

DEVELOPMENTAL SERVICES ONTARIO TORONTO REGION (DSO TR)

Who we are:

DSO TR is the centralized access point for any Ministry of Children, Community and Social Services (MCCSS) funded adult developmental services in the Toronto region.

Reach us at:

- **1-855-372-3858** (*answered 24/7, with assistance provided in most languages*)
- dsotr@surreyplace.ca

If you are 18 years of age, or older, some services and supports may be available by request **upon eligibility** with DSO TR, while other services and supports cannot be accessed until the **DSO “application package” is completed**.

*Please note, **all** services and support requests are prioritized based on need and wait times can be involved.*

MCCSS-funded services available by request, upon eligibility:

- **Specialized services:** for Behaviour Therapy, Occupational Therapy, Speech Language assessment or consultation, etc. call Surrey Place Adult Intake at 416-925-5141 ext. 2582 or email adult.intake@surreyplace.ca
- **\$5,500.00 of Passport funding:** for a referral or more information about this individualized funding, contact DSO TR and visit <https://passportfunding.ca/>
- **Urgent or transitional supports:** as described on page 7, contact DSO TR for a referral or more information.
- **DSO Housing Navigation:** as described on page 3, please contact 1-855-372-3858 or dsotr.hn@surreyplace.ca for more information

MCCSS-funded services available once the DSO application package is completed:

- **Community Participation Supports (CPS):** such as daytime, recreational, and social programs, etc.
- **Supportive housing:** such as group living, supported independent living, etc.
- **Passport funding:** additional individualized funding
- **Person-Directed Planning (PDP):** life planning service
- **Case Management:** Provides service coordination. For more information or to access this service, contact DSO TR

While you wait for MCCSS-funded services through the DSO TR, we encourage you to explore the following community services and supports...

***NOTE:** the following pages include a listing of services and supports provided both without cost and on a fee-for-service basis. The listing has been compiled for informational purposes only and individuals/families are responsible for assessing the suitability of the services and supports.*

This resource is also available online at: <https://www.surreyplace.ca/resources/while-you-wait/>

Community participation programs (e.g., daytime programming, recreational, social or life skills training programs)

- **Access 2 Card:** helps to ensure that entertainment, cultural and recreational opportunities are more available and accessible to people of all ages and types of disabilities who require the assistance of a support person. Visit <https://access2card.ca/> for more information
- **Variety Village:** a sports, fitness and life skills facility located at 3701 Danforth Avenue. Provides sports and wellness activities, awareness, education, training, and skills development. Call 416-699-7167 or visit: <http://www.varietylvillage.ca/>
- **City of Toronto, Welcome Policy:** a fee subsidy to help individuals access city-operated recreational programs: <https://www.toronto.ca/community-people/employment-social-support/child-family-support/subsidy-for-recreation-programs/>
- **City of Toronto Parks and Recreation, adapted programs:** adapted recreation and specialized programming options: <https://www.toronto.ca/city-government/accessibility-human-rights/accessibility-at-the-city-of-toronto/city-services-for-people-with-disabilities/accessible-recreation/>
- **Individualized Funding Library:** online library to help you learn how to find and use individualized funding (e.g., Passport funding), as well as other resources: <https://iflibrary.ca/>
- **ConnectABILITY:** provides an extensive list of non-MCCSS funded programs, services and supports that can be accessed on a fee-for-service basis: <https://connectability.ca/directory>
- **My Community Hub:** individuals/families can create an online profile to search and register and pay for activities, classes, programs, workshops, camps, etc. Go to: <http://mycommunityhub.ca/> to get started

- **Toronto Accessible Sports Council:** to promote and facilitate accessible sport opportunities in Toronto. Visit <https://torontoaccessiblesports.ca/> for more information
- **Eventbrite:** is a ticketing platform where you can book various events (free or fee associated). To find an event, search using “date” or “by category.” Visit <https://www.eventbrite.ca/> for more information

Housing and Supports

Planning Resources:

