

## GET INVOLVED

### BECOME A VOLUNTEER

TNO's Volunteer Program is a great way for people to gain practical experience in different fields. Not only do volunteers acquire work-related skills, their participation also allows TNO to offer a wide variety of programming that would not be possible without their contributions.

To find more about how to get involved please contact us at 416-467-0126 or email [volunteer@tno-toronto.org](mailto:volunteer@tno-toronto.org)

### BECOME A MEMBER

Be part of a leading community service organization. Please contact us at 416-467-0126 ext. 1248 to find more about how to get involved!

### WE ARE FUNDED BY:



and Foundations

### KEEP UP TO DATE WITH US:

-  **FACEBOOK:** [www.facebook.com/TNOtoronto](http://www.facebook.com/TNOtoronto)
-  **TWITTER:** [www.twitter.com/TNOtoronto](http://www.twitter.com/TNOtoronto)
-  **INSTAGRAM:** [www.instagram.com//TNOtoronto](http://www.instagram.com//TNOtoronto)
-  **LINKEDIN:** [www.linkedin.com/company/tno-theighbourhoodorganization/](http://www.linkedin.com/company/tno-theighbourhoodorganization/)

### TNO MAIN OFFICE:

18 Thorncliffe Park Drive  
Toronto, ON M4H 1N7  
Call us at: 416-421-3054  
Toll Free: 1-855-421-3054  
Fax: 416-421-4269  
Email us at: [info@tno-toronto.org](mailto:info@tno-toronto.org)  
Find more info at: [www.tno-toronto.org](http://www.tno-toronto.org)



TNO – THE NEIGHBOURHOOD ORGANIZATION

# TNO

## Program & Services Guide

**BUILDING  
STRONGER  
COMMUNITIES  
TOGETHER**

# TNO

The following is a list of programs and services at TNO. Get in touch with us to discuss other available services, or identify new ones to help us better serve everyone.

**Our services are available in more than 40 languages including:**

Amharic, Arabic, Armenian, Bengali, Cantonese, Dari, English, Farsi, French, Gujarati, Hindi, Hungarian, Korean, Mandarin, Pashto, Portuguese, Punjabi, Russian, Somali, Spanish, Tagalog, Tamil, Tigrayan, Turkish, Ukrainian and Urdu.

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## BRIDGE TO HEALTHCARE PROGRAM

The Bridge to Healthcare Program provides information for Internationally trained Healthcare Professionals (IEHPs) to apply their knowledge and transferable skills to achieve various employment opportunities in the Canadian healthcare system. This program offers:

- Information related to regulatory and non-regulatory healthcare pathways in Canada
- Networking opportunities with professionals working in Canadian health sector
- Individualized job search assistance and support, job retention strategies, workplace communication, and capacity building to work in the healthcare system in Canada

The program is offered at the following location:

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### **TNO@Leaside:**

1 Leaside Park Dr. Unit 7                      416-467-0126 Ext 1227

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## CHILD & FAMILY SERVICES

- Learning programs for children ages 0 to 6, including Early Years Drop-in
- Tutor Me Please program for children ages 7 to 12
- School Readiness Program
- A variety of programs and activities for parents/ caregivers and children from ages 0 to 6
- Support and services for families with children who have special needs
- Information Sessions on a variety of topics relevant to early development

These programs are offered at the following locations:

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### **EarlyON Child & Family Centre**

45 Overlea Blvd., Unit 108A                      Tel: 416-421-8997 ext. 4100

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### **EarlyON Satellites**

Donway Covenant United Church  
230 The Donway West.

Nearest Intersection:

Don Mills Road and Lawrence (north/west)

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## COMMUNITY DEVELOPMENT

The Community Engagement and Development program empowers residents to respond to critical challenges facing their neighbourhoods. The result is a flexible model of civic engagement and community building that can meet the always changing social, cultural and economic needs of vibrant urban neighbourhoods. The program does this through:

- Collaboration with community and social service organizations to connect residents around immediate and long-term challenges in their neighbourhood
- Innovative outreach efforts to empower disengaged residents
- Strategic approaches to communicating with multiple stakeholders to ensure alignment and ongoing collaboration
- Community Ambassador Program
- Gateway Bike Hub
- Leaside Community Garden

These programs are offered at the following locations:

