



年齡只是个数字

AGE IS JUST A
NUMBER

与加拿大华裔在职
长者共建赋权社群

Building an empowered
community with Chinese
Canadian working seniors



Chinese Canadian National Council
TORONTO CHAPTER

全加華人協進會(平權會)多倫多分會



Ontario
Ministry for Seniors
and Accessibility



Chinese Canadian National Council Toronto Chapter

全加華人協進會(平權會)多倫多分會

Dorset Park Community Hub, 1911 Kennedy Rd #105 Toronto, ON M1P 2L9

Age Is Just A Number: Building An Empowered Community with Chinese Canadian Working Seniors

Lending A Hand Through Our Community Handbook

This handbook includes a collection of services, resources, and information to promote Chinese senior empowerment in the Greater Toronto Area (GTA).

The creation of this handbook would not have been possible without funding from the Government of Ontario's Ministry for Seniors and Accessibility: Seniors Community Grant Program. We thank the Government of Ontario and Ministry for Seniors and Accessibility for providing our organization with this opportunity to support Chinese working seniors.

This handbook is a direct result of the great work that the Chinese Canadian National Council Toronto Chapter (CCNCTO) has done with marginalized seniors, including those from low-income, working class, (im)migrant, and precarious immigration status backgrounds. Through our project, 'Age Is Just A Number: Building An Empowered Community with Chinese Canadian Working Seniors', we have supported seniors in the short term while working towards building a thriving, connected, and empowered Chinese senior community in the long term.

This handbook was made in collaboration with an advisory committee, made up of Chinese working senior (im)migrants. Youth and other working adults also assisted with the creation and finalization of this handbook. The purpose of creating this handbook was to 1) improve our community's understanding of barriers faced by marginalized Chinese seniors, 2) improve our capacity to support marginalized Chinese seniors, and 3) strengthen community organizations' capacities to serve Chinese working seniors in the GTA. We would like to express our sincere appreciation to everyone who dedicated their time to informing, consulting on, and supporting this project. With their help, we have created a resource that is truly **by and for** Chinese seniors.

Chinese seniors are a fast-growing visible minority group in Canada, whose marginalization within the Chinese community is compounded by ageism. In our work at CCNCTO, we have noticed multiple barriers that prevent Chinese seniors from being included and adequately served in our community (i.e. by community service organizations). These barriers include: inaccessible language options, technological or mobility requirements, distrust of institutions, inability to attend service hours due to overlap with working hours, and fear of accessing services due to immigration status (including immigration status requirements for service access).

While we have identified these barriers, we have also empowered seniors to name and challenge these barriers and recognize the power and influence that their voice and advocacy work can have in our community.

This handbook contains information and resources that are accessible to seniors, and that will ultimately 1) enhance seniors' knowledge about services available to Chinese-speaking seniors, 2) improve seniors' knowledge about safety/security-related matters in their community, 3) strengthen seniors' relationships to their community, and 4) empower seniors to organize and fight against injustice and inequity in their communities. All services, resources, and information are located within the Greater Toronto Area (GTA; Markham, Newmarket, Richmond Hill, Scarborough, Thornhill, Toronto).

All information in this handbook was last updated on March 31, 2024. As such, some information may be outdated by the time you access this handbook. Please call the relevant numbers and get in touch with individual community organizations or CCNCTO for more information or assistance.

Cover art by Naomi Mao 毛怡然:

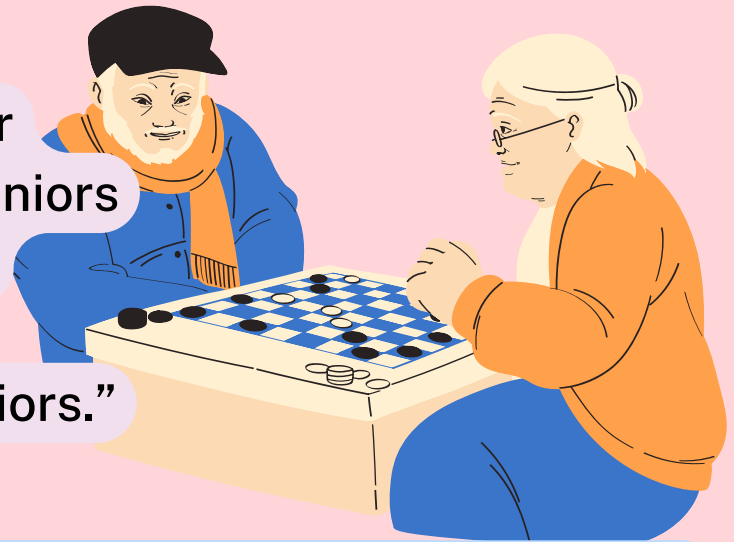
Naomi is a grade 12 student in Toronto who enjoys building connections with her Chinese heritage. She believes in the importance of bridging generational gaps and embracing cultural diversity to build solidarity. If not cuddling her dog, steaming 馒头, or taking pictures at CCNCTO events, you might find her writing and sharing photographs on the literary project, Aubade to Youth (aubadetoyouth.com).



What are the most pressing issues impacting seniors?

“Seniors have more time, but their children have to go to work and seniors have no one to accompany them. I hope there can be more intergenerational projects for seniors.”

- Zhuying Wang



“Live and learn. Older people also want to continue learning new things.”

- Denghua Chen

“Some organizations and events in the community are age-discriminatory, and some activities do not allow community members over 65 years old to join. For many ages, racism has been hidden, and perhaps many people will not be aware of it. Moreover, the voices of the elders cannot be heard.”

- Ping Gu

“Build up community connection and solidarity.”

- Shiling Zhou



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影响老年人的最紧迫问题是什么？ What are the most pressing issues impacting seniors?

“增加长者的归属感，很多长者是不和孩子一起居住的，这反映了长者的孤独感和隔离是很强烈的，长者也希望能更好地融入当今的社区。”

- Janet Tang

"Increase the sense of belonging of seniors. Many seniors do not live with their children. This reflects that the loneliness and isolation of seniors are very severe, and seniors also hope to better integrate into today's communities."

- Janet Tang



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Services available to Chinese-speaking seniors

Some services listed are free of charge, while others come at a cost. Our team at CCNCTO has tried to indicate which services are free, provide Mandarin and/or Cantonese interpretation, and/or are accessible for folks with precarious status. However, we recommend that you kindly contact individual organizations in charge of providing services for more information and to inquire about eligibility, fees, language interpretation options, etc

Below, you will find services related to...

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Central support lines

Central Intake | 211

- 211 is a central line that you can call for information and referrals for meal programs, health services, housing, home supports, government benefits, and other services
- The phone line is available 24/7 in over 150 languages

City of Toronto | 311, or 416-338-4766

- 311 is a central line that you can call for information on all City of Toronto programs, services, and sites (including recreation centres, noise complaints, shelters, etc)
- The phone line is available 24/7 in over 180 languages

Abuse and neglect

Advocacy Centre for the Elderly (ACE) (55 University Avenue Suite 1500, Toronto) | 416-598-2656

- Elder abuse resource: Variety of legal services and assistance to seek other services related to preventing elder abuse and neglect
 - Mandarin and Cantonese interpretation can be arranged. Call the centre for assistance (English phone line)



- Information needed: Name, phone number, preferred language (an interpreter can call back)
- *Please note that this phone call will be in English. If you require support to place this call, you may need to find your own interpreter to assist with this phone call

Carefirst Seniors & Community Services Association (Scarborough, Toronto, Peel Region, and York Region) | 416-502-2321 Extension 3 | <https://carefirstontario.ca/?lang=zh-hant>

- Chinese elder abuse helpline and support: Confidential helpline services to share information about abuse, provide coping skills and resources, deliver intervention, provide counselling and support, etc, with services available in Mandarin and/or Cantonese upon request

Working Women Community Centre (Scarborough, Toronto) | jlu@workingwomencc.org

- One-on-one counselling: Support for women struggling with feelings of isolation, separation from family, domestic violence, and adapting to a new life in Canada
 - Services are offered at 2 locations and available in Mandarin:
 - 1527 Victoria Park Avenue, Scarborough, ON
 - 533A Gladstone Avenue, Toronto
 - Eligibility for services: permanent residents, newcomers, and/or protected persons and convention refugees
 - Email with your name, phone number, language preference, and what support you're looking for (response within several business days)
 - *Please note that if you require support to send this email, you may need to find someone to assist you
 - *Emails can be sent in Chinese as well

