

## Information and Support

FYFB's Information & Support program is focused on preventing homelessness and reducing hunger by assisting our clients to resolve the underlying issues affecting them. Our dedicated volunteers help connect our clients with a range of programs including:

- Social services
- Income security programs
- Legal services
- Housing
- Employment programs
- Immigration
- Health care and dental services
- Training programs

Our trained counsellors provide services ranging from advising clients on available resources and how to access them, to completing applications or intervening with third parties in emergencies. FYFB's volunteers also work with clients year-round to help them complete their income tax returns. This service is critical, as many clients do not have access to basic income supplements as a result of not filing taxes. In addition, by working with partner agencies, we offer clients a diverse range of workshops that give them a helping hand- from senior's nutritional programs, to basic computer skills to immigration or employment law.

FYFB counselling volunteers also provide translation services, helping to serve downtown Toronto's diverse ethno-cultural population. FYFB trains volunteers to serve as client counsellors drawing on a diverse group of professionals including lawyers, accountants, social workers and others.

## Community Vitality

Our Community Vitality program helps engage our client base with the broader community through economic development initiatives, life-skills/nutrition classes, computer training, special events and a community garden.

FYFB is a food bank and more. FYFB's territory covers downtown Toronto (Yonge to Dovercourt, Lake Ontario to Bloor). While it receives donations from the Daily Bread Food Bank, FYFB completely relies on corporations, foundations and public donations for its financial support. FYFB reaches out to the community, helping families and individuals, by providing food, hot meals, counseling and support in a safe environment.

## Drop-In Center

FYFB's Community Drop-In Centre provides clients with a range of vital community services in a safe and friendly environment. From our Community Kitchen, which provides clients with nutritious and tasty meals, to internet access in our Computer Resource Centre, FYFB welcomes

low-income individuals and families to be a part of a supportive community of friends who share a commitment to helping people get the resources they need to get on track.

The profile of people relying on our Drop-In Centre is one of individuals and families living in extreme poverty in the Westside of downtown Toronto. This diverse group of people is comprised of various family sizes and ethno-cultural communities who survive on an average of less than \$4 per day after paying for their occupancy expenses. The vast majority of our clients are recently unemployed or underemployed. The integrated services provided by FYFB allow our clients to reintegrate with our community.

Key programs within the Drop-In Centre include:

- Community Kitchen - through the efforts of dedicated volunteers and generous food donors, FYFB provide clients with nutritious meals five days a week. During the summer, we use organic produce grown by FYFB volunteers at our community garden at Scadding Court.
- Local Telephone Calls - as many clients do not have the financial resources to own a telephone, the use of a telephone at FYFB is important to help people connect with social programs, housing and employers.
- Community Resources Information Centre - through bulletin boards and brochure racks, FYFB provides a diverse range of community resource information to help people connect with programs that can help them find housing, support programs and jobs.

Hours of Operation

	Meals	Food Baskets
Tuesday	12:00 – 2:00 PM	9:00 – 2:00 PM
Wednesday	12:00 – 2:00 PM	Closed
Thursday	12:00 – 2:00 PM	9:00 – 11:30 AM
Friday	12:00 – 2:00 PM	9:00 – 2:00 PM
Saturday	12:00 – 2:00 PM	9:00 – 2:00 PM