



nellie's

The Purple Pages

A Women's Guide to Gender-Based Violence
Shelters, Crisis Supports, and
Community Resources in Ontario

We stand alongside women and their children
as they take the brave steps toward the next
chapter in their lives.

Being a woman* can be deeply powerful — rooted in strength, resilience, and connection. But alongside this truth is the reality that many women face unique and complex challenges shaped by violence, inequality, and systemic barriers.

The Purple Pages was created by women for women to provide accessible, trauma-informed, intersectional, and low-barrier support for women and girls navigating violence, crisis, housing instability, and other complex life circumstances. Our goal is to empower women to see their strengths, know their rights, have access to proper education and resources, and be given the space to heal on their own terms.

Whether you are seeking immediate safety or exploring longer-term support, this guide is here to help you find the resources you need.

You are not alone. Support is available.

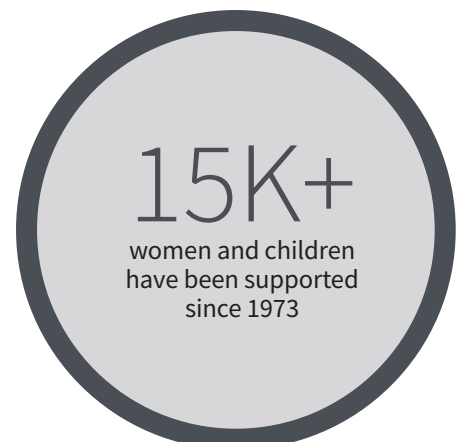
*Nellie's affirms the inclusion of trans women and non-binary people in our vision of who we serve and support.

About Nellie's

Nellie's is a place of respite and rejuvenation for women and their children navigating a variety of challenges. Through community outreach, skill-building programs, and space for the unhoused to find shelter, clients are empowered to take steps to change their lives. We welcome people who seek guidance as they reclaim their strength and tap into their resilience to find a new path for their life.

The individuals who come through the shelter or access our community outreach programs come to us with unique experiences and needs. The Nellie's mandate to help all women and their children, regardless of circumstances, is what makes the organization's work essential.

Our impact



Get help now: Gender-based violence supports

Immediate & Crisis Supports



- If you are in immediate danger, **call 911.**
- If you need immediate medical attention, go to your nearest emergency room.

If you are thinking about suicide, experiencing emotional distress, or in crisis:

- Call or text **988** to reach the Suicide Crisis Helpline, where you will be connected to a trained counsellor.

Sexual Assault and Domestic Violence Care Centres

Sexual Assault and Domestic Violence Care Centres (SA/DVCC) are hospital-based programs that provide specialized healthcare services for survivors of sexual assault and domestic violence. These services are trauma-informed and delivered by professionals trained to support individuals in crisis situations. They understand that this is often a difficult and overwhelming experience and also that many people arrive with lots of questions, fears, and anxiety. Their role is to provide compassionate care while supporting your physical, emotional, and mental safety.

Services are available 24/7 and may include medical treatment, forensic evidence collection, counselling, and referrals.

NOTE: You do not need to involve police or have health insurance to access these services.

Lakeridge Health

Domestic Violence and Sexual Assault Care Centre

- **Address:** 1 Hospital Crt, Oshawa, ON
(Oshawa Hospital Emergency Department)
- **Phone:** 905-576-8711
- **24/7, free, and confidential**

Services:

- Injury assessment and medical treatment (within 12 days of incident)
- STI and HIV information, testing, and treatment
- Emergency contraceptives
- Follow-up care and counselling
- Option for court testimony from nurses
- Referrals to community resources

Ontario Network of Sexual Assault / Domestic Violence Treatment Centres

- **Address:** 76 Grenville Street, Toronto, ON
- **Phone:** 416-323-7327
- **Website:** sadvtreatmentcentres.ca
- **24/7, free, and confidential access to hospital-based SA/DV care centres across Ontario**

Services:

- Information on Sexual Assault / Domestic Violence treatment centres near you
- Information about counselling, forensic care, and follow-up services
- General education on available supports across Ontario
- FAQ and education on abuse, assault, and consent

Scarborough Health Network

Sexual Assault / Domestic Violence Care Centres

- **General Hospital Emergency:**
3050 Lawrence Ave E, Scarborough, ON
(416-438-2911)
- **Birchmount Hospital Emergency:**
3030 Birchmount Rd, Scarborough, ON
(416-495-2400)
- **Centenary Hospital Emergency:**
2867 Ellesmere Rd, Scarborough, ON
(416-284-8131)
- **24/7, free, and confidential**