- **Housing Navigation, DSO TR:** provides resources, information sessions, toolkits, connections, and support to help plan for future creative living situations. Online tool can be found at <https://www.dsontario.ca/housing/welcome-to-the-dso-housing-toolkit>. Contact: [1-855-372-3858](tel:1-855-372-3858) or email: dsotr.hn@surreyplace.ca
- **LIGHTS, Community Living Toronto (CLTO):** a program that assists families with exploring independent living options in the community. Visit www.lights.to to learn more. Call [647-725-1326](tel:647-725-1326) or email LIGHTS@cltoronto.ca
- **Trying It On For Size (TIFS), L’Arche Toronto:** a year-long, person-centered life skills training program exploring how to live independently. <https://larchetoronto.org/blog/community/trying-it-on-for-size-tifs/> Contact Alyssa Denyer at [647-540-1015](tel:647-540-1015) or email alyssa@larchetoronto.org
- **Partners for Planning (P4P):** offers free and fee-for-service virtual planning webinars and resources on various topics as well information on accessing fee-for-service Independent Facilitation for individualized planning. Website is <http://www.partnersforplanning.ca/> Call 416.232.9444 or email info@p4p.ca
- **PLAN Institute:** offers free and fee-for-service online resources and a future planning tool. Website is <https://planinstitute.ca/> or contact at info@planinstitute.ca or toll-free at 1-844-311-7526 (based in B.C. and operates on PST)

Community Housing Resources:

- **Access to Housing, City of Toronto:** application process for Rent-Geared-to-Income (RGI) housing benefits for those with low income. Applications can be made online at <https://www.toronto.ca/community-people/employment-social-support/housing-support/rent-geared-to-income-subsidy/>, or you can call the Support Centre at: [416-338-8888](tel:416-338-8888).
- **City of Toronto New Affordable Housing Developments:** Toronto lists new affordable housing developments that individuals can apply for at this site <https://www.toronto.ca/community-people/community-partners/affordable-housing-partners/projects-under-construction/> Developments

are updated as they become available so registering your email for updates or checking back regularly is encouraged.

- **Co-operative Housing Federation of Toronto:** Keeps a registry of co-operative housing in Toronto, York, and Durham region with information links to open waitlists. Website is <https://co-ophousingtoronto.coop/> or contact 416-465-8688 or 1-888-626-2994 or info@coophousing.com
- **Housing Stabilization Fund (HSF):** is intended to prevent homelessness by meeting the emergency housing needs of Toronto residents who receive financial assistance from Ontario Works (OW) and income support from Ontario Disability Support Program (ODSP) so that they can stabilize their housing situation. Visit <https://www.toronto.ca/community-people/employment-social-support/support-for-people-in-financial-need/assistance-through-ontario-works/policies-and-procedures/housing-stabilization-fund/>

Housing Rights and Education:

- **Canadian Centre for Housing Rights:** offers educational tools for renters along with advocacy for equality in access to housing at <https://housingrightscanada.com/>. They can be reached at 416-944-0087 or toll-free 1-800-263-1139
- **Community Legal Education Ontario (CLEO):** offers education on legal rights for vulnerable people related to housing and other legal issues. Most information is online at <https://www.cleo.on.ca/en> and they can be contacted at [416-408-4420](tel:416-408-4420) or info@cleo.on.ca
- **Housing Help Centre:** assistance with finding and keeping housing or preventing eviction. In-person support for individuals and families to apply for the Rent-Geared-to-Income (RGI) housing subsidy. Find your local Housing Help Centre at <https://www.toronto.ca/community-people/housing-shelter/homeless-help/#housing>

Homeless Support:

- If you need emergency shelter space, please call the City of Toronto's Central Intake line at **416-338-4766 or 1-877-338-3398 or 211**
- **Contact the DSO for Urgent Response at 1-855-372-3858 or dsotr@surreyplace.ca; more information can be found here: <https://www.lumenus.ca/programs-and-services/griffin-community-support-network/>**

Educational opportunities after high school (e.g., continuing adult education, literacy, credit, and non-credit programs)

