



HELP YOURSELF THROUGH HARD TIMES 2020

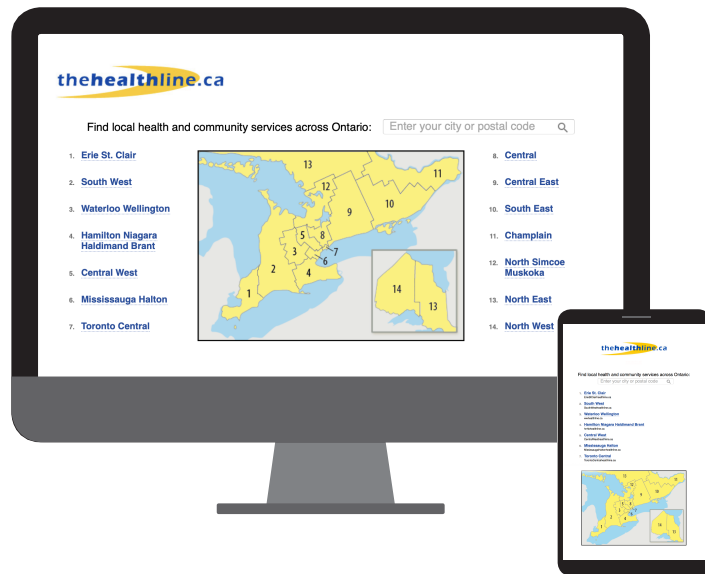


www.informationlondon.ca

Visit our website for a complete listing of community and social services

ONTARIO'S

Digital health and community information network



We are an award-winning digital health non-profit with a vision of an integrated and easily navigated health care system. Our role is to work with partners to build innovative solutions that connect people to the services they need.

www.thehealthline.ca

ABOUT THIS GUIDE

People going through times of financial, emotional or mental hardship need access to reliable and accurate information so they can receive supports to help them recover and thrive in our community. *Help Yourself Through Hard Times* has been a trusted resource in London and Middlesex County communities for over 20 years, putting information about basic material aids and social supports directly into the hands of people who need it.

Most services are listed alphabetically, but some topics have priority services listed first. Inclusion of a service does not imply endorsement by the publisher, nor does exclusion indicate a lack of endorsement. Availability and eligibility vary by service.

Help Yourself Through Hard Times is produced by thehealthline.ca Information Network. Thehealthline.ca Information Network supports information services in London and Middlesex by maintaining online directories of services on SouthWesthealthline.ca and InformationLondon.ca. Additionally, we connect and engage with service providers to help them use our online tools to promote their news and events, and keep their organizations' profiles up-to-date and accurate.

The guide is available to view online or download at www.informationlondon.ca.

To request print copies of this publication for distribution, contact the City of London at 519-661-5336.

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United Way
London & Middlesex

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LONDON AND AREA

CLOTHING

CLOTHING AND HOUSEHOLD ITEMS

Services that arrange for free clothing, furniture, and other material aid to help clients in need. Some agencies also accept vouchers.

Boys and Girls Club of London

Koats for Kids

519-434-9114

184 Horton St E (at Richmond St N)

Winter coats for children 18 years and under. Children's identification required. Until supplies last.

Goodwill Industries, Career Centre

Clothing Works

519-850-9000

255 Horton St E (at Wellington St)

Provides professional clothing for people with limited resources who are seeking employment and going through the interview process. Requires referral from participating agencies.

LIFE*SPIN Free Store

519-438-8676

872 Dundas St E (at Ontario St)

Mon, Wed 10am-2pm and Tue 3pm-7pm. Free clothing and household items. Backpacks and school supplies seasonally.

Mission Services of London

Mission Store Voucher Program

519-438-3056

797 York St, Unit 4 (at Rectory St)

Mon-Fri 9:30am-1pm. Clothing and household items distributed through an emergency voucher system. Goods provided at no charge to people referred through 70 local agencies and churches.

SHARING SHOPS AND THRIFT STORES

Sharing shops offer used goods for purchase or exchange of another item. **Thrift stores** sell used clothing, furniture and household items for a small cost.

ANOVA

Mine101

519-453-5550

900 Oxford St E, Unit 3 (at Gammage St)

Mon-Wed 10am-6pm, Thu-Fri 10am-7pm, Sat 10am-6pm and Sun 12noon-5pm. Low-cost clothing and accessories, and thrift store items.

Arkware Clothing Outlet

519-667-0322

696 Dundas St E (at Lyle St)

Tue-Thu 1:30pm-3:30pm. Clothing available for free or for a small donation.

Church of St Jude

Nearly New Shop

519-660-6198

1537 Adelaide St N (at Fanshawe Park Rd)

Tue 10am-12noon and Sat 9am-12noon. Sells low-cost, gently used clothing for all ages.

Goodwill Boutique

519-601-5460

765 Hyde Park Rd

Mon-Fri 9am-8pm, Sat 9am-6pm and Sun 10am-5pm

Goodwill Industries, Ontario Great Lakes

255 Horton St E (at Wellington St)

519-850-9000

1044 Adelaide St N (Goodwill Bookstore)

519-433-2665

1165 Oxford St E (west of Highbury Ave N)

519-433-2409

1225 Wonderland Rd N (Sherwood Forest Mall)

519-472-1959

979 Wellington Rd (Goodwill Bookstore)

519-668-7509

3410 White Oak Rd (Goodwill Outlet - By the Pound)

519-685-5389

Sherwood Mall location only; Mon-Fri 9am-9pm, Sat 9am-6pm and Sun 10am-5pm.

Habitat for Humanity Heartland Ontario

Adelaide ReStore

519-659-1949 ext 281
317 Adelaide St S

Pacific ReStore

519-659-1949 ext 225
40 Pacific Court, Unit 5

Mon-Fri 9am-6pm, Sat 9am-4pm. Sun 12noon-4pm* (*Adelaide site only). Sells new and used building and renovating materials below regular cost.

May Court Club of London

May Court Shop

519-439-4811

594 Dundas St (at Adelaide St)

Tue-Fri 10am-4pm and Sat 11am-2pm. During July: Tue-Thu 10am-4pm only. Closed during the month of August. Sells gently used clothing on consignment.

Mission Thrift Store

519-473-8025

2020 Hyde Park Rd, Unit 7 (at Fanshawe Park Rd)

Mon-Fri 10am-5pm and Sat 10am-4pm. Sells low-cost clothing and household items.

My Neighbour's Closet

519-451-4334

476 Clarke Rd (north of Dundas St)

Mon-Fri 10am-4:30pm and Sat 10am-4pm. Sells donated items such as clothing, shoes, toys, and sporting goods.

Society of Saint Vincent De Paul

London Particular Council

York St Location

519-438-7071

585 York St (at Adelaide St)

Mon-Fri 9am-5pm and Sat 9am-4pm.

Elias St Location

519-433-9210

1005 Elias St

Mon-Fri 11am-4pm. Sells low-cost, gently used clothing, furniture, and small appliances.

The Salvation Army Thrift Store

519-451-0178

1960 Dundas St (near Clarke Rd)

Mon-Fri 9am-9pm and Sat 9am-6pm. Sells low-cost, gently used clothing, household items, and toys.

COMMUNITY CENTRES AND LIBRARIES

COMMUNITY CENTRES

Community centres offer a variety of social, recreational, and educational programs to people of all ages. There may be a fee for some programs.

Al-Mahdi Islamic Community Centre

226-667-5428

91 Meg Dr (at Exeter Rd)

Bostwick Community Resource Centre (City of London)

519-473-4708

501 Southdale Rd W (at Bostwick Rd)

Boyle Memorial Community Centre (City of London)

519-661-2489 ext 4427

530 Charlotte St (at Princess Ave)

Boys and Girls Club of London

519-434-9114

184 Horton St E (at Richmond St N)

Byron Optimist Community Centre (City of London)

519-661-2489 ext 4428

1308 Byron Ave (between Brock St and Boler Rd)

Carling Heights Optimist Community Centre (City of London)

519-661-2523

656 Elizabeth St (at Oxford St E)

Crouch Neighbourhood Resource Centre

519-642-7630

550 Hamilton Rd (in Crouch Library Branch, near Egerton St)

East London United Church Outreach

519-451-3709

267 Marconi Blvd (at Noel Ave)

Glen Cairn Community Resource Centre**519-668-2745**

244 Adelaide St S (at Commissioners Rd E)
Ontario Works (OW) caseworkers on site. Call for OW drop-in hours.

Islamic Centre of Southwest Ontario**519-668-2269**

951 Pond Mills Rd (south of Hwy 401)

Kinsmen Recreation Centre (City of London)**519-661-5777**

20 Granville St (at Wharncliffe Rd N)

Lambeth Community Centre (City of London)**519-652-4071**

7112 Beattie St (at Colonel Talbot Rd)

London Jewish Community Centre**519-673-3310**

536 Huron St (at Adelaide St N)

London Military Family Resource Centre

For military families only

Family Info Line: 1-800-866-4546 | Office: 519-660-5366

Wolseley Barracks, 701 Oxford St E (at Elliott St)

LUSO Community Services**519-452-1466**

1193 Oxford St E, Unit 2 (at Mornington Ave)

Medway Community Centre (City of London)**519-661-2489 ext 4947**

1119 Sherwood Forest Square (at Wonderland Rd N)

N'Amerind (London) Friendship Centre**519-672-0131**

260 Colborne St (at Horton St E)

For people of Indigenous, First Nations ancestry, and their families.

North London Optimist Community Centre (City of London)**519-661-5198**

1345 Cheapside St (at Highbury Ave N)

Northwest London Resource Centre**519-471-8444**

Sherwood Forest Mall, 1225 Wonderland Rd N, Unit 27 A (back entrance)

South London Neighbourhood Resource Centre**519-686-8600**

Jalna Library, 1119 Jalna Blvd (at Bradley Ave)

Social Services office and Ontario Works case workers on site.

Springbank Gardens Community Centre (City of London)**519-661-5575**

205 Wonderland Rd S (at Springbank Dr)

Stoney Creek Community Centre (City of London)**519-661-4400**

920 Sunningdale Rd E (Adelaide St N)

Stronach Community Recreation Centre (City of London)**519-661-2489 ext 5673**

1221 Sandford St (at Cheapside St)

FAMILY CENTRES

London's Child and Youth Network has created a network of Family Centres that are a neighbourhood connection to parenting, early learning programs, early childhood education, public health and wellness, recreation, leisure activities, information, referral, and resources.

Family Centre Argyle**519-455-2791**

1990 Royal Cres (at Clarke Rd)

Family Centre Carling-Thames**519-432-0488**

355 Belfield St (at Kipps Lane)

Family Centre Fanshawe**519-452-0362**

Cedar Hollow Public School, 1800 Cedarhollow Blvd (at Fanshawe Park Rd E)

Family Centre Fox Hollow**519-474-0190**

Sir Arthur Currie Public School, 2435 Buroak Dr (at Southdale Rd W)

Family Centre Westminster

519-649-1248

690 Osgoode Dr (at Adelaide St S)

Family Centre Westmount

519-473-2825

1019 Viscount Rd (at Woodcrest Blvd)

Family Centre White Oaks

519-685-1400

565 Bradley Ave (between Jalna St and Ernest Ave)

LIBRARIES

Libraries have collections of books and other sources of information made accessible to people for borrowing or reference.

London Public Library

519-661-4600

Branch Locations (hours may vary):

Beacock

519-451-8140

1280 Huron St (at Vesta Rd)

Bostwick

519-473-4708

501 Southdale Rd W (at Bostwick Rd)

Byron

519-471-4000

1295 Commissioners Rd W (at Sanatorium Rd)

Carson

519-438-4287

465 Quebec St (near Dufferin Ave)

Central

519-661-4600

251 Dundas St (near Clarence St)

Cherryhill

519-439-6456

301 Oxford St W (at Cherryhill Blvd)

Crouch

519-673-0111

550 Hamilton Rd (at Sackville St)

East London

519-451-7600

2016 Dundas St (at Wavell St)

Glanworth

519-681-6797

2950 Glanworth Dr (near Bradish Rd)

Jalna

519-685-6465

1119 Jalna Blvd (at Renny Cres)

Lambeth

519-652-2951

7112 Beattie St (at Colonel Talbot Rd)

London

519-439-6240

167 Wortley Rd (at Bruce St)

Masonville

519-660-4646

30 North Centre Rd (near Masonville Place)

Pond Mills

519-685-1333

1166 Commissioners Rd E (at Deveron Cres)

Sherwood

519-473-9965

1225 Wonderland Rd N (at Gainsborough Rd)

Stoney Creek

519-930-2065

920 Sunningdale Rd E (at Adelaide St N)

SENIORS' CENTRES

Seniors' centres offer educational, recreational and social programs for seniors. Activities can include cards, crafts, day trips, fitness programs and guest speakers. There may be a fee for some programs.