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### **TNO@Leaside:**

1 Leaside Park Dr. Unit 7                      Tel: 647-236-3873

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### **TNO@Flemingdon:**

10 Gateway Blvd., Unit 104                      Tel: 416-424-2900 ext. 3100

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## EMPLOYMENT SERVICES

If you are looking for work or free job related training and support our Employment Services can help you with:

- One-on-One Counselling
- Resume Development
- Interview Preparation
- Job Search Workshops
- Youth Employment Programs
- Hiring Events
- Mentoring Programs
- Network Groups

This program is offered at the following location:

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### **TNO@Leaside:**

1 Leaside Park Dr. Unit 7

Tel: 416-467-0126 ext. 1277

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## EMPLOYER ENGAGEMENT & MENTORING PROGRAM

The program supports immigrant newcomers who are currently unemployed or underemployed and have limited or no Canadian work experience. This program supports both employers and newcomers. TNO is a service delivery agency for Toronto Region Immigrant Employment Council (TRIEC), The Mentoring Partnership Program which helps immigrant professionals reconnect to their career with the help of a mentor.

### **The Program:**

- Connects internationally trained professionals with mentors from similar professional backgrounds for a period of 18 hours over 3 months.
- Provides newcomers professionals with networking opportunities
- Connects employers with newcomers
- Raises awareness among the employers about immigrant professionals' knowledge, skills and experience. Educate and supports employers to hire newcomers.

This program is offered at the following location:

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### **TNO@Leaside:**

1 Leaside Park Dr. Unit 7

Tel: 416-467-0126 ext. 1228

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## **FAMILY WELLNESS PROGRAMS – HEALTH AND WELLBEING**

Resilient Minds is a health and wellness program that offers services to residents living in the Thorncliffe Park, Flemingdon Park and Area.

### **Services include:**

- Supportive Counselling
- Addictions Counselling
- One-on-One Counselling
- Walk in Counselling and Case Management
- Health and Wellness
- Group Education Sessions
- Peer Support Groups

This program is offered at any one of our locations and we also have virtual options:

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Tel: 416-421-3054 ext. 1216 or 647-236-0553

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## **HEALTH ACCESS THORNCLIFFE PARK (HATP)**

HATP provides primary healthcare and allied services to residents of Thorncliffe Park out of East York Town Centre.

As a co-led initiative between TNO and Flemingdon Health Centre (FHC), HATP also collaborates regularly with Michael Garron Hospital, local schools and community residents to deliver meaningful programs and services within Thorncliffe Park.

### **Services include:**

- Primary Healthcare
- Social Work
- School Based Pediatric Clinic
- Nutrition
- Prenatal Care
- Foot Care
- Health Education and Promotion
- Community Referrals and Family Support

This program is offered at the following location:

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### **East York Town Centre:**

45 Overlea Blvd., Unit B7

Tel: 416-421-6369  
ext. 315 and 316

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## HOUSING SERVICES

- Information, advocacy and referrals regarding housing issues for tenants
- Eviction prevention and landlord mediation services
- Assistance with applications for subsidized housing
- Access to rental listings
- Information sessions on tenants' rights and responsibilities including eviction prevention
- Assistance with rental arrears and rent deposits through access to Rent Bank Grant
- Assistance with accessing Energy Assistance Programs (EAP)

These services are offered at the following locations:

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### **TNO@Flemingdon:**

10 Gateway Blvd., Unit 104  
Drop-in Housing Services

Tel: 416-424-2900 ext. 4101  
Mon–Fri: 9 am–5 pm

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### **TNO@Leaside:**

1 Leaside Park Dr. Unit 7  
Drop-in Housing Services

Tel:416-467-0126  
Wednesday: 9 am–5 pm

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## LANGUAGE TRAINING

Language Instruction for Newcomers to Canada (LINC) program helps newcomers to Canada to learn the English language skills that are essential to their social, economic and cultural integration into Canadian society. This program provides learners with a supportive environment in which they can learn a new language and explore different cultures.

### **Components of this program include:**

- English communication skills developed through reading, speaking, listening, grammar, and writing exercises;
- Computer aided instruction;
- Cultural excursions to places of interest; guest speakers from the Health Department, Police Services, and other community support services;
- Assistance in accessing resources in the community such as health clinics; retail and educational sites; and business and recreational facilities;
- Child care for toddler and preschool children and transportation allowance (for eligible learners).