Services:

- Crisis intervention and emotional support
- Risk assessment and safety planning
- Documentation of injuries and assault history
- Medical care and forensic care
- Follow-up services and counselling
- Referrals to community supports

Women's College Hospital

Sexual Assault / Domestic Violence Care Centre

- **Address:** 76 Grenville Street, Toronto, ON
(Ground Floor, AACU)
- **Phone:** 416-323-6040
- **24/7, free, and confidential**

Services:

- Trauma-informed emotional support
- Sexual assault evidence kit (SAEK) collection
- Risk assessment and safety planning
- Documentation of injuries and assault history
- Emergency contraceptives
- Testing and treatment for sexually transmitted infections
- Short-term counselling and follow-up care
- Referrals and optional police reporting

Gender-Based Violence Crisis Support

This section includes crisis lines and specialized services for women experiencing violence and/or abuse. These supports offer confidential listening, safety planning, emotional support, and referrals to shelters and community services.

Please remember that if you have experienced abuse or violence, it is never your fault. Nothing you say or do can ever justify this behaviour; you deserve support and safety.

Assaulted Women's Helpline (AWHL)

- **Phone:** 416-863-0511
- **TTY:** 1-866-863-7868
- **Website:** awhl.org
- **24/7, free, and confidential support in 200+ languages**

Services:

- Crisis counselling
- Safety planning
- Information and referrals

Fem'aide (Francophone Support)

- **Phone:** 1-877-336-2433
- **Text:** 1-877-336-2433
- **Chat:** femaide.ca/clavardage
- **TTY:** 1-866-860-7082
- **Website:** femaide.ca
- **24/7, free, and confidential support in French**

Services:

- Crisis support for women experiencing violence
- Safety planning
- Information and referrals

Gerstein Crisis Centre

- **Phone:** 416-929-5200
- **Substance Use Crisis Team:** 416-962-0220
- **Website:** gersteincentre.org
- **24/7, free, and confidential crisis support in 180+ languages**

Services:

- Mental health crisis support
- Mobile crisis team
- Crisis beds

Toronto Rape Crisis Centre (TRCC)

- **Phone:** 416-597-8808
- **Text:** 647-424-1134
- **Chat:** trccmwar.ca
- **Website:** trccmwar.ca
- **24/7, free, and confidential support**

Services:

- Crisis support for survivors of sexual violence
- Peer counselling and group support
- Legal accompaniment
- Information and referrals
- Advocacy

Victim Support Directory

- **Phone:** 1-888-579-2888
- **Chat:** victimsupportdirectory.ca/vsl-chat/
- **Website:** victimsupportdirectory.ca
- **24/7, free, and confidential support in 200+ languages**

Services:

- Crisis support for abuse and violence across Ontario
- Information and referrals



Shelter Access & General Referrals

This section is the best place to start if you are looking for immediate shelter in Toronto. These central intake lines offer real-time information about available spaces and can help connect you directly to the most appropriate shelter based on your needs.

Assaulted Women's Helpline (AWHL)

- **Phone:** 416-863-0511

City of Toronto Central Intake — Families

- **Phone:** 416-397-5637

City of Toronto Central Intake — Single Adults

- **Phone:** 416-338-4766
1-877-338-3398

Gender-Based Violence Shelter Information

This section lists gender-based violence (GBV) shelters across the Greater Toronto and Hamilton area. These shelters provide safe, confidential spaces for women and their children fleeing abuse and violence. These shelters offer more than emergency housing — they also provide crisis support, safety planning, advocacy, and connections to longer-term resources.

