

TORONTO Shelter, Support & Housing Administration

The Shelter, Support & Housing Administration Division contributes to healthy communities by ensuring that vulnerable people have a range of shelter and affordable housing options. We provide temporary shelter and support for homeless individuals and families while supporting the City's efforts to create and maintain permanent housing solutions. Our relationship with clients ranges from provision of direct services to homeless families and individuals needing emergency assistance funding about 350 different community agency partners to deliver emergency shelter and other services for people who are homeless or vulnerably housed. This includes 170 social housing providers and 70 co-ops.

Metro Hall
6th fl., 55 John St.
Toronto ON M5V 3C6

General Enquiry.....	397-4182
Facsimile - General Manager	392-0548
- 6 th floor	338-1144
- 365 Bloor St. E., 15 th fl.....	338-8228

General Manager (I)
Paul Raftis 392-7885
Administrative Assistant to General Manager
Anna Mak397-4168
Policy, Planning and Project Consultants
Emily Gaus397-7518
Rudy Mumm (Acting)397-1776
Joey Reeder397-0343

Partnership Development & Support

Manager, Partnership & Community Outreach
Patricia Anderson397-4328
Communications Representatives
Peggy Byrne392-0051
Lizette Costa (Acting)397-5142
Graphic Designer
Jodi Green.....397-4167
Policy Development Officer
Sonia Zvyatkauskas392-1264

Homelessness Initiatives & Prevention Services

Homelessness Initiatives & Prevention Services Unit provides emergency shelter and assistance to homeless individuals and families with children. Meals and basic necessities are provided in a secure environment, as well as case management, counseling and support programs for adults and children. The unit is also responsible for the funding and administering the shelter system in the City of Toronto.

625 Church St., 5th floor
Toronto, ON

General Enquiry.....	392-8741
Facsimile.....	392-8758
Need emergency shelter?	
Call 311 or Central Intake (toll free)	1-877-338-3398

Director
Karen A. Smith.....392-5417
Administrative Assistant
Sheila Robinson.....392-6110
Manager
Tracy Campbell (Acting).....392-8747
Program Coordinator
Tommica Givans (Acting)397-0696
Programs Coordinator
Deirdre Boyle338-1139
Policy Development Officers
Sadick Sam392-0908
Research Analyst
Ryan Nagelmakers.....392-6474

Administrative Supervisor	
Arneil Duzon	392-9208
Support Assistant B	
Alyssa Polce	392-0821

Birkdale Residence

1229 Ellesmere Rd.
Toronto ON M1P 4V8

General Enquiry	392-5650
Family Resource Centre	392-6260
Shift Leaders	392-5719
Facsimile	392-5855

Manager	
Holly Kensey	392-5670
Program Supervisor	
Landy Anderson	392-6288
Social Assistance Supervisor (Women's Program)	
Lorraine Clarke	397-5714
Social Assistance Supervisor (Programming)	
Sunita Persaud	392-5552
Support Assistants	
Mark Bercilla	397-5656
Julie Ciampini	397-5665

Downsview Dells

1651 Sheppard Ave. W.

General Enquiry	392-5447
Facsimile	392-5455

Manager	
Holly Kensey	392-5670
Program Supervisor	
Landy Anderson	392-6288
Shift Leaders Office	392-5452

Family Residence

4222 Kingston Rd.
Toronto ON M1E 2M6

General Enquiry	397-1318
Shift Leaders	397-1396
Facsimile	397-1394

Manager	
Leslie Jardine	397-1398

Program Supervisor	
Anthony Singh	397-1317
Street Outreach Program Officer	
Omar Magre	392-9713
Supervisors of Social Assistance	
Vacant (Housing & Outreach)	
Alan Simpson (Case Management)	397-1319
Carla O'Brien (Programming)	397-1392
Support Assistants	
Sandra Campolucci	397-1722
Caroline Fishwick	397-1395
Vacant	397-1681
Supervisor, Property Services	
Dennis Abrogar	397-1391