City of London

Seniors' Satellite Centres

519-661-2489 ext 4756

Recreation and leisure programs that enhance the lives of older adults 55 years and over living in the community. Call to verify hours.

Argyle

*East London Library, 2016 Dundas St (at Clarke Rd)
Wed 11am-2pm, Thu 12noon-3pm.*

Beacock

*Beacock Library, 1280 Huron St (at Preston St)
Fri 1pm-4pm.*

Berkshire

*Berkshire Club, 500 Berkshire Dr (at Springbank Dr)
Tue 11am-4pm.*

Boyle

*Boyle Memorial Community Centre, 530 Charlotte St (at Princess Ave)
Mon 11am-2pm.*

Chalmers

*Chalmers Presbyterian Church, 342 Pond Mills Rd (Commissioners Rd)
Fri 9am-12noon.*

Medway

*119 Sherwood Forest Square
Wed 12noon-3pm.*

Trinity

*Trinity United Church, 76 Doulton St (at Hale St)
Thu 12noon-3pm.*

Westminster

*Westminster Park Church, 1190 Southdale Rd E (at Millbank Dr)
Tue 1pm-4pm.*

Hamilton Road Seniors' Centre

519-661-5758

525 Hamilton Rd (at Smith St)
Mon-Fri 8:30am-4:30pm.

Horton Street Seniors' Centre

519-434-9114

Boys and Girls Club of London, 184 Horton St E (at Richmond St N)
Mon-Fri 7am-3pm.

Kiwanis Seniors' Community Centre

519-661-5740

78 Riverside Dr (at Wharncliffe Rd N)
Mon-Fri 8:30am-4:30pm.

DOMESTIC VIOLENCE AND SEXUAL ASSAULT

Intervention and prevention services for victims and survivors of abuse. Services may include shelter and housing, health care, legal services, emotional support, counselling, system navigation, and accompaniment. Services may be specific to children, seniors, or women and their families.

CHILDREN'S SERVICES

Children's Aid Society of London and Middlesex

Office: 519-455-900 | Emergency After Hours: 519-858-5998

1680 Oxford St E (at Second St)

Protects and cares for children at risk of abuse and neglect, and promotes the healthy development of children, families, and communities.

Good2Talk

1-866-925-5454

Daily 24 hours. Confidential, anonymous telephone counselling service for mental health and addiction information, serving post-secondary students.

Kids Help Phone

1-800-668-6868 | Text 'CONNECT' to 686868

Provides confidential anonymous call and text counselling and referrals to troubled or abused children and youth.

Merrymount Family Support and Crisis Centre

24-hour: 519-434-6848

1064 Colborne St (at Huron St)

Immediate response to families with young children in an emergency or crisis situation. Overnight and flexcare for children birth to 13 years.

SENIORS' SERVICES

Elder Abuse London Middlesex

519-685-8500 ext 75511

Promotes awareness of elder abuse, assists with ongoing research, and supports the development of an overall community response to elder abuse.

WOMEN AND FAMILY SERVICES

ANOVA

Crisis 24-hour: 519-642-3000 or 1-800-265-1576

Office: 519-642-3003

255 Horton St E, 3rd Floor, Suite 5

Crisis line, one-on-one and group drop-in counselling, emergency shelters, and transitional housing support services for female-identified or gender non-conforming people who have experienced sexual or domestic violence and their children.

Clarke Rd Shelter

450 Clarke Rd (at Dundas St)

Second Stage Housing

1416 Ernest Ave (at Bradley Ave)

Wellington Rd Shelter

101 Wellington Rd (at McClary Ave)

Community Group Program for Children Exposed to Woman Abuse

519-642-3003 ext 2225

Group program to help children understand the abuse that happened in their family. Call to arrange transportation.

Family Court Support Worker Program

519-642-3003 ext 3225

Direct support for victims of domestic violence who are involved in the family court process.

Assaulted Women's Helpline

Crisis / 24-hour: 1-866-863-0511

24-hour telephone crisis line for women. Confidential and anonymous.

Atlohsa Native Family Healing Services

Family Support Unit

Crisis / 24-hour: 519-432-2270 or 1-800-605-7477

Office: 519-438-0068

343 Richmond St, Suite 109 (at York St)

Intervention and prevention of family violence for the First Nations community through one-on-one and group counselling, traditional teaching circles, and advocacy.

Zhaawanong Shelter

519-432-2270

256 Hill St (at Wellington St)

Emergency shelter for women experiencing abuse, and their children. Emergency shelter stay of up to 42 days for women and their children.

Canadian Human Trafficking Hotline

1-833-300-1010

Confidential, multi-lingual 24-hour hotline service connecting victims and survivors of human trafficking to social service, law enforcement, and emergency services.

Carrefour des Femmes du Sud-Ouest de l'Ontario

Crisis/24-hour Helpline: 1-877-336-2433 | Office: 519-858-0954

285 King St, 2nd Fl (at Wellington St)

Confidential support, awareness, programs, and referrals to community services for Francophone women dealing with violence and sexual assault.

Changing Ways

519-438-9869

825 Bradley Ave, 2nd Fl (east of Wellington Rd)

Family violence control programs, including group counselling for men 18 years and older, and their families. Women as Partner program for women affected by abuse.

Family Service Thames Valley

519-433-0183

125 Woodward Ave (between Oxford St W and Riverside Dr)

Short-term strengths-based counselling for women who have experienced sexual abuse or sexual assault.

Fem'aide – Ligne de soutien pour les femmes touchées par la violence

Crisis/24-hour Helpline: 1-877-336-2433

Distress line for Francophone women who have experienced violence, are dealing with violence in an intimate relationship, or have been sexually assaulted. Confidential and anonymous.

John Howard Society of London and District

Anger Management Program

519-438-4168

601 Queen's Ave (at Adelaide St)

An 8 week, one-on-one program for people 16 years and older to help them recognize anger, identify triggers, learn to communicate more effectively, and make better decisions in the future.

Navigating Relationships Program – 6 week, one-on-one program focused on establishing and maintaining healthy relationships.

London Abused Women's Centre

Crisis / 24-hour Helpline: 1-866-863-0511 | Office: 519-432-2204

797 York St, Unit 5 (at Rectory St)

Counselling, support, and advocacy for women 12 years and older, experiencing violence and abuse in their intimate relationships.

London Police Services

Crisis Intervention and Victim Support Unit

519-661-5636

On-site crisis intervention, safety planning, and referrals to community services for victims of crime and tragic circumstances. Self-referral or referral by police, emergency services, or other service providers.

Muslim Resource Centre for Social Support and Integration

519-672-6000

111 Waterloo St, Suite 101 (at Hill St)

Mon-Fri 9am-4pm. Family violence prevention and intervention services for Muslim and Arabic families.

Regional Sexual Assault and Domestic Violence Treatment Program

Crisis/24-hour Helpline: 1-866-863-0511 | Office: 519-432-2204

24-hour emergency services and follow-up care for women, children, or men experiencing sexual assault or domestic violence. If you have been physically or sexually assaulted, go to the closest emergency room, or visit the Urgent Care Centre at St Joseph's Hospital, 268 Grosvenor St (Mon-Fri 8am-6pm, Sat-Sun and Holidays 8am-4pm), and ask to speak to a member of the program team.

Réseau-femmes du Sud-Ouest de l'Ontario

519-964-2892

380 Wellington St, Tower B, 6th Fl (at Barker St)

Support services for French-speaking women who are victims of violence or at risk of experiencing violence or abuse. Prevention work related to all forms of violence against women and their children.

Single Women in Motherhood Training Program

519-432-5454

296 Horton St, Suite 4 (at Wellington St)

Support and guidance to single mothers and their families.

EMPLOYMENT

EMPLOYMENT ASSISTANCE

Employment assistance programs help people prepare for and find employment. Services include resume and interview assistance, skills training, and job finding services.

Access Centre for Regulated Employment

519-858-2348

141 Dundas St, 2nd Fl (at Richmond St)

Information and application assistance for internationally trained people seeking licensure or related employment in Ontario.

ATN Access for Persons with Disabilities

Employment Resource Centre

519-433-7950 ext 253

The Skill Centre, 141 Dundas St, 5th Fl, Unit 504 (at Richmond St)

Assists people with disabilities find employment, reach educational goals, and improve quality of life through assessments, skills upgrading, and personal development services.

Employment Ontario

1-800-387-5656

Helps people in Ontario get job training skills and the experience they need to find employment.

Collège Boréal

519-672-1562

Citi Plaza, 355 Wellington St, Suite 279 (at King St)

Fanshawe College

519-452-4294

431 Richmond St, 2nd Fl (at Carling St)

By appointment only

Nelson Plaza, 155 Clarke Rd (at Trafalgar St)

No appointment required

Goodwill Industries

519-850-9000

255 Horton St E, 2nd Fl (at Wellington St)

Leads Employment Services

519-439-0352

171 Queens Ave, Suite 410 (at Richmond St)

London Employment Help Centre

519-439-0501

150 Dufferin Ave, Main Fl, Suite 100 (at Richmond St)

London Training Centre

519-685-4331

317 Adelaide St S, Unit 110 (at Commissioners Rd E)

Nokee Kwe

519-667-7088

1069 Wellington Rd S, Unit 104 (at Bradley Ave)

WIL Employment Connections

519-663-0774

The Skill Centre, 141 Dundas St, 4th Fl (at Richmond St)

Youth Opportunities Unlimited

519-432-1112

333 Richmond St, Main Fl (at York St)

Job Bank

www.jobbank.gc.ca

Website of employment opportunities across Canada.

Links 2 Work

www.links2work.on.ca

Job search and resource website for job seekers, workers, students, and employers. Assists job seekers in conducting a complete and effective job search. Free resume feedback.

London Cross Cultural Learner Centre

Job Search Workshop for Newcomers

519-432-1133 ext 238

505 Dundas St E (at Adelaide St N)

Participants learn together as a group and then meet with a Job Search Workshop Facilitator for one-on-one assistance in developing resumes, cover letters, references, and determining next steps towards securing employment.

Over 55 Skills At Work

519-438-1111

Kiwanis Seniors' Community Centre, 78 Riverside Dr (at Wharncliffe Rd S)

Supports for adults 55 and older that require homemaking and house keeping services. People interested in being listed on the over 55 registry must complete an application form, provide three references, obtain a police report, and have commercial liability insurance.

Pathways Skills Development and Placement Centre

519-667-7795

205 Horton St E (at Clarence St)

Offers programs and services to help employment seekers unlock their potential and improve their skills.

EMPLOYMENT ASSISTANCE FOR PEOPLE WITH DISABILITIES

Unemployed or underemployed people with disabilities can get help through drop-in resource centres, job search assistance programs, and job skills workshops. Employment counselling and career planning services offer ongoing support.

ATN Access for Persons with Disabilities

519-433-7950

The Skill Centre, 141 Dundas St, 5th Fl, Unit 504

Technology and computer assisted learning courses and programs to help people with disabilities or learning barriers gain skills and prepare for employment.

Canadian Hearing Society, London Region**1-866-518-0000**

181 Wellington St (at Grey St)

Career counselling and job search training for people with hearing loss.

Community Living London**519-673-5600**

379 Dundas St, Suite 120 (at Colborne St)

Assists people with a disability to achieve their employment goals through resume writing, job searches, development with potential employers and work site job coaching.

Forward House of London**519-455-0020**

111 Waterloo St, Suite 402 (at South St)

Assists adults 18 and older with a developmental disability in the pursuit of employment.

Goodwill Industries**519-850-9000 ext 2308**

255 Horton St E, 2nd Fl (at Wellington St)

Services to guide and support people 16 and older with disabilities through the process of preparing for, finding, and keeping a job.

Hutton House Association for Adults with Disabilities**519-472-1541 ext 232**

Cherryhill Mall, 301 Oxford St W (at Cherryhill Blvd)

Programs for people in the areas of employment, training, adult education, adult day programs, leisure, arts, volunteering, and fitness and wellness.

Leads Employment Services**519-439-0352**

171 Queens Ave, Suite 410 (at Richmond St)

Offers career planning, employment counselling, job search skills, job placement services, referrals and more.

Learning Disabilities Association of London Region**519-438-6213**

303 Richmond St, Unit 205 (at Horton St)

Provides supports to employees, including one-on-one meetings for assistance in understanding learning disabilities, disclosure, extended referral service, and workplace accommodations/coping.

Lifeskills Centre**519-680-3808**

111 Belmont Dr, Suite 102 (at Wharncliffe Rd S)

Assists people with disabilities to develop the necessary skills to gain and retain employment.

March of Dimes**519-642-3999**

920 Commissioners Rd E (at Adelaide St)

Employment services including assessments, training, job placement, and on-the-job support to help people return to work.

FOOD

BREAKFAST PROGRAMS

A prepared meal is provided to people free of charge or for a small fee. Call ahead as schedules are subject to change. Special meals may be offered during the holidays or summer.

