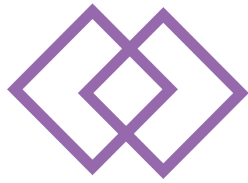




SORRY,

I'M NEW HERE

HEALTHCARE NAVIGATION MANUAL VOL. 2



YA ESTOY AQUÍ
HEALTHCARE COLLECTIVE

~~SORRY,~~ I'M NEW HERE

HEALTHCARE NAVIGATION MANUAL VOL. 2

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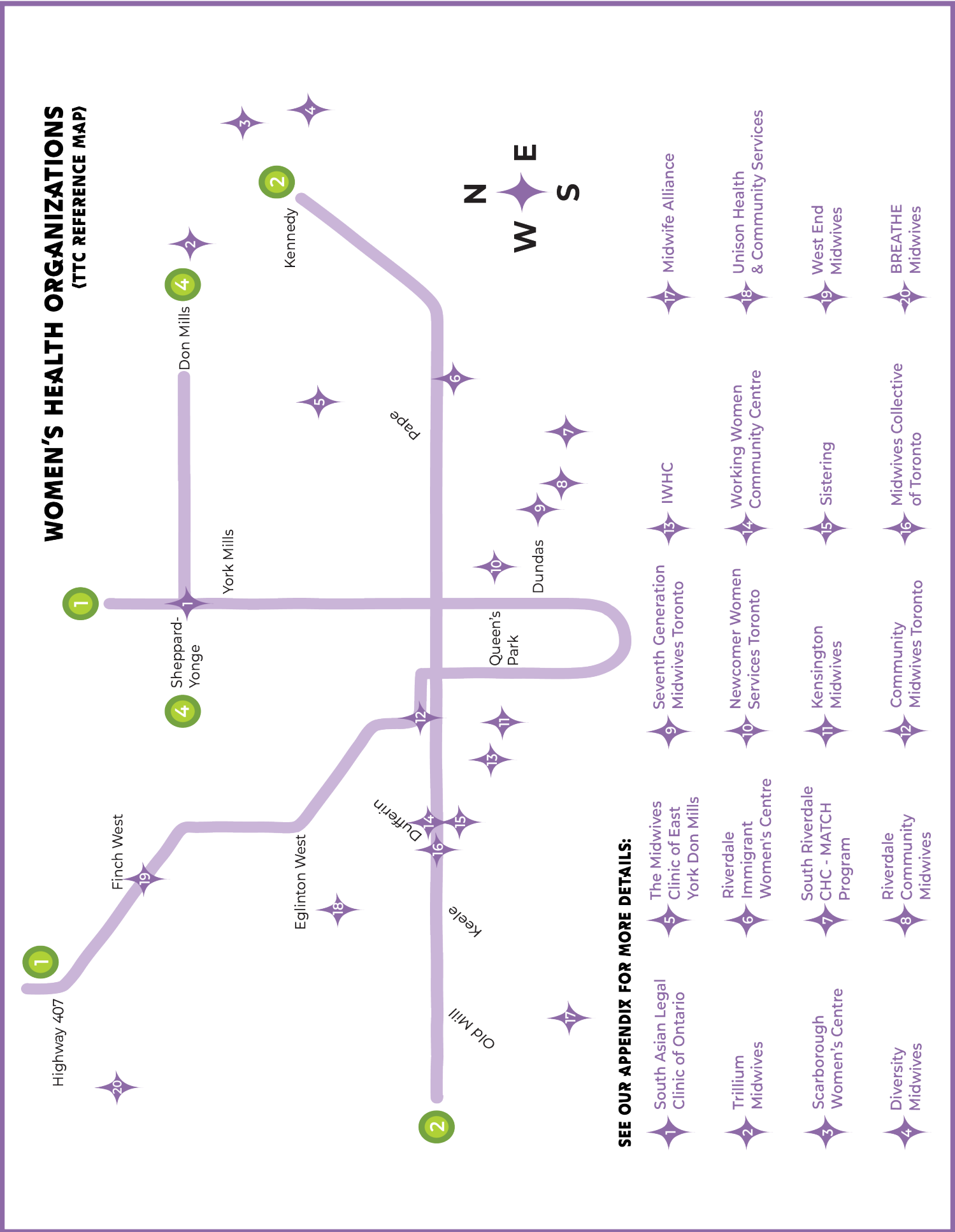
Our original healthcare navigation manual, ***Ya Estoy Aquí***, was created by a team of five individuals, predominantly composed of Latina women who were recent newcomers to Toronto.