Greenfield Family Centre – Central Intake

305 Greenfield Ave.
Toronto ON M2N 3E7

General Enquiry	338-2497
Central Intake Line	397-5637
Facsimile (Central Family Intake)	397-5725

Manager	
Leslie Jardine	397-1398
Supervisor, Social Assistance	
Vacant	338-2497
Shift Leader	397-5651
Clerk	
Vacant	397-5626

Robertson House

291 Sherbourne St.
Toronto, ON, M5A 2R9

Main Desk	392-5662
Shift Leaders Office	397-4542
Shift Leaders Desk	392-3899
Family Resource Centre	397-4546
Health Centre	392-5780
Facsimile	392-3897

Manager (Acting)	
Sharon Campbell	397-5632
Program Supervisor	
Shawn Yoder	397-4535
Support Assistant A	
Andrea Angel	392-5658
Support Assistant B	
Yvette St. Louis	392-5655

Food Service Supervisor	
Kyesia Hatcher	397-4547
Property Service Supervisor	
Steve Fountain	397-4550
Supervisors of Social Assistance	
Case Management and Programming	
Desiree Dockery	392-5877

Birchmount Residence

1673 Kingston Rd.
Toronto, ON, M1N 1S6

Main Desk	392-5797
Shift Leaders Desk.....	392-5798
Facsimile.....	392-5801

Manager (Acting)	
Sharon Campbell	397-5632
Program Supervisor	
Shawn Yoder	392-5796
Support Assistant A	
Andrea Angel	392-5658
Support Assistant B	
Simone Fraser.....	392-5796
Food Service Supervisor	
Kyesia Hatcher	397-4547
Property Service Supervisor	
Steve Fountain	397-4550
Supervisors of Social Assistance	
Case Management and Programming	
Sandra Damota	392-6165
Food Services	
Kitchen	392-5799

Adelaide Resource Centre for Women

67 Adelaide St. E.
Toronto, ON, M5C 1K6

General Enquiry.....	392-9243
Activities Organizer Office.....	392-9242
Property Service Maintenance	392-9596
Facsimile.....	392-9575

Manager (Acting)	
Sharon Campbell	397-5632
Program Supervisor	
Shawn Yoder	392-9239
Support Assistant A	
Andrea Angel	392-5658
Support Assistant B	
Simone Fraser.....	338-5965

Food Service Supervisor	
Kyesia Hatcher	397-4547
Property Service Supervisor	
Steve Fountain	397-4550
Food Services	
Kitchen	392-9772

Seaton House

339 George St.
Toronto ON M5A 2N2

General Inquiry (Centre Island).....	392-5522/5527
Annex Program.....	397-5598/338-3190
Hostel Program.....	392-5547/5548
Long-Term Program	392-5542/5544
O'Neill House.....	392-5407/5535
General Facsimile	392-5549

Manager	
Monica Waldman	392-5524
Facsimile	392-5549
Program Co-ordinator	
Scott Callender(Acting).....	392-5601
Administrative Supervisor	
Sally Wilbur	392-5775
Administrative Co-ordinator	
Jason Pasquale	392-4232
Support Assistants	
Flor Ardon	392-5751
Jody Clarke.....	397-5647
Anna Manguera	392-5410
Lilian Onofre	392-5523
Shayne Pinnock	392-5484
Pearl Bankersingh.....	392-5551
Doris Ballesteros	338-3183
Vacant.....	392-5581

Annex Harm Reduction Program

Facsimile.....	392-3597
Program Supervisor	
Katie Keating.....	392-5537
Supervisor Social Assistance	
Vacant.....	392-6706
Shift Leaders.....	397-5598

Nurse Manager (Seaton House)	
Elsa Borja	392-4834

Hostel Program & Centre Island/Reception

Facsimile.....	392-5532
Program Supervisor	
Karen Tizzard	392-5536

Supervisor Social Assistance	
Ubah Tahalil	392-5531
Shift Leaders – Hostel	397-0872
Shift Leader – Centre Island/Reception.....	392-5531

Long-Term Program339 George St., 4th fl.