Financial assistance and advice

Advocacy Centre for the Elderly (ACE) (55 University Avenue Suite 1500, Toronto) | 416-598-2656

- Pension and income advice: Free legal advice or information to older adults concerning their entitlement to the Old Age Security (OAS) pension, the Guaranteed Income Supplement (GIS), Canada Pension Plan (CPP) retirement and survivor benefits, and related income security programs
 - Mandarin and Cantonese interpretation can be arranged. Call the centre for assistance (English phone line)
 - Information needed: Name, phone number, preferred language (an interpreter can call back)
 - *Please note that this phone call will be in English. If you require support to place this call, you may need to find your own interpreter to assist with this phone call

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Agincourt Community Services Association (ACSA)

- Financial empowerment and problem solving: A seasonal program provided during tax season (March-April) that offers free financial education, income tax support, and problem-solving services to people living on a low income
 - Assistance during tax season available for people on a low income (must meet eligibility criteria) at Dorset Park Community Hub (1911 Kennedy Road Unit 105, Scarborough)
 - Call 416-321-6912 extension 238 for more information during tax season and for Mandarin and/or Cantonese interpretation

Centre for Immigrant and Community Services (CICS) (Markham, Newmarket, Scarborough, Toronto, and York Region)

- Tax clinic: Assistance yearly during tax season for seniors and low-income families filing a tax return, offered at different CICS offices, available in Mandarin and Cantonese
 - In-person at CICS locations in Toronto and York Region
 - Newmarket: Call 905-895-3789 for more information
 - Toronto: Call 416-292-7510 or 416-293-4565 for more information
 - York Region: Call 905-479-7926 for more information

105 Gibson Centre (105 Gibson Drive, Markham) | 905-946-8787 extension 168

- Tax clinic: A yearly service provided during tax season (March-April) that is part of the Community Volunteer Income Tax Program with the Canada Revenue Agency
 - Services are provided in person and by appointment in Mandarin and Cantonese (advance booking required) at 105 Gibson Centre
 - Call to make an appointment
 - Eligibility income requirements:
 - Net income: Less than \$35,000 for an individual and less than \$50,000 for a couple
 - No business, investment, or rental income

Fraud/worker protection and assistance

Advocacy Centre for the Elderly (ACE) (55 University Avenue Suite 1500, Toronto) | 416-598-2656

- Consumer protection resource: Assistance with fraud, banking/sensitive information, and scam overview
 - Mandarin and Cantonese interpretation can be arranged. Call the centre for assistance (English phone line)
 - Information needed: Name, phone number, preferred language (an interpreter can call back)

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- *Please note that this phone call will be in English. If you require support to place this call, you may need to find your own interpreter to assist with this phone call

Toronto Seniors Helpline | 416-217-2077

- Crisis support and assistance: Crisis services, supportive counseling, referrals, and daily phone support for seniors with interpretation in over 100 languages
 - Helpline available from Monday to Friday 9:00-8:00 PM and weekends 10:00-6:00 PM

Workers Action Centre (WAC) (720 Spadina Avenue Suite 223, Toronto) | 416-531-0778

- Phone support: Confidential and free phone support for worker-related issues available on Monday, Wednesday, and Friday from 12:00-5:00 PM (services available in Chinese)

Food security

Agincourt Community Services Association (ACSA)

- Community food centre: Food bank services for individuals from all backgrounds
 - Open Monday to Friday from 11:00-4:00 PM by appointment only
 - 1911 Kennedy Road Unit 109 (back of the building), Scarborough
 - Call 647-723-9238 or visit the food centre during operating hours to make an appointment
 - *Please note that this phone line is an English phone line. If you require support to place this call, you may need to find your own interpreter to assist with this phone call
 - The food centre serves many Chinese-speaking clients. Interpretation support at the food centre is dependent on if there are volunteers in the centre with language capacity. However, they can still serve Chinese-speaking clients without language interpretation, as long as they provide the proper paperwork to determine eligibility
 - Please note, you cannot access multiple food banks or centres. Only 1 person per family (at the same residential address) can collect food from the centre

105 Gibson Centre (105 Gibson Drive, Markham) | 905-946-8787 extension 107

- Food bank: Program to help individuals facing financial challenges build a supportive network that includes food services and more, with support in Cantonese (and Mandarin, dependant on 105 Gibson staff)
 - Call to make an appointment
 - Some questions to determine eligibility for food bank services will be asked on your first visit

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- *Please note that staff at the food bank may not be proficient Mandarin speakers. Interpretation is dependent on the language capacity of staff

Grace Chinese Gospel Church of North York (Markham, North York, Scarborough)

- Grace community food share: Temporary food assistance (2 to 3 day food supply) for individuals and families in need due to unemployment, health issues, income, or new immigration status
 - Bring required documentation during hours of operation (first and third Saturday of each month from 10:15-12 PM)
 - Register by 11:30 AM
 - Enter on the south side of the building at the double white doors
 - Required documentation: proof of current address, valid photo ID, proof of income (social assistance, pay slip, or income tax assessment), housing expenses (rental agreement or receipt with landlord's information)
 - Please note, you cannot access multiple food banks or centres. Only 1 person per family (at the same residential address) can collect food from the community food share
 - For bilingual (Chinese and English) information, visit <https://gracefoodbank.ca/apply/>

Markham Food Bank (190 Bullock Drive Unit 11, Markham) | 905-472-2437

- Food bank services: Receive 7-10 days worth of nutritious food
 - Clients must reside in the City of Markham
 - Require proof of Markham residency and photo ID
 - To access the food bank, visit during service hours (open Tuesday night, Thursday afternoon, Saturday morning)
 - Mandarin and/or Cantonese interpretation support at the food bank is not guaranteed for certain. Chinese-speaking clients can still be served without language interpretation, as long as they provide the proper paperwork to determine eligibility
 - Please note, you cannot access multiple food banks or centres. Only 1 person per family (at the same residential address) can collect food from the food bank

Health

AccessPoint on Jane (761 Jane Street 2nd Floor, Toronto) | 416-760-8677

- Non-insured walk in clinic: Confidential primary care services for people without health insurance (with walk in and appointment hours)
 - Free care provided from the clinic team for residents of Toronto, without a family doctor, and without Ontario Health Insurance Program (OHIP), Interim Federal Health Program (IFHP), or Ontario Temporary Health Program (OTHP) coverage

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- Bring a list of any medications you are taking and any medical records that may be important
- This clinic does not provide continuing services. Their goal is to see non-insured clients, assist where possible, and make referrals or connections for clients requiring continuing care.
- Hours vary (walk in hours on Monday and Thursday, appointment only for clients who have been to the clinic on Tuesdays, Wednesdays, and Fridays)
- Walk-in hours: register in person (registration opens at 9:30 AM and is first come first serve, with 10-12 clients being served on walk-in days)
 - Clients are seen from 12:30-7:00 PM
 - If you cannot be seen on Monday or Thursday because there are too many registered clients, you will be booked for an appointment (Tuesday, Wednesday, or Friday) several weeks in advance
- Mandarin and/or Cantonese interpretation can be provided on site (live video or phone interpretation)

Access Alliance Downtown (340 College Street Suite 500, Toronto) | 416-324-8677

- **Primary health care services:** Primary health care, illness and disease prevention, and health education services for vulnerable immigrants and refugees in Toronto
 - Can provide culturally sensitive and language accessible (Mandarin and Cantonese) healthcare
 - Once your application has been approved, you can request interpretation services for appointments
 - To access services, you must go in person and fill out an application
 - *Please note that the application will be in English. If you require support with filling out an application, you may need to find your own interpreter to assist
 - It may take between 4 weeks to upwards of 5 months for your application to be approved
 - Patients without a health card and who do not speak English are more likely to be approved

Alliance for Healthier Communities (Ontario)

- Check <https://www.allianceon.org/find-a-centre> to find a community family health team, community health centre, or nurse practitioner-led clinic near you
 - *Please note that this website is in English. Please find a clinic near you and contact them to determine if they can provide Mandarin and/or Cantonese interpretation. If you require support with navigating this website or placing a call to a clinic near you, you may need to find your own interpreter to assist

Canadian Centre for Refugee and Immigrant Healthcare (4158 Sheppard Avenue East, Scarborough)