Sorry, I'm New Here, serves as the second volume in this healthcare navigation series, building on the voices of people who have experienced the realities of settlement and migration. For this edition, we broadened our outreach to consult with community members who reflect the cultures, languages, and histories depicted in the book. While we have worked hard to include diverse voices, it is important to acknowledge the limits of our representation. There are countless perspectives we have yet to capture fully. Experiences shaped by intersections of race, gender, disability, sexual orientation, and migration status. These gaps are not failures but reminders of the ongoing work required to create a resource that reflects the true complexity of the newcomer experience.

FOR:

Sorry, I'm New Here is a guide created for people navigating healthcare in Toronto under the Interim Federal Health Program (IFHP). It was created based on the real-life experiences of newcomers who learned to navigate a complicated healthcare system while dealing with the challenges of moving to a new home.

- **Newcomers** who are new to Canada's healthcare system and need simple, step-by-step advice on how to get the care they need.
- **Community advocates** and **service providers** who work alongside newcomers and need tools to help them overcome challenges in the system.
- **Healthcare providers** who want to learn more about the specific difficulties newcomers face, especially those who don't have an OHIP card and are trying to navigate healthcare on their own.



APPENDIX

{ NO WRONG DOOR }

CHILDREN AND FAMILY SUPPORT

Black Creek CHC Pregnancy & Breastfeeding Support

Free prenatal groups, lactation consulting, and massage therapy for pregnant women and new mothers.

CIBC Just for Kids Clinic

Specialized healthcare clinic for children.

Newborn Resource Package

A resource package to support midwives, hospital staff, and service providers advocating for newborns' OHIP eligibility.

SMILE Canada - Support Services

Support for racialized children with disabilities and their families through hospital support, accessibility funds, service navigation, and inclusive activities in over 10 languages.

SMILE's Accessible Programming

Inclusive activities and services tailored for children with disabilities.

Scarborough Centre EarlyON Child and Family Centre

Play-based learning, parent workshops, family activities, and community resource referrals.

Unison Health & Community Services - Prenatal Program

Weekly sessions offering prenatal care, nutrition guidance, breastfeeding support, and community connections for pregnant women.

Well Baby Visit

Monitor growth, development, and health throughout childhood.

DENTAL

Filling the Gap Dental Outreach

Dental care for under-insured and uninsured individuals.

GENERAL INFORMATION

Interim Federal Health Program (IFHP)

What's covered under the IFHP.

Eligibility for IFHP

Who's covered under the IFHP.

Medavie Blue Cross IFHP Hotline

Assistance with IFHP eligibility, benefits, and claims payment.

UCI Number

Unique Client Identifier Number, used to verify IFHP eligibility.

FINANCIAL SUPPORT

Ontario Works

Financial assistance for individuals and families in need.

Special Diet Form (Ontario Works)

A form for individuals receiving Ontario Works to apply for special dietary allowances.

Special Dietary Needs (Toronto)

Information on applying for special dietary needs support under Ontario Works.

Toronto Hardship Fund

Financial assistance for medical items, services, and funeral expenses in Toronto.

HIV SERVICES AND SUPPORT

AIDS Committee of Toronto (ACT)

Education, support, and advocacy for people living with HIV and AIDS.

Blue Door Clinic

Free, confidential HIV care for uninsured individuals in Toronto.

CATIE

Canada's source for HIV and hepatitis C information.

Fife House's Linkage to Care

Connecting newcomers living with HIV to care and support.

HIV & AIDS Legal Clinic Ontario (HALCO)

Free legal services for people living with HIV and AIDS in Ontario.

The PrEP Clinic

Accessible HIV care, PrEP, and support.

HEALTHCARE

Caring Touch IFHP Network

A streamlined homecare referral system connecting patients, healthcare providers, and services.

Referral Form

Form to facilitate IFHP-related homecare referrals.