Facsimile.....	392-5545
Program Supervisor	
Shahreyar Qadir (Acting)	392-5761
Shift Leaders.....	392-5543/2

O'Neill Program339 George St., 1st Fl

Program Supervisor	
Dan Anstett.....	392-5399
Shift Leaders Office.....	392-5298

Dietary Services

Food & Nutrition Manager	
Kyesia Hatcher (Acting).....	392-5540
Food Services Supervisors.....	392-2886
Iris Clarke	392-6294
Karl Huelser	392-5499
Christina Tuca	392-5653

Property Services

Supervisor of Building Services & Housekeeping	
Steve Cassidy	392-5538
Property Services Supervisor (Acting)	
Trish O'Brien	397-0721

Women's Residence674 Dundas St. W.
Toronto ON M5T 1H9

Main Program General Enquiry.....	392-5500
Shift Leaders.....	392-5501
Facsimile.....	392-5599

Manager	
Milton Barrera (Acting).....	392-8747
Main Program Supervisor	
Tanese Doyle (Acting)	392-6362
Supervisor Social Assistance	
Noorjahan Bala.....	392-5471
Support Assistant A	
Chiquitita Santarromana	392-5550
Support Assistant B	
Elma Garnes	392-5502
Vida Kashani	392-9304

Community & Economic Reintegration Team (CERT)

111 Wellesley St.

Manager, Programs	
Milton Barrera (Acting).....	392-8747
Supervisor, Community Economic Integration Team (CERT)	
Tarik Bacchus (Acting)	397-1415
Economic Reintegration Specialists	
Nicole McKenzie.....	397-4133
Ambreen Sarai	397-1463
Rebecca McClelland.....	397-7648
Richard McNulty	
Tom Dykstra.....	397-7521
Support Assistant A	
Chiquitita Santarromana	392-5550

Dietary Services

Food Services Supervisor	
Zeny Benedicto.....	392-2696

Property Services

Property Service Supervisor	
Vacant.....	392-5480

Bellwoods House63 Bellwoods Avenue
Toronto, ON M6J 3M4

General Enquiry.....	392-5790
Facsimile.....	392-5794

Manager	
Milton Barrera (Acting).....	392-8747
Program Supervisor	
Tanese Doyle (Acting)	392-6362
Supervisor Social Assistance	
Noorjahan Bala.....	392-5471
Support Assistant A	
Chiquitita Santarromana	392-5550
Support Assistant B	
Elma Garnes	392-5502
Vida Kashani	392-9304

Dietary Services

Food Services Supervisor	
Zeny Benedicto.....	392-2696

Property Services

Property Service Supervisor	
Vacant.....	392-5480

Fort York Residence

38 Bathurst St.
Toronto ON M5V 3W3

General Enquiry.....	338-6544
Facsimile.....	338-6556

Manager

Milton Barrera (Acting).....392-8747

Program Supervisor

Tarik Bacchus (Acting).....338-2416

Supervisor Social Assistance

Susan Harris338-2415

Support Assistant A

Chiquitita Santarromana392-5550

Support Assistant B

Elma Garnes392-5502

Vida Kashani392-9304

Dietary Services**Food Services Supervisor**

Zeny Benedicto.....392-2696

Property Services**Property Service Supervisor**

Vacant.....392-5480

Streets to Homes

The Streets to Homes Program provides street outreach and housing assistance to people who are homeless and living outside or street involved. The program provides to supports to clients once housed.