TORONTO

Nellie's

Toronto

- **Phone:** 416-461-1084
- **Email:** community@nellies.org
- **Website:** nellies.org

Anduhyaun Shelter

Toronto

- **Phone:** 416-920-1492
- **Email:** office@anduhyaun.org
- **Website:** anduhyaun.org

Dr. Roz's Healing Place

Scarborough

- **Phone:** 416-264-4357
- **Email:** info@drhp.ca
- **Website:** drrozshealingplace.com

Ernestine's Women's Shelter

Etobicoke

- **Phone:** 416-746-3701
- **TTY:** 416-746-3716
- **Website:** ernestines.ca

Interval House

Toronto

- **Phone:** 416-924-1491
- **Email:** info@intervalhouse.ca
- **TTY:** 416-924-0899
- **Website:** intervalhouse.ca

Juliette's Place

Scarborough

- **Phone:** 416-724-1316
- **Email:** info@juliettesplace.ca
- **Website:** juliettesplace.ca

Red Door Family Shelter

Toronto

- **Phone:** 416-423-0310
- **Email:** info@reddoorshelter.ca
- **Website:** reddoorshelter.ca

The Redwood

Toronto

- **Phone:** 416-533-8538
- **Text:** 647-370-8300
- **TTY:** 416-533-3736
- **Website:** theredwood.com

Robertson House Crisis Centre

Toronto

- **Phone:** 416-392-5662

Women's Habitat

Etobicoke

- **Phone:** 416-252-5829
- **TTY:** 416-252-0361
- **Website:** womenshabitat.ca

Yorktown Family Services

Toronto

- **Phone:** 416-394-2950
- **Email:** info@yorktownfamilyservices.com
- **Website:** yorktownfamilyservices.com

YWCA Arise Shelter

Toronto

- **Phone:** 416-961-8100
- **Email:** info@ywcatoronto.org
- **Website:** ywcatoronto.org

PEEL REGION

Embrave

Mississauga

- **Phone:** 905-403-0864 (south shelter crisis line)
- **Email:** residentadvocatesouth@embrave.ca
- **Website:** embrave.ca

Honeychurch (Salvation Army)

Brampton

- **Phone:** 905-451-4115
- **Email:** flrc.help@salvationarmy.ca
- **Website:** tsavawsservices.ca/about-us/

HALTON REGION

Halton Women's Place North

Milton & Halton Hills

- **Phone:** 905-878-8555
- **Email:** info@haltonwomensplace.com
- **Website:** haltonwomensplace.com

Halton Women's Place South

Burlington & Oakville

- **Phone:** 905-332-7892
- **Email:** info@haltonwomensplace.com
- **Website:** haltonwomensplace.com

DURHAM REGION

Bethesda House

Bowmanville

- **Phone:** 905-623-6050
- **Email:** frontline@bethesda-house.ca
- **Website:** bethesda-house.ca

The Denise House

Oshawa

- **Phone:** 905-728-7311
- **Email:** info@thedenisehouse.com
- **Website:** thedenisehouse.com

Herizon House

Ajax

- **Phone:** 866-437-4066
- **Email:** administration@herizonhouse.com
- **Website:** herizonhouse.com

YWCA of Durham

Oshawa

- **Phone:** 905-723-9922
- **Email:** info@ywcadurham.org
- **Website:** ywcadurham.org

HAMILTON

Inasmuch House

Hamilton

- **Phone:** 905-529-8600
- **Text:** 289-212-6399
- **Website:** mission-services.com/violence-against-women-services/

Interval House

Hamilton

- **Phone:** 905-387-8881
- **Email:** info@intervalhousehamilton.org
- **Website:** intervalhousehamilton.org

Martha House

Hamilton

- **Phone:** 905-523-6277
- **Website:** goodshepherdcentres.ca/services/martha-house/

Mary's Place

Hamilton

- **Phone:** 905-540-8000
- **Website:** goodshepherdcentres.ca/services/marys-place/

Native Women's Centre Shelter

Hamilton

- **Phone:** 905-664-1114
- **Website:** nativewomenscentre.com

NIAGARA REGION

Gillian's Place

St. Catharines

- **Phone:** 905-684-8331
- **Website:** gilliansplace.com

YORK REGION

Sandgate Women's Shelter

Sutton

- **Phone:** 1-800-661-8294
- **Website:** sandgate.ca

Yellow Brick House

Richmond Hill

- **Phone:** 1-800-263-3247
- **Website:** yellowbrickhouse.org

SIMCOE COUNTY

Women & Children's Shelter of Barrie

Barrie

- **Phone:** 705-728-2544
- **Website:** barrieshelter.com

Youth Shelters (Ages 16-24)

This section includes emergency shelters and housing supports for youth and young adults between the ages of 16-24 who need a safe place to stay. These services are designed for people who are experiencing homelessness, unsafe living situations, or family conflicts. Many youth shelters provide support beyond a place to stay, offering additional aids such as meals, programming, case management, housing support, education, counselling, and help with system navigation.

