

We know that the COVID-19 can create stressors for community. With many agencies closing or limiting services, rest assured that there are still many resources and supports available by phone or online for LGBTQ2S people to access. The following are a list of resources available online or by phone.

## **MENTAL HEALTH SERVICES**

### **Over-the-Phone Crisis Support:**

**For people of all ages, genders, and sexual orientations**

**Gerstein Crisis Centre (24/7):** 416-929-5200

**Toronto Distress Centre (24/7):** 416-408-4357 or text 741741 (2am-2pm daily)

**For people under 20 years old**

**Kids Help Phone: (24/7)** 1-800-668-6868

**For people 65+ years old**

**Crisis Outreach Service for Seniors (9:00am-5:00pm daily):** 416-217-2077

### **Mental Health Peer Support:**

**LGBT Youth Line – peer support by and for people 29 and under**

Call 1-800-268-9688 | Text 647-694-4275 | Chat [www.youthline.ca](http://www.youthline.ca)

**Progress Place Warmline – peer support hotline**

Call 416-960-9276 | Text 647-557-5882 | Chat [www.warmline.ca](http://www.warmline.ca)

### **Other Crisis and Information Services:**

**Community and Social Services Hotline (24/7):** 2-1-1 or [www.211toronto.ca](http://www.211toronto.ca)

**Emergency Shelter Access (24/7):** 416-338-4766 or 1-877-338-3398

**Telehealth Ontario (24/7):** 1-866-797-0000

**Ontario Legal Line (24/7):** 416-929-8400 | Online legal information: [www.cleo.on.ca](http://www.cleo.on.ca) and [www.stepstojustice.ca](http://www.stepstojustice.ca)

**Toronto Public Health COVID-19 Current Situation Report** <https://www.toronto.ca/community-people/health-wellness-care/diseases-medications-vaccines/coronavirus/>

**Toronto Tenant Hotline:** 416-921-9494 | <https://torontotenants.org> | Monday-Friday, 8:30am–6:00pm

### **Articles and Resources for Coping:**

**(Almost) 100 Ways to Not Freak the Fuck Out During #Covid-19**

<https://medium.com/@ashleyfairbanks/100-ways-to-not-freak-the-fuck-out-during-isolation-7dd980584d8b>

**Coronavirus: Ten Reasons Why you Ought not to Panic**

[https://theconversation.com/coronavirus-ten-reasons-why-you-ought-not-to-panic-132941?utm\\_source=facebook&utm\\_medium=bylinefacebookbutton&fbclid=IwAR1DbfjPh1WTfUmDS84T6EqyPuQQyAZxeecFdkFiCXWfo52hfbLPgio2fWI](https://theconversation.com/coronavirus-ten-reasons-why-you-ought-not-to-panic-132941?utm_source=facebook&utm_medium=bylinefacebookbutton&fbclid=IwAR1DbfjPh1WTfUmDS84T6EqyPuQQyAZxeecFdkFiCXWfo52hfbLPgio2fWI)

**Deserted Italian street rings out with song as people lean from windows to sing together during lockdown**

<https://www.independent.co.uk/news/world/europe/coronavirus-italy-siena-song-canto-della-verbena-video-lockdown-a9399176.html?fbclid=IwAR1RXaO1bsR8FHUwth-izl8OXX31JZsGacNigTw7ut-Wbb3rs3wBTtHhCP4>

## HOUSING SERVICES

### Accessing Emergency Shelters:

#### Central Intake

24/7 | 416-338-4766 or 1 (877) 338-3398

**EMERGENCY SHELTERS CONTINUE TO REMAIN OPEN. CONTACT CENTRAL INTAKE FOR SUPPORTS.**

### If You Are Experiencing Abuse:

#### Assaulted Women's Helpline – For Women, Non-Binary, and Trans folks

24/7 | 416-863-0511 | TEXT #SAFE (#7233) on your cell phone

Call for access to Violence Against Women (VAW) shelters, counselling, support, and other resources

#### 1 in 6 Men's Helpline Chat – For Men, Non-Binary, and Trans Folks

24/7 | <https://1in6.org/helpline/>

Use the online chat to access counselling, support, and other resources

### LGBTQ2S Youth Housing Help:

#### The 519 Community Centre – For LGBTQ2S Youth Ages 16 to 29

519 Church Street | <https://www.the519.org/programs/housing-services> | 416-355-6782

**PHONE/EMAIL SUPPORT ONLY:** Email [vwatson@the519.org](mailto:vwatson@the519.org) to set up

#### Friends of Ruby (formerly Egale Youth Services) – For LGBTQ2S Youth up to Age 29

489 Queen Street E, LL01 | <http://friendsofruby.ca/> | 416-359-0237 | [info@friendsofruby.ca](mailto:info@friendsofruby.ca)

**PHONE/EMAIL SUPPORT ONLY:** contact the above phone number/email to access crisis supports, housing help

### Drop-In Centres, Free Meals, and Other Supports:

#### 211 Central

24/7 | <https://www.211toronto.ca/> | TTY 1-888-340-1001

Live Text Chat Support available Monday-Friday 7am-9pm by texting 21166

#### Chalmers Bot

24/7 | <https://chalmers.app/>

A web/phone app that uses your current location to find the closest free meal/drop-in/clothing resource/etc

### For Questions About Landlords, Evictions, and Human Rights:

#### Tenant Hotline

Monday- Friday, 8:30am-6pm | 416-921-9494

#### Landlord & Tenant Board

Monday-Friday, 8:30am-5pm | 416-645-8080

#### Centre for Equality Rights in Accommodation (CERA)

<http://www.equalityrights.org/> | 416-944-0087 | [cera@equalityrights.org](mailto:cera@equalityrights.org)

## **NEWCOMER SUPPORT SERVICES**

### **Important IRB Information:**

#### **IRB measures related to COVID-19**

##### **Postponements of in-person hearings**

- Effective March 17th, hearings are postponed until Sunday April 5th.
- Postponed hearings will be rescheduled as soon as possible when the IRB is back up and running

##### **Increased Flexibility at the Refugee Protection Division and Refugee Appeal Division**

- If you need to submit your BOC to apply for refugee status, the IRB is granting an extension on the 14-day requirement
- If you need to submit your appeal request, the IRB is granting an extension on the 14-day requirement
- Exact extension time has not been determined, as the IRB is monitoring COVID-19 and making decisions as time goes on

For updates on the IRB, please visit the following website:

<https://irb-cisr.gc.ca/en/news/2020/Pages/covid-19-march-15.aspx>

### **For General Information:**

#### **Immigrants, Refugees, and Citizenship Canada Client Support Centre Services**

24/7 | 1-888-242-2100 | TTY: 1-888-576-8502 (8:00am-4:00pm your local time)

You can listen to pre-recorded information about our programs and check the status of your application. Client Support Centre agents are available Monday to Friday, 8 a.m. to 4 p.m., your local time, except for statutory holidays. Services are available in French and English.

#### **YMCA Newcomer Information Centre**

Hotline 416-968-9622 | Email: [immigrantservices@ymcagta.org](mailto:immigrantservices@ymcagta.org)

### **Online Resources:**

#### **Government of Ontario**

Services for Newcomers and Refugees in Ontario

<https://www.ontario.ca/page/services-newcomers-and-refugees#section-0>

#### **Settlement.Org**

Newcomer Services List in Toronto

<https://settlement.org/findhelp/ontario/toronto/settlement-services/>

#### **Settlement.Org**

City of Toronto Resources

<https://settlement.org/findhelp/ontario/toronto/>