HEALTH PROMOTION, ADVOCACY, AND SPECIALIZED SUPPORT

Health Network for the Uninsured in Canada (HNUC)

Advocates for and connects under-insured and uninsured individuals to healthcare and community services in the GTA and beyond.

Personal Health Cheat Sheet

Resource for tracking personal health information and navigating healthcare options effectively.

Rexdale CHC's Diabetes Education Program

Educational support and resources for individuals living with diabetes to help manage their condition.

Sistering

24/7 safe haven, meals, support, healthcare, and resources for marginalized women and gender-diverse people.

Starter Kit

Ready-made resources for issues newcomers often face.

TAIBU CHC

Holistic healthcare services for the Black community in the Greater Toronto Area.

Women's Health in Women's Hands CHC

Accessible, holistic healthcare for racialized women.

LANGUAGE AND ACCESSIBILITY

Access Alliance Language Services

Multilingual interpretation and translation services to help newcomers navigate healthcare and community services.

Interpreter Contact List

List of interpreter services to assist newcomers in overcoming language barriers when accessing healthcare.

LEGAL AID

FCJ Refugee Centre

Support services for newcomers, including healthcare navigation, legal assistance, and community resources.

FCJ Refugee Centre - Refugee Hearing Process

Virtual orientations for refugee claimants and appeal process guidance.

My Refugee Claim

Comprehensive resources for people making refugee claims in Canada.

Justice for Youth and Children

Legal services for people under the age of 25 living without status in Ontario.

Settlement Agencies (Toronto)

Map of settlement agencies in Toronto offering housing, employment, language, and legal aid support.

South Asian Legal Clinic of Ontario

Legal aid, education, and advocacy for low-income South Asians.

MENTAL HEALTH & WELLNESS

Canadian Centre for Victims of Torture

Trauma therapy, mental health support, and legal advocacy for survivors of torture, war, genocide, and crimes against humanity.

Madison Community Services - RISE

Supports newcomers facing mental health and settlement challenges in Toronto.

Nazca Health

Culturally sensitive, trauma-informed mental health care for newcomers covered under IFHP.

The Pardesi Project

Mental health support for South Asian communities, addressing unique cultural and systemic barriers.

The Wise Self Psychotherapy Clinic

Flexible, no-waitlist therapy to help heal emotional wounds and improve well-being.

2SLGBTQI+ SUPPORT

The 519's Health Justice Hub

Legal services for individuals under 25 living without status in Ontario.

Among Friends (The 519)

Weekly support for LGBTQI+ refugee claimants to connect and thrive.

Rainbow Connect (TNG)

Safe space for 2SLGBTQI+ newcomers to connect, learn, and grow.

MIDWIFERY SERVICES

BREATHE Midwives

(647) 249-9562

Community Midwives Toronto

(416) 944-9366

Diversity Midwives

(416) 609-8187

Kensington Midwives

(416) 928-9777

Midwife Alliance

(416) 534-9161

The Midwives Clinic of East York

Don Mills

(416) 424-1976

Midwives Collective of Toronto

(416) 963-8842

Riverdale Community Midwives

(416) 922-4004

Seventh Generation Midwives Toronto

(416) 530-7468

South Riverdale CHC - MATCH Program

(416) 461-2493

Trillium Midwives

(905) 668-8520

West End Midwives

(416) 792-5665

PRIMARY CARE

The Canadian Centre for Refugee and Immigrant Healthcare

Compassionate care for uninsured refugees and immigrants in need.

Crossroads Clinic at Women's College Hospital

Hospital-based clinic offering primary care for newly arrived refugees and refugee claimants.

Donya Medical Clinic

Family-centered care with a focus on accessibility for immigrant and refugee populations.

Refugee-Friendly Clinics

A list of healthcare clinics that are familiar with the Interim Federal Health Program and serve newcomers.

SanoMed Clinic

Family medicine, walk-in services, and PrEP consultations, accepting OHIP, UHIP, and IFHP.

Scarborough Health Network Urgent Care Centre

Quick medical care for non-life-threatening conditions that require immediate attention.

SETTLEMENT, EMPLOYMENT, AND EDUCATION

Becoming a Personal Support Worker

Information on becoming a Personal Support Worker in Ontario.