Covenant House

Toronto

- **Phone:** 416-593-4849
- **Email:** info@covenanthouse.ca
- **Website:** covenanthousetoronto.ca

Eva's

Locations:

- **Eva's Place:** 416-441-1414 (North York)
- **Eva's Satellite:** 416-229-1874 (Scarborough)
- **Eva's Phoenix:** 416-364-4716 (Toronto)
- **Email:** info@evas.ca
- **Website:** evas.ca

Horizons for Youth

Toronto

- **Phone:** 416-781-9898
- **Email:** info@horizonsforyouth.org
- **Website:** horizonsforyouth.org

Kennedy House Youth Shelter

Toronto

- **Phone:** 416-421-7776
- **Email:** shelter@kennedyhouse.org
- **Website:** kennedyhouse.org

Our Place Peel

Mississauga

- **Phone:** 905-238-1383
- **Email:** info@ourplacepeel.org
- **Website:** ourplacepeel.org

Youth Without Shelter

Etobicoke

- **Phone:** 416-748-0110
- **Email:** communications@yws.on.ca
- **Website:** yws.on.ca

Refugee & Immigrant Shelters (All Gender)

This section covers shelters and transitional housing supports for refugees, asylum seekers, and newcomers to Canada. These services are designed for people who may be experiencing housing instability while navigating immigration processes, settlement challenges, or barriers such as language, income, or legal status. Many of these shelters also provide settlement support, case management, and connection to legal and community services, and are available regardless of immigration status.

Anchor House

Toronto

- **Phone:** 416-469-5067
- **Email:** contact@crcrefugee.ca
- **Website:** crcrefugee.ca
- For unaccompanied and separated refugee youth ages 16-18

Christie Refugee Welcome Centre

Toronto

- **Phone:** 416-588-9277
- **Email:** general@christiestreetrc.com
- **Website:** christiestreetrc.com

Costi's Hostel Services

Toronto

- **Phone:** 416-706-9451
- **Email:** info@costi.org
- **Website:** costi.org

FCJ Refugee Centre

Toronto

- **Phone:** 416-469-9754
- **Email:** info@fcjrefugeecentre.org
- **WhatsApp:** 437-217-3786
- **Website:** fcjrefugeecentre.org

Matthew House Toronto

Toronto

- **Phone:** 416-203-7848
- **Email:** admin@matthewhouse.ca
- **Website:** matthewhouse.ca

Protego Foster Houses

Toronto

- **Phone:** 416-918-6086
- **Email:** info@protego.ca
- **Website:** protego.ca

Romero House

Toronto

- **Phone:** 416-763-1303
- **Email:** info@romerohouse.org
- **Website:** romerohouse.org

Sojourn House

Toronto

- **Phone:** 416-743-8877
- **Website:** sojournhouse.org



Indigenous Gender-Based Violence Crisis Support

The services in this section were handpicked to showcase Indigenous-led and culturally grounded crisis supports that value empowerment, self-determination, and community care. These services aim to provide immediate crisis assistance as well as access to cultural knowledge, healing, and holistic support so that Indigenous peoples can get the comprehensive care they deserve.

Indigenous women, girls, and Two-Spirit people experience discrimination and gender-based violence at disproportionately high rates due to the ongoing impacts of colonization, forced assimilation, systemic racism, and intergenerational trauma. Nellie's is committed to doing their part in reconciliation by taking the necessary steps to connect Indigenous clients to trauma-informed and culturally competent resources that take into account their history, identity, and lived experiences. We understand that accessing support can be complicated due to mistrust and barriers within mainstream services.

Anishinabe Women's Crisis Home — Beendigen (Thunder Bay, ON)

- **Phone:** 807-346-HELP (4357)
- **Website:** beendigen.com
- **Languages:** Oji-Cree, Potawatomi, Micmac, Blackfoot, Anishinaabe, Moose Cree, Swampy Cree, English, Cree, Algonquin, Inuktitut, Mohawk, Oneida, Odawa
- **24/7, free, and confidential**

Services:

- Emergency shelter
- Crisis counselling
- Safety planning
- Advocacy for Indigenous women and children experiencing violence

Hope for Wellness Help Line

- **Phone:** 1-855-242-3310
- **Chat:** hopeforwellness.ca
- **Website:** hopeforwellness.ca
- **24/7, free, and confidential**

Services:

