

Neighbourhood Assistance & Support Guide

Communities are made better by neighbours who take care of each other. This decision tree will help you to determine the best person to contact if you want to help someone in need or report an issue in the neighbourhood.

REMEMBER: In an emergency situation that requires immediate assistance from the police, fire department or ambulance, call 911 immediately.

Who should I call?

Is there an immediate risk to someone's property, health, or well-being?

NO



YES



- Call 9-1-1 in an emergency
- To report crimes anonymously, call Crime Stoppers at: 416-222-TIPS (8477)
- Toronto Police Service Non-Emergency line: 416-808-2222

Are you or a neighbour in crisis or in need of support?

NO



YES



For help with issues such as mental health crises, suicide risk, dementia, or need for emergency shelter or housing:

- [Gerstein Crisis Centre](#) – (416) 929-5200 Support available 24/7
- [Toronto Seniors Helpline](#) – (416) 217-2077
- [Call 2-1-1](#) for community service information and referrals
- Call WoodGreen Community Services to discuss what supports may be available for community members - (416) 645-6000

Do you want to report a concern about something in the neighbourhood?

NO



YES



- [Call 3-1-1](#) for City issues including garbage, water main issues, street repairs, or other service requests
- [Submit a Community Safety Concern](#) through Toronto Police Division 55 website
<https://www.tps.ca/my-neighbourhood/55-division/submit-community-concern/>

Do you have a concern related to the 540 Cedarvale Avenue property or someone who lives or works there?

NO



YES



- Resident or property issues: 540Cedarvale@woodgreen.org
- Immediate support: 416-422-1003 (front desk)
- General queries: community@woodgreen.org

Contact community@woodgreen.org. Our team would be happy to help connect you with the right resource.

Web Resources:

<https://gersteincentre.org/>

<https://torontoseniorshelpline.ca/>

<https://211central.ca/>

<https://www.tps.ca/my-neighbourhood/55-division/submit-community-concern/>

<http://toronto.ca/home/311-toronto-at-your-service/>

Thanks for being a caring member of our community!
We can all play a role in taking care of each other and
our neighbourhood.