- **Toronto Public Library (TPL), adult programs:** a variety of learning programs available at libraries across the city: <https://www.torontopubliclibrary.ca/programs-and-classes/>
- **Toronto District School Board (TDSB), adult learning:** offers a variety of credit and general interest programs <https://www.tdsb.on.ca/Adult-Learners>
- **Toronto Catholic District School Board (TCDSB), adult education:** offers a variety of literacy and language programs: <https://www.tcdsb.org/o/adulteducation>
- **Community colleges:** several local colleges offer adapted programs for adults with developmental disabilities, including:
 - **George Brown College, Vocational Program:** <https://www.georgebrown.ca/programs/college-vocational-program-a101>
 - **Humber College, Community Integration through Co-operative Education (CICE):** <https://healthsciences.humber.ca/programs/cice-ontario-college-certificate.html>
- **ConnectABILITY:** provides a list of college, adult literacy and continuing educational programs: <https://connectability.ca/2014/08/27/educational-opportunities-after-high-school-toronto/>

Employment supports

- **Ontario Disability Support Program (ODSP), Employment Supports:** your local ODSP office can connect you to service providers in the community who offer a variety of employment supports: <https://www.ontario.ca/page/ontario-disability-support-program-employment-supports>
- **Ready, Willing & Able (RWA):** uses local employment agencies to help connect employers to registered job seekers with intellectual disabilities or Autism Spectrum Disorder: <http://readywillingable.ca/job-seekers/>
- **ConnectABILITY:** provides information about employment within the developmental services sector: <https://connectability.ca/2016/07/05/employment/>
- **Youth Employment Services— Integrated Employment Services (IES):** a free program which helps individuals find and keep meaningful employment by offering a range of supportive services aimed at long-term job success. Participants have access to personalized career counseling, job interview coaching, and employment retention support, among other resources. Visit <https://www.yes.on.ca/program/integrated-employment-services/> for more information

- **JVS Toronto—Disability Employment & Inclusion Programs:** programs designed for job seekers who have developmental disabilities, ASD, mental health, physical disabilities, etc. Visit <https://www.jvstoronto.org/find-a-job/disability-employment-services/> for more information
- **March of Dimes Employment Supports:** programs include “wrap-around” support and frequent employer contact with a wide range of employers, quick job searches and placement. Visit <https://www.modemploymentservices.ca/services/client-services/> for more information on different types of employment programs offered
- **SocialiiiASD:** focus on creating social opportunities and supporting job seeking autistic adults 18+. Visit <https://socialiiiasd.ca/> for more information
- **MyJobMatch:** a service that helps provide people with a disability more opportunities for meaningful employment. With MyJobMatch, Job Seekers can build their profile, browse jobs, ‘like’ jobs, and start an application. MyJobMatch’s Live Chat Customer Support is there to assist the job seeker along their employment journey. Visit <https://myjobmatch.ca/> for more information

Specialized and clinical services

- **Surrey Place Specialized Programs, Services and Clinics:** includes Behavior Therapy (BT), Occupational Therapy (OT), Social Work/Counseling, Psychology, Psychiatry, Audiology, Speech-Language assessments, and consultations. Also includes the Parenting Enhancement Program (PEP) and Plus 45 Clinic. For a referral or more details, call Surrey Place Adult Intake at 416-925-5141 ext. 2582 or email adult.intake@surreyplace.ca. **Note: must be deemed eligible with the DSO TR prior to accessing such services**
- **Surrey Place Wellness Services:** a monthly schedule of group programming and drop-in sessions for individuals and caregivers. Also includes the Adult Resource Clinic, consultation with a Service Coordinator for individuals 18 years of age or older, who are living with their family. Registration available at: <https://www.surreyplace.ca/programs-services/wellness-services/> where you can browse for programs by downloading the monthly guide or using the Events Calendar tab
- **Developmental services agencies:** some MCCSS funded agencies in Toronto also provide specialized supports on a fee-for-service basis, visit: <https://connectability.ca/en/> or <http://mycommunityhub.ca/> for listings

