSPORTATION

These services provide low-cost transportation options for seniors and people with disabilities who are not able to use public transit. Priority is usually given to people travelling for medical appointments. Always book as early as possible.

Call-A-Service/Harmony Hall
416-752-8868

- Service boundaries: Eglinton Ave E–Danforth; Victoria Park–Bayview Ave.
- Book at least 3 days in advance.
- Rides provided Monday to Friday, 7:30 am to 5 pm.
- Cost depends on type of ride and distance.

Red Cross

416-236-3180

- Service boundaries: Steeles–Lake Ontario; Mississauga border–Pickering border.
- Book as early as possible, at least a week in advance.
- Return trips not guaranteed; busiest days are Tuesday and Thursday.
- Escort rides free.
- Cost for a one-way trip ranges from \$4.50 (0-5.99 km) to \$13.00 (18 km and over).

Neighbourhood Link/Senior Link

416-691-7407 and ask for intake

- Service boundaries: Coxwell–Victoria Park; East York border–Lake Ontario.

Woodgreen Transportation

416-469-5211 ext. 1247

- Service boundaries: DVP–Coxwell; City limits–Lakeshore Boulevard East.
- Group shopping service to local mall/grocery store (\$5 return).
- Medical appointments from \$4.50 (up to 5 km) to \$13.00 and up (over 15 km) one way.

Transportation Action Now

416-425-3463 ext. 7725

- No transportation service.
- Located at 10 Overlea Boulevard, Suite 389.
- This organization advocates for barrier-free transportation.

NEEDLE DISPOSAL

Toxic Taxi

416-392-4330

Put used needles in a hard plastic container. Once you have a large pop bottle or bleach bottle full of needles you can call the Hazardous Waste Hotline's Toxic Taxi to come pick them up. Free service for homeowners and tenants; tenants must wait for driver on day of pick-up. Pick-ups between 6 am and 2 pm.

Will also pick up paint, batteries, and other hazardous materials. Call the Hazardous Waste Hotline (8:30 am–4:30 pm) for more information at 416-392-4330.

Some pharmacies, health centres and hospitals also provide needle disposal services (for example, South Riverdale Community Health Centre at 955 Queen Street East).

Contact one in your neighbourhood for more information.

The following transfer stations also accept used needles. Call first for drop-off details and hours.

Bermondsey Transfer Station

416-392-3133

188 Bermondsey Road, South of Eglinton Avenue East
4th traffic light East of DVP

Victoria Park Transfer Station

416-392-3025

3350 Victoria Park Avenue (at McNicoll)

OTHER HELPFUL CONTACTS

Pet Food Bank at the Toronto Humane Society

416-392-2273

- Open Monday to Friday, 9:30–12 noon (River & Queen).
- For seniors and people on social assistance.
- Bring proof of income and 2 pieces of ID (including photo ID).

Canadian Diabetes Association Clothesline Program

1-800-505-5525

- Clothing and household item collection program.
- Items accepted include clothing, linens, dishes, toys, knick-knacks, cell phones and sometimes furniture.
- Call to arrange a pick-up.

DIABETES EDUCATION PROGRAMS— EAST TORONTO

Diabetes Education Community Network of East Toronto (DEC NET)

416-469-6580 ext. 6294

- Area served: Lakeshore–Eglinton, DVP–Victoria Park.
- Serving East Toronto at various locations including 840 Coxwell Avenue (Coxwell/Mortimer), South Riverdale CHC (Queen/Carlaw), East End CHC (Queen/Coxwell) and the Albany Clinic (Danforth/Broadview).
- Diabetes education and support for people with diabetes and their caregivers. Programs include self-management programs in English, Tamil, Chinese, & Urdu/Hindi, as well as programming for mental health consumer/survivors and marginally housed individuals.
- See a registered dietitian or a diabetes nurse educator for one-to-one counselling.
- Community kitchen and support group options also available.

West Hill Community Services Diabetes Education Program

416-284-5931 ext. 276

- Area served: 401–Lake; Pickering Townline–Markham Road.
- Located at 3545 Kingston Road, Scarborough.
- Interpretation services available for many languages.

Mid-Toronto Diabetes Education Program

416-429-4991 ext. 290

- Area served: O’Connor–Sheppard; Victoria Park–Leslie.
- Located at Flemingdon Health Centre, 10 Gateway Boulevard.
- Programs in various languages including English, Urdu, and Gujarati.

St. Michael’s Hospital–Centre for Diabetes & Osteoporosis

416-867-3679

- St. Michael’s Health Centre, 61 Queen Street East, 7th Floor (Queen/Yonge area)
- English only.
- To book an appointment with a nurse or dietitian, to take a class, or to see a doctor, call 416-867-3679 or fax 416-867-3654. Classes and RD/RN appointments are self-referral; doc appointments require referral from your family doctor.

Scarborough Hospital Diabetes Education Centre

Languages include English, Cantonese, Mandarin.

Doctor referrals preferred.

General Division

416-431-8149

Fax: 416-431-8185

3050 Lawrence Avenue East, Scarborough

Grace Division

416-495-2701 ext. 5339

Fax: 416-495-2457

3030 Birchmount Road, Scarborough

Centenary Site Diabetes Education Centre

416-281-7375

Fax: 416-281-7020

2867 Ellesmere Road, Toronto