All Saints' Anglican Church**519-439-4611**

249 Hamilton Rd (at Adelaide St N)

Third Saturday of each month 9am-11am.

Calvary United Church**519-434-5526**

290 Ridout St S (at Garfield Ave)

Third Saturday of each month 9am-10:30am.

Church of the Ascension**519-451-7780**

2060 Dundas St E (near Wavell St)

Third Tuesday of each month 7:30am-10:30am.

Elmwood Avenue Presbyterian Church**519-438-3492**

111 Elmwood Ave E (at Cathcart St)

Fifth Saturday of November, 2019, as well as February, May, August, and October, 2020 from 9am-10:30am.

LUSO Community Services**519-452-1466**

1100 Victoria Dr

Mon-Fri 8:30am-10:30am. Available for school age children living within N5Y and N5Z postal codes, during March Break, July and August only.

Neighbourhood Resource Association of Westminster Park**519-680-0991**

Westminster Optimist Centre, 650 Osgoode Dr (at Adelaide St S)

Mon-Fri 7:45am-8:45am during the school year. Breakfast is provided to elementary students from Wilton Grove Public School and St Francis Catholic School.

The Salvation Army, Westminster Park**519-668-0025**

1190 Southdale Rd E (at Millbank Dr)

Every Sunday 9am-9:30am. Runs September through May.

St Andrew Memorial Anglican Church**519-434-5281**

55 Foxbar Rd (at Wellington Rd)

Last Saturday of each month 9am-11am.

St Francis-St Martin Catholic Parish**519-433-8175**

46 Cathcart St (at Elmwood Ave E)

Fourth Saturday of each month 9am-10:30am.

St James Westminster Anglican Church**519-432-1915**

115 Askin St (at Wortley Rd)

First Saturday of each month 9am-11am.

St Joseph's Hospitality Centre**519-432-0660**

707 Dundas St E (at Lyle St)

Mon-Fri 9:30am-11am. Minimal fee for adults, free for children. Identification required.

St Luke's Anglican Church**519-432-1270**

1204 Richmond St (at Bernard Ave)

Second Saturday of each month 9am-10:30am.

Wesley Knox United Church**519-673-4803**

91 Askin St (at Teresa St)

Second Saturday of each month 8:45am-10:30am. Runs September through June.

Youth Action Centre**519-432-1112**

The Cornerstone, 332 Richmond St, Suite 102 (at York St)

Mon-Fri 8am-10am. For youth 16 to 24 years.

CENTRAL FOOD BANKS

Food banks provide food items on an emergency basis to people in need. Banks usually provide a one to three day supply of food, once a month, to once every three months. Identification for each family member, proof of income and residency may be required. Most food banks distribute baby food.

All Saints Anglican Church**Food Cupboard****519-439-4611**

249 Hamilton Rd

Second Wednesday of each month from 1:30pm-3:30pm. Distributes non-perishable items.

London and Area Food Bank**519-659-4045**

926 Leathorne St (at Adelaide St S)

Mon-Fri 9am-4pm. Services available for Western University and Fanshawe College students from 10am-12noon on Saturdays (Sep-Apr). Baby food also available. Identification for all family members and proof of income required. For satellite locations, see *Neighbourhood Food Banks* on page 23.

The Salvation Army, Centre of Hope**519-661-0343 ext 227**

281 Wellington St

Mon-Fri 9am-4:30pm. Second and third Wednesday of each month 9am-6pm. Closed during the month of December. Baby food, formula, and diapers also available. Identification, proof of income, and proof of address required. Clients may not visit both Centre of Hope and Salvation Army food banks.

St Paul's Cathedral Social Services**519-434-8979**

472 Richmond St

Mon-Fri 9:30am-12noon. Baby food also available. Referral to other community agencies as needed.

Youth Opportunities Unlimited**519-432-1112 ext 101**

Youth Action Centre, 332 Richmond St, Suite 102

Mon-Fri 9:30am-12noon. Baby food available and referrals to other community agencies as needed.

COLLEGE AND UNIVERSITY FOOD BANKS

Food items provided on an emergency basis for registered students only.

Fanshawe College**The Sharing Shop****519-452-4109**

1001 Fanshawe College Blvd, Rm SUB1015

Mon-Fri 10am-4pm. Not open during Reading Week. Students may visit shop up to three times per semester with valid student ID. Basic needs supplies, including food, toiletries, and cleaning supplies.

Western University**519-661-3574**

Peer Support Centre (UCC), 1151 Richmond St, Room 258

24-hour anonymous food hamper system for students. To request service, email foodsupport@westernusc.ca. Baby food and food vouchers also available.**LUNCH AND DINNER PROGRAMS**

A prepared meal is provided to people free of charge or for a small fee. Call ahead as schedules are subject to change. Special meals may be offered during the holidays or summer.

Ark Aid Street Mission**519-667-0322**

696 Dundas St E (at Lyle St)

Mon-Sat 7pm. Sunday times as posted, when available. Closed all statutory holidays.

Beth Emanuel Church**519-433-4311**

430 Grey St (at Colborne St)

Tue-Thu 12noon-1pm. Identification required. Daily fee of \$1 and monthly fee of \$10.

Dundas Street Centre United Church**519-434-9173**

482 Dundas St (at Maitland St)

Every Wednesday 5:30pm-6:30pm. Runs October through May.

First Baptist Church**519-679-2521**

568 Richmond St (at Angel St)

Second Thursday of each month 5:30pm-6:30pm.

London Youth for Christ Streetlight Bus**519-686-0093**

First Baptist Church, 568 Richmond St (at Albert St)

Tue, Thu 7pm-9pm. Youth 16 to 25 years.

Metropolitan United Church**519-432-7189**

468 Wellington St (at Dufferin Ave)

Every Friday 5:30pm.

My Sisters' Place**519-679-9570**

566 Dundas St (at Adelaide St N)

Mon-Fri 12noon-1pm. Women 16 years and older.

Rowntree Memorial United Church**519-432-8075**

156 Elliott St (at Cheapside St)

Every Tuesday 5:30pm-7pm.

The Salvation Army*Centre of Hope**519-661-0343**281 Wellington St**Every Wednesday and Sunday 4:45pm-6pm.**My Sisters' Place (Food Truck)**566 Dundas St**Every Tuesday 5:45pm-6:10pm. For women only.*

London Coffee House (Food Truck)

371 Hamilton Rd
Every Tuesday 6:15pm-6:45pm.

Covent Garden Market (Food Truck)

130 King St
Every Tuesday 7pm-7:30pm.

Westminster Park

519-668-0025
1190 Southdale Rd E
Every Monday 5pm-5:30pm. Runs September through November,
and January through May, excluding holidays.

St Francis - St Martin Catholic Parish

519-433-8175
46 Cathcart St (at Elmwood Ave E)
Third Sunday of each month 5pm-6pm.

St George's Anglican Church

519-438-2994
227 Wharncliffe Rd (at Oxford St W)
Second and fourth Friday of each month 5pm-6pm.

St John the Evangelist Church

519-432-3743
280 St James St (at Wellington St)
Every Saturday 5pm-6pm. Clothing assistance also offered.

St Joseph's Hospitality Centre

519-432-0660
707 Dundas St (at Lyle St)
Mon-Fri 12noon-2pm. Minimal fee for adults, free for children.
Identification required.

St Michael's Roman Catholic Parish

519-433-6689
511 Cheapside St (at Maitland St)
Monday 5:30pm-6:30pm. Runs September through May. Closed all
statutory holidays.

St Paul's Cathedral Fellowship Centre

519-434-3225
472 Richmond St (at Queens Ave)
Mon, Wed, Fri 11:30am-12:30pm. Adults 20 years and older.

Trinity United Church

519-455-2710
76 Doultton St (at Hale St)
First Sunday of each month 5:30pm-6:30pm.

Wesley Knox United Church

519-673-4803
91 Askin St (at Teresa St)
Fourth Sunday of each month 5pm-6pm. Runs September through
June.

Youth Action Centre

519-432-1112 ext 101
The Cornerstone, 332 Richmond St, Suite 102 (at York St)
Mon-Fri 3pm-6pm. Youth 16 to 24 years.

NEIGHBOURHOOD FOOD BANKS

Neighbourhood food banks serve people living in the immediate
area. Proof of residency, income, and/or identification may be
required.

Chalmers Presbyterian Church

Care and Share
519-681-7242
342 Pond Mills Rd (at Commissioners Rd E)
Every Tuesday 1pm-2pm by appointment only. Runs September
through June.

Crouch Neighbourhood Resource Centre

519-642-7630
550 Hamilton Rd (at Sackville St)
Tue, Wed, Fri 9am-5pm and Thu 9am-12noon. Food items and
diapers, when available. Also provides supports and referrals for
people in need of housing or mental health and other supports
for challenges related to living in poverty. Serves residents of **N6B**,
N5Z, and **N5W** postal codes only.

East London United Church Outreach

Food Cupboard
519-451-0600
1461 Huron St (at Sanford St)
Wed, Fri 9:30am-12noon by appointment only.

Families First Community Action Program for Children

519-649-1248

Westminster

Family Centre Westminster, 690 Osgoode Dr (at Southdale Rd E)
Mon-Thu 9am-12noon by appointment. Baby food bank and emergency food for residents of the Westminster area only.

White Oaks

Jalna Branch Library, 1119 Jalna Blvd (at Bradley Ave)
Mon-Fri 10am-3pm. Baby food bank and emergency food for residents of the White Oaks area only. Call ahead for supply availability.

Glen Cairn Community Resource Centre

519-668-2745

244 Adelaide St S (at Commissioners Rd E)
Tue, Thu 10am-2pm. Emergency food kits and baby food bank for residents of Glen Cairn and Pond Mills. Call ahead for supply availability.

London and Area Food Bank

519-659-4045

Satellite locations (serves area within listed postal codes)

Note: You may not visit both the main Leathorne St site and a satellite location in the same month.

Argyle Food Depot

Richards Memorial United Church, 360 Edgeworth Ave (at Clarke Rd)
Second Thursday of each month 10am-3pm. Serves residents of **N5V**, **N5W** postal codes only.

Impact Church Food Bank

220 Adelaide St N (at Little Simcoe St)
Third Thursday of each month 1pm-4pm. Serves residents of **N6B**, **N5W**, and **N5Z** postal codes only.

Northeast Food Bank Depot

310 Vesta Rd (at Huron St)
Third Wednesday of each month 10am-2pm. Serves residents of **N5V** and **N5Y** postal codes only.

Northwest Food Bank Depot

Sherwood Forest Library, 1225 Wonderland Rd N, Unit 27A (at Gainsborough Rd)
Third Tuesday of each month 10am-3:30pm. Serves residents of **N6G** and **N6H** postal codes only.

St George's Anglican Church

227 Wharncliffe Rd N (at Oxford St W)
Third Friday of each month 1pm-2pm. Serves residents of **N6A**, **N6C**, **N6H** and **N6J** postal codes only.

London Community Chaplaincy

Emergency food cupboard. Baby food may also be available. Call ahead for supply availability.

Southdale Chaplaincy

519-685-2771

977 Southdale Rd E

For people and families living in the social housing complexes at Southdale and Limberlost and surrounding area.

Limberlost Chaplaincy

519-472-2459

1481 Limberlost Rd, Unit 136

For residents of 1481 Limberlost Rd.

LUSO Community Support Services

519-452-1466

Lord Elgin Public School, 1100 Victoria Dr (at Michaelmas St)
Tue, Thu 8:30am-12noon. Baby food, diaper bank, community food, and clothing cupboards. Serves residence of **N5Y** and **N5V** postal codes only.

Northwest London Resource Centre

519-471-8444

Sherwood Forest Mall, 1225 Wonderland Rd N, Unit 27A (at Gainsborough Rd)

Mon-Fri 9:30am-4pm. Emergency food cupboard services for residents of **N6G** and **N6H** postal codes only.

The Salvation Army, Westminster Park Community Church

519-668-0025

1190 Southdale Rd E (at Millbank Dr)

Mon 9am-3pm, no appointment required. Identification for all family members, proof of income, and proof of address required. Children 12 and under must be accompanied by a parent or guardian.

White Oaks United Church

Emergency Food Pantry

519-681-3229

1901 Jalna Blvd (at Southdale Rd E)

Mon, Wed 1pm-3pm and Sat 10am-12noon. Serves residents of White Oaks area only. Identification required.

OTHER FOOD PROGRAMS

City of London Community Gardens

519-661-5336

17 community gardens located on municipally owned land that provide residents with access to healthy and low-cost food. To register, call 519-661-5575 or email general questions to communitygardens@london.ca.

East London United Church Outreach

519-451-3709

267 Marconi Blvd (at Trafalgar St)
Community lunches for children in East London. Wednesday at 12noon for preschoolers and 1pm for school-age children.