Staffing services (e.g., hiring a support worker)

- **wm+a:** provides fee-for-service support workers. Call 416-367-5968 or: <https://wmanda.com/specialized-behavioural-services/#family-services;-youth-and-adults>

- **Bartimaeus:** provides fee-for-service support workers. Call 416-243-3330 or: <http://www.bartimaeus.com/family-support/>
- **VHA Home HealthCare (VHA):** provides a range of in-home services on a fee-for-service basis: <https://www.vha.ca/private-services/> Call 416-489-2500 ext. 4649 or email privateservices@vha.ca
- **Dorvict Home & Health Care Services:** provides temporary support in the home or community on a fee-for-service basis: <https://dorvict.com/staffing-services/> Call Heather Bateman at 416-661-1740 or email heather@dorvict.com
- **Respite Now:** a free app that matches peoples support needs and preferences with appropriate respite workers based on skills, credentials, experiences, and availability. Caregivers and people supported review matches, choose the respite worker they wish to hire, and pay the worker directly. This service is available Ontario wide. Once a user creates a profile, a coordinator will reach out to provide guidance and support throughout the process, regardless of their location. <https://respite-now.com/>
- **Care.com:** an online platform that connects clients and families with local support workers. Caregivers can post job listings and receive responses from nearby support workers, view the services they offer, and contact those who best match the needs of the person requiring support. The platform offers a free basic membership with limited access, as well as a paid membership with expanded features and greater accessibility. Visit <https://www.care.com/en-ca/> for more information

Transportation services

- **Accessible and/or fee-for-service transportation:**
 - **Wheel-Trans:** <https://www.ttc.ca/wheel-trans>
 - **Beaver Transportation Services Ltd.:** <http://www.beavertransport.com/> Call 416-248-8922
 - **The BTS Network:** <https://www.thebtsnetwork.com/> Call 416-663-7433
 - **Dignity Transportation Inc.:** www.dignitytransportation.com Call 416-398-2222
 - **Canadian Red Cross:** <https://www.redcross.ca/how-we-help/community-health-services-in-canada/community-support-services>
 - **Toronto Ride:** <http://www.torontoride.ca/> Call 416-481-5250
 - **Better Living Health and Community Services:** <http://mybetterliving.ca/community-services/transportation-services/> Call 416-447-7244
 - **iRide:** <https://www.circleofcare.com/transportation/> Call 1-844-474-3301
- **TTC Support Person Assistance Card:** provides free travel to a support person accompanying an individual with a disability: <https://www.ttc.ca/Fares-and-passes/Other-passes/Support-Person-Assistance-Card>

Crisis support

- **911:** call 9-1-1 for assistance or visit your nearest hospital if you are experiencing any form of emergency and/or your safety or the safety of others is at risk
- **Vulnerable Persons Registry, Toronto Police Services:** a voluntary registry providing key information to first responders (e.g. information about behaviours, de-escalation techniques, contact information, etc.): <https://www.tps.ca/services/vulnerable-persons-registry/>
- **Urgent Response (UR)/Temporary Supports (TS):** for unexpected/urgent (e.g., loss of a caregiver, sudden homelessness, etc.) and temporary support situations (e.g., hospitalization, illness, etc.) call DSO TR at 1-855-372-3858 for a referral to either of these services
- **Griffin Community Support Network (GCSN):** a community of partner agencies who provide time-limited, crisis and transitional support: <https://www.lumenus.ca/programs-and-services/griffin-community-support-network/> Call 416-222-3563 and speak to an Adult Intake Worker
- **The Toronto Community Crisis Service (TCCS):** is a non-police mobile crisis team available 24/7, providing free, confidential, in-person mental health support across the city. The service is available to Toronto residents aged 16 and older. To connect with TCCS, call 211.
<https://www.toronto.ca/community-people/public-safety-alerts/community-safety-programs/toronto-community-crisis-service/>
- **Telephone Crisis Support, Gerstein Crisis Centre:** provides access to Crisis Workers, available 24/7 through 416-929-5200. <http://gersteincentre.org/our-crisis-services/telephone-crisis-support/>
- **Distress Centres of Greater Toronto:** provides 24/7/365 support with crisis, emotional support, and suicide prevention/intervention/postvention: <https://www.dcoft.com/> or call 416-408-4357
- **Crisis Text Line:** serves anyone, in any type of crisis, providing access to free, 24/7 support via mediums people already use and trust. Text **HOME** to **741741** to connect with a volunteer Crisis Counselor. For more information, visit <https://www.crisistextline.org/>