This program is offered at different levels, from Literacy Level to Level 7 in part-time classes. For registration contact the following location:

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### **TNO@Leaside:**

1 Leaside Park Dr. Unit 7

Tel: 416-467-0126 ext. 1224

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## NEWCOMER SERVICES

Are you new to Canada or still in the process of settling down? Do you need assistance adjusting to life in Ontario? TNO offers free services to help keep you informed and connected so you can adjust successfully.

**Services Include but are not limited to:**

- One-on-One Needs Assessment
- Assistance to create a customized settlement plan and reach your settlement goals
- Information and Referrals services, Referrals to Recreation Programs, Volunteering, Employment, Education, Training, Community Resources etc
- Orientation to life in Canada
- Welcome events and networking opportunities
- Group information sessions to help you learn about settlement related topics
- Citizenship support services including citizenship classes for eligible newcomers
- Helping people with timely completion of forms and applications necessary for beginning a new life in the GTA

A variety of services including information and referral services are offered at the following locations and in more than 170+ schools, libraries, colleges and universities; Toronto Public Libraries and across the City of Toronto.

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### **TNO Main Office**

18 Thorncliffe Park Dr. Tel: 416-421-3054

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### **TNO@Leaside:**

1 Leaside Park Dr. Unit 7 Tel: 416-467-0126

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### **TNO@Flemingdon:**

10 Gateway Blvd., Unit 104 Tel: 416-424-2900 ext. 0

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### **TNO@Taylor Massey:**

Crescent Town Club, Tel: 416-690-6385  
The Market Place Unit 2A

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### **Trade Centre**

Youth Hub  
45 Overlea Blvd. Unit 1A Tel: 416-421-8397

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### **St. James Town Community Corner (The Corner)**

#105 – 200 Wellesley Street E. Tel: 416-964-6657

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## PROGRAMS FOR WOMEN

We offer holistic services to help women and families overcome experiences of physical, psychological and emotional abuse and trauma. The following services are designed to help women and families gain independence, and control of their overall health and well-being:

- One-on-one Counselling
- Housing Transitional Support Services
- Group Programming
- Referrals and Support Services
- Safety Planning
- Legal Information and Referrals
- Wellness Programs
- Violence Against Women (VAW Program)

This program is offered at the following locations, Please call or drop in.

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### **TNO Main Office**

18 Thorncliffe Park Dr. Tel: 416-421-3054

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### **TNO@Flemingdon:**

10 Gateway Blvd., Unit 104 Tel: 416-424-2900

Your call or visit will remain confidential.

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### **You can also call the Assaulted Women's Helpline:**

24 Hour Emergency Support

Local: 416-863-0511

TTY: 416-364-8762

Toll-Free: 1-866-863-0511

Toll-Free TTY: 1-866-863-7868

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## ROAD TO EMPLOYMENT

The Road to Employment Program helps equip professional jobseekers to adapt to Canada's job market.

### The program offers:

- Professional coaching and mentorship
- Introduction to the Canadian workplace
- Advanced workplace communication training
- Career goal exploration
- Cultural competency

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## SENIOR SERVICES

Senior Services offers enhanced access to services for older adults aged 55+, by connecting people to primary care, allied care, and social support services through an integrated service delivery framework.

### We provide:

- Scheduled adult day programs
- Community outreach
- Case work support
- Navigation and referrals
- In-home personal support for eligible seniors in our service communities

Our programs empower seniors to connect with required resources. Senior Services offers holistic, collaborative and inclusive programming that maintains and promotes physical, intellectual, emotional and cognitive well-being.

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## SKILLS BASED TRAINING

### Retail Sales and Customer Services Training includes:

- Overview of Retail Industry work
- In-depth customer services training
- Intercultural and cross cultural communication skills and strategies
- Hands on training to use computerized cash register machines
- Resume and interview preparation for retail sales jobs

### Office Skills Training includes:

- An overview of all aspects of office administration
- Customer service training
- Intercultural and cross cultural communication skills and strategies
- Office procedures
- Resume and interview preparation for administrative positions.

This program is offered at the following location:

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### TNO@Leaside:

1 Leaside Park Dr. Unit 7

Tel: 416-467-0126 ext. 1224

A variety of programs including wellness sessions are offered at different locations in the community accessible to seniors.