Impact Church

Christmas Hamper Program

519-438-7036

220 Adelaide St N (at Hamilton Rd)
Provides food to help people and families in need during the holiday season. Available only through referrals from Crouch Neighbourhood Resource Centre at **519-642-7630** or Thames Valley District School Board at **519-452-2000**.

Middlesex-London Health Unit

Harvest Bucks

519-663-5317 ext 2353

201 Queens Ave, 4th Floor (at Clarence St)
Vouchers that can be used to purchase fresh vegetables and fruit at participating locations in London. Visit www.healthunit.com/harvest-bucks for a list of agencies that sell and accept Harvest Bucks. Please note: Harvest Bucks are not available for purchase at the Health Unit.

Ontario Student Nutrition Program

226-235-4977

Breakfast, lunch, and snacks provided to children in elementary and secondary schools across London.

The Salvation Army, Centre of Hope

Christmas Hamper Program

519-661-1359

Agriplex Arena, 845 Florence St (at Rectory St)
Provides gift cards and food needed to prepare a traditional holiday dinner and toys for children up to 12 years old. Identification for all household members, proof of income, and proof of address required when registering. Registration and distribution dates: December 16th-20th, 2019.

Society of St Vincent De Paul

London Particular Council

Contact any Catholic Church to arrange a home visit from a volunteer to discuss needs. Clothing, food and/or furniture vouchers may be issued. Clothing and furniture vouchers are handled through parishes Mon-Fri 11am-4pm.

HEALTH CARE

COMMUNITY AND PUBLIC HEALTH SERVICES

Community care, public health, and government health care programs are listed here. Some services do not require a valid Ontario Health Insurance Plan (OHIP) card. Check with the provider. For a list of walk-in and other medical clinics visit: www.SouthWesthealthline.ca.

London InterCommunity Health Centre

Primary health care, health promotion, and community programs.

Dundas St Site

519-660-0874

659 Dundas St E (at Lyle St)

Huron St Site

519-659-6399

1355 Huron St, Unit 7 (at Highbury Ave)

Argyle Site

519-660-5853

1700 Dundas St, Unit 1(at Dundas St and Third St)

Anonymous HIV/AIDS Testing – Options Clinic

519-673-4427

659 Dundas St E (at Lyle St)

Mon, Tue and Fri 9am-5pm. Wed 9am-9pm. Thu 10:30am-5pm.

No referral or identification required. Appointments preferred.

Pre- and post-test counselling and information. Rapid testing available for eligible groups at higher risk of contracting HIV.

Outreach services and information across the City of London.

March of Dimes Canada

Assistive Devices Program

519-642-3700 or 1-866-765-7237

291 King St, 3rd Fl (at Wellington St)

Assists with the cost to buy, repair, and maintain a wide variety of mobility equipment or devices that increase functional independence. Installation, delivery, and set-up fees not included.

Middlesex-London Health Unit

519-663-5317

50 King St (at Ridout St) * **Please see table of contents**

Health agency that addresses public health issues and promotes healthy living. Clinical services, health education programs, and information on healthy living.

Ontario Ministry of Health

Ontario Health Insurance Program (OHIP)

1-866-532-3161

Health cards allow eligible persons to receive certain health care services free of charge. To apply for OHIP coverage, visit any ServiceOntario counter:

920 Commissioners Rd E, Unit 118

100 Dundas St, Main Fl

1790 Dundas St E, Unit 18

2295 Wharncliffe Rd S, Unit 2

Assistive Devices Program (ADP)

1-800-268-6021

Assists with the cost of authorized devices and supplies for persons with a physical disability lasting 6 months or longer. Specific eligibility criteria for each device category.

Home Oxygen Therapy Program

1-800-268-6021

Assists with the cost of oxygen and equipment for people on long-term oxygen therapy.

Telehealth Ontario

1-866-797-0000

Registered nurses provide free, confidential 24-hour health information by telephone.

Trillium Drug Program

1-800-575-5386

Assists with the cost of certain prescription drugs for eligible Ontario residents.

Regional HIV/AIDS Connection

519-434-1601 or 1-866-920-1601

186 King St, Suite 30 (between Richmond St and Clarence St)

Counselling, referrals, prevention services and practical supports for people living with or affected by HIV/AIDS or Hepatitis C.

South West Local Health Integration Network

Home and Community Care

1-800-811-5146

356 Oxford St W (at Beaverbrook Ave)

Information about community health and support services.

Coordinates access to publicly-funded home health care and long-term care homes.

Southwest Ontario Aboriginal Health Access Centre

519-672-4079

425-427 William St (between Dundas St and Queens Ave)

Health and mental health services combining traditional healing and Western medical practices to the Indigenous community.

DENTAL CARE

Dental clinics specialize in the care of teeth and gums including the prevention, diagnosis, and treatment of their diseases. The organizations listed below provide options for low-cost dental care.

Middlesex-London Health Unit

519-663-5317 ext 2231

50 King St (at Ridout St) * **Please see table of contents**

Smile Clean

Preventive dental services for eligible adults 18 years of age and older. The cost of a dental appointment is \$30 (cash) and must be paid at the time of booking the appointment.

Healthy Smiles Ontario (HSO)

Free dental treatment for eligible children and youth 17 years and younger.

Western University Schulich Medicine and Dentistry

Children's Dental Clinic

519-661-3329

Low-cost dental treatments provided by dental students to children 2 to 12 years old.

Dental Outreach Community Service (DOCS)

519-661-3326

Free dental care for low-income families who do not have dental insurance. Services include examinations, x-rays, cleanings, and basic fillings. Prescreening conducted by a participating agency.

FIND A DOCTOR

Ontario Ministry of Health

Health Care Connect

1-800-445-1822

A telephone referral service that connects people in Ontario that do not have a regular family health care provider with doctors and nurse practitioners that are accepting new patients.

PARENTING AND HEALTH PROGRAMS FOR YOUNG FAMILIES

The services listed below provide supports to parents and the children in their care. Services may focus on pregnancy, prenatal and postnatal care for expecting mothers, or for those welcoming an adoptive child into their lives.

Craigwood Children, Youth and Family Services

Crisis and Intake: 519-433-0334 | Office: 519-432-2623

520 Hamilton Rd (at Chesley Ave)

Administration: Mon-Fri 8:30am-4:30pm. Services for youth with emotional, behavioural, and psychological difficulties, and their families.

Childreach

519-434-3644

265 Maitland St (at Hamilton Rd)

Resource centre for parents, and their children. Education, information, support, and outreach. Drop-in playroom with staff-guided activities.

Parent Connect

Free telephone, in-person, and email support for people with questions about parenting and children. For email support, contact parentconnect@childreach.on.ca.

Crouch Neighbourhood Resource Centre

Early Years Program

519-642-7630

Tue, Wed 9:30am-11:30am and 1:15pm-3pm. Thu 9:30am-11:30am. Runs September through June. A drop-in program that provides information, resources, and education to parents and caregivers of young children from birth to 6 years old.

Glen Cairn Community Resource Centre

519-668-2745

244 Adelaide St S (at Commissioners Rd E)

Services and supports for children, youth, and families, including nutrition, leadership opportunities, events and community development.

London Pregnancy and Family Support Centre

Crisis: 1-800-665-0570 | Office 519-432-2073

261 Piccadilly St (at Richmond St)

Practical, emotional, and spiritual support to people in crisis situations related to unplanned pregnancy. Provides support during and following the pregnancy, as well as for post-abortive women. Community referrals and parent support groups.

LUSO Community Services

519-452-1466

1193 Oxford St E, Unit 2 (at Mornington Ave)

Neighbourhood resource centre in Northeast London providing programs and services in the community for children, youth, and family of culturally diverse and ethnic backgrounds.

Shared Beginnings

Free drop-in program for families with children 0 to 6 years of age. Groups meet:

Beacock Library

1280 Huron St – Every Tuesday 9:30am-11:30am

Family Centre Carling-Thames

335 Belfield St – Every Thursday 9:30am-11:30am

Family Centre Fanshawe

564 Killarney Rd – Every Friday 9:30am-11:30am

Merrymount Family Support and Crisis Centre

519-434-6848

1064 Colborne St (at Huron St)

Services to support children under 13 and their families who are going through a crisis or transition.

Middlesex-London Health Unit

519-663-5317 ext 2280

50 King St (at Ridout St) * Please see table of contents

Healthy Start Program

Programming for parents and families before, during and after baby is born, and until their child starts school.

Health Connection

519-663-5317 ext 2280

Mon-Fri 8:30-4:30pm.

Smart Start for Babies

519-646-2961

N'Amerind (London) Friendship Centre

519-672-0131

260 Colborne St (at Horton St E)

Family support, parenting classes, and prenatal and postnatal support for people of Indigenous and First Nations ancestry, and their families.

Northwest London Resource Centre

519-471-8444

Sherwood Forest Mall, 1225 Wonderland Rd N, Unit 27A

Mon-Fri 9:30am-4pm. A drop-in program that provides information, resources, and education to parents and caregivers of young children from birth to 6 years old.

South London Neighbourhood Resource Centre

519-686-8600

1119 Jalna Blvd (at Bradley Ave)

Mon-Fri 8:30am-3pm. A drop-in program that provides information, resources, and education to parents and caregivers of young children from birth to 6 years old.

Vanier Children's Services

Crisis and Intake: 519-433-0334 | Office: 519-433-3101

871 Trafalgar St (near Hamilton Rd)

Mon-Thu 8:30am-7:30pm, Fri 8:30am-4:30pm. Crisis Line 24 hours. Children's mental health centre offering community-based assessment, counselling, and treatment for children and families.

HOUSING AND SHELTER

SOCIAL AND AFFORDABLE HOUSING

Affordable housing provides people with housing that meets their needs and that they can afford. See *Money* on page 55 for financial assistance programs that help with housing costs.

Canada Mortgage and Housing Corporation

Assistance Programs

1-800-668-2642

Funds affordable housing programs (repairs, renovations, and/or adaptations) for older adults, people with disabilities, Indigenous people, and low-income Canadians.

First Nations Housing Co-op

519-645-2549

665 Lorne Ave

Helps low-income First Nations households living in urban areas obtain affordable rental housing.

Housing Access Centre

City of London, Housing Division

519-661-0861

Citi Plaza, 355 Wellington St, 2nd Fl (at King St)

Information and applications for London and Middlesex Housing Corporation units, nonprofit housing, cooperative housing, subsidy, rent supplement, and rent-geared-to-income programs in London.

LIFE*SPIN**Community Housing Initiative****519-438-8676**

866A Dundas St E (at Ontario St)

Assists people with low incomes secure permanent, affordable housing. Also assists guardians, support workers, Ontario Works and Ontario Disability Support Program administrators assign housing to those who qualify.

London and Middlesex Community Housing**519-434-2765**

Oxbury Mall, 1299 Oxford St, Unit 5C5 (at Highbury Ave N)

Provides rent-geared-to-income housing accommodation at 32 properties across London. Information and list of properties available at www.lmhc.ca.

March of Dimes**Home and Vehicle Modification Program****1-877-369-4867**

291 King St, 3rd Fl (at Wellington St)

Financial assistance towards the cost of required home or vehicle modifications for eligible Ontario residents of any age who have a long-term physical disability.

The Municipal Property Assessment Corporation**Disabled and Senior Exemption Program****1-866-296-6722**

Property tax relief program for homes built or modified to accommodate older adults and persons with disabilities.

DROP-IN CENTRES, STREET OUTREACH AND RESTING SPACES

Drop-in centres provide social and recreational activities, snacks, information, support and in some cases, counselling. Showers and laundry facilities may be available. **Street outreach programs** provide relief and transitional support to people living on the street. **Resting Spaces** provide a place to stay overnight as an alternative to emergency shelters.

Ark Aid Street Mission**519-667-0322**

696 Dundas St E (at Lyle St)

Mon-Fri 9am-9pm, Sat 6:45pm-9pm and Sun 5:15pm-7:30pm. Drop-in centre that offers counselling, job support, computer literacy and basic skills, social activities, and outreach.

Atlohsa Family Healing Services, The Resting Space**519-438-0068**

343 Richmond St, Unit 109 (at King St)

Daily 9pm-8am. Emergency shelter for the Indigenous community and others who are homeless, to obtain rest.

Canadian Mental Health Association**Coffee House Program****519-204-4719**

371 Hamilton Rd (at Redan St)

Mon-Fri 9am-11am and 5:30pm-7:30pm. Sat-Sun 11am-2pm. Drop-in centre for adults 16 years and older with limited social and financial resources, including adults with mental health issues.

Canadian Mental Health Association**My Sisters' Place****519-679-9570**

566 Dundas St (at Adelaide St N)

Tue-Thu 9:30am-4:30pm. Drop-in support centre for women 16 years and older. Services include information and referral, a nutritious meal, shower and laundry services, counselling, computer and phone access, day beds, harm reduction, a CounterPoint needle exchange program, case management, Indigenous women's program, and a nurse practitioner-led clinic.