Manager

Sue Goodfellow392-9093

Coordinator Administrative Services

Stephanie Parsons397-5055

Support Assistant B

Nadine Nelson397-5118

Support Assistant C

Vacant.....397-4172

Street Outreach Programs Officers

Bonnie Wakely338-4877

Cassandra Decker392-6104

Don Nichols.....397-4399

Supervisor, Social Assistance

Vacant.....392-1933

Vacant.....397-4482

Hellen Haziprodromu392-0096

Ashley Edstrom (Acting).....397-5137

Curlene Thompson (Acting).....397-5078

Shift Leaders – Street Outreach.....397-5182

Research Analysts

Tricia Marcellin.....338-1142

Street Outreach Counselors

Fatimah al-Maqdisy.....397-1962

Anthony Ciaravella.....397-5045

James Cook.....397-5146

Lara Danon397-5087

Mary Ellen Esposti392-0091

Craig Kirby.....397-5115

Nana Konadu397-7515

Sharon Llewellyn397-5105

Elizabeth Fatona397-5083

Subrato Saha.....397-5131

Lee Cruz397-5128

Donna Richards338-4876

Stan Charity397-5075

Ryan Holford392-0365

Danielle White.....397-5088

Wendy McCarroll-Gallegos.....397-5059

Dennis Brenyah397-5089

Lisa Lynch.....397-5030

Shelby Perrier397-5109

Ron Nicholson397-5107

Andrea Jackson.....397-7516

Street Outreach Workers

Francis Chiu397-5062

Rosa Delgado397-5107

Falynn Draper.....397-5116

Emmett Reed397-5198

George Hanniford397-4488

Sean Kerr397-4486

Ryan Wilson397-5103

Coreen Hibbert397-5199

Amanda Joseph.....397-5116

Julio Castillo.....397-4432

Russell Zulkowski392-0093

Tess Fletcher.....397-4489

Rajeev Mullick397-5196

Jayden Jones397-5098

Gianplacido Bucceri.....397-7516

Arwin Ranjkesh397-4282

Behzad Homa397-4485

Diomara Villalobos397-4484

Dianzel Samuel.....397-5145

Anselm Ikiebey.....397-5201

Belinda Batista397-7516

Brent Kitagawa.....397-5062

Daniel Rojas-Orrego.....397-5105

Hanna Lee.....397-5201

Jennifer Garcia397-5204

Patrick Cieslar397-5105

Magda Jacob.....397-5204

Frank Russo.....397-5090

Streets to Homes Assessment & Referral Centre

129 Peter St.
Toronto ON M5V 2H3

24-hour line	392-0090
Facsimile.....	338-4760

Program Supervisor	
Victor Dhue	338-5003
Shift Leaders.....	338-4994
Support Assistant B	
Bernadette Walker	392-8749
Dietary	338-4762
CSW's	398-4999

Service System Planning & Integrity Unit

Service System Planning & Integrity Unit is responsible for the development and implementation of the divisional service plan while also providing funding and supports to community agencies that work with individuals and families who are homeless or marginally housed, landlords and tenants, and direct services to help people living on the streets to find and keep housing.

Metro Hall
6th fl., 55 John St.
Toronto ON M5V 3C6

Director	
Mary-Anne Bédard.....	397-0260
Administrative Assistant	
Mina D'Silva.....	397-4240
Support Assistants B	
Laila Parpia.....	392-7198
Housing Consultant	
Lauren Boudreau	392-1266
Project Director Homelessness Initiative, Citizen Focused Services	
Gord Tanner (Acting).....	397-4210
Supervisor of Programs	
Emily Kovacs	392-9584

Strategic Policy and Service Planning

Manager	
Laural Raine	392-0546
Research Analyst 1	
Tammy Waugh-Stewart.....	397-4327
Policy Development Officers	
Geoffrey Gillard	338-4896
Ashleigh Dalton.....	397-0128
Elizabeth Hayward	397-0719
Sue Kelleher	392-6107
Alexandra Vamos	397-1779
Linda Wood.....	397-1423
Stephanie Malcher.....	397-9536
Andrew Galley	397-9531
Urban Fellow – Research Associate	
Carol-Anne Hudson.....	397-4102

Quality Assurance

Manager	
Anabella Wainberg.....	392-5503
Supervisor, Agency Review & Quality Assurance	
Nicole Williams.....	397-0696
Programs Coordinator	
Sheila Coad (Acting)	338-3936
Research Analyst 1	
Tejuola Thorpe	392-0546
Housing Consultant	
Aviva Levy	338-4759
Policy Development Officers	
Mark Kim	392-8783

Risk Management

Manager	
Joseph Stalteri.....	397-1275
Risk Management Analyst	
Greg Seraganian	397-4431
Business Analyst	
Shakhlo Turapova.....	397-4165
Ijenna Ndukwe-Winchester	397-1421
Nabat Sherif.....	397-0804
Terry Shin.....	392-4141

Program Support

The Program Support Unit provides the administrative support for the division for payroll and personnel functions, budget staff as well as Information Technology development and support.