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### TNO@Flemingdon:

10 Gateway Blvd., Unit 104

Tel: 416-424-2900 ext. 4701

Printed program calendars are available at each TNO location and also available on our website [www.tno-toronto.org](http://www.tno-toronto.org) under the Senior Services tab

Our team can also be reached via email at: [seniors@tno-toronto.org](mailto:seniors@tno-toronto.org)

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These programs are offered at the following location:

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### TNO@Leaside:

1 Leaside Park Dr. Unit 7

Tel: 416-467-0126 ext. 1278



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## YOUTH HUB

The right services to youth and their families—at the right time and in the right place.

### Youth Education

- Tutoring
- Academic support & pathways
- Mentorship

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### Youth Employment & Training

#### Youth Employment Program:

Youth Employment is an integrated skills development program targeting youth aged 15–30 who face multiple barriers to employment.

- Provides one-on-one job coaching
- Resume help and interview preparation
- Job placement and trials
- Hands on training on how to use computerized cash register machines
- Youth Employment and Skills Strategy (YESS)
- Youth Job Connection (YJC)
- Coding for Future
- netWORKS Program (Mentoring Program)

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### Youth Program

(after school, evenings, and weekends)

Our Youth Program features a variety of ongoing programs including:

- **Creative Media**
  - Podcasting
  - Graphic Design
  - Digital media
- **Recreation (in & outdoor)**
  - Youth lounge & games (billiards, table tennis, etc.)
  - Soccer
  - Basketball
  - Volleyball
  - Ice Hockey
  - Ball Hockey
- **Capacity Building**
  - Leadership Training
  - Skills Building
  - Mentoring

These programs are offered at the following location:

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#### Youth Hub:

45 Overlea Blvd., Unit 1A

Tel: 416-421-8397

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These programs are offered at the following locations:

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#### Youth Hub

45 Overlea Blvd., Unit 1A

Tel: 416-421-8397

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#### Flemingdon Youth Lounge:

10 Gateway Blvd., Unit 104

Tel: 416-424-2900

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#### Flemo City Media

29 St. Dennis Drive, 2nd floor

Tel: 416-424-2900

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## Youth Wellness

Through the Youth Wellness Hubs of Ontario (YWHO) and other partnerships, wellness staff are available to talk to youth about stresses, challenges, anxieties, and more. Services are short-term, don't require an OHIP card and include:

- Youth Wellness Hubs of Ontario (YWHO)
- Counselling, individual and group
- Peer support, individual and group
- Care coordination
- Psychiatry
- Primary care
- Drop-in wellness activities

Youth wellness is offered at the Youth Hub, with virtual options available:

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### Youth Wellness Services

45 Overlea Blvd., Unit 1A (Entrance 6) Tel: 416-421-8397 ext. 5011  
thorncliffe@youthhub.ca

Hours (subject to change) Monday – Friday  
11am – 7pm

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### Family Wellness Services

Available through the Resilient Minds program Tel: 416-421-3054 ext 1216  
or 647-236-0553

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## Trades Connect Program

The Trades Centre provides services for those seeking training, certifications, and are curious about careers in Information Technology, Industrial Transportation, and Skilled Trades, including construction, electrical, manufacturing, and more. Services range from general information to specific areas of skills training and certification:

- Job Readiness Preparation
- Hands on Skills Training for Specific Tools, Practices and Work Environments
- Personalized Career Assessment and Mentoring
- Free certification opportunities

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### Trades Connect Program:

To register for Trades Connect Program intake  
<https://tradesconnect.tno-toronto.org>

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## Food Collaborative

Providing food support to community.

Please call to book an appointment:

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### Food Collaborative

45 Overlea Blvd, Unit 1A (Entrance 6) Tel: 647-296-0242  
fcreception@tno-toronto.org

Hours (subject to change) Tuesday to Friday  
9:15am–6:30pm

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## TNO'S SATELLITE OFFICES

### Flemingdon Park

#### Services Offered:

- Housing Program
- One-on-one Settlement Service
- Need Assessment, Information Referral and General Counselling
- Citizenship Class
- Women's Support Program
- Skills Based Training
- Youth Program
- Youth Outreach Program (Roma Community)
- Drop-In Program
- Multi-Media Studio at Flemingdon Park
- Workshops/Public Education Sessions
- Community Engagement Events
- Bike Repair Services

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### Taylor Massey

#### Services Offered:

- One-on-one Settlement Service
- Need Assessment, Information Referral and General Counselling
- Skills Based Training
- Citizenship Class
- Workshops/Public Education Sessions
- Community Engagement Events

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### St. James Town

#### The St. James Town Community Corner

(The Corner) is a Hub that is a unique partnership between service providers and residents. The Corner operates on a unique and flexible grassroots model of service delivery where both service provider and community led programming co-exist.

- **The Corner@200** offers diverse services including, but not limited to social, health, employment, settlement, housing, skill building and recreational programs through a single point of intake.
- **The Corner@240** offers programs and services focused on supporting a culture of Reduce, Reuse and Repair within the community.

These services are offered at the following locations:

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#### TNO@Flemingdon:

10 Gateway Blvd., Unit 104	Tel: 416-424-2900 ext. 4000
	Mon–Fri: 9 am–5 pm
Housing Program	Mon–Fri: 1 pm–5 pm

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#### Flemo City Media

29 St. Dennis Drive, 2nd floor	Tel: 416-424-2900
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#### Gateway Bike Hub

10 Gateway Blvd., Unit 100B	Tel: 416-551-2011
	Mon–Fri: 9 am–5 pm

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These programs are offered at the following location:

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#### TNO@Taylor Massey:

Crescent Town Club,	Tel: 416-690-6385
The Market Place Unit 2A	Mon–Fri: 9 am–5 pm

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These programs are offered at the following location:

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<b>St. James Town Community Corner</b> (The Corner)	Mon – Sat: 9am–8pm
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#### The Corner@200

#105 – 200 Wellesley Street E.	Tel: 416-964-6657
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#### The Corner@240

#108 – 240 Wellesley Street E.	Tel: 416-964-6657 ext. 240
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## **COMMUNITY SETTLEMENT SUPPORT SERVICES (CITY WIDE)**

Settlement Workers serving the community provide free information, referrals, and integration assistance to newcomer clients, including one-on-one services and group sessions using hybrid models across the GTA.

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### **Settlement Workers In Schools (SWIS)**

Newcomers often prioritize school attendance as they recognize education's crucial role in shaping their children's future success. Through collaboration with the TDSB/TCDSB, SWIS Settlement Workers extend support to newly arrived immigrant families and youth in 145+ schools. They assist with school registration, understanding Ontario's school system, English classes, finding jobs, immigration, accessing community services and much more.

- Newcomer Support Services
- NOW (Newcomer Orientation Week)
- WIN (Welcome and Information for Newcomers)

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### **Library Settlement Partnership (LSP)**

In partnership with Toronto Public Library, LSP Settlement Workers have been assisting newcomers with their settlement needs at multiple library locations across Toronto since 2007

- **Thornccliffe Park Branch:**  
48 Thornccliffe Park Dr, Toronto
- **Flemingdon Park Branch:**  
29 St. Dennis Dr. Toronto
- **Parliament Branch:**  
269 Gerrard Street East. Toronto

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### **Newcomer Services Kiosks**

City of Toronto sites include:

- Access to Housing
- City Hall
- Don Montgomery Community Recreation Centre
- Yonge/Eglinton Employment and Social Services

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### **International Students Connect Program (ISC)**

Studying in a different country can be exciting and challenging; TNO provides settlement information and orientation to international students pursuing post-secondary education in Ontario. The goal is to help international students and their families integrate successfully should they choose to settle in Ontario after graduation.

- George Brown College

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### **2SLGBTQI+ Settlement Program**

TNO offers services to any sexually diverse newcomer to Canada. Settlement Workers cover many topics, including 2SLGBTQI+ resources, mental, physical and sexual health, Canadian culture, housing, employment and advocating for refugee and humanitarian and compassion cases.

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### **Newcomer Mental Health Program**

We offer confidential, supportive counselling sessions for youth and adults tailored to address settlement needs and devise personalized plans to provide emotional support. We connect individuals to specialized community resources, including drop-in centers, support groups, and cost-free programs.