Canadian Red Cross - First Contact Ontario

Info, referrals, and support for refugee claimants, including shelter, health, legal, and social services.

Daily Bread Food Bank

Helping locate nearby food banks across the Greater Toronto Area.

FoodShare Toronto's Community Kitchen Program

Cooking workshops to build skills, strengthen connections, and share meals in Toronto.

Home Essentials Newcomer Support (HENS)

Essential household items for newcomers looking for a fresh start.

Humanity First Food Bank

Refugee-friendly food bank offering food pick-up and delivery for low-income families in need.

Mennonite New Life Centre of Toronto (MNLCT)

Settlement services, employment and language training, mental health counselling, and support for survivors of human trafficking.

Newcomer Women Services Toronto

Support for immigrant and refugee women with settlement, employment, and language services.

Ontario Colleges Pathways to PSW and Nursing

Pathways for PSWs to become Registered Practical Nurses.

Riverdale Immigrant Women's Centre

Anti-violence, employment, training, and digital literacy programs for immigrant women.

Scarborough Women's Centre

Employment support, counseling, food security, settlement services, and community programs.

The Arab Community Centre of Toronto - AMAN Seniors Program

Support for immigrant seniors with culturally and socially enriching activities, including wellness, writing, technology training, and social events.

Toronto Metropolitan University's Sanctuary Scholars Program

Access to education for students with precarious status.

Vaughan Food Bank

Refugee-friendly food bank providing 7+ days of nutritious food at each visit for each family member.

Workers' Action Centre

Resources and advocacy for workers' rights, focusing on support for those in precarious employment.

Working Women Community Centre

Settlement, language tutoring, interpreters, and community referrals.

SEXUAL ASSAULT, HUMAN TRAFFICKING, AND GENDER-BASED VIOLENCE SUPPORT

Aura Freedom

Resources, support, and advocacy to combat sexual exploitation and gender-based violence.

The Barbra Schlifer Commemorative Clinic

Legal aid and counseling for survivors of gender-based violence.

Covenant House Toronto

Shelter, support, and services for homeless youth.

Canadian Human Trafficking Hotline (1-833-900-1010)

Confidential, 24/7 service connecting survivors to support.

End FGM Canada Network

Resources, education, and advocacy to end female genital mutilation/cutting

Flourish

Improving FGM/C healthcare access, awareness, and support.

Legal Rights and Human Trafficking

Legal training and resources for combating human trafficking in Ontario.

Red Door Shelter

Safety, support, and shelter for women and children escaping domestic violence.

Sexual Assault and Domestic Violence Care Centre at Scarborough Health Network

Specialized care for individuals who have experienced sexual assault or domestic violence, provided free of charge regardless of coverage or status.

Shelter Movers

Helping survivors of abuse move safely with referral-based support.

Victim Services of Peel

Crisis support and services for individuals who have experienced trauma or violence in the Region of Peel.

SEXUAL HEALTH AND WELLNESS

Doula at Birthmark Support

Personalized abortion doula support available before, during, and after procedures.

GB's Women's Clinic

Free medication abortion services available in-person, virtually, or by phone.

IWHC

Sexual health clinic serving immigrant, refugee, and marginalized clients in Toronto.

Hassle Free Clinic

Sexual and reproductive health services, including abortion care, in a supportive and non-judgmental environment.

Maggie's Toronto

Support, resources, advocacy, and community for sex workers in Toronto.

Planned Parenthood Toronto

Sexual and reproductive health services, including information on abortion and contraception.

VACCINATION AND IMMUNIZATION

Ontario's Publicly Funded Immunization Schedule

Details on routine immunizations covered in Ontario.

CANImmunize

Digital tool to store, access, and receive reminders for vaccination records.

Medical Requirements for Healthcare Workers

Medical requirements for healthcare workers and students.

TDAP Vaccine

Protects against tetanus, diphtheria, and pertussis, recommended once per pregnancy.

Toronto Public Health Appointment Booking System

Schedule appointments for public health services, such as vaccinations.

FULL DIRECTORY HERE

{WEBSITE - ADDRESS - PHONE - EMAIL}



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