- Community volunteer clinic: Volunteer health professionals will provide free primary medical care to uninsured and Interim Federal Health Program protected refugees and refugee claimants and others new to Canada
 - Clinic hours: Tuesday and Thursday evenings (5:00-7:30 PM)
 - To book an appointment or get more information, call 647-267-2176 extension 1
 - Mandarin and Cantonese interpretation can be arranged for the appointment. The phone line is in English
 - *Please note that this phone call will be in English. If you require support to place this call, you may need to find your own interpreter to assist with this phone call
 - No proof of health insurance is required, but appointments are preferred
 - Costs for any tests done outside of their clinic will be at the patient's expense
- Urban dental clinic: Dental treatment for low-income adults 18-64 without employer or government dental benefits
 - To book an appointment or get more information, call 647-267-2176 extension 2
 - Mandarin and Cantonese interpretation can be arranged for the appointment. The phone line is in English
 - *Please note that this phone call will be in English. If you require support to place this call, you may need to find your own interpreter to assist with this phone call
 - Financial screenings will be carried out over the phone
 - Those who qualify can receive basic dental care (emergency treatment, extractions, fillings) for a small fee

Cancer Care Ontario | 1-800-668-9304

- Ontario breast cancer screening program: Breast cancer screening appointments for community members
 - Eligibility
 - 50-74 years of age
 - No new breast cancer symptoms
 - No personal history of breast cancer
 - Have not had a mastectomy
 - Have not had a screening mammogram within the last 11 months
 - If transfeminine, have used feminizing hormones for at least 5 years in a row
 - Folks **without** Ontario Health Insurance Program (OHIP) coverage can be screened for free (if they meet screening eligibility)

- If folks receive abnormal screening results, any costs that arise are not covered by Ontario Health and must be covered by individuals
- There are various OBSP sites throughout Scarborough, North York, and Toronto (several sites have Mandarin and Cantonese interpretation on request)
- Because there is no central booking system, folks have to directly call different locations to book (Mandarin and Cantonese interpretation varies based on site capacities)
 - Visit <https://www.cancercareontario.ca/en/find-cancer-services/breast-screening-locations> (English website)
 - For sites in Central East Ontario (Scarborough), visit <https://cercp.ca/breast-cancer-screening/> (English website)
 - Website includes current wait times and additional information about languages or translation supports offered

Carefirst Seniors & Community Services Association (Scarborough, Toronto, and York Region) | <https://carefirstontario.ca/?lang=zh-hant>

- Bereavement services: Various professional and supportive services in Toronto and York Region to assist with transition and grieving, including workshops, counseling, support groups, etc, with support available in Mandarin and/or Cantonese upon request
 - For more information in Chinese, visit <https://carefirstontario.ca/services/bereavement/> (scroll down)
 - Call 416-502-2323 for more information
- Diabetes education program (DEP): Programming for people with type 2 diabetes or folks at risk of developing diabetes, with services available in Mandarin and/or Cantonese upon request
 - A doctor or self referral are required
 - Doctor referral form (English)
https://carefirstontario.ca/wp-content/uploads/2022/03/20220315-Carefirst-DEP-Referral-Form_Health-Care-Providers_Feb-2017.pdf
 - Self-referral form (bilingual)
<https://carefirstontario.ca/wp-content/uploads/2023/04/DEP-self-referral-Feb-2023.pdf>
 - Online information sessions on Zoom are open to the public, to register call Carefirst at 905-695-1140 or 416-847-0283
 - Call 905-695-1140 for more information about DEP at Richmond Hill and/or Scarborough

- Social prescribing service: Service where health care workers can connect seniors (55+) to non-clinical services within the community, including recreational activities and health and wellness workshops, with services available in Mandarin and/or Cantonese upon request
 - Eligibility: Must be located within Markham, North York, or Scarborough
 - Must complete a referral form
- Overnight stay program: A comfortable and home-like environment for those with cognitive impairments or who are frail or elderly, with the intention of providing caregivers a temporary break from care duties. Personal support workers support the program and services available in Mandarin and/or Cantonese upon request
 - Eligibility: Clients with cognitive impairment/dementia are prioritized
 - Call 905-752-0402 for more information

Centre for Immigrant and Community Services (CICS) and Scarborough Centre for Healthy Communities (SCHC) (2330 Midland Avenue, Scarborough)

- Primary care services: Primary care services one day a week on Mondays to provide patients with access to a coordinated team of nurse practitioners (can prescribe medication and make referrals), with Mandarin and Cantonese interpretation services available upon request
 - Mondays 9:30-2:00 PM in-person
 - Health card not required (free services for OHIP and non-OHIP patients)
 - Non-OHIP patients will have to pay out-of-pocket for referrals
 - Eligibility: must live in Scarborough and not have a family doctor
 - Call 647-336-8516 for more information or to make an appointment
- For information in English and Chinese visit
<https://cicscanada.com/en/content/140/primary-care-services-at-cics-on-mondays>

Health Connect Ontario | Call 811

- Registered nurse over the phone: Connect with a registered nurse 24/7 for free general advice (no diagnoses or prescriptions) with Mandarin and Cantonese interpretation available
 - Available for anyone living in Ontario
 - You do not need to provide your health insurance number, even if they ask
 - Please call 911 for emergencies
- For information in Traditional Chinese, visit
<https://dr6j45jk9xcmk.cloudfront.net/documents/3459/hcc-chinese-tr.pdf>

Health for All Family Health Team (379 Church St Suite 202, Markham) | 905-472-2200 extension 290

- Team that provides a wide range of primary care services (including preventative healthcare)
- OHIP is required for care
- Mandarin and Cantonese interpretation is available upon request for all in-person services. Interpretation services will be over the phone (in-person appointments will also use phone interpretation service)
 - *Please note that the initial phone call to set up your appointment may be in English. If you require support to place this call, you may need to find your own interpreter to assist with this phone call
- Case manager services: Guiding patients through the healthcare system to ensure quality care, including assisting with applications, coordinating healthcare programs, advocating for services and supports, and connecting clients with community and government services
- Nurse practitioner services: Primary care and support in the community, including cancer screenings, mental health support, specialist referrals, etc

Hong Fook Mental Health Association (3660 Midland Avenue Suite 201, Scarborough) | 416-479-7600

- Nurse practitioner-led clinic: Information in Chinese about health, wellness, and illness
 - For Simplified Chinese, visit <https://hongfook.ca/clinic/health-resources-events/resources-sc/>
 - For Traditional Chinese, visit <https://hongfook.ca/clinic/health-resources-events/resources-tc/>

Mount Sinai Hospital (600 University Avenue, Toronto)

- The hospital provides interpretation services in over 65 languages for patients and families with no fees or additional costs
 - Contact Interpreter Services between 7:30 AM and 5 PM at 416-461-8252 extension 2121 or email interpreter@sinaihealth.ca
 - For more information in Simplified Chinese, visit <https://www.mountsinai.on.ca/patients/interpreter-services/Interpretation-Languages/interpreter-services-website-information-zh-hans/>
 - For more information in Traditional Chinese, visit <https://www.mountsinai.on.ca/patients/interpreter-services/Interpretation-Languages/interpreter-services-website-information-zh-hant/>

Scarborough Centre for Healthy Communities (SCHC) (Scarborough)

- Provides medical care and health-related services (check-ups, support services, counseling, immunizations) at 3 community health centres across Scarborough
 - Specializes in immigrant and refugee care (OHIP not required)
 - Individuals on a visitors' VISA, student VISA, or super VISA are ineligible for services
 - Call 416-297-7490 to book an appointment
 - Mandarin and Cantonese interpretation available upon request
 - 3 health centres:
 - 520 Ellesmere Road Suite 303, Scarborough
 - 629 Markham Road Unit 2, Scarborough
 - Mid-Scarborough Hub 2600 Eglinton Avenue East, Scarborough

Senior Dental Program (York Region) | 1-800-361-5653

- Senior dental clinics: Part of Ontario Senior Dental Care Program (OSDCP) that covers various dental services (oral hygiene instruction, fluoride application, examinations, preventative and restorative services, x-rays) with 5 locations in York Region
 - Clients must schedule an appointment (may be added to a waitlist) and enroll on OSDCP
 - For assistance enrolling with OSDCP, call 1-800-361-5653
 - *Please note that this phone call will be in English. If you require support to place this call, you may need to find your own interpreter to assist with this phone call
 - Eligibility:
 - 65 or older
 - Resident of Ontario
 - Meet income requirements (net income: \$22,200 or less for a single senior and \$37,100 or less for a couple),
 - Have no other form of dental benefits (including private insurance or dental coverage)
 - 5 clinics:
 - Markham: 4261 Highway 7 East
 - Newmarket: 17150 Yonge Street
 - Richmond Hill: 50 High Tech Road
 - Sutton: 20849 Dalton Road
 - Vaughan: 9060 Jane Street
 - *Please note that services may not be provided in Mandarin or Cantonese at individual dental clinics; folks who require Mandarin or Cantonese interpretation will need to inquire and/or find their own interpreter

Sunnybrook Health Sciences Centre (2075 Bayview Avenue, Toronto) | 416-480-6100

- The hospital provides interpretation services in over 180 languages through video, telephone, and face-to-face for all interactions with health providers at no additional cost (free)
 - Your physician's office or clinic will arrange interpretation services on your behalf when you book your appointment
 - The type of interpretation (video, telephone, or face-to-face) will depend on your appointment complexity and length and the availability of suitable interpreters

Toronto Low Cost Dental Facilities (Toronto)

- Visit <https://www.toronto.ca/community-people/health-wellness-care/health-programs-advice/dental-and-oral-health-services/low-cost-dental-facilities/>
- *Please note that this website is in English and services may not be provided in Mandarin or Cantonese at individual dental clinics; folks who require Mandarin or Cantonese interpretation will need to inquire and/or find their own interpreter

Unity Health Toronto (3276 St Clair Ave East, Toronto) | 416-285-3666

- The hospital provides interpretation services (over the phone and virtually 24/7) in over 170 languages
- In-person interpretation available Monday to Friday from 8:00-5:00 PM (must be requested by your healthcare provider with one full business day notice)

105 Gibson Centre (105 Gibson Drive, Markham) | 905-946-8787 extension 104

- Medical consultation clinic: Medical support provided by a team (doctor and nurse practitioners) to clarify your existing medical issues, refer you to specialists, provide short term medical, emotional, and/or emotional support or explanations, and/or help you locate a family doctor, with services available in Mandarin and Cantonese
 - Medical support is free for those with OHIP and under the IFHP, but may come at a cost to those not covered by either
 - The clinic is only available by appointment (usually on Tuesdays, 105 Gibson is looking to expand availability)
 - Call for more information or to book an appointment

Housing (support, shelter, and long term care)

Centre for Immigrant and Community Services (CICS) (2330 Midland Avenue, Scarborough)

- Toronto Tenant Support Program: Funded by the City of Toronto, CICS' Tenant Support Program to provide free one-on-one information and referral services and group workshops, with services available in Mandarin and Cantonese

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- In person or online at CICS Immigrant Resource Centre (2330 Midland Avenue, Scarborough)
- Call 647-473-2065 for more information
- For information in Simplified Chinese, visit <https://tsp.cicscanada.com/?p=3000>
- For information in Traditional Chinese, visit <https://tsp.cicscanada.com/?p=2997>

Hong Fook Mental Health Association (Markham, North York, Scarborough, Toronto)

- Housing support: Helps individuals and their families access affordable and stable housing to support personal recovery goals
 - This service is for those who are 16+, experience mental health issues or illness, are able and ready to live independently, have income and legal status, and have linguistic and cultural barriers to access other mental health services
 - Mandarin and Cantonese interpretation for support is available upon request
 - Call 416-640-1934 Extension 2 for more information (you can request interpretation over the phone)

The Housing Help Centre (HHC) (Markham, Newmarket, Richmond Hill, Scarborough, Thornhill & Georgina, Vaughan)

- Locations:
 - Markham: 416-317-3655
 - Newmarket: 647-267-5319
 - Richmond Hill: 647-241-1237
 - Scarborough (head office): 416-285-8070
 - Thornhill & Georgina: 416-414-6779
 - Vaughan: 416-268-0654
- Housing help (Toronto and York Region): Works with individuals and families in Toronto and York Region to find and maintain affordable and safe housing and to provide information (on tenant and landlord rights and responsibilities, financial literacy, financial assistance programs, etc) and housing-related services (filling out subsidized housing applications, referrals to other service providers, etc)
 - Mandarin and Cantonese interpretation can be requested
- Settlements services for newcomers: Works with sponsored immigrants, permanent residents, and refugees to help find market rent or subsidized housing in the GTA through one-on-one counselling
 - Can also assist with filling out application forms and other information related to subsidized housing
 - Mandarin and Cantonese interpretation can be requested
 - Drop-in services available in Scarborough (2500 Lawrence Avenue East Unit 205, Scarborough) on Tuesday mornings (9:00-11:00 AM)

- Staff can help you fill out housing applications and book follow-up appointments
- You will need to bring your Permanent Resident Card or CONvention Refugee document

Mon Sheong Foundation (Richmond Hill, Scarborough, Stouffville, and Toronto)

- Long term care centre: Provides a caring, safe, and secure environment for residents, including around-the-clock nursing care, with services available in Mandarin and Cantonese
 - Patients require a valid OHIP card and must apply for long term care services
- 4 locations:
 - Richmond Hill Long-Term Care Centre: 11199 Yonge Street, Richmond Hill | 905-883-9288 extension 2615
 - Scarborough Long-Term Care Centre: 2030 McNicoll Avenue, Scarborough | 416-291-3898 extension 3630
 - Stouffville Long-Term Care Centre: 162 Sandiford Drive, Stouffville | 289-469-0323 extension 8628
 - Mon Sheong Home for the Aged: 36 D’Arcy Street, Toronto | 416-977-3762 extension 5698

The Neighbourhood Group Community Services (260 Augusta Avenue, Toronto)

- Corner drop-in: Provides immediate life-saving services, including meals, crisis counselling, shower, laundry, and washroom facilities, and long-term services like harm reduction, primary and mental health care, crisis counselling, social support, and referrals for folks without housing or who are precariously housed
 - No registration required
 - Operating from Monday to Friday 7:30-11:30 AM; 12:00-4:00 PM and Sunday 8:00-12:00 PM
 - Mandarin and Cantonese interpretation support available

Toronto Seniors Housing Corporation (TSHC) (423 Yonge Street 2nd Floor, Toronto) | 416-945-0800

- Provides subsidized rental housing for low to moderate-income seniors (tenants 59+) in 83 buildings across the city
- TSHC provides 24 hour phone support
 - Mandarin and Cantonese interpretation can be requested

Yee Hong Centre for Geriatric Care (Markham, Mississauga, and Scarborough) |
416-412-4571 Extension 2 for Cantonese and Extension 3 for Mandarin

- Long term care: Culturally appropriate long term care homes providing various services, including 24 nursing, personal, and medical care, across 4 locations, with services available in Mandarin and Cantonese

Legal support

Advocacy Centre for the Elderly (ACE) (55 University Avenue Suite 1500, Toronto) |
416-598-2656

- Legal services: Free legal services (summary legal advice, brief legal services, referrals, and legal representation) for low-income older adults 60+ in the GTA
 - Areas of legal practice include health care consent, elder abuse, long-term care homes, pensions and income, and retirement homes
 - Mandarin and Cantonese interpretation can be arranged. Call the centre for assistance (English phone line)
 - Information needed: Name, phone number, preferred language (an interpreter can call back)
 - *Please note that this phone call will be in English. If you require support to place this call, you may need to find your own interpreter to assist with this phone call

Chinese and Southeast Asian Legal Clinic (123 Edward Street Suite 505, Toronto) |
416-971-9674

- Free legal services: Legal services in poverty law (tenant's rights, worker's rights, appealing social assistance, senior income benefits, and some immigration law)
 - Eligibility: resident of Ontario that does not speak English and need services in Mandarin, Cantonese, and Vietnamese (other income and assessment criteria must also be met)
 - Folks interested in this service will have to meet eligibility requirements and complete the intake form with a CSALC staff member (over the phone)
 - Services available in Mandarin and Cantonese

Industrial Accident Victims' Group of Ontario (IAVGO) (55 University Avenue 15th Floor, Toronto) | 416-924-6477

- Drop-in hours: Provide assistance for legal help (related to working accidents) on Monday, Tuesday, Thursday, and Friday from 8:30-4:30 PM and Wednesdays from 8:30-1:00 PM
- Summary legal advice: Free legal advice on the phone or in person to injured workers and their families
 - For in-person or phone appointments, call 416-924-6477 or 1-877-230-6311

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- Migrant workers in Ontario, call 1-866-521-8535
- IAVGO can arrange for interpretation for phone and in-person meetings

Legal Aid Ontario (20 Dundas Street West Suite 730 (Atrium on Bay), Toronto)|
1-800-668-8258 extension 1

- While Legal Aid Ontario can assist with various matters, they **cannot**
 - Help you obtain Permanent Residence (PR) status
 - Check the status of your Immigration, Refugees and Citizenship Canada (IRCC) applications
 - Prepare sponsorship applications
 - Resolve Ontario Health Insurance Program (OHIP) coverage issues
 - Help you renew temporary residency permits or student visas
- For assistance with any services Legal Aid Ontario provides, call their phone line (extension 1) during business hours (Monday to Friday from 8:00-5:00 PM)
 - *Please note the phone line is in English. You will need to press extension 1 and then ask for interpretation, which they can provide over the phone
- Community legal clinics: Legal clinics funded by Legal Aid Ontario specializing in a variety of areas (Ontario Works and Ontario Disability Support Program, housing (social housing, tenant and landlord disputes), Canada Pension Plan, employment issues)
 - Please note, different clinics have different financial eligibility tests and criteria
 - Mandarin and Cantonese interpretation can be requested
 - Visit <https://www.legalaid.on.ca/legal-clinics/>
 - *Please note this website is in English
- Immigration services: Assistance with various immigration services (some services may be free, depending on financial eligibility)
 - Assistance can include representing you at a detention review or immigration appeals and completing an application for Humanitarian and Compassionate (H&C) grounds to stay in Canada
 - Mandarin and Cantonese interpretation can be requested
- Refugee legal services: Assistance with various refugee and immigration legal services (some services may be free, depending on financial eligibility)
 - Assistance can include filing Basis of Claim (BOC) and related forms for the Immigration, Refugees and Citizenship Canada (IRCC), preparing your Pre-Removal Risk Assessment, etc
 - Mandarin and Cantonese interpretation can be requested
 - For more information in Simplified Chinese, visit <https://www.legalaid.on.ca/wp-content/uploads/LAO-PLFI-Refugee-status-info-graphic-CHINESE-SIMPLIFIED.pdf>



- For more information in Traditional Chinese, visit <https://www.legalaid.on.ca/wp-content/uploads/LAO-PLEI-Refugee-status-info-graphic-CHINESE-TRADITIONAL.pdf>

Mental health

Centre for Immigrant and Community Services (CICS) (2330 Midland Avenue, Scarborough)

- Mental health services: Free short-term case management and group workshops, with services available in Mandarin and Cantonese
 - Call 416-292-7510 Extension 1127 for more information

Hong Fook Mental Health Association (Markham, North York, Scarborough, Toronto)

- Provides culturally-sensitive and informed mental health information and services (including consultations with family members, educational workshops, Chinese-language support groups, self-care and coping strategies, etc)
- Case management service: Case managers will examine an individual's specific needs and utilize community resources to help a client and their family, including providing an assessment and care plan, information and referrals, education and skill-building, supportive counselling, escort for medical and legal appointments, etc
 - This service is for those who are 16+, experience mental health issues or illness, and live in Toronto
 - Mandarin and Cantonese interpretation is available upon request
 - Call 416-640-1934 Extension 2 for more information (you can request interpretation over the phone)
- Intake service: Intake workers can help clients identify presenting mental health issues to determine eligibility for services and make appropriate service referrals
 - Service available in Mandarin and Cantonese
 - Call 416-493-4242 Extension 0 for more information and screening

Mental Health Mutual-aid Hub Canada (250 Consumers Road Suite 517, Toronto)

- Mandarin hotline: Free peer emotional support hotline in Mandarin for a range of issues, such as stress, anxiety, depression, health challenges, grief or bereavement, isolation, family conflict, unemployment, and newcomer challenges
 - Call 289-800-8818 from Monday to Saturday from 1:00-4:00 PM; 7:00-10:00 PM
- One-on-one peer support: Free emotional and practical support for Chinese individuals experiencing mild mental health challenges
 - Eligibility: must reside in the GTA
 - Call 226-499-8666 to apply, or visit <https://www.mhnh.ca/> (website can be translated)

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Mount Sinai Hospital and Hong Fook Mental Health Association and Yee Hong Centre for Geriatric Care (3660 Midland Avenue Unit 103, Scarborough) | 416-291-3883

- Chinese seniors wellness centre: A community-based program for seniors to access mainstream mental health services, including ethno-specific assessment, treatment, etc for seniors dealing with mood or anxiety disorders, behavioural and psychological symptoms of dementia, or other behavioural issues
 - Eligibility: Seniors aged 65+ with a Chinese cultural background and families/caregivers who face challenges in caring for an older person
 - Mandarin and Cantonese services available

Personal care

Carefirst Seniors & Community Services Association (Scarborough and Toronto) |

<https://carefirstontario.ca/?lang=zh-hant>

- Supportive housing services: (available only at 2 locations)
 - Can provide supportive housing services (on-site assistance, emergency response, personal wellness promotion) to seniors residing at
 - Alexandra Park Seniors' Apartment (91 Augusta Avenue Suite 707, Toronto)
 - Call 416-603-0909 for more information
 - Tam O'Shanter Seniors' Apartment (3825 Sheppard Avenue East Suite 902, Scarborough)
 - Call 416-291-1800 for more information
 - Services available in Mandarin and/or Cantonese upon request
 - Call 416-502-2323 for more information
- Home care service: Various personal hygiene and cleaning supports (at a fee) for older folks (55+, socially isolated) who cannot engage independently in other community programs, with services available in Mandarin and/or Cantonese upon request
 - Call 416-502-2323 for more information

Yee Hong Centre for Geriatric Care (Mississauga, North York, Scarborough) | 416-412-4571

- Housing services: Essential support services available at 5 service sites to help seniors cope with daily activities and live independently
 - 5 service sites:
 - Yee Hong Garden Terrace 頤翠園 (90 Scottfield Drive, Scarborough)
 - Yee Hong Aw Chan Kam Chee Evergreen Manor 頤康胡陳金枝松柏新邨 (2319 McNicoll Avenue, Scarborough)
 - Seneca Towers (1700 Finch Ave East, North York)
 - Villa Elegance (3088 Kennedy Road, Scarborough)
 - Coral Place (55 Glenn Hawthorne Boulevard, Mississauga)
 - Call Extension 2614 (Scarborough) or Extension 2365 (Mississauga) for more information

Chinese Canadian National Council Toronto Chapter (CCNCTO)

全加华人协进会(平权会)多伦多分会



What changes would you like to see in your community to better support seniors?

“I think we can have regular workshops on health, tax filing, banking, senior housing, and fraud prevention.”

- Denghua Chen

“I hope to continue organizing activities for seniors to enrich the community. Outdoor activities can not only exercise but also build community connections.”

- Shiling Zhou

“Many services for the seniors that existed before the pandemic no longer exist, including community services that provide transportation to various supermarkets to buy food, and many community activities are no longer available. I hope there will be more community activities or outdoor activities that seniors can participate in, allow seniors to spend time and increase their sense of belonging, so they don't stay at home doing nothing.”

- Janet Tang

“I hope that talented friends or organizations can continue to do more senior projects to give back to the community.”

- Ping Gu



Chinese Canadian National Council

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全加華人協進會(平權會)多倫多分會

Information sharing

Information was gathered by the CCNCTO team. We have tried to share information available in Chinese (Simplified or Traditional) and related to improving senior safety, security, and empowerment. The goal of sharing this information is to improve seniors' understandings of issues related to safety and security and to empower them to organize and act against injustice and inequity in their communities

Below, you will find information related to...

<i>Abuse</i>	20
<i>Fraud</i>	20
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<i>Health</i>	23
<i>Housing</i>	24
<i>Legal</i>	24
<i>Mental health</i>	25

Abuse

Newcomer Information

- **Abuse and your options/seeking help:** Information in Traditional Chinese about abuse and your options for staying or seeking help
 - Visit <http://canada.justice.gc.ca/eng/rp-pr/cj-jp/fv-vf/fe-fa/pdf/chi.pdf>
- **Reporting sexual abuse:** Information in Simplified Chinese about sexual abuse and reporting abuse, including from a doctor
 - Visit <https://www.cpso.on.ca/CPSO/media/Documents/Public/services/complaints/reporting-sexual-abuse-brochure/reporting-sexual-abuse-brochure-chinese.pdf>

Fraud

Newcomer Information

- **Fraud:** General information in Chinese about protecting yourself from fraud
 - For Simplified Chinese, visit https://investinginintroduction.ca/wp-content/uploads/2023/02/ProtectYourselfAgainstFraud_SC.pdf
 - For Traditional Chinese, visit https://investinginintroduction.ca/wp-content/uploads/2023/02/ProtectYourselfAgainstFraud_TC.pdf
- **Immigration fraud:** Information in Chinese about immigration fraud
 - For Simplified Chinese, visit <http://www.cic.gc.ca/english/pdf/pub/fraud-chinese-simp.pdf>

- For Traditional Chinese, visit <https://www.canada.ca/content/dam/ircc/migration/ircc/english/pdf/pub/fraud-chinese-trad.pdf>
- **Investment fraud:** Checklist to recognize investment fraud and make better investing decisions
 - For Simplified Chinese, visit https://investingintroduction.ca/wp-content/uploads/2023/03/InvestmentFraudChecklist_SC.pdf
 - For Traditional Chinese, visit https://investingintroduction.ca/wp-content/uploads/2023/03/InvestmentFraudChecklist_TC.pdf
- **Investment scams:** Information about common investment scams
 - For Simplified Chinese, visit https://investingintroduction.ca/wp-content/uploads/2023/02/CommonInvestmentScams_SC.pdf
 - For Traditional Chinese, visit https://investingintroduction.ca/wp-content/uploads/2023/02/CommonInvestmentScams_TC.pdf
- **Sponsorship:** Information in Chinese about sponsorship to Canada (including sponsorship breakdown)
 - For Simplified Chinese, visit <https://api2.legalaid.bc.ca/resources/pdfs/pubs/Sponsorship-Breakdown-zho-s.pdf>
 - For Traditional Chinese, visit <https://api2.legalaid.bc.ca/resources/pdfs/pubs/Sponsorship-Breakdown-zho.pdf>

Employment

Chinese Canadian National Council Toronto Chapter (CCNCTO) (1911 Kennedy Road Unit 105, Scarborough)

- **Chinese frontline workers:** Community research about Chinese frontline workers and their experiences during the COVID-19 pandemic, including recommendations for how to support Chinese workers, available in Chinese
 - Visit <https://www.ccnctontoronto.ca/frontline-workers-pandemic-report>
- **Chinese workers' stories and experiences:** Stories from Chinese workers about exploitation in their workplace and how they received community support, to inform senior workers about their rights and empower them to take action against injustice
 - Visit <https://www.ccnctontoronto.ca/chinese-worker-organizing> (scroll down to comics)
- **Worker calendar:** A resource to spread awareness about economic injustices facing Chinese workers, to help empower and protect folks in precarious work everywhere, available in Chinese

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- To access and print the calendar, visit <https://www.ccnctoronto.ca/chinese-worker-organizing>

Community Legal Education Ontario (CLEO)

- Worker's rights: Information in Chinese about your rights as a worker, including information about discrimination, workplace accommodation, taking legal action, and where to get help
 - Visit <https://www.cleo.on.ca/wp-content/uploads/work-ch.pdf>

Newcomer Information

- Workplace rights: Information in Chinese about your rights in the workplace
 - Employment Standards Act
 - For Simplified Chinese, visit <https://files.ontario.ca/mol-factsheet/Your-Rights-Under-the-ESA-2019-01-01-Sim-Chinese.pdf>
 - For Traditional Chinese, visit <https://files.ontario.ca/mol-factsheet/Your-Rights-Under-the-ESA-2019-01-01-Trad-Chinese.pdf>
 - Overtime pay
 - For Simplified Chinese, visit <https://files.ontario.ca/mol-info-sheet/hours-of-work-and-overtime-pay-2019-04-03-Sim-Chinese.pdf>
 - For Traditional Chinese, visit <https://files.ontario.ca/mol-info-sheet/hours-of-work-and-overtime-pay-2019-04-03-Tra-Chinese.pdf>
 - Your rights
 - For Simplified Chinese, visit <https://www.cleo.on.ca/wp-content/uploads/work-ch.pdf>
 - For Simplified Chinese, visit <https://files.ontario.ca/employment-standards-in-ontario-simplified-chinese.pdf>
 - For Traditional Chinese, visit <https://files.ontario.ca/employment-standards-in-ontario-traditional-chinese.pdf>

Workers Action Centre (WAC) (720 Spadina Avenue Suite 223, Toronto) | 416-531-0778

- A worker-based organization that provides various employment-related resources (including minimum wage fact sheet, Employment Standard Act information sheet, workplace rights)
 - For information in Chinese, visit <https://workersactioncentre.org/resources/>

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Health

Newcomer Information

- **Canada Dental Benefit**: Information in Chinese about Canada Dental Benefit
 - For Simplified Chinese, visit <https://www.canada.ca/en/services/health/healthy-living/dental-oral/canada-dental-benefit-multilingual-resources/fact-sheets/simplified-chinese.html>
 - For Traditional Chinese, visit <https://www.canada.ca/en/services/health/healthy-living/dental-oral/canada-dental-benefit-multilingual-resources/fact-sheets/traditional-chinese.html>
- **Canada food guide**: Information in Traditional Chinese about healthy eating and physical health
 - Visit http://www.hc-sc.gc.ca/fn-an/alt_formats/hpfb-dgpsa/pdf/food-guide-aliment/guide_trans-trad-chinese_v.pdf
- **Ontario Seniors Dental Care Program**: Information in Chinese about Ontario Seniors Dental Care Program
 - For Simplified Chinese, visit <https://files.ontario.ca/moh-seniors-dental-pdf-chinesesimplified-2021-07-07.pdf>
 - For Traditional Chinese, visit <https://files.ontario.ca/moh-seniors-dental-pdf-chinesetraditional-2021-07-07.pdf>
- **Programs and services for seniors**: Information in Simplified Chinese that covers useful resources for older adults, including active living, caregiving, financial, housing, long-term care home, etc information
 - Visit https://files.ontario.ca/seniors_guide_2018_simplified_chinese_web1.pdf

Ontario Seniors Dental Care Program

- Translated information about free, routine dental-care for eligible seniors 65 years or older
 - For Simplified Chinese, visit <https://files.ontario.ca/moh-seniors-dental-pdf-chinesesimplified-2021-07-07.pdf>
 - For Traditional Chinese, visit <https://files.ontario.ca/moh-seniors-dental-pdf-chinesetraditional-2021-07-07.pdf>

Translated Health Information

- Translated medical information on a variety of topics available in Chinese
- Visit <https://medlineplus.gov/languages/chinesesimplifiedmandarindialect.html>

Housing

Community Legal Education Ontario (CLEO)

- **Renting**: Information for tenants about how much rent a landlord can charge, deposits and payments, and other rules for landlords and tenants, including information about discrimination, moving out, taking legal action, and where to get referral information
 - Visit <https://www.cleo.on.ca/wp-content/uploads/rent-ch.pdf>
- **Moving out because of your landlord**: Information about what tenants need to do if they do not want to move out or be evicted, what happens at a Landlord and Tenant Board hearing, and where to get referral information
 - Visit <https://www.cleo.on.ca/wp-content/uploads/evict-ch.pdf>

Newcomer Information

- **“For Rent” ads**: Information in Simplified Chinese about “for rent” ads
 - Visit <https://eppdscrmssa01.blob.core.windows.net/cmhcprodcontainer/sf/project/archi ve/publications/pam/67345w.pdf>
- **Leasing**: Information in Simplified Chinese about signing a lease
 - Visit <https://assets.cmhc-schl.gc.ca/sf/project/cmhc/pdfs/content/ch/r8.pdf?>

Legal

Chinese Canadian National Council Toronto Chapter (CCNCTO) (1911 Kennedy Road Unit 105, Scarborough)

- **Chinese migrant workers and immigration**: Community research about Chinese migrant workers’ challenges with obtaining immigration status, including recommendations and best practices for working with legal professionals, available in Chinese
 - Visit <https://www.ccnctoronto.ca/post/community-research-chinese-migrant-workers-immigration-experiences>
- **Immigration**: Information about immigration laws, rights, and best practices available in Chinese
 - Visit <https://www.ccnctoronto.ca/resources>

Community Legal Education Ontario (CLEO)

- **Criminal charges and your immigration status**: Information about how being charged with a crime in Canada can impact immigration status, what a removal order is, and what can be done to stay in Canada
 - Visit <https://www.cleo.on.ca/wp-content/uploads/stat-ch.pdf>
- **Sponsoring your family**: Information about sponsoring family members outside of Canada to live here as permanent residents, including who can be sponsored, sponsor’s responsibilities, and where to get help
 - Visit <https://www.cleo.on.ca/wp-content/uploads/spon-ch.pdf>

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Newcomer Information

- Discrimination/human rights abuses: Information in Simplified Chinese for people who have experienced discrimination/human rights abuses and want legal advice or assistance
 - Visit
http://www.hrlsc.on.ca/sites/default/files/docs/zh/Brochure%20update%20Sept%202015_Chinese-%20Mandarin_v3%20Final.pdf
- Filing a complaint (police or police policies): Information in Simplified Chinese to file a complaint about a police officer or police policy in Ontario
 - Visit
https://www.oiprd.on.ca/wp-content/uploads/Talk-to-Us-brochure_Chinese.pdf

Mental health

Newcomer Information

- Mental health information: Information in Traditional Chinese about mental health issues and where to get help
 - Visit
https://settlement.org/downloads/About_Mental_Health/chinese_about_mentalhealth.pdf

您對平權會的项目有何兴趣?

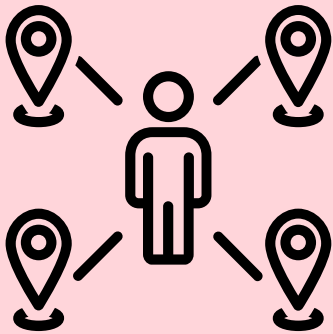
What do you enjoy about CCNCTO programming?

“我们长者都很支持平权会的活动，觉得可以学到很多知识。”

- Ping Gu

“We senior people all support CCNCTO's events and feel empowered that we can learn a lot.”

- Ping Gu



“自从我参加平权会组织以来，我觉得组织者很认真负责，活动也很多样化，调动了青少年和老年人的积极性。我们80岁以上的长者能去市中心参观体现了平权会的优秀工作能力。我觉得未来可以扩大队伍，邀请更多的朋友参加。”

- Zhuying Wang

"Since I joined CCNCTO, I feel that the organizers are very responsible, and the activities are also very diverse, mobilizing the passion of young people and seniors. The fact that our seniors over 80 years old can visit downtown Toronto reflects the excellence of CCNCTO's working ability. I think we can expand the team in the future and invite more friends to participate."

- Zhuying Wang



Chinese Canadian National Council

TORONTO CHAPTER

全加華人協進會(平權會)多倫多分會

Strengthening ties to the community

Services, programs, and resources shared below are meant to help seniors enhance their relationships to their communities by helping seniors integrate into larger senior-specific or general community spaces

Below, you will find information related to...

<i>Day programs (socialization, fitness, and health).....</i>	27
<i>Employment skill building and training.....</i>	32
<i>Other services, programs, and resources for senior community-building.....</i>	33
<i>Support groups or networks.....</i>	34

Day programs (socialization, fitness, and health)

Carefirst Seniors & Community Services Association (locations in Scarborough and Richmond Hill) | <https://carefirstontario.ca/?lang=zh-hant>

- Adult day program: Organized activities and supportive health services (ex. light exercise, physiotherapy, games, nutritious meals) for socially isolated older adults and seniors with functional limitations at a fee (\$26 and up per day)
 - Scarborough: 3601 Victoria Park Avenue Suite 209 (activities conducted in Mandarin and Cantonese)
 - Call 416-649-1212
 - Scarborough: 300 Silver Star Boulevard (activities conducted in English and multilingual)
 - Call 416-847-0277
 - Richmond Hill: 9893 Leslie Street (activities conducted in Mandarin and Cantonese)
 - Call 905-780-9646

Centre for Immigrant and Community Services (CICS) (Markham, Newmarket, Scarborough, Toronto, York Region)

- Fitness programming:
 - Badminton: Free drop-in badminton programming at CICS Immigrant Resource Centre (2330 Midland Avenue, Scarborough) on Tuesdays (12:30- 2:30 PM), available in Mandarin and Cantonese
 - Seniors can bring their own badminton racquets
 - Call 416-292-7510 Extension 156 for more information
 - Senior exercise group: Free exercise programming at CICS Markham South Welcome Centre (7220 Kennedy Road Unit 8, Markham) on Mondays, available in Mandarin and Cantonese
 - Call 905-479-7926 for more information

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- Tai chi classes: Fitness programming for tai chi at CICS Immigrant Resource Centre (2330 Midland Avenue, Scarborough), with various sessions on Mondays, Thursdays, and Saturdays, available in Mandarin and Cantonese at a fee
 - Call 416-292-7510 extension 156 for more information
- Senior volunteer garden: Free weekly (May to October) volunteer opportunities at CICS Immigrant Resource Centre (2330 Midland Avenue, Scarborough) to grow food for the community, with programming available in Mandarin and Cantonese
 - Call 416-688-0792 for more information

Chinese Canadian National Council Toronto Chapter (CCNCTO) (1911 Kennedy Road Unit 105, Scarborough)

- Intergenerational programming: Various workshops and community events that bring youth and seniors together to collaborate, learn from one another, and take community action together
 - Mandarin and Cantonese interpretation provided throughout events to allow for bilingual communication
 - Connect with CCNCTO on WeChat: CCNCTO2 or email info@ccnctontoronto.ca
- Senior organizing program: Various workshops, get togethers, and activities to help seniors connect while also building their capacity to advocate in their community, including against anti-Asian racism, abuses in the workplace, discrimination against seniors, etc, with programming in Mandarin
 - Connect with CCNCTO on WeChat: CCNCTO2 or email info@ccnctontoronto.ca

Newcomer Information

- Library information: Information in Chinese about various library services and programs
 - For Simplified Chinese, visit http://www.settlement.org/downloads/SWIS_Library_Chinese.pdf
 - For Traditional Chinese, visit http://www.settlement.org/downloads/SWIS_Library_Chinese_Traditional.pdf

Mon Sheong Richmond Hill Long-Term Care Centre (11199 Yonge Street Richmond Hill) | 905-883-9288 extension 2009

- Adult day program: Weekday care (Monday to Friday from 9:00-3:00 PM) at a fee (up to \$50) to promote independence, health and wellness, and a positive lifestyle among eligible adults and seniors, with programming available in Mandarin and Cantonese
 - Hot meals provided and a variety of activities to support and engage seniors
 - Limited capacity for 20 participants per day; individuals must undergo an admission assessment to determine eligibility

The Neighbourhood Group Community Services

- Chinese seniors program: Various programming (art, cooking, day trips, celebrations) at a fee (\$10 annual membership cost) for seniors to keep active and stay connected to the Chinese community, with programming provided in Mandarin and Cantonese
 - 2 locations:
 - Cantonese programming: 11 Coatsworth Crescent Main Floor Tearoom, Toronto
 - Monday and Thursday programming (9-4 PM)
 - Mandarin programming: 8 Amroth Avenue, Toronto
 - Friday programming (9-4 PM)
 - Other Chinese programming may also be available
 - Call 416-693-4762 to discuss (Mandarin and Cantonese available on the phone)
- Senior services: Various services to assist seniors, including improving senior physical, mental, and emotional health, and other personal care services, recreational programs, etc, with Mandarin and Cantonese interpretation support available
 - East Toronto: contact Joyce MacDonald
 - Email joyce.macdonald@tngcs.org
 - Call 416-691-7407 Extension 223
 - *Please note that this phone call will be in English. However, you can ask for interpretation by letting them know what language support you require
 - West Toronto: contact Irene Tsang
 - Email irene.tsang@tngcs.org
 - Call 416-925-2103 Extension 3110
 - *Please note that this phone call may be in English. However, you can ask for interpretation by letting them know what language support you require
- For more Mandarin-language support, contact Ava from the Senior Activity Center
 - Call 416-925-2103 Extension 3112

Support Enhance Access Service (SEAS) Centre (Markham, North York, Regent Park, Scarborough)

- Neighbourhood support services: Various services to improve folks' quality of life, reduce barriers to participation in their community, and end social isolation for newcomers and immigrants
 - Services provided at all locations and include supportive counselling, information and referrals, form filling, interpretation and translation, and assistance with social benefits and housing applications
 - Staff can provide services in Mandarin and/or Cantonese
- Senior services: Various activities that promote healthy activity, community connection, and help develop essential skills and improve mental and physical health of seniors

- Services provided at all locations and include community engagement and participation, life skills training, educational workshops, etc
- Staff can provide services in Mandarin and/or Cantonese
- Locations
 - Markham - call 905-305-1808 or email celia@seascentre.org
 - North York - call 416-490-6491 or email info@seascentre.org
 - Scarborough - call 416-519-5320 or email damita@seascentre.org
 - Regent Park - call 416-466-8842