LIFE*SPIN**Living Room Resource Centre****519-438-8676**

866A Dundas St E (at Ontario St)

Mon-Wed 9:30am-12noon and 1pm-4:30pm. Services and programming for people living with low income or affected by poverty.

London Cares Homeless Response Services**519-667-2273**

Services available daily 24 hours, 365 days per year. Works to improve health and housing outcomes for people experiencing homelessness.

London InterCommunity Health Centre

Outreach and health programming for people experiencing or at risk of homelessness and people affected by substance use.

Dundas St Site

519-660-0874

659 Dundas St E (at Lyle St)

*Mon and Fri 9am-5pm, Tue and Wed 9am-9pm and Thu 10:30am-5pm. Closed the fourth Thursday of each month from 9am-12noon.***Huron St Site**

519-659-6399

1355 Huron St, Unit 7

*Mon and Fri 9am-5pm, Tue and Wed 9am-9pm and Thu 10:30am-5pm. Closed the fourth Thursday of each month from 9am-12noon.***Argyle Site**

519-660-5853

1700 Dundas St, Unit 1(at Third St)

*Mon-Wed, Fri 9am-5pm and Thu 10:30am-5pm.***London Youth for Christ**

519-686-0093

254 Adelaide St S (at Commissioners Rd E)

Administration Mon-Fri 8:30am-4:30pm. Christian outreach for youth.

The Collective*Thu 7pm-9pm. Drop-in centre for youth 12 to 18 years of age.***Hub Drop In***Tue-Thu 3:30pm-6:30pm. Youth ages 12-18 can use the games room, cafe and gym.***Streetlight Outreach***First Baptist Church, 568 Richmond St (at Albert St)**Tue, Thu 7pm-9pm. Mobile drop-in centre for youth 16-26 years of age.***Mission Services of London****Community Mental Health Programs**

519-439-7700

457 York St (at Maitland St)

Resource Centre

519-518-6032

*Mon-Fri 8:30am-11:30am and 12:30pm-3pm. Drop-in centre for people 16 years and older. Services include a safe day space, showers, laundry, social and educational programming, and addiction assessment and treatment referrals. Also provides access to a computer lab and telephones.***Streetscape**

519-439-7700

*Advocacy and support for people 16 years and older experiencing or at risk of homelessness due to mental health issues. Assertive Outreach Team assists with transitional supports and referrals.***Réseau-femmes du sud-ouest de l'Ontario**

1-888-946-3029 or 519-964-2892

380 Wellington St, Tower B, 6th Fl

Confidential support and outreach for French-speaking women who are victims of violence, or at risk of experiencing violence or abuse. Prevention work related to all forms of violence against women and their children.

Safe Space London

96 Rectory St (at Hamilton Rd)

Mon-Wed 6pm-11pm. Volunteer-run support centre for sex workers, allies, and women in crisis. Provides harm reduction supplies, HIV and STI educational resources, cosmetics, clothes, hygienic goods, first aid, coffee, and tea.

Bad date/Check-in Line

519-701-7233 (SAFE)

*Message system for sex workers to communicate anonymously with the broader community about a bad date.***St Joseph's Hospitality Centre**

519-432-0660

707 Dundas St E (at Adelaide St)

Mon-Fri 9:30am-11am, 12noon-2pm. Drop-in centre support through hospitality meals, referral to shelters, clothing resources, friendship, and promotion of self-worth.

St Paul's Cathedral Fellowship Centre

519-434-8979

472 Richmond St (at Queens Ave)

Mon, Wed, Fri 10:30am-12:30pm. Drop-in centre for adults 20 years and older dealing with poverty, homelessness, and unemployment.

Youth Opportunities Unlimited**Youth Action Centre**

519-432-1112 ext 101

The Cornerstone, 332 Richmond St, Suite 102 (at York St)

Mon-Fri 8am-9pm. Drop-in resource centre offering outreach and support services for youth 16 to 24 years.

EMERGENCY SHELTER AND TRANSITIONAL HOUSING

Shelters offer emergency short-term accommodation and meals. Transitional housing provides longer-term accommodation for residents with supports to assist them with independent living.

ANOVA

Crisis 519-642-3000 or 1-800-265-1576 | Office 519-642-3003

Emergency shelters, second stage housing, transitional outreach and telephone helpline for women and their children.

Shelters:

450 Clarke Rd (at Dundas St)

101 Wellington Rd (at McClary Ave)

Emergency short-term shelter for abused women and their children.

Second Stage Housing

1416 Ernest Ave (at Bradley St)

25-unit rent geared to income complex.

Atlohsa Family Healing Services

Zhaawanong Women's Shelter

Crisis 1-800-605-7477 | Shelter 519-432-2270

256 Hill St (at Wellington St)

A shelter for women and children belonging to the First Nations community who are at high risk of further abuse in the family home.

Mission Services of London

Men's Mission

519-672-8500

459 York St (at Maitland St)

Emergency shelter and transitional housing for homeless men 16 years and older. Daily registration begins at 3:30pm. Daily 24-hour emergency admission.

Rotholme Women's and Family Shelter

519-673-4114

42 Stanley St (at Wharncliffe Rd S)

Emergency shelter for parents and their children, and single women who are homeless with no other shelter options. Daily 24-hour emergency admission.

The Salvation Army, Centre of Hope

519-661-0343

281 Wellington St (at Horton St)

Shelter and short-term housing of up to one year (reviewed on a case-by-case basis) for single men and women 16 years and older. Services for residents include clinic, medication distribution, referrals, counselling, outreach, spiritual care, and case management. Food, clothing, and other material aid provided as necessary.

Unity Project for Relief of Homelessness in London

519-433-8700 ext 0

717 Dundas St E (at Lyle St)

Emergency shelter and transitional housing for people 18 years and older. Services include food, clothing, crisis intervention, advocacy, and housing support. Daily 24-hour emergency admission.

HOUSING RIGHTS AND STANDARDS

Assistance is provided to people with low to moderate incomes to help find affordable housing. Also provides information about landlord and tenant rights and obligations for rental properties, including rent control guidelines.

City of London

By-Law Enforcement and Property Standards

Complaints: 519-661-4660 | General: 519-930-3510

300 Dufferin Ave, 7th Fl (at Wellington St)

Enforcement officers address structural or unsafe conditions under the Property Standards Acts, and investigate landlord/tenant issues (e.g., walls, floors and roofs).

Centre for Equality Rights in Accommodation

1-800-263-1139

Assists in mediating with landlords, or in filing a human rights complaint under the Human Rights Code, and provides those facing eviction with information about their rights.

Landlord and Tenant Board

Southwestern Regional Office

1-888-332-3234

150 Dufferin Ave, Suite 400 (at Richmond St)

Tenant and landlord rights, dispute resolution, and rent increase regulation information. Access to the Residential Tenancies Act.

Ontario Tenants Rights

www.ontariotenants.ca

Tenants' rights, social justice, and rental housing issues information.

IMMIGRANT, NEWCOMER AND REFUGEE SERVICES

SUPPORT SERVICES

Supports available to immigrants, refugees, and newcomers. Visit www.informationlondon.ca for service listings pertaining to specific ethnocultural groups.

Across Languages Translation and Interpretation

519-642-7247

129 and 131 Wellington St (at Hill St)

Provides trained interpreters and translators to community agencies.

Conseil scolaire catholique Providence

Nouveaux-arrivants

519-673-1035

1569 Oxford St E (at First St)

Provides newcomer assistance and settlement support for newcomer families to help them adapt to the Ontario school system and life in Canada.

Conseil scolaire Viamonde

1-888-583-5383

Provides newcomer assistance and settlement support for newcomer families to help them to adapt to the Ontario school system and life in Canada.

Immigration, Refugees and Citizenship Canada

1-888-242-2100

London District Office, 417 Exeter Rd (at Chalkstone Dr)

Government information about immigrating to and settling in Canada, and Canadian citizenship.

Immploy

226-884-9167

The Skill Centre, 141 Dundas St, 4th Fl (at Richmond St)

Links employers to tools and resources for recruiting, hiring and retaining skilled immigrants.

Islamic Centre of Southwest Ontario

519-668-2269

951 Pond Mills Rd (south of Hwy 401)

Religious organization that offers social and educational programs to help immigrants and newcomers.

London and District Catholic School Board (LDCSB)

Welcome Centre for New Families to Canada

519-636-2511

Provides newcomer assistance and settlement support for newcomer families to transition to the community and schools.

London and Middlesex County Portal

immigration.london.ca

A portal for newcomers to London and Middlesex County where they can find information on health care, housing, legal services, transportation and more.

London and Middlesex Local Immigration Partnership

www.immigration.london.ca/LMLIP

Website providing information to help immigrants settle in London. Includes information on settlement services, language training, employment, education, and health services.

London InterCommunity Health Centre

Social and health services for newcomers, including the Newcomer Clinic, Women of the World groups, and multicultural diabetes program. Referral required from London Cross Cultural Centre at 519-432-1133.

Dundas St Site

519-660-0874

659 Dundas St E (at Lyle St)

Huron St Site

519-659-6399

1355 Huron St. Unit 7 (at Highbury Ave)

Argyle Site

519-660-5853

1700 Dundas St. Unit 1 (at third St)

Muslim Resource Centre for Social Support and Integration

519-672-6000

111 Waterloo St, Suite 101 (at Hill St)

Outreach service with the purpose of connecting the Muslim community to local supports, services, and resources.

Thames Valley District School Board (TVDSB)**One World International Welcome Centre****519-452-2177**

Louise Arbour French Immersion Public School, 365 Belfield St (at Kipps Lane)

Provides newcomer assistance and settlement support for newcomer families to transition to the community and TVDSB schools.

WIL Employment Connections**519-663-0774**

The Skill Centre, 141 Dundas St, 4th Fl (at Richmond St)

Specialized employment counselling services, and career development programs for immigrants and newcomers.

SETTLEMENT SERVICES

Settlement services help newcomers settle and adjust to their new life in Canada and may include interpretation and translation of documents, or help to arrange these services: help filling out forms and applications, enrolling in English as a Second Language Programs, and finding information about other community services, schools and health care.

Collège Boréal – London Access Centre**Settlement and Entrepreneurial Services for Immigrants****519-451-5194**

Citi Plaza, 355 Wellington St, Suite 279 (at King St)

London and Middlesex Local Immigration Partnership**www.immigration.london.ca/LMLIP**

Website providing information to help immigrants settle in London. Includes information on settlement services, language training, employment, education, and health services.

Cross Cultural Learner Centre**519-432-1133**

505 Dundas St E (at Adelaide St N)

Joseph's House - Provides temporary accommodation for newly arrived refugee claimants. Residents stay an average of 45 days.

LUSO Community Services**519-452-1466**

1193 Oxford St E, Unit 2 (at Mornington Ave)

Service available to newcomers and refugees regardless of status or time in Canada.

Settlement.org**www.settlement.org**

Information website to help newcomers settle in Ontario.

South London Neighbourhood Resource Centre**519-686-8600**

Jalna Library, 1119 Jalna Blvd (at Bradley Ave)

YMCA of Western Ontario***YMAP - Mapping the Way for Newcomer Youth*****519-860-0907***Centre Branch, 382 Waterloo St (at King St)**White Oaks Family Centre, 565 Bradley Ave (between Jalna Blvd and Ernest Ave)**Leadership, community engagement, and integration program for high school aged permanent residents and refugees.****Settlement Services for Newcomers to Canada*****519-645-7553***165 Elmwood Ave E (at Wortley Rd)**Assistance with accessing information on health cards, driver's licenses, social insurance numbers, housing, banking, employment, and social services.***LEGAL SERVICES****ADVOCACY SERVICES**

Advocacy services support the enforcement of laws that protect and promote the rights and interests of people. Community legal clinics offer assistance in matters related to disability support, pensions, and other government programs.

Family Law Information Centre**519-660-3001**

Court House, 80 Dundas St (at Ridout St N)

Drop-in information and resource centre. Legal advice available Mon-Fri 9am-4pm.

Family Mediation Centre**519-673-1219**

560 Wellington St, 5th Fl (at Central Ave)

Court-attached mediation services for those with disputes in family law. On-site mediation available Mon-Wed, Fri 9am-1pm.

Law Society of Ontario

Referral Service

1-855-947-5255

Telephone referral available Mon-Fri 9am-5pm to registered lawyers or paralegals based on client needs, law required, and geographic area. Online services available daily 24 hours.

Legal Aid Ontario

519-433-8179

London District Office, 150 Dufferin Ave, Suite 802 (at Richmond St)
Issues certificates to pay for legal costs for family court and child welfare cases, and appearance in criminal and young offender cases, to financially eligible people. Assists with immigration and refugee claims. Legal resources and referrals to other social assistance agencies.