Metro Hall
6th fl., 55 John St.
Toronto ON M5V 3C6

Director
Glenn Morgan.....397-4161

People Services

Manager
Michael Gates.....392-9379
People Services Assistant
Nimra Nawaz.....338-1145
People Services Consultant
Hussain Haider Ali.....397-4163
Sonia Sud.....397-4493
Katie Yokom.....338-1164

Information Technology

Manager
Michael Vasiliou.....397-1781
Senior Systems Integrator
Ben Lee.....338-1136
Systems Integrator II
Martin Assensoh.....338-1164
Tracy Tan (on leave).....338-9922
Coordinator IT
Atul Medhekar.....397-1782
Application & Technical Support Specialists 2
Rod Davis.....392-6108
Kenneth Kwok.....397-7519
Kenneth Rutter.....392-0669
Michael Young.....397-7520
Senior Systems Integrator
Tony Paulic.....397-1080
Coordinators, Information & Technology
Claudio Aretusi.....397-4208
Systems Integrator 1
Qing Zhang.....397-1775
Philip Chan.....338-9923
Tim Gong.....397-9367
Edgar Min.....338-4893

Finance & Administration

Manager
Deepak Sharma.....392-8638
Budget Co-ordinators
Kitty Lo.....338-1165
Edgardo Antonio.....397-4188
Budget Analysts
Slavica Bejatovic.....397 0278
Niresh Nithiandarajah.....392-4771
Yajuvendra Yadav.....392-4534
Support
Zhanna Kravchenko.....392-9510
Ayushi Dhiman.....397-4177
Purchasing Supervisor
Nadia Simeone.....392 1679
Support Assistant B
Dennis Reybolds.....
Office Supervisor
Carol Zeni.....392-5306
Support Assistant B
Sonja Samsa.....397-7297
Support Assistant C
Irene Dubelt.....397-4193
Payroll-Program Assistant 1
Ivahlyn (Donna) Stewart.....338-1130

Assets

Manager
Ann Peixoto.....397-9621
Agency Review Officers
Terence Frederick.....338-9915
Jim Kroesen.....338-4891
Asset Management Consultant
Glenn Fabris.....338-8208

Housing Stability Services

Housing Stability Services Unit is responsible for the funding and administration of social housing programs in the City of Toronto. Responsibility for social housing was transferred from the Province of Ontario to the City of Toronto on May 1, 2002.

15th fl., 365 Bloor St. E.
Toronto ON M4W 3L4

General Enquiry.....	392-4126
Facsimile.....	696-3718

Director
Doug Rollins.....392-0054

Administrative Assistant
Vacant.....

Housing & Benefit Support

Manager
Maria Varlokostas338-8224

Support Assistant B
Evangelina Luistro.....

Support Assistant C
Dayle Clevelenad..... 338-4890

Housing Consultants
Marta Chisu338-5786
Richard Marshall338-4886

Housing Consultant
John Methven397-4170

Agency Review Officers
Victoria Froats.....397-4184
Rob Reed338-9553

Housing Benefit Consultant
Elvira Fazari 397-7420

Housing Benefit Officers
Cynthia Mohammed397-7425
Sandra Smith397-7428
Karen Pasea397-7426
Vacant.....397-7427

Housing & Tenant Supports

Manager
Julie Western Set.....338-3138

Support Assistant B
Vacant397-0695

Support Assistant C
Vacant.....