- Crisis intervention and counselling for First Nations, Inuit, and Métis people across Canada

Lamathut Crisis Line

- **Phone:** 1-800-721-0066
- **Website:** irsss.ca
- **24/7, free, and confidential**

Services:

- Culturally informed crisis support for First Nations and residential school survivors
- Crisis intervention
- Safety planning
- Advocacy
- Emotional support, grounding and de-escalation during distress
- Information and referrals

Missing & Murdered Indigenous Women & Girls (MMIWG) Crisis Line

- **Phone:** 1-844-413-6649
- **Website:** mmiwg-ffada.ca
- **24/7, free, and confidential**
- **Languages:** English, French, Cree, Anishnaabemowin (Ojibway), Inuktitut

Services:

- Immediate crisis support for survivors and those affected by MMIWG

Talk4Healing

- **Phone:** 1-855-554-HEAL (4325)
- **Chat:** talk4healing.com
- **Website:** beendigen.com
- **24/7, free, and confidential**

Services:

- Culturally grounded crisis support for Indigenous women and family members experiencing violence



Safety Planning

Important Note

If you need to leave an unsafe situation, please remember, it is not your fault. Nothing you did could ever cause or justify violence. You deserve to feel safe.

Leaving an abusive or controlling relationship can be extremely difficult. It is normal to feel scared, overwhelmed, or unsure about what to do next. Try to be patient and gentle with yourself. Healing takes time, and support is available. You do not have to go through this alone.

Creating a Safety Plan

Leaving an abusive relationship can sometimes increase risk. Preparing ahead of time can help keep you and your children safer.

Start preparing slowly when it is safe to do so:

- Set aside small amounts of cash or prepaid cards, if possible.
- Pack a go-bag with essentials such as running shoes, warm clothes, medications, and important documents.
- Try to leave when the abusive partner is not present, if possible.
- Avoid sharing your location on your phone or social media.
- If you need to talk about your plan to leave, do so in a safe place, such as a public location or with a trusted person.

If you have children:

- Include them in a safety plan to help them know what to do to stay safe.
- Teach them where to go or who to contact if they feel scared.
- Create a code word they understand that means it is time to get help or leave.
- Make sure they know safe adults they can contact, such as a relative, neighbour, or teacher.

Important Documents to Gather

If possible, try to keep copies of important documents in a safe place or with someone you trust. These documents may include:

Personal documents

- Identification (ID)
- Passport
- Birth certificates
- SIN cards
- Health cards or insurance cards

Medical and legal documents

- Prescriptions or medication information
- Medical records
- Custody or court documents
- Immigration or RGI housing paperwork

Proof and evidence

- Documents showing shared residence
- Photos, videos, text messages, or emails that document abuse

Financial and practical items

- Cash or prepaid cards
- Car registration and spare keys
- Important phone numbers written down

For help creating a personalized safety plan, contact:

- **Assaulted Women's Helpline (AWHL):**
416-863-0511
- **Toronto Rape Crisis Centre (TRCC):**
416-597-8808

Harm Reduction Education and Supplies — Toronto

This section lists services that are free, confidential, and offer a range of supports, including education, training, and harm reduction supplies.

Nellie's is a harm reduction shelter committed to supporting women both during and beyond their stay with us. Harm reduction is a life-saving approach that meets people where they are without judgment, coercion, or requirement for abstinence. It helps reduce health risks, prevent overdose, increase access to safer supplies and reduce stigma. We believe this approach is key to creating a safe, respectful, informed, and inclusive environment for all women.

Breakaway Community Services

- **Address:** 21 Strickland Ave, Toronto
- **Phone:** 416-537-9346
- **Email:** breakaway@breakawaycs.ca

Supports offered:

- Harm reduction counselling and support
- Addiction supportive housing
- Opioid treatment support
- “Pieces to Pathways” -substance use support program for LGBTQIA2S+ youth ages 16-29
- System navigation and advocacy
- Safer sex and safer drug use supplies/kits

Casey House — Harm Reduction Supply Distribution

- **Address:** 119 Isabella St, Toronto
- **Phone:** 416-962-7600
- **Email:** info@caseyhouse.ca

Supports offered:

- 24/7 access to safer injection and inhalation supplies at front entrance
- Naloxone kits with training
- Referrals to health and community support services

CATIE (Canadian AIDS Treatment Information Exchange)

- **Website:** catie.ca
- **Phone:** 416-203-7122
- **Email:** ontario@catie.ca

Supports offered:

- Public health information on HIV, Hepatitis C, sexual health, and harm reduction
- Guide on safer substance use, treatment, and testing
- Toolkits, fact sheets, and online educational resources
- Directory to find local health and harm reduction services
- Available in English and French

National Overdose Response Service (NORS)

- **Website:** nors.ca
- **Phone/text:** 1-888-688-6677
- **Email:** weloveyou@nors.ca

Supports offered:

- Overdose prevention support (can stay on the line while using)
- 24/7, non-judgmental, anonymous support
- Free 6-week virtual 1-on-1 peer wellness program
- Referrals to community resources
- Available across Canada



Parkdale Queen West Community Health Centre — Harm Reduction Program

Locations & Phone:

- **Parkdale site:** 1229 Queen St W - 416-537-2455
- **Queen West site:** 168 Bathurst St - 416-703-8482
- **Roncesvalles site:** 27 Roncesvalles Ave - 416-537-8222
- **Dundas site:** 750 Dundas St W - 416-703-8482

Supports offered:

- Harm reduction kits
- Safer sex supplies
- Naloxone kits and overdose response training
- HIV point-of-care testing and HIV self-testing kits
- Toronto Drug Checking Service
- Harm reduction outreach and education
- Referrals to health and social services

Harm Reduction Rooms:

- **Parkdale site:** 1229 Queen St W
- **The Meeting Place - West Neighbourhood House:** 588 Queen St W

Sherbourne Health — Harm Reduction Cabinet & STASH Program

- **Address:** 333 Sherbourne St, Toronto
- **Phone:** 416-324-4100
- **Email:** info@sherbourne.on.ca

Supports offered:

- Harm reduction supplies available 24/7 in outdoor cabinet
- Naloxone kits free with training
- STASH Program (Supplies, Testing, Access, Support & Harm Reduction) — drop-in supplies, support, and hygiene items
- Harm Reduction Peer Navigation Program

South Riverdale Community Health Centre — Harm Reduction Supply Distribution and Drop-In

- **Address:** 955 Queen St E, Toronto
- **Phone:** 416-461-1925
- **Email:** srchc@srchc.com

Supports offered:

- Harm reduction supplies
- Safer drug use education
- Overdose response training
- Safe sharps disposal and take-home sharps containers
- Community needle sweeps

Street Health — Harm Reduction Supply Distribution and Drop-In

- **Address:** 338 Dundas St E, Toronto
- **Phone:** 416-921-8668

Supports offered:

- Safer drug use kits and sterile injection supplies
- Naloxone kits and overdose prevention education
- Overdose prevention site
- Monthly Hepatitis C clinic
- Harm reduction drop-ins (Women-only)

Legal Support — Toronto

This section lists free and low-cost legal services in Toronto, including support for family law, immigration, housing, and criminal matters. Navigating legal systems can be overwhelming and intimidating, especially for women experiencing violence, trauma, discrimination, or systemic barriers. We believe women should have access to clear information, understand their rights, and be supported in navigating the legal system in safe and empowering ways. These services aim to do just that.

Barbra Schlifer Commemorative Clinic

- **Phone:** 416-323-9149
- **Website:** schliferclinic.com
- **Address:** 489 College Street, Suite 503, Toronto

Supports offered:

- Provides free legal services for marginalized and racialized women who have experienced violence

- Support available in:
 - Family law
 - Criminal law
 - Immigration and refugee law
- Offers trauma-informed, culturally responsive services
- Language and sign language interpretation available

Legal Aid Ontario (LAO)

- **Phone:** 416-979-1446
- **TTY:** 711
- **Email:** info@lao.on.ca
- **Chat:** legalaid.on.ca
- **Website:** legalaid.on.ca

Supports offered:

- Provides free or low-cost legal services for people with low income who qualify
- Can help with:
 - Family law and domestic violence
 - Immigration and refugee matters
 - Criminal law
 - Mental health law
 - Youth justice matters
- Offers legal advice, representation, referrals, and system navigation support
- Services available in French and other languages (interpretation available)

Luke's Place (Family Law Support for Women)

- **Phone:** 905-728-0978
- **Email:** intake@lukesplace.ca
- **Website:** lukesplace.ca

Supports offered:

Provides free legal and family court support for women leaving abusive relationships