London Family Duty Counsel

519-660-2308

80 Dundas St, 2nd Fl

London Criminal Duty Counsel

519-660-5095

80 Dundas St, 2nd Fl

LIFE*SPIN

Public Legal Education

519-438-8676

866A Dundas St E (at Ontario St)

Plain-language information and training materials regarding poverty issues and legislative changes. Public presentations and consultations related to legal low-income issues.

London Employment Help Centre

519-914-1737

150 Dufferin Ave, Main Fl, Suite 100 (at Richmond St)

Advice and paralegal representation to assist people accessing government benefits.

Neighbourhood Legal Services London and Middlesex

519-438-2890

383 Richmond St, Suite 910 (at Dundas St)

Legal advice and representation in court on OW, ODSP, CPP, EI, and tenant evictions to low-income residents of London who meet financial eligibility guidelines.

Western University, Faculty of Law

Community Legal Services

519-661-3352

Law Building, 1151 Richmond St, Rm 126 (at University Dr)
Mon-Fri 8:30am-4pm. Legal assistance and representation for small claims court, landlord-tenant issues, summary conviction criminal matters, simple wills, and powers of attorney. Assistance is provided by law students under the direct supervision of a lawyer. Eligibility is subject to client's financial means. Only represents clients who are not eligible to receive a legal aid certificate from the Legal Aid Ontario local area office.

Dispute Resolution Centre

519-661-4044

Mediation for disputes such as neighbourhood, landlord-tenant, employer-employee, and interpersonal conflicts. Does not mediate family law disputes or criminal charges, or disputes involving clients of Community Legal Services.

Small Claims Court Project

519-661-3352

Assistance with small claims court forms and procedures.

Appointments held at the Central Public Library (251 Dundas St) every Wednesday 5:30pm-8:30pm.

CRIMINAL JUSTICE OUTREACH

A variety of community-based programs to support people and groups at high risk of offending, as well as help offenders and their families reintegrate into the community upon release.

John Howard Society of London and District

519-438-4168

601 Queens Ave (at Adelaide St)

Walk in information, referral, and counselling to offenders at-risk of offending again and their family members. Also aids with pardon applications.

Bail Verification and Supervision Program

519-518-5420 ext 100

An alternative to incarceration for people who are waiting for court deposition. Provides community supervision for eligible people who do not have the financial or social supports to meet bail requirements.

The Salvation Army, Centre of Hope

519-432-9553

281 Wellington St (at Horton St)

Education programs and practical services designed to inform and help clients with the criminal justice system, courtroom procedures, and community integration.

St Leonard's Community Services London and Region

519-850-3777

405 Dundas St (at Colborne St)

Adult criminal justice services. Residential and non-residential services and supports to assist federal and provincial offenders, and those at risk of becoming involved with the criminal justice system.

LGBTQ2+ SERVICES

ADVOCACY SERVICES

Agencies that provide services to protect and promote the rights and interests of the LGBTQ2+ community.

Rainbow Health Ontario

www.rainbowhealthontario.ca

Online services and resource directory that works to improve the health and well-being of LGBTQ2+ people in Ontario through education, research, outreach, and public policy advocacy.

HEALTH SERVICES

Health-related information and services for the LGBTQ2+ community.

London InterCommunity Health Centre

519-660-0875 ext 225

659 Dundas St E (at Lyle St)

Trans Health Team – Medical and support services for people transitioning genders.

Middlesex-London Health Unit

519-663-5446

50 King St (at Ridout St) * **Please see table of contents**

Sexual health services, including emergency birth control, pregnancy testing and counselling, HIV counselling and referrals. Has completed the LGBTQ2+ Network of London and Area's Community Standards of Practice. For a list of LGBTQ2+ resources, visit www.healthunit.com/LGBTQ2.

SUPPORT GROUPS

Support groups provide peer to peer support, and members typically share personal experiences related to the group's focus.

Family Service Thames Valley

Coming Out Over Coffee

519-433-0183

125 Woodward Ave (at Oxford St W)

A drop-in support group for people 19 years and over who identify as LGBTQ2+, or who are questioning. Offered the second and fourth Tuesday of every month from 6:30pm-8pm.

Lesbian Gay Bi Trans Youthline

Call: 1-800-268-9688 | Text: 647-694-4275

Confidential telephone peer support, resources, and referral database for youth. Support also available via online chat, text, and email.

London Cross Cultural Learner Centre

519-432-1133 ext 237

505 Dundas St E (at Adelaide St N)

Settlement services and social support group for LGBTQ2+ newcomers to the London area. Call or email rainbow@lcclc.org for meeting dates.

London InterCommunity Health Centre

Gender Journeys

519-660-0875 ext 225

659 Dundas St E (at Lyle St)

Support group for people to discuss social, emotional, and physical aspects of gender change.

PFLAG Canada - London Chapter

519-686-7691

Telephone support and information to anyone with questions or concerns about sexual orientation and gender identity issues. Peer Support Meetings offered the third Monday of each month from 7pm-9pm at Middlesex-London Health Unit, 50 King St (at Ridout St) * **Please see table of contents**

Youth Opportunities Unlimited

YOU Belong Support Group

519-432-1112 ext 101

The Cornerstone, 332 Richmond St (at York St)
Every Wednesday 6pm-8pm. A social group that provides a safe space for youth ages 16 to 24 who identify as LGBT2Q+ or as an ally. Call or email info@YOU.ca for more information.

MENTAL HEALTH AND ADDICTIONS

12-STEP PROGRAMS

These agencies hold meetings and support groups at various locations in London and area. Call or check online for locations and times.

Al-Anon/Alateen

519-457-9393

Alcoholics Anonymous

24 hour helpline: **519-438-1122**

Atlohsa Native Family Healing Services

519-438-0068

Gamblers Anonymous

226-224-9347

Narcotics Anonymous

1-888-811-3887

Regional HIV/AIDS Connection

519-434-1601

186 King St, Suite 30 (between Richmond St and Clarence St)

Gay Men's HIV Prevention Worker

519-434-1601 ext 250

Safer sex information and referrals to services. Provides outreach and social supports in the community.

Open Closet

519-434-1601

Every Friday 7pm-9pm. Social support group for LGBT2Q+ youth ages 14 to 18.

Overeaters Anonymous

www.aa.org

ADDICTIONS CRISIS SERVICES

Support for people experiencing an addictions crisis who do not require hospital or emergency services.

Addiction Services of Thames Valley

519-673-3242

200 Queens Ave, Suite 260 (at Clarence St)

Assessment, treatment planning, and referral for alcohol, drugs, internet, gaming, and problem gambling issues.

Walk-in Intake Services

519-673-3242 ext 222

Mon-Fri 9am-12noon, 1pm-4pm. Closed first Wednesday of every month at noon. Walk-in screening and assessment services for all programs.

Rapid Access Addiction Medicine Clinic

519-673-3242 ext 281

CMHA 648 Huron St, 2nd Fl (at Adelaide St N)

Mon 12:30pm-3pm, Tue 8am-11am, Wed 7:30am-10:30am. Closed all statutory holidays. Community-based, low barrier services for people 12 years and older seeking treatment for any substance use disorder. Focuses on addiction medicine and offers both medication and psycho-social interventions.

Connex Ontario

Crisis Helpline: 1-866-531-2600

Daily 24 hour telephone service providing confidential information about addiction, mental health and problem gambling resources in Ontario, including how to access them.

Mental Health and Addictions Crisis Centre

Office: 519-434-9191

648 Huron St (near Adelaide St)

Daily 24 hours. Supports for people 16 years and older experiencing personal distress and symptoms of a mental health or addiction condition needing assessment and stabilization. De-escalation to prevent relapse. Supports mental health and addictions needs to prevent hospitalization. Emotional trauma assessment, crisis intervention, and links to longer-term services.

N'Amerind (London) Friendship Centre

Aboriginal Alcohol and Drug Worker Program

519-672-0131 ext 235

260 Colborne St (at Horton St E)

Alcohol, drug abuse, and gambling support for First Nations community members, and their families.

Reach Out Crisis Line

1-866-933-2023 or 519-433-2023

Daily 24 hours. Mental health and addictions crisis and support line.

Regional HIV/AIDS Connection

Counterpoint Needle and Syringe Program

519-434-1601 or 1-866-920-1601

186 King St, Suite 30 (between Richmond St and Clarence St) Mon-Fri 9am-5pm. Provides new injection and safer inhalation equipment, disposal of used equipment, Naloxone training, education and information on safe injection or inhalation practices, and referral to community support services. Harm reduction case management. Acts as a Temporary Overdose Prevention Site. Services available Mon-Fri 10am-4pm, and Sat-Sun 11am-4pm.

Street and Mobile Outreach

519-851-3548

Available Mon-Fri 11am-6pm. Provides new injection equipment, disposal of used equipment, information and referral to community support services.

ALCOHOL AND DRUG RESIDENTIAL PROGRAMS

Accommodation, therapy and support for people affected by substance abuse or dependency. Services aim to help people better understand their dependency and support their efforts to recovery.

Mission Services of London

Quintin Warner House

519-434-8041

Annex at 479 Maitland St

Residential alcohol and drug addictions treatment centre for men 18 years and older. Annexe at 479 Maitland St for aftercare and relapse prevention stays for up to one year.

The Salvation Army, Centre of Hope

Withdrawal Management

519-432-7241

281 Wellington St (at Horton St)

Non-medical, co-ed, residential acute detoxification facility for adults 16 years and older. Call ahead or drop in. 24-hour admission.

Teen Challenge Canada

London Men's Centre

519-652-0777

9340 Sharon Rd (near Westdel Bourne)

Residential, faith-based rehabilitation program for men 18 years and older with drug or alcohol addictions.

Turning Point

Residential recovery homes for people 16 years and older.

Men's Residence

519-439-9034

225 Wharncliffe Rd N (at Oxford St W)

Women's Residence

519-659-2250

612 Mornington Ave (at Oxford St E)

FAMILY COUNSELLING

Counselling helps people understand, overcome, and manage personal problems, such as difficulties in relationships, anger, conflict, trauma and abuse.

Ark Aid Street Mission

519-667-0322

696 Dundas St E (at Lyle St)

One-on-one, family, marital, career, and financial counselling, and coaching.

Daya Counselling Centre

519-434-0077

The Skill Centre, 141 Dundas St, 6th Fl (at Richmond St)
One-on-one, couples, and family counselling for people 16 years and older. Set fee. Sliding scale available for people who qualify.

Family Service Thames Valley

519-433-0183

125 Woodward Ave (between Oxford St W and Riverside Dr)
One-on-one, couples, and family counselling. Fees are based on ability to pay.

John Howard Society of London and District

519-438-4168

601 Queens Ave (at Adelaide St)
One-on-one, couple, family, and group counselling for people involved in the justice system, people at risk of becoming involved in the justice system, high-risk youth, and their families.

MENTAL HEALTH AND CRISIS SERVICES

Community mental health programs help people who have a mental illness live safely in the community. If you are at immediate risk of harm to yourself or others as a result of a crisis, go to the Crisis Centre, emergency department or call 911. See also *Drop-in Centres* on page 35 for people who are experiencing homelessness.

Child and Parent Resource Institute

519-858-2774

600 Sanatorium Rd (at Oxford St W)
Mental health resource centre providing specialized services for children and youth under 18 years, and their families, guardians, and caregivers.

Family Service Thames Valley

Mental Health Walk-in Clinics

One-on-one, couples and family counselling. Fees are based on ability to pay.

*125 Woodward Ave (between Oxford St W and Riverside Dr)
Every Tuesday 1pm-7pm. Last appointment at 6pm.*

*565 Bradley Ave (between Jalna Blvd and Ernest Ave)
Every Thursday 12noon-6pm. Last appointment at 5pm.*

Reach Out Crisis Line

1-866-933-2023 or 519-433-2023

Daily 24 hours. Mental health and addictions crisis and support phone line.

Southwest Ontario Aboriginal Health Access Centre

519-672-4079

425-427 William St (between Dundas St and Queens Ave)

Chippewas of the Thames

519-289-0352

77 Anishinaabeg Dr, Muncey

Adult Mental Health and Addiction Services

Counselling, support and transitional case management for Indigenous adults. Services include addictions counselling, crisis intervention, planning and prevention, assessments and screening. Teaching Circle programs covering topics including self-care, identity and purpose, grief and loss, trauma and intergenerational trauma.

Child and Youth Mental Health and Addictions Services

Counselling and referrals for Indigenous children and youth. Arts-based activities and cultural teachings.

Tele-Mental Health

Access to specialized mental health consults for children and youth in rural, remote, and under-served communities through videoconferencing.

Youth Mental Health Services

519-433-0334

Centralized crisis and intake services for Craigwood Youth Services, Vanier Children's Services, and WAYS Mental Health Support. Service available for people 18 years and under.

PEER SUPPORT

Peer support occurs when people provide knowledge, experience, emotional, social or practical help to one another.

