

Times Change Relocation: Frequently Asked Questions

Where are we relocating?

We are relocating to [2 Carlton Street](#), conveniently located at Yonge/Carlton directly in front of the north east exit of the College subway station.

Why are we relocating?

Our new space is more reflective of our non-profit roots and we anticipate growing new partnerships with the various community agencies currently operating within the building. Also, financially, it is much more affordable.

Together, we designed a cohesive space that fits both staff and clients' needs, and reflects our organization's friendly, professional and inclusive reputation.

When are you closed?

We are temporarily closed for four days in order to relocate and set up our new office. The closing dates are: Thursday March 15 to Monday March 19th. This means there is no access to any services during these four days.

It is vital that any inconvenience for our clients is kept to a minimum. We appreciate that they all have busy lives and need to schedule their time accordingly.

What does the new space look like?

It is a bright, spacious and inviting new workspace. It will feature an accommodating client services desk, an open concept resource centre, and a separate group room for workshops similar to our space now. There are large windows in our group room, and throughout the office for clients to enjoy.

Is the space bigger?

The layout makes the space feel larger while allowing for individual working environments for clients. Because we were involved in the design, it was important to us to create ample and inviting space in which clients can conduct their work.

Does the new space still have everything that you offer now?

Yes, the new space has all of the employment services that our current space offers. We have a group room, resource centre, client service desk, computer lab, as well as our updated software and library materials.

What is changing?

The staff offices will be open concept, or 'shared space'. We have 4 private counselling offices which will be scheduled and used for appointments.

What am I going to do while you are closed for that time?

We will offer you a list of alternative centres at which you can use a computer, or access a resource centre to continue your job and career research. We also encourage you to talk with your employment counsellors about your job search before the four days of inaccessible service.

Will you be ready to open Tuesday March 20th at 9AM?

All the services that you have come to expect will be up and running on Tuesday March 20th at 9AM. This includes the computer room, group room, and resource centre. Our counsellors are available to see clients, and the client service desk is ready to take your bookings.

Will we have to re-register?

You will not have to re-register. The information you have shared will remain on our check in database computer and you will not have to re-register

What about your phone number?

Our phone number will remain the same as before. 416-927-1900

Where is the accessible washroom?

There are accessible washroom facilities throughout the building

How are you celebrating the new opening?

To welcome you back on Tuesday March 20th, we will have refreshments and snacks, with tours of our new space available by request. We invite you to come on Tuesday, or anytime that week, to celebrate this exciting new chapter with us!