Mental health services

- **The Access Point:** centralized point of access to apply for mental health and addictions support services and supportive housing: <http://theaccesspoint.ca/> or call 416-640-1934
- **BounceBack®:** a free mental health skill-building program managed by the Canadian Mental Health Association, delivered by a coach over the phone or online: <https://bouncebackontario.ca/>
- **Reconnect Community Health Services:** provides a range of programs for adults and seniors living with mental health and addictions concerns: <https://www.reconnect.on.ca/services>

- **Adult Neurodevelopmental Services (ANS), Centre for Addiction and Mental Health (CAMH):** offers assessment and treatment to adults aged 16-60 with a developmental disability, mental health concerns and/or severe challenging behaviours. For referral details visit: <https://www.camh.ca/en/your-care/programs-and-services/adult-neurodevelopmental-services>
- **What's Up Walk-In Clinics:** free counselling services provided at six locations across Toronto for those up to age 26, and their families: <https://www.whatsupwalkin.ca/>
- **Talk It Out:** a mental health hub dedicated to improving accessibility to counselling for marginalized communities by providing short-term counselling support and facilitating community initiatives. For more information, visit <https://talkitoutto.ca/>

Medical and dental care

- **Ontario Health atHome (formerly Home and Community Care Support Services (HCCSS), formerly Local Health Integration Network (LHIN):** provides health care services at home and community: <https://ontariohealthathome.ca/>
- **Trillium Drug Program, Government of Ontario:** provides financial aid for high prescription drug costs: <https://www.ontario.ca/page/get-help-high-prescription-drug-costs#section-1> or 416-642-3083
- **LifeLabs, Serving Patients with Autism program:** a specific blood collection practice for individuals with Autism Spectrum Disorder (ASD): <https://www.lifelabs.com/patients/patient-centred-care/serving-patients-with-autism/>
- **Specialized dental care:** hospital-based dental services for those with complex needs:
 - Mount Sinai Hospital:** for referral details, visit: <https://www.mountsinai.on.ca/care/dentistry/clinics-and-programs/special-care-dentistry/special-care-dentistry>
 - Toronto Rehab:** fee-for-service clinic, visit: https://www.uhn.ca/TorontoRehab/Clinics/Dental_Service
- **Physiotherapy (Government funded):** government-funded physiotherapy clinics provide assessment and treatment service, including rehabilitation following an injury or hospital stay. For more information, visit <https://www.ontario.ca/page/physiotherapy-clinics-government-funded>

Legal matters

- **Pooran Law:** legal practice specializing in supporting people with disabilities and their families. Visit: <https://pooranlaw.com/> for more information
- **ARCH Disability Law Centre:** a specialty legal clinic that practices exclusively in disability rights laws. Visit: <http://archdisabilitylaw.ca/> for more information

- **Pro Bono Ontario:** a free legal advice hotline. Visit: <https://www.probonoontario.org/hotline/> for more information

Financial matters

- **Ontario Disability Support Program (ODSP), Income support:** income support for those who are eligible to help pay for living expenses such as food and housing. Can be applied for at 17.5 years of age. Visit: https://www.mcsc.gov.on.ca/en/mcsc/programs/social/odsp/income_support/index.aspx
- **Disability Tax Credit (DTC):** a tax credit available to eligible persons with disabilities/their supporters. Visit: <https://www.canada.ca/en/revenue-agency/services/tax/individuals/segments/tax-credits-deductions-persons-disabilities/disability-tax-credit.html>
- **Canada Caregiver Credit (CCC):** a tax credit available to eligible families. Visit: <https://www.canada.ca/en/revenue-agency/services/tax/individuals/topics/about-your-tax-return/tax-return/completing-a-tax-return/deductions-credits-expenses/canada-caregiver-amount.html>
- **Canada Pension Plan (CPP) disability benefits:** a benefit available to eligible persons with disabilities under age 65. Visit: <https://www.canada.ca/en/services/benefits/publicpensions/cpp/cpp-disability-benefit.html>
- **Registered Disability Savings Program (RDSP):** a savings plan for those who are eligible for the disability tax credit (DTC). Visit: <https://www.canada.ca/en/revenue-agency/services/tax/individuals/topics/registered-disability-savings-plan-rdsp.html>
- **Assistive Devices Program (ADP):** help with the cost of equipment and specialized supports for those who are eligible. Visit: <https://www.ontario.ca/page/assistive-devices-program> or call 416-327-8804
- **Ability Private Client Group (formerly Bright Future Plan):** financial and estate planning service focused specifically on supporting people with developmental disabilities and their families. Visit: <https://abilitygroup.ca/>

Other helpful resources

- **DSO TR Facebook group:** please join our Facebook group to see events and opportunities from our local agencies and community partners: https://www.facebook.com/groups/379787239175808/?multi_permaLinks=1215524365602087-if_id=1638284937097886-if_t=feedback_reaction_generic&ref=notif

- **Surrey Place Developmental Disabilities Primary Care Program:** information and tools for adults with developmental disabilities: <https://ddprimarycare.surreyplace.ca/>
- **“Find Help” / 211:** provides a database of municipal, provincial, and federal social services in the Toronto region. Go to: <https://211ontario.ca/> or call 2-1-1 for help with exploring your needs and connecting to appropriate services
- **ConnectABILITY:** a website and virtual community dedicated to support for families and individuals with developmental disabilities, across the lifespan.
 - Family support groups:** <https://connectability.ca/2013/12/04/family-support-groups/>
 - Connected Families (forum):** <https://connectability.ca/connected-families/>
 - Resource directories:** <https://connectability.ca/resource-directories/>
 - Adult-specific topics:** <https://connectability.ca/category/adults/>
 - COVID-19 specific resources:** <https://connectability.ca/covid-19/>
- **My Direct Plan:** online tool to assist with managing direct funding (e.g., Passport funding): <https://www.mydirectplan.com/#/public/home>
- **The Ontario Caregiver Organization:** provides a 24/7 helpline for people who care for others. You can call 1-833-416-2273, or visit <https://ontariocaregiver.ca/> to use the live chat feature located on their website
- **Siblings Canada:** an initiative that allows adults who have a sibling with a disability, to connect, learn and share. Visit <https://canadiancaregiving.org/siblingscanada/>
- **Membership options:** we encourage you to contact local agencies such as Family Service Toronto and Community Living Toronto to discuss membership options and request their local newsletter, etc.
 - Family Service Toronto (FST):** <https://familyserVICEToronto.org/get-involved/become-a-member/>
 - Community Living Toronto (CLTO):** <https://cltoronto.ca/membership/>
- **Toronto Community Resource List:** an extensive list of categorized resources that have been compiled for the purpose of supporting the search for services, discovering new opportunities or browsing for ideas when planning. Visit <https://pdpresources.blogspot.com/>
- **Toronto Fee-For-Service DS Service Agencies Map:** allows individuals to search for adult fee-for-service developmental service agencies in Toronto based on their location or preferred service area. Some agencies also offer ministry-funded services—please contact DSO Toronto for details on funded options. Use the website link or QR code to access this resource:
<https://www.google.com/maps/d/u/0/edit?mid=115NfNJC88Li4sExNIWpNtu9t3RUev3c&ll=43.71836587756201%2C-79.52509091289062&z=12>



**Please remember to keep DSO TR updated with any changes
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