Can-Voice (Consumer Survivor Community Support Services)

519-434-8303

450 Spruce St (near Dundas St)

Tue-Fri 9am-4pm. Works to educate and empower consumers and survivors of the mental health system that are 16 years and older.

City Art Centre

519-433-0991

652 Elizabeth St, 2nd Fl (at Oxford St E)

Mon-Thu 11:30am-4pm. Art studio and gallery space that offers peer support, fellowship, and encouragement. Focus on creative expression and skill development. Adults who face mental health challenges can express themselves artistically, gain skills, and facilitate recovery.

Mindyourmind

www.mindyourmind.ca

Website for youth and young adults 14 to 24 that provides support through a peer forum and shared resources, information, and skill building tools about mental health and stress management.

MONEY

BASIC INCOME AND EMPLOYMENT SUPPORTS

A variety of programs are available to help with financial matters, including basic income support, budgeting advice, and purchasing necessary items. See *Social and Affordable Housing* on page 34, *Advocacy Services* on page 44 and *Health Care* on page 28 for additional financial assistance services.

Ontario Disability Support Program (ODSP)

519-438-5111

217 York St, 3rd Fl (at Clarence St)

Income supports for adults 18 years and older with a physical disability or mental health issue that is continuous or recurrent and expected to last longer than one year. Employment supports are available and provided by community service providers.

Ontario Works

General: 519-661-5432 | Applications: 519-661-4520 ext 3

Short-term income support for food, shelter, household, and personal needs, along with help finding employment. Special allowances and health benefits may be available as a supplement to a monthly cheque.

Citi Plaza

355 Wellington St, Suite 248 (at King St)

Glen Cairn Community Resource Centre

244 Adelaide St S (at Leathorne St)

Northland Mall

1275 Highbury Ave N, Unit 107 (at Huron St)

London East

1835 Dundas St E (at Clarke Rd)

South London Community Centre

1119 Jalna Blvd (at Bradley Ave)

Westmount Shopping Centre

785 Wonderland Rd S (at Viscount Rd)

BUDGET AND DEBT COUNSELLING

Programs that help people with money management and budgetary problems, including financial literacy, budget planning, and credit counselling.

LIFE*SPIN

Office of the Community Advocate

519-438-8676

866A Dundas St E (at Ontario St)

Assistance with completion of forms for ODSP, OAS, GIS, subsidized housing, and assistive devices. Issues vouchers for Mission Store (clothing/linens), Sleep Country (mattresses) and Health Access Vouchers (non-prescription drug items). Volunteer income tax program available to assist with filing tax returns for previous years. Help with savings plans (RDSP and RESP).

Workplace Safety and Insurance Board (WSIB)

1-800-387-0750

148 Fullarton St, 7th Fl (at Richmond St)

Insurance benefits in case of injury or death occurring at work.

Workplace Compensation - Provides wage loss benefits, medical coverage and assistance getting back to work to those that were injured on the job.

EMERGENCY AND SUPPLEMENTARY ASSISTANCE

Emergency and supplementary assistance may be available to provide people who face unexpected emergency needs with a one-time payment to prevent danger to their health and well-being.

City of London, Social Services

Discretionary Benefits

519-661-5910

355 Wellington St, Suite 248 (at King St)

Special fund for social assistance recipients and Londoners with low income to pay for necessary medical goods and related items (e.g., dentures, emergency dental care, essential furniture, funerals, and burials).

Ontario Electricity Support Program (OESP)

1-855-831-8151

Monthly credit applied directly to the electricity bill of eligible applicants, based on the number of people living in the home, and on annual household income. Energy intensive households, First Nations and Métis people may be eligible for a higher level of assistance.

The Salvation Army, Centre of Hope

Housing Stability Bank

519-964-3663 ext 300

281 Wellington St (at Horton St)

Financial assistance to low income Londoners to obtain and retain housing, and for those at risk of homelessness. Assists eligible consumers with application for the Ontario Electricity Support Program (OESP).

Rental Assistance Program

Interest free loans to assist if you are behind on rent. First and/or last month's rent may be available to ODSP recipients.

Emergency Utility Assistance

Grants (until grant funds are exhausted annually) or interest-free loans to assist people who are at risk of having their utilities disconnected or who have already had their services disconnected.

INCOME SUPPORT FOR CONTRIBUTORS

Support for people who have contributed to disability, pension, or unemployment insurance programs, who need access to services and benefits, including job-search assistance and health care.

Employment and Social Development Canada

London Service Canada Centre, 457 Richmond St (at Queens Ave)

GST/HST Credit

1-800-387-1193

Tax-free quarterly payment that helps people with low or modest incomes offset all or some of the GST/HST tax they pay.

Employment Insurance Program (EI)

1-800-206-7218

Basic income protection and re-employment benefits to unemployed workers. Benefits for temporary interruption of earnings due to shortage of work, layoff, illness or injury, compassionate care leave, pregnancy, adoption, and parental leave.

Public Pensions and Disability Benefits

1-800-277-9914

Old Age Security (OAS) benefits and other benefits for seniors. Canada Pension Plan (CPP), including disability, survivor and death benefits, and international social security agreements.

Veterans Affairs Canada - London District Office

1-866-522-2122

417 Exeter Rd (at White Oak Rd)

Pensions and allowances for veterans and their dependents in Canada, including financial help for emergencies, such as shelter and health care, and funeral and burial assistance.

FINANCIAL ASSISTANCE PROGRAMS FOR CHILDREN AND FAMILIES

Programs that provide financial assistance for low-income families with young children.

Access 2 Programs

Easter Seals Canada

1-877-376-6362

Program for people with a permanent disability which offers free admission for their support person to movie theatres, cultural attractions, and recreational facilities.

Boys and Girls Club of London

519-434-9114

184 Horton St E (at Richmond St N)

Recreational, social, and educational programs for children and youth up to 18 years old. Subsidy available to qualifying families based on annual family income.

Canada Child Benefit

1-800-387-1193

Tax-free payment made to eligible families on a monthly basis. Benefits paid to help with cost of raising children. Eligibility determined from income tax returns. Child disability benefit and provincial programs may be included in this benefit.

City of London – Social Services and Supports

Citi Plaza, 355 Wellington St, Suite 248

Child Care Fee Subsidy Program

519-661-4834

Financial assistance to parents of children birth to 12 years, who have low income or receive social assistance, and to parents of children birth to 18 years with a special need. You may apply online, or pick up an application form from a child care centre or the City of London.

Family Support Program

City of London, Social Services

519-661-5550

Helps Ontario Works recipients obtain child and spousal support payments through support orders and agreements. The following five Ontario Works office locations can be contacted regarding the Family Support Program: Citi Plaza, East London, Glen Cairn Community Centre, Northland Mall, South London Community Centre and Westmount Shopping Centre.

Ontario Ministry of Children, Community and Social Services

217 York St, Suite 203 (at Clarence St)

Family Responsibility Office

1-800-267-7263

Helps families get the financial support they are entitled to by enforcing court ordered responsibilities and domestic contracts, including out of area agreements.

Assistance for Children with Severe Disabilities

1-800-265-4197

Monthly benefit to help offset extra costs of significant special needs for children 18 and under with severe disabilities who live at home with a parent or legal guardian.

Special Services at Home

Provides time-limited funding to purchase supports and services not available elsewhere in the community to families caring for children 18 and under with a physical or developmental disability who live at home.

Play Your Way Fund

City of London

519-661-5575

Financial support to low-income Londoners who want to access recreation programs and activities offered by the City of London. Additional in-person application locations:

Canada Games Aquatic Centre

519-661-4455

1045 Wonderland Rd N (at Sarnia Rd)

Carling Heights Optimist Community Centre

519-661-2523

656 Elizabeth St (at McMahan St)

City Hall

519-661-2489

300 Dufferin Ave (at Wellington St)

Kiwanis Seniors' Community Centre

519-661-5740

78 Riverside Dr (at Wharnccliffe Rd S)

North London Optimist Community Centre

519-661-5198

1345 Cheapside St (at Highbury Ave N)

South London Community Pool

519-686-8600

1119 Jalna Blvd (at Renny Cres)

YMCA of Southwestern Ontario

519-907-5500

Recreational, social and educational programs for children and youth at various locations throughout London. Subsidy available to qualifying families based on annual family income.

TAX CREDITS AND EXEMPTIONS

Tax credits directly reduce the amount of taxes owed, while **tax exemptions** reduce how much income is subject to taxes.

Canada Revenue Agency

GST/HST Credit

1-800-387-1193 option 2

Tax-free payment based on annual family income to help people offset the cost of GST/HST.

Persons with Disabilities

1-800-959-8281

Persons with disabilities, their supporting family members and caregivers may be eligible for tax credits and tax exemptions. Includes Disability Tax Credit, tax credits for medical expenses, Disability Supports Deductions, Child Disability Benefit, Registered Disability Savings Plan, and Home Accessibility Tax Credit.

Ontario Ministry of Finance

1-866-ONT-TAXS (668-8297)

Services include tax credits and exemptions for persons with a disability (e.g., Ontario Motor Vehicle Tax Rebate and Ontario Retail Sales Tax Exemption).

VETERANS

SUPPORT SERVICES

Services and benefits available to Canadian Veterans.

Canadian Armed Forces

Integrated Personnel Support Centres

519-660-5275 ext 5332

Program that helps Canadian Armed Forces personnel, veterans and their families through: Return to Duty coordination, Transition Planning Assistance, Casualty Tracking, outreach, leadership and supervision, advocacy services, and support to families.

London Cares Homeless Response Services

519-667-2273 (CARE)

Works to improve health and housing outcomes for people experiencing chronic and persistent homelessness.

Royal Canadian Legion

Assists veterans and dependents with services, pensions, and benefits such as: moral and financial support, assistance with claims for disability pensions to government agencies, sponsorship of other community organizations, coordination of youth, sports and seniors' programs, funding for medical equipment and educational bursaries.

Branch 317

519-455-2331

311 Oakland Ave (at Florence St)

Branch 501

519-652-3412

Kilbourne Rd (at Malpass Rd)

Branch 533

519-472-3300

1276 Commissioners Rd W (at Boler Rd)

Southwestern Ontario Military Family Resource Centre

519-660-5275 ext 5005

701 Oxford St E

The Veteran Family Program extends the Military Family Services Program to medically-released veterans and their families during their release and transition into the civilian world.

Veterans Affairs Canada

1-866-522-2122

London District Office, 417 Exeter Rd (at White Oak Rd)

Provides access to services and benefits for Veterans and their dependents, including financial help for emergencies such as shelter and health care.

MIDDLESEX COUNTY

CLOTHING

CLOTHING AND HOUSEHOLD ITEMS

Services that arrange for free clothing, furniture, and other material aid to help clients in need. Some agencies accept vouchers.

Bethel Baptist Church

519-245-2320

264 Princess St (at Erie St), Strathroy

Clothesline Program - First Thursday of each month 10am-3pm. Free clothing and bedding.

SHARING SHOPS AND THRIFT STORES

Sharing shops offer used goods for purchase or exchange of another item. Thrift stores sell used clothing, furniture and household items for a small cost.

Ailsa Craig and Area Foodbank and Thrift Store

519-293-3637

161 Ailsa Craig Main St (at Jameson St), Ailsa Craig
Tue-Sat 10am-5pm. Sells low-cost, gently used clothing and household items.

Goodwill Community Store

519-246-1623

351 Caradoc St S (at Ontario St), Strathroy
Mon-Fri 9am-8pm, Sat 9am-6pm and Sun 10am-5pm. Thrift store that sells low-cost, gently used clothing, furniture, and household items.

St Vincent De Paul Economy Shop

Sells low-cost used clothing, furniture and appliances. Can arrange for pick-up and delivery of large items.

209 Main St, Glencoe

519-287-3500

Mon-Fri 9:30am-5pm, Sat 9:30am-3pm.

71 Richmond St, Strathroy

519-245-0810

Mon-Sat 9:30am-5pm.

The Salvation Army Community and Family Services

519-245-5371

71 Maitland Terrace (near Adelaide St), Strathroy
Mon-Sat 9:30am-5pm. Thrift store that sells gently used clothing and furniture.

COMMUNITY CENTRES & LIBRARIES

COMMUNITY CENTRES

Community centres offer a variety of social, recreational, and educational programs to people of all ages. There may be a fee for some programs.

The Quest Centre

519-287-2726

Glencoe District High School, 3581 Concession Dr, Glencoe
Mon, Fri 9am-5pm, Tue-Thu 9am-4pm.

FAMILY CENTRES

Free drop-in programs for children 6 and under, their parents and caregivers. Provides a place to learn, play, meet people, and get advice from professionals trained in early childhood development.

EarlyOn Child & Family Centres

Middlesex County EarlyOn Childhood Centres

519-666-3227

Early learning and literacy programs, parenting support, information services, and links to other community programs.

