**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**

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| If you are 18 years of age, or older, some services and supports may be available byrequest **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/>
* **Adult Protective Service Worker (APSW):** for a referral or more information about this service for individuals who live independently, contact DSO-TR
* **Urgent or transitional supports:** as described on page 5, contact DSO-TR for a referral or more information.
* **DSO Housing Navigation:** as described on page 7, 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
* **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/**](https://can01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.surreyplace.ca%2Fresources%2Fwhile-you-wait%2F&data=04%7C01%7C%7C4fdb9aed634647a8c13008da0e891322%7Cfa67022649184549a3a1b55b13b5fba0%7C0%7C0%7C637838279134483753%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000&sdata=EiHDSP0md5ik%2FaWlINm92BjKbJej8MNMSGl%2FBq%2BVWCE%3D&reserved=0)

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| **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 416-699-7167or 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

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| **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/>

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| **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>](https://www.ontario.ca/page/ontario-disability-support-program-employment-supports)

* **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/](http://www.projectwork.ca/)
* **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/>

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| **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 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

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| **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

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| **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>

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| **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

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| **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/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/>
* **Distress Centres of Greater Toronto:** provides 24/7/365 support with crisis, emotional support, and suicide prevention/intervention/postvention: <https://www.dcogt.com/> or call 416-408-4357

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| **Medical and dental care** |

* **Home and Community Care Support Services (formerly LHIN):** provides health care services at home and community: <https://healthcareathome.ca/region/toronto-central/>
* **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>

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| **Housing and Supports** |

**Planning Resources:**

* **Housing Navigation, DSO-TR:**a team providing 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 the team at: 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](http://www.lights.to) to learn more. Call 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://www.larchetoronto.org/tifs>Contact Amanda Hickey at 647-540-1015 or email amanda@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:**

* **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.
* **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 (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 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 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/>

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| **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

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| **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.mcss.gov.on.ca/en/mcss/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 Penson 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/>

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| **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>

* **“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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| **Please remember to keep DSO-TR updated with any changes** **to your contact information so that we can stay in touch!** You can reach us at: * **1-855-372-3858** (*answered 24/7, with assistance provided in most languages*)
* **dsotr@surreyplace.ca**
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