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### **Youth Outreach Worker – Roma**

This an initiative for Roma at-risk youth ages 12 to 21 and their families in East Toronto. It is designed to help empower and provide them with individualized programming to meet their unique needs and circumstances.

Contact: 647-709-2990

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### **For more information about TNO's Community Settlement Support Services (City Wide)**

#### **Contact:**

settlement@tno-toronto.org or  
416-467-0126 Ext. 1235

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## PROVINCE WIDE SERVICES

### Worker Support Services (WSS)

This new program provides support to temporary foreign workers in partnership with agencies across Ontario by:

- Helping migrant workers to access accurate information and available services and supports including health, legal, and social services in their communities.
- Increasing education and empowering migrant workers to exercise their rights while in Canada.
- Supporting increased social, civic engagement and participation of migrant workers in their communities

This program seeks to build a Community of Practice among agencies assisting migrant workers in the program. The Worker Support Services program is governed and supported by the WSS Steering Committee.

Our programs and services are offered in a variety of languages, including English, Spanish, and Patois. Our services are free and confidential. If you're a temporary foreign worker, please contact us so that we can support you throughout your stay in Ontario.

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### Who is Eligible?

Temporary Foreign Workers (TFWs) and employers of TFWs.

#### Contact:

Phone: 647-296-0161

Email: [jrajasekar@tno-toronto.org](mailto:jrajasekar@tno-toronto.org)

### TNO – The Neighbourhood Organization – Oshawa

#### Contact:

Phone: 416-421-1832

1000 Simcoe St. N

Oshawa, On

L1G 4W4

### TNO – The Neighbourhood Organization – Simcoe

#### Contact:

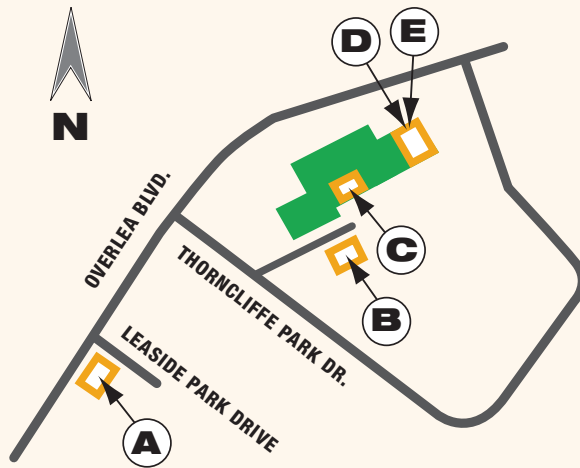
Phone: 647- 720-4944

150 West St. Unit 101

Simcoe, On

N3Y 5C1

## OFFICES



The following locations have public computers, telephones, wi-fi, fax machine, printer, scanner and photocopier:  
Main Office, 1 Leaside Park Dr., Youth Hub, Flemingdon and St. James Town Community Corner



- A** **TNO@Leaside**  
Tel: 416-467-0126  
1 Leaside Park Drive, Unit 7  
Toronto, ON M4H 1R1
- B** **TNO Main Office**  
Tel: 416-421-3054  
18 Thorncliffe Park Drive  
Toronto, ON M4H 1N7
- C** **EarlyON Child & Family Centre**  
Tel: 416-421-8997  
East York Town Centre – outside entrance at back of mall  
45 Overlea Blvd., Unit 108A  
Toronto, ON M4H 1C3
- D** **Health Access Thorncliffe Park (HATP)**  
Tel: 416-421-6369  
East York Town Centre, lower level – access via elevator or stairs  
45 Overlea Blvd., Unit B7  
Toronto, ON M4H 1C3
- E** **Youth Hub**  
Tel: 416-421-8397  
East York Town Centre, entrance 6  
45 Overlea Blvd., Unit 1A  
Toronto, ON M4H 1C3

### SATELLITE OFFICES

- F** **TNO@Flemingdon**  
Tel: 416-424-2900  
10 Gateway Blvd., Unit 104  
Toronto, ON M3C 3A1
- G** **TNO@Taylor Massey**  
Tel: 416-690-6385  
Crescent Town Club  
Unit 2A, the Market Place  
Toronto, ON M4C 5M1
- H** **TNO@St. James Town (The Corner)**  
Tel: 416-964-6357  
St. James Town Community Corner  
#105 – 200 Wellesley Street East  
Toronto, ON M4X 1G3