Glencoe Public Library, 123 McKellar St, Glencoe

Middlesex County Library, 40 Heritage Dr, Ilderton

Parkhill Library, 229B Main St, Parkhill

334 Metcalfe St W, 2nd Fl, Strathroy

LIBRARIES

Libraries have collections of books and other sources of information made accessible to people for borrowing or reference.

Middlesex County Library branch locations:

Ailsa Craig

519-293-3441

147 Ailsa Craig Main St (at Craig St)

Coldstream

519-666-1201

10227 Ilderton Rd (east of Quaker Line)

Delaware

519-652-9978

29 Young St (east of York St)

Dorchester

519-268-3451

2123 Dorchester Rd (north of The Pkwy)

Glencoe

519-287-2735

123 McKellar St (at Walker St)

Ilderton

519-666-1599

40 Heritage Dr (at Hyde Park Rd)

Komoka

519-657-1461

1 Tunks Lane (at Glendon Dr)

Lucan

519-227-4682

270 Main St (at Chestnut St)

Melbourne

519-289-2405

6570 Longwoods Rd (at Melbourne Rd)

Mount Brydges

519-264-1061

22501 Adelaide Rd (near Bowan St)

Newbury

519-693-4275

22894 Hagerty Rd (near Dundas St)

Parkhill

519-294-6583

229 B Parkhill Main St (at King St)

Strathroy

519-245-1290

34 Frank St (at James St)

Thorndale

519-461-1150

21790 Fairview Rd (at King St)

Wardsville

519-693-4208

21935 Hagerty Rd (at William St)

SENIORS' CENTRES

Seniors' centres offer educational, recreational and social programs for seniors. Activities can include cards, crafts, day trips, fitness programs and guest speakers. There may be a fee for some programs.

Lion's Senior Centre

519-268-2025

Dorchester Community Centre and Arena Complex, 2066

Dorchester Rd, Dorchester

Mon-Fri 8:30am-4:30pm (closed 12noon-1pm).

Strathroy and Area Seniors' Centre

519-245-8950

137 Frank St (at North St), Strathroy

Mon-Fri 9am-4pm. Activity centre with recreational, social, and educational opportunities for adults 50 years and older.

DOMESTIC VIOLENCE AND SEXUAL ASSAULT

Intervention and prevention services to victims and survivors of abuse. Services may include shelter and housing, health care, legal services, emotional support, counselling, system navigation, and accompaniment. Services may be specific to children, seniors, or women and their families.

CHILDREN'S SERVICES

Children's Aid Society of London and Middlesex

After-hours Emergency: 519-858-5998 | Office: 519-455-9000

Kenwick Mall, 51 Front St E (at Caradoc St N), Strathroy

Protects and cares for children at risk of abuse and neglect, and promotes the healthy development of children, families, and communities.

WOMEN AND FAMILY SERVICES

Women's Rural Resource Centre of Strathroy and Area

Crisis / 24-hour 1-800-265-5390 | Office: 519-246-1526

145 Beech St (near McKellar St), Strathroy

Education, prevention, outreach, and one-on-one and group counselling and support for women and families impacted by abuse.

Family Service Thames Valley**519-433-0183**

Strathroy Middlesex General Hospital, 395 Carrie St (south of Saulsbury St), Strathroy
 Short-term, strengths-based counselling for women who have experienced sexual abuse or sexual assault.

OTHER SERVICES**Oneida Nation of the Thames****Onyota'aka Family Healing Lodge****519-652-0657**

2212 Elm Ave, Southwold

Residential shelter for people who are at risk of, or in, a violent family situation. Provides support, referrals, advocacy and activities for children. Shelter provides stay for up to 6 weeks. Priority to Indigenous community members.

Victim Services of Middlesex County**519-661-5636**

London Police Station, 601 Dundas St (Wellington Rd)

Support services for people who have been victims of violent crimes. Contact any Middlesex County Police Station at 519-245-2323.

EMPLOYMENT**EMPLOYMENT ASSISTANCE**

Employment assistance programs help people prepare for, and find employment. Services include resume and interview assistance, skills training, and job finding services.

Chippewas of the Thames**519-289-5555 or 1-866-550-5539**

Mon-Fri 8:30am-4:30pm. Services include access to a telephone, fax, photocopier, resource library, and job board. Career upgrading and counselling is available to anyone needing assistance with employment but priority will be given to Indigenous community members.

Employment Ontario**Hotline: 1-800-387-5656****TTY Hotline: 1-866-533-6339**

Helps people in Ontario get job training skills and the experience they need to find employment.

Community Employment Choices

519-245-4500 ext 200 or 1-888-478-2111 ext 200

16 B Second St (at Centre Rd), Strathroy

Dorchester Employment Resource Centre

519-268-1045

Dorchester Public Library, 2123 Dorchester Rd, Dorchester

Leads Employment Services

519-245-3900 or 1-866-955-3237

114 Albert St (at metcalfe St W)

Lucan Employment Resource Centre

519-227-4682

Lucan Public Library, 270 Main St (near Chestnut St), Lucan

Parkhill Employment Resource Centre

519-294-6583

Parkhill Public Library, 229 B Main St (at King St), Parkhill

Strathroy Employment Resource Centre

519-245-1290

Strathroy Public Library, 34 Frank St (at James St), Strathroy

Munsee-Delaware Nation**519-289-5396 ext 229**

279 Jubilee Rd, Muncey

Mon-Fri 8:30am-4:30pm. Job search programs for those seeking employment assistance. Training programs, summer career placements, start-up funds, employment assistance, on-the-job training, and financial assistance for training programs.

Oneida Nation of the Thames**519-652-9350**

Oneida Resource and Training Centre, 2110 Ballpark Rd, Southwold

Mon-Fri 8:30am-4:30pm. Business, economic development, and employment assistance services.

Quest Centre

519-287-2726

Glencoe District High School, 3581 Concession Dr, Glencoe
Mon 9am-7pm, Tue-Thu 9am-4pm, Fri 9am-5pm.
Resource centre with job search assistance and resources.

Service Canada Employment Insurance

1-800-206-7218

Middlesex County Library, 34 Frank St, Strathroy
Tue 10am-12noon and 12:30pm-3:30pm. Assistance with career
planning and counselling, including resume and interview
assistance, and student and youth services.

Youth Opportunities Unlimited

Next Wave Youth Centre

519-432-1112

32 Front St W (at Frank St), Strathroy
Mon-Fri 9am-5pm. Employment assistance for youth ages 12 to 30
years.

EMPLOYMENT ASSISTANCE FOR PEOPLE WITH DISABILITIES

Unemployed or underemployed people with disabilities can get
help through drop-in resource centres, job search assistance
programs, and job-skills workshops. Employment counselling and
career planning services offer ongoing support.

Crest Support Services

Connections

519-227-6766

13570 Elginfield Rd, Lucan
Training and vocational opportunities for adults 18 years and
older with a serious mental health issue or developmental
disability.

Leads Employment Services

519-245-3900

114 Albert St (at Metcalfe St W), Strathroy
Employment services for people with disabilities, 15 years and
older, who are unemployed.

FOOD

COMMUNITY MEAL PROGRAMS

A prepared meal is provided to people free of charge or for a small
fee. Call ahead as schedules are subject to change. Special meals
may be offered during the holidays or summer.

All Saints Catholic Church

519-245-0644

124 Front St E (at Head St N), Strathroy
Third and fifth Thursday of each month 11:30am-1pm.

Bethel Baptist Church

519-245-2320

264 Princess St (at Erie St), Strathroy
First Thursday of each month 11am-2pm.

St John the Evangelist Anglican Church

519-245-2131

34 Head St N (between Front St E and Metcalfe St E), Strathroy
Second Thursday of each month 5pm-6:30pm.

St Jude's Anglican Church

519-287-2727

639 Bowan St (at Adelaide Rd), Mount Brydges
Third Saturday of each month 9am-10:30am

Strathroy United Church

519-245-0276

92 Maria St (at Front St W), Strathroy
Fourth Thursday of each month 5pm-6pm.

FOOD BANKS

Food banks provide food items on an emergency basis to people
in need. Banks usually provide a one to three day supply of food,
once a month, to once every three months. Identification for each
family member, proof of income and residency may be required.
Most food banks distribute baby food.

Ailsa Craig and Area Food Bank and Thrift Store

519-293-3637

161 Ailsa Craig Main St (at Jameson St), Ailsa Craig
Tue-Sat 10am-5pm.

Mt Brydges Caring Cupboard Food Bank**519-287-2727**

St Jude's Anglican Church, 639 Bowan St (near Adelaide Rd), Mount Brydges
 Every Friday 10am-12noon for Southwest Middlesex County residents only.

The Salvation Army Community and Family Services**519-245-5398**

71 Maitland Terrace (near Adelaide St), Strathroy
 Mon, Wed and Thu 10am-12noon, 1pm-3pm.

Women's Rural Resource Centre of Strathroy and Area**519-246-1526**

145 Beech St (near McKellar St), Strathroy
 Perishable food, non-perishable food, and toiletries available at no cost.

HEALTH CARE

COMMUNITY AND PUBLIC HEALTH SERVICES

Community care, public health, and government health care programs offer services that at times do not require a valid Ontario Health Insurance Plan (OHIP) card. Check with the provider. For a list of walk-in and other medical clinics, visit www.SouthWesthealthline.ca.

Chippewas of the Thames**519-289-5641**

322 Chippewa Rd, Muncey
 Health centre offering family medical care, health education, and counselling.

Munsee-Delaware Nation**519-289-2957**

533 Thomigo Rd, Muncey
 Health centre offering prenatal and postnatal care, chronic and infectious disease prevention programs, addiction programs, immunization services, and health education.

Oneida Nation of the Thames**519-652-0500**

2213 Elm Ave, Southwold
 Community health services and education programs, prenatal and post-natal care, mental health and addictions programs, diabetes services, and immunization services.

Four Counties Health Services**519-693-4441**

1824 Concession Dr (east of Hagerty Rd), Newbury
 Acute care hospital with emergency department offering medical, day surgery, therapy, and ambulatory care services. South West LHIN Care Coordinators on site.

Middlesex-London Health Unit**519-245-3230**

Kenwick Mall, 51 Front St E (at Caradoc St N), Strathroy
 Health agency that addresses public health issues and promotes healthy living. Clinical services, health education programs, and information on healthy living.

Immunization Clinic*519-663-5317 ext 2330, option 4*

*Services available the first Thursday of every month from 3pm-6pm.
 Vaccinations against common vaccine preventable diseases.*

Sexually Transmitted Infections Clinic*519-663-5446, option 3*

Services available the fourth Thursday of every month from 1pm-5pm. Birth control can be picked up every Thursday from 11am-1pm and 2pm-4pm. Health professionals test for and treat sexually transmitted infections.

Southwest Ontario Aboriginal Health Access Centre**519-289-0352**

Chippewas of the Thames Site, 77 Anishinaabeg Dr, Muncey
 Health and mental health services for the Indigenous community, combining traditional healing and Western medical practices.

Strathroy Middlesex General Hospital**519-245-1550**

395 Carrie St (south of Saulsbury St), Strathroy
 Family-centred hospital with emergency department and a range of diagnostic and ambulatory services, as well as primary and secondary care. South West LHIN Care Coordinators on-site.

Victorian Order of Nurses

Programs to improve health and support independent living for seniors and adults with disabilities.

Middlesex-Dorchester Office

519-268-7028

2066 Dorchester Rd, Dorchester. Mon-Fri 8am-4pm.

Middlesex-Strathroy Office

519-245-3170

274 Head St N, Strathroy. Mon-Fri 8am-4:30pm.

FIND A DOCTOR

Ontario Ministry of Health

Health Care Connect

1-800-445-1822

A telephone referral service that connects people in Ontario that do not have a regular family health care provider, with doctors and nurse practitioners that are accepting new patients.

HOUSING AND SHELTER

AFFORDABLE HOUSING

Affordable housing provides people with housing that meets their needs and that they can afford. See *Money* on page 77 for financial assistance programs that help with housing costs.

City of London, Housing Division

Housing Access Centre

519-661-0861

Citi Plaza, 355 Wellington St, 2nd Fl

Information and applications for London and Middlesex Community Housing units, nonprofit housing, cooperative housing, subsidy, rent supplement, and rent-geared-to-income programs in London and Middlesex County.

London and Middlesex Community Housing

519-434-2765

Provides rent-geared-to-income housing accommodation. Information and list of properties available at www.lmch.ca.

DROP-IN CENTRES

Drop-in centres offer social and recreational activities, snacks, information and support, and in some cases counselling.

Youth Opportunities Unlimited

Next Wave Youth Centre

519-432-1112 ext 6

32 Front St W (at Frank St), Strathroy

Mon-Fri 9am-5pm. Drop-in resource centre for youth 12 to 30 years. Employment workshops, counselling, life skills training, and recreational resources.

EMERGENCY SHELTER AND TRANSITIONAL HOUSