We know that the COVID-19 can create stressors for community. With many agencies closing or limiting services, rest assured that there are still many resources and supports available by phone or online for LGBTQ2S+ people to access. The following are a list of resources available online or by phone.

**MENTAL HEALTH SERVICES**

**Over-the-Phone Crisis Support:**
For people of all ages, genders, and sexual orientations
Gerstein Crisis Centre (24/7): 416-929-5200
Toronto Distress Centre (24/7): 416-408-4357 or text 741741 (2am-2pm daily)

For people under 20 years old
Kids Help Phone: (24/7) 1-800-668-6868

For people 65+ years old
Crisis Outreach Service for Seniors (9:00am-5:00pm daily): 416-217-2077

**Mental Health Peer Support:**
LGBT Youth Line – peer support by and for people 29 and under
Call 1-800-268-9688 | Text 647-694-4275 | Chat [www.youthline.ca](http://www.youthline.ca)

Progress Place Warmline – peer support hotline
Call 416-960-9276 | Text 647-557-5882 | Chat [www.warmline.ca](http://www.warmline.ca)

**Other Crisis and Information Services:**
Community and Social Services Hotline (24/7): 2-1-1 or [www.211toronto.ca](http://www.211toronto.ca)
Emergency Shelter Access (24/7): 416-338-4766 or 1-877-338-3398
Telehealth Ontario (24/7): 1-866-797-0000
Ontario Legal Line (24/7): 416-929-8400 | Online legal information: [www.cleo.on.ca](http://www.cleo.on.ca) and [www.stepstojustice.ca](http://www.stepstojustice.ca)


Online AA Meetings During COVID-19
[https://docs.google.com/document/d/1a71ccw7ihaWelksKwOp4AzAkYIVqSoKiN6Gsm38bKMU/mobilebasic](https://docs.google.com/document/d/1a71ccw7ihaWelksKwOp4AzAkYIVqSoKiN6Gsm38bKMU/mobilebasic)

**Articles and Resources for Coping:**
(Almost) 100 Ways to Not Freak the Fuck Out During #Covid-19
[https://medium.com/@ashleyfairbanks/100-ways-to-not-freak-the-fuck-out-during-isolation-7dd980584d8b](https://medium.com/@ashleyfairbanks/100-ways-to-not-freak-the-fuck-out-during-isolation-7dd980584d8b)

Coronavirus: Ten Reasons Why you Ought not to Panic
[https://theconversation.com/coronavirus-ten-reasons-why-you-ought-not-to-panic-132941?utm_source=facebook&utm_medium=bylinefacebookbutton&fbclid=IwAR1DbfjPh1WTfUmDS84T6EqvPuQ0vAZxeecFdkFiCXWFo52hfbLPgio2fWI](https://theconversation.com/coronavirus-ten-reasons-why-you-ought-not-to-panic-132941?utm_source=facebook&utm_medium=bylinefacebookbutton&fbclid=IwAR1DbfjPh1WTfUmDS84T6EqvPuQ0vAZxeecFdkFiCXWFo52hfbLPgio2fWI)

Updated March 2020
Deserted Italian street rings out with song as people lean from windows to sing together during lockdown
https://www.independent.co.uk/news/world/europe/coronavirus-italy-siena-song-canto-della-verbena-video-lockdown-a9399176.html?fbclid=IwAR1RXa01bsR8FHUwth-izl80XX31JZsGacNigTw7ut-Wbb3rx3wBTtHhCP4

Pandemic Pushing Your Anxiety Buttons?
https://cmha.bc.ca/news/managing-anxiety-covid-19/

Self-Care Tips if You Become Sick
https://docs.google.com/document/d/1DioVg-8nu25up0JMdd-w3AsJPy1tl0MsobfG6TzGOws/mobilebasic
Self-care tips if you do become sick with COVID-19 and/or have symptoms

**HOUSING SERVICES**

**Accessing Emergency Shelters:**
Central Intake  
24/7 | 416-338-4766 or 1 (877) 338-3398

**If You Are Experiencing Abuse:**
Assaulted Women’s Helpline – For Women, Non-Binary, and Trans folks  
24/7 | 416-863-0511 | TEXT #SAFE (#7233) on your cell phone  
Call for access to Violence Against Women (VAW) shelters, counselling, support, and other resources

1 in 6 Men’s Helpline Chat – For Men, Non-Binary, and Trans Folks  
24/7 | https://1in6.org/helpline/  
Use the online chat to access counselling, support, and other resources

**LGBTQ2S Youth Housing Help:**
The 519 Community Centre – For LGBTQ2S Youth Ages 16 to 29  
519 Church Street | https://www.the519.org/programs/housing-services | 416-355-6782  
PHONE/EMAIL SUPPORT ONLY: Email vwatson@the519.org to set up

Friends of Ruby (formerly Egale Youth Services) – For LGBTQ2S Youth up to Age 29  
489 Queen Street E, LL01 | http://friendsofruby.ca/ | 416-359-0237 | info@friendsofruby.ca  
PHONE/EMAIL SUPPORT ONLY: contact the above phone number/email to access crisis supports, housing help

**Drop-In Centres, Free Meals, and Other Supports:**
211 Central  
24/7 | https://www.211toronto.ca/ | TTY 1-888-340-1001  
Live Text Chat Support available Monday-Friday 7am-9pm by texting 21166

Chalmers Bot  
24/7 | https://chalmers.app/  
A web/phone app that uses your current location to find the closest free meal/drop-in/clothing resource/etc

Updated March 2020
For Questions About Landlords, Evictions, and Human Rights:
Tenant Hotline
Monday- Friday, 8:30am-6pm | 416-921-9494

Landlord & Tenant Board
Monday-Friday, 8:30am-5pm | 416-645-8080

Centre for Equality Rights in Accommodation (CERA)
http://www.equalityrights.org/ | 416-944-0087 | cera@equalityrights.org

For Seniors:
Friendly Neighbour Hotline
9am-5pm Monday- Friday | Phone number opening soon; check website for details
http://uhnopenlab.ca/project/hotline/
This provides/delivers essential items for seniors living in Toronto Community Housing

Grocery Shopping
Many stores (including Loblaws and Shoppers Drug Mart) are now reserving the first opening hour of the day for seniors and other vulnerable folks to shop before crowds hit. Continue to check the news for updates.
https://www.ctvnews.ca/health/coronavirus/elderly-hours-why-grocery-stores-are-opening-early-for-some-1.4856242

Financial Assistance:
Toronto Hydro
https://www.torontohydro.com/for-home/financial-assistance
For financial assistance with energy bills

Employment Insurance Benefits
How EI benefits will work during this time

NEWCOMER SUPPORT SERVICES

Important IRB Information:
IRB measures related to COVID-19

Postponements of in-person hearings
- Effective March 17th, hearings are postponed until Sunday April 5th.
- Postponed hearings will be rescheduled as soon as possible when the IRB is back up and running

Increased Flexibility at the Refugee Protection Division and Refugee Appeal Division
- If you need to submit your BOC to apply for refugee status, the IRB is granting an extension on the 14-day requirement
- If you need to submit your appeal request, the IRB is granting an extension on the 14-day requirement
- Exact extension time has not been determined, as the IRB is monitoring COVID-19 and making decisions as time goes on

Updated March 2020
For updates on the IRB, please visit the following website:

**For General Information:**
**Immigrants, Refugees, and Citizenship Canada Client Support Centre Services**
24/7 | 1-888-242-2100 | TTY: 1-888-576-8502 (8:00am-4:00pm your local time)
You can listen to pre-recorded information about our programs and check the status of your application. Client Support Centre agents are available Monday to Friday, 8 a.m. to 4 p.m., your local time, except for statutory holidays. Services are available in French and English.

**YMCA Newcomer Information Centre**
Hotline 416-968-9622 | Email: immigrantservices@ymcagta.org

**Online Resources:**
**Government of Ontario**
Services for Newcomers and Refugees in Ontario
https://www.ontario.ca/page/services-newcomers-and-refugees#section-0

**Settlement.Org**
Newcomer Services List in Toronto
https://settlement.org/findhelp/ontario/toronto/settlement-services/

**Settlement.Org**
City of Toronto Resources
https://settlement.org/findhelp/ontario/toronto/

Updated March 2020