Support Senior Persons Living Connected (333 Finch Avenue East, Scarborough) | 416-493-3333

- Various services and programs (adult day program, assisted living services, caregiver support, Chinese adult day program, transportation services, etc) for older adults and seniors
 - Several are available in Mandarin and Cantonese
- Active living centre: In-person and virtual programming, including group activities, exercises, and art, with programming available in Mandarin and Cantonese
 - Participants must register; some programming is free and others are at a cost
- Adult day program: Programming at a fee for older adults to spend time and connect, including a variety of activities to remain active, with programming available in Mandarin and Cantonese
 - Chinese day program in session from Monday-Friday 9-2 PM

Yee Hong Centre for Geriatric Care (Markham, Mississauga, North York and Scarborough) | 416-412-4571

- Active senior program: Range of social, educational, and recreational activities for seniors to promote healthy living in all aspects of life (mental, physical, emotional) at a fee, with services available in Mandarin and/or Cantonese
 - Available in Scarborough (Yee Hong Centre – Scarborough McNicoll and Yee Hong Macrobian Club) and Mississauga (Yee Hong Centre – Mississauga)
 - Scarborough: Call Extension 2637 for more information
 - Mississauga: Call Extension 4610 for more information
- Adult day program: Day support and activities for frail seniors, post-stroke clients, and those living with dementia that prevents isolation and encourages independent living. Program includes food, supportive counseling, and daily living assistance, at a cost (dependent on individual centres)
 - Yee Hong Centre – Scarborough Finch: Call Extension 5612
 - Yee Hong Centre – Scarborough McNicoll: Call Extension 2621
 - Yee Hong Community Health Education Centre: Call Extension 2361
 - Yee Hong Ho Lai Oi Wan Centre – Markham: Call Extension 3603
 - Yee Hong Centre – Mississauga: Call Extension 4301

- Friendly visits: One-on-one support services to ensure physical and mental well-being for seniors 55+ in Scarborough, Markham, Richmond Hill, and North York
 - Call Extension 2608 for more information

105 Gibson Centre (105 Gibson Drive, Markham) | 905-946-8787

- Social programming: Paid 1.5 hour programming (\$20 per 2 months) to encourage seniors to get out of the house and interact with other community members, with programming in Cantonese (and Mandarin, dependant on 105 Gibson staff)
 - Programming includes workshops, games, socializing time, etc and takes place at 105 Gibson every Friday morning (10:30-12 PM)
 - Call to register
- Volunteer friendly visit service (You Are Not Alone): A free volunteer service that promotes the social participation and inclusion of Chinese seniors, focusing on Cantonese-speaking seniors encountering social isolation and/or having trouble accessing community resources
 - This is run by volunteers and requires an application and service referral to discuss your needs, preferences, and availability
 - This service is only provided in Cantonese at the moment
 - Call 905-946-8787 extension 130 or email joanniey@105gibson.com for more information

Employment skill building and training

Centre for Immigrant and Community Services (CICS) (Markham, Scarborough, Toronto, and York Region)

- Skill training programs and job search skill workshops: Variety of programs and workshops, including resume, cover letter, and interview preparation, upskilling opportunities, counselling, etc, with services available in Mandarin and Cantonese
 - In person or online at several locations in Markham and Scarborough
 - Free services, pending eligibility assessment
 - Information about immigration status (citizenship, permanent residency, work or study permit, or refugee status) may be required
 - Call 416-940-3334 for more information
- Senior cyber and social club: Free basic computer classes for seniors over 55 years old at CICS locations in Toronto and York Region, with programming available in Mandarin and Cantonese
 - Newmarket: Call 905-895-3789 for more information
 - Toronto: Call 416-292-7510 for more information
 - York Region: Call 905-479-7926 for more information

Employment Ontario

- Call 211 to find your nearest Employment Ontario office (phone line available 24/7 in over 150 languages)
- Employment Ontario can help with your job search (finding opportunities, preparing cover letter and resume, preparing for interviews, re-entering the workforce)

Other services, programs, and resources for senior community-building

Centre for Immigrant and Community Services (Newmarket, Scarborough, Toronto, and York Region)

- Settlement services: Various newcomer settlement, translation, and interpretation services, available in Mandarin and Cantonese (including form-filling, referrals, and information workshops)
 - Free in-person or online services available at CICS locations in Toronto and York Region (free)
 - Newmarket: Call 905-895-3789 for more information
 - Toronto: Call 416-292-7510 for more information
 - York Region: Call 905-479-7926 for more information

Chinese Canadian National Council Toronto Chapter (CCNCTO) (1911 Kennedy Road Unit 105, Scarborough)

- Anti-racism and anti-hate: Information to promote anti-racism, anti-hate, and improve community-building, available in Chinese
 - Visit <https://www.ccnctontoronto.ca/resources>
 - Visit <https://www.ccnctontoronto.ca/asians-against-racism-and-hate>
- Anti-Asian racism: Community research about anti-Asian racism and its impact on different generations of community members, including recommendations and hopes for change in the future, available in Chinese
 - Visit <https://www.ccnctontoronto.ca/2020-in-hindsight-report>

Yee Hong Centre for Geriatric Care (Markham, Mississauga, North York, and Scarborough) | 416-412-4571 Extension 2 for Cantonese and Extension 3 for Mandarin

- Transportation service: Available to seniors 55+ to transport them to and from Yee Hong Centre (2311 McNicoll Avenue, Scarborough) for medical appointments, shopping trips, etc at a fee (\$8-\$16 round trip)
 - Service boundaries exist for transportation
 - Call Extension 2613 for more information

Chinese Canadian National Council Toronto Chapter (CCNCTO)

全加华人协进会(平权会)多伦多分会



105 Gibson Centre (105 Gibson Drive, Markham) | 905-946-8787

- Abundant life institute: Various courses, lectures, and recreational activities (membership fees required, up to \$20 per year) to encourage learning and maintain physical and mental health, with courses provided in Cantonese (and Mandarin, dependant on 105 Gibson staff)
 - Courses can focus on literacy, wellness, art, spirituality, and/or community
 - For information in Chinese, visit <https://105gibson.com/older-adults-programs-cn/>

105 Gibson Centre (Markham) and Woodgreen Community Services (Toronto) (105 Gibson Drive, Markham) | 905-946-8787

- Immigrant services: Supporting immigrants, including naturalized Canadian citizens and refugees, as they settle in Canada, with free services available in Mandarin and Cantonese
 - Services include providing information, accessing services (for employment, housing, training, legal aid, etc), applying for government income support and benefits, connecting with community programs, and documentation
 - Services are provided at 105 Gibson Centre and provided by a social worker on site every Thursday from 10:00-3:00 PM
 - Call to book an appointment

Support groups or networks

Centre for Immigrant and Community Services (CICS) (Newmarket, Scarborough, Toronto, and York Region)

- Senior support group: Peer support and access to community resources and information, available in Mandarin and Cantonese
 - In-person or online at CICS locations in Toronto and York Region
 - Newmarket: Call 905-895-3789 for more information
 - Toronto: Call 416-292-7510 or 416-293-4565 for more information
 - York Region: Call 905-479-7926 for more information

Mental Health Mutual-aid Hub Canada (250 Consumers Road Suite 517, Toronto)

- Chinese-Canadian WeChat support group for seniors: Free support group meant to enhance social connections of immigrant Chinese seniors through intergenerational connection with Chinese youth
 - Join the group by connecting with Mental Health Mutual Aid Hub on WeChat: MHMH心理成长平台 or WeChat: Mhmhoutreach_2023. Inform the group that you want to join the WeChat support group for Chinese seniors and/or the intergenerational WeChat group

Working Women Community Centre (Scarborough, Toronto) | jlu@workingwomencc.org

- Support group: A group enabling women to develop leadership skills and discuss challenges ranging from settlement challenges to domestic abuse
 - Services are offered at 2 locations and available in Mandarin:
 - 1527 Victoria Park Avenue, Scarborough, ON
 - 533A Gladstone Avenue, Toronto
 - Eligibility for services: permanent residents, newcomers, and/or protected persons and convention refugees
 - Email with your name, phone number, language preference, and what support you're looking for (response within several business days)
 - *Please note that if you require support to send this email, you may need to find someone to assist you
 - *Emails can be sent in Chinese as well

Lending A Hand Through Our Community Handbook

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Chinese Canadian National Council

TORONTO CHAPTER

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