

# 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 1-855-372-3858 or email [adult.intake@surreyplace.ca](mailto:adult.intake@surreyplace.ca)
- **\$5,000.00 of Passport funding:** for a referral or more information about this individualized funding, contact DSO-TR
- **Adult Protective Service Worker (APSW):** for a referral or more information about this service for individuals who live independently, contact DSO-TR
- **Respite options:** as described on page 4, visit [respiteservices.com](http://respiteservices.com) or call 416-322-6317, ext. 1
- **Urgent or transitional supports:** as described on page 5, contact DSO-TR for a referral or 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
- **Family Support Worker (FSW):** case management/service coordination.

# 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)

- **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.varietyvillage.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/data/parks/prd/general/reg/adapted/index.html>
- **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

## 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 <http://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/FORCOMMUNITY/AdultEducationESL/AboutUs/>
- **Community colleges:** a number of 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>
  - Seneca College, College Opportunities:** <http://www.senecacollege.ca/programs/fulltime/CAP.html>
  - 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.mcsc.gov.on.ca/en/mcss/programs/social/odsp/employment\\_support/index.aspx](https://www.mcsc.gov.on.ca/en/mcss/programs/social/odsp/employment_support/index.aspx)
- **JVS Toronto, Path 2 Work and Autism Spectrum Disorder (ASD) Job-Readiness Programs:** programs designed for job seekers who have developmental disabilities or ASD. Call 416-649-1619 or visit: <https://www.jvstoronto.org/find-a-job/disability-employment-services/> for details
- **Project Work, Supported Employment Programs:** supported programs for those who require extra support to improve their work skills so that they can find and keep jobs. Call 416-481-2211 ext.227 or visit: <https://projectwork.ca/employment-programs/>
- **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/>

### Specialized and clinical services

- **Surrey Place Specialized Programs, Services and Clinics:** includes counselling, Behaviour Therapy (BT), Occupational Therapy (OT), Audiology and Speech Language assessment or consultation. Also includes the Parenting Enhancement Program (PEP) and Plus 45 Clinic. For a referral or more details, call Surrey Place Adult Intake at 1-855-372-3858 or email [adult.intake@surreyplace.ca](mailto: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

### Respite options (e.g. assistance for short, planned breaks)

- **respiteservices.com:** provides information and options for accessing adult respite care in Toronto (e.g. daytime support, overnight options, camps, etc.). Also holds a database of independent respite workers for hire on a fee-for-service basis: <https://www.respiteservices.com/Toronto/respiteservices> or call 416-322-6317 ext. 1

### 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](mailto: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](mailto:heather@dorvict.com)

- **Community Helpers for Active Participation (CHAP), respiteservices.com:** the organization respiteservices.com holds the CHAP database of independent workers for hire on a fee-for-service basis: <https://www.respiteservices.com/Toronto/respiteservices/chap> or call 416-322-6317 ext. 1

## Transportation services

- **Accessible and/or fee-for-service transportation:** various options including:
  - Wheel-Trans:** <https://www.ttc.ca/wheel-trans>
  - Beaver Transportation Services Ltd.:** <http://www.beavertransport.com/> Call 416-248-8922
  - The BTS Network:** <https://thebtsnetwork.com/btn/> Call 416-663-7433
  - Dignity Transportation Inc.:** [www.dignitytransportation.com](http://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
- **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.): <http://torontopolice.on.ca/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: <http://www.griffin-centre.org/tss.php> Call 416-222-3563 and speak to an Adult Intake Worker

## 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

- **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/>
- **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/communityhealthservices>
- **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/>
- **Toronto Distress Centre:** provides 24/7/365 support with crisis, emotional support, and suicide prevention/intervention/postvention: <https://www.torontodistresscentre.com/> or call 416-408-4357

## Medical and dental care

- **Home and Community Care Support Services (formerly LHIN):** provides health care services at home and community: <http://healthcareathome.ca/torontocentral/en>
- **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/>
- **Assistive Devices Program, Government of Ontario:** provides support and funding to those with long-term physical disabilities: <http://www.health.gov.on.ca/en/pro/programs/adp/> or 416-327-8804
- **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](https://www.uhn.ca/TorontoRehab/Clinics/Dental_Service)



## Housing Navigation

- **LIGHTS, Community Living Toronto (CLTO):** a program that assists families with exploring independent living options in the community: <https://www.lights.to/> Call 647-725-1326 or email [LIGHTS@cltoronto.ca](mailto:LIGHTS@cltoronto.ca)
- **Trying It On For Size (TIFS), L'Arche Toronto:** a year-long, person-centered life skills training program: <https://www.larchetoronto.org/tifs> Contact Amanda Hickey at 647-540-1015 or email [amanda@larchetoronto.org](mailto:amanda@larchetoronto.org)
- **Housing Navigation, DSO-TR:** a team providing resources, information sessions, toolkits, connections, and support to help plan for future creative living situations. Contact the team at 1-855-372-3858 or [dsotr.hn@surreyplace.ca](mailto:dsotr.hn@surreyplace.ca)
- **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.
- **Housing Help Centre:** assistance with finding and keeping housing, or preventing eviction. In-person support for individuals and families to apply for the RGI housing subsidy. Find your local Housing Help Centre at <https://www.toronto.ca/community-people/housing-shelter/homeless-help/#housing>

## 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](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>
- **Bright Futures Plan:** financial and estate planning service focused specifically on supporting people with developmental disabilities and their families. Visit: <https://brightfuturesplan.com/>

## 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](https://www.facebook.com/groups/379787239175808/?multi_permaLinks=1215524365602087-if_id=1638284937097886-if_t=feedback_reaction_generic&ref=notif)
- **“Find Help” / 211:** provides a database of municipal, provincial, and federal social services in the Toronto region. Go to: <https://www.211toronto.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>
- **Chalmers:** an interactive website which provides information about free services in Toronto related to crisis support, shelter needs, etc. <https://chalmers.amplelabs.co/>
- **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/>
- **DSO website:** Sign up for emails for news and updates: <https://www.dsontario.ca/>

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