- Can help with:
 - Family law matters
 - Safety planning related to court processes
 - Understanding rights and legal options
 - Navigating family court
- Offers legal information, summary advice, and referrals
- Services available virtually and by phone across Ontario

Neighbourhood Legal Services (Downtown East Toronto)

- **Phone:** 416-861-0677
- **Email:** general@nls.clcj.ca
- **Website:** nlstoronto.org
- **Address:** 163 Queen Street East, Suite 101, Toronto

Supports offered:

- Provides free legal services for people with low income who qualify
- Can help with:
 - Housing (eviction and landlord/tenant issues)
 - Social assistance (OW, ODSP)
 - Employment issues
 - Immigration and refugee matters
 - Other poverty law issues
- Offers legal advice, representation, and advocacy
- Services available in French and other languages (interpretation may be available)

Scarborough Community Legal Services

- **Phone:** 416-438-7182
- **Website:** scarboroughcommunitylegal.ca
- **Address:** 695 Markham Road, Suite 9, Scarborough

Supports offered:

- Provides free legal services for people with low income who qualify
- Can help with:
 - Housing (eviction and tenant issues)
 - Social assistance (OW, ODSP)
 - Employment Insurance (EI) and Canada Pension Plan (CPP)
 - Immigration and refugee matters
- Offers legal advice, representation, and advocacy
- Serves residents in the Scarborough community



Senior Support

Seniors in our community are an essential part of what makes Nellie's what it is today. It is important that senior women receive the care, respect, support, and patience they deserve to live safe, comfortable, and fulfilling lives. The services below offer a range of supports, including crisis intervention, advocacy, counselling, and legal assistance.

Advocacy Centre for the Elderly (ACE)

- **Phone:** 416-598-2656 or 1-855-598-2656
- **Address:** 55 University Avenue, Suite 1500, Toronto
- **Website:** acelaw.ca

Supports offered:

- Community legal clinic for low-income seniors
- Information on legal rights
- Representation in court and legal tribunals
- Free legal representation for those who meet guidelines
- Assistance in dealing with government offices
- General legal information, resources, and referrals for matters beyond their reach
- Can help with:
 - Health care consent and advance care planning
 - consumer protection
 - elder abuse
 - home care
 - long-term care homes
 - retirement homes
 - pensions and income

Ontario Caregiver Helpline

- **Phone:** 1-833-416-2273 (not a crisis or counselling line)
- **Chat:** Available through website
- **Website:** ontariocaregiver.ca

Supports offered:

- Free helpline to support caregivers caring for family members, partners, or friends
- Emotional support and someone to talk to
- Guidance on navigating healthcare and community services
- Help finding local resources (home and community care options, specialized care, local support groups)
- Education and tools for caregiving challenges

Seniors Safety Line (Ontario)

- **Phone:** 1-866-299-1011
- **TTY:** 1-866-299-0008
- **Chat:** Available through website
- **Website:** seniorssafetyline.ca

Supports offered:

- Free, confidential crisis and support line for seniors experiencing any kind of abuse or neglect, as well as family members, caregivers, and service providers
- Counsellors can provide emotional support, safety planning, crisis intervention information, and referrals.
- Services offered in 200+ languages

Toronto Seniors Helpline

- **Phone:** 416-217-2077
- **Chat:** Available on website
- **Website:** woodgreen.org/programs/toronto-seniors-helpline

Supports offered:

- Free, confidential support, information, and referrals for older adults, caregivers, and service providers
- Telephone crisis support, intervention, and crisis outreach for seniors
- System navigation in areas such as healthcare, housing, food access, and mental health





SAFETY. STRENGTH. SUPPORT.

Mission

We break the cycle of gender-based oppression through our unwavering commitment to offering a safe refuge for women and their children fleeing violence, poverty, and homelessness. Beyond safe housing, we empower women with advocacy, strength, and support-based programming, enabling them to create a new path for life, free from the barriers of violence and oppression.

Vision

Nellie's vision is to be a place where every woman and her child(ren) who step through our doors finds a pathway to a violence-free life, and to advocate to ensure gender-based violence and oppression is a relic of the past.

CRISIS

Tel: 416-461-1084

ADMINISTRATION

Tel: 416-461-9519

Email: community@nellies.org

FUNDRAISING & DONATIONS

Tel: 416-461-9849

Email: fundraising@nellies.org

MAILING ADDRESS

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CHARITABLE NUMBER:
11930 2727 RR0001