Housing Consultant
Leif Lahtinen338-8215

Agency Review Officers
Edyta Gilligan.....397-4197
Meeley Chan (Acting)392-0058

Housing Consultants
Colette Snyder338-8226
Mario Mendes.....338-8214

Shelters, Housing & Community Supports

Manager
Alice Broughton392-1031

Support Assistant B
Nicole Baptiste338-1135

Support Assistant C
Vacant.....338-8345

Housing Consultant
Vacant.....338-8222

Agency Review Officers
Sally Bryant.....397-4197
Janet Cangiano392-0055

Housing Consultants
Leslie O'Reilly338-8220
Jelica Vrana338-8211

Shelters, Housing & Community Outreach

Manager
Morag Perkins (Acting).....392-6106

Support Assistant B
Mandy Tran397-4177

Support Assistant C
Vacant.....

Housing Consultant
Maureen Houlihan338-9917

Agency Review Officers
Tracey Smith397-4830
Sandra Vaughan (Acting)397-4192

Housing Consultants
Suzana Lama338-8210
Teresa Tucci338-8216

Operations Supports

Manager
Glenn Courtney397-4181

Support Assistant A
Karen Kew.....338-1137

Support Assistant B
Sandra Sierra392-4950

Support Assistant C
Mihaela Timplaru-Paun.....338-8342

Kala Braithwaite	338-8345
Housing Consultants	
Arlene Rawson	397-4170
Agency Review Officer	
Azar Farahani	392-0068
Housing Consultant	
Margaret McCutcheon	338-8217
Business Analyst	
Vacant	
Research Analyst	
Vacant	
Policy Development Officer	
Vacant	397-4180
Hillary Keirstead	392-0643
Senior Financial Analyst (Acting)	
Ivy Yu	338-5508
Financial Systems Analysts	
Ranica Rai	338-3935
Senior Financial Analyst	
Michelle McNamara	397- 7421
Financial Services Accountant	
Mo Li	397-7423
Senior Financial Analyst	
Violeta Leavens	338- 8343
Budget Analyst	
Eddie Chan	338-4885

Access to Housing

176 Elm St.
Toronto ON M5T 3M4

General Enquiry	397-7400
Facsimile	397-7401

Program Director, Access to Housing	
Paul Chisholm (Acting)	397-7411
Support Assistant A	
Samantha Bonnie	397-7412
Housing Consultant	
Alim Jivraj	338-8225
Agency Review Officers	
Isabella Williams (Acting)	392-6603
Lynne McKee (Acting)	392-6105
Business Analysts	
Vacant	397-7418
Project Manager, Housing Access	
Nadeem Siddiqui	397-7416
Support Assistant C	
Alpa Purohit	397-7430
Helen Lau	397-7432
Francesca So	397-7431

Stephanie Morgan	397-7433
Brian Fleming	397-7434
Mary Channer	397-7435
Supervisor, Client Services	
Kay Hodge	397-7417
Resource Centre Facilitators	
Lynn McIntee	397-7582
Teo Realin	397-7581
Heather Myrie	397-7485
Vincenzo Fazari	397-7558
Eva Zagori	397-7506
Nicola Harris	397-7552
Karen Jackson	397-7508
Kathleen Sandy	397-7571
Maria Jackson Greasley (Acting)	397-7471
Andrea Klapp	397-7473
Supervisor, Client Services	
Stephen Wilson	397-7415
Caseworker, Housing	
Kevin Williams	397-7440
Juliane Brown	397-7444
Balwinder Singh	397-7436
Florentina Azimkhani	397-7442
Silvia Montana	397-7443
Daniel O'Halloran	397-7437
Asma Patel	397-7438
Emira Biba	397-7441
Jennifer Chandran	397-7445
Ana Maria Revilla	397-7447
Paula Williams	397-7448
Jackie Medina	397-7469
Sherisse Campbell	397-7429
Margaret Jeffers	397-7468
Karima Murji	397-7446
Meghan Edmonds	397-7458
Coordinator, Business Improvement	
Kate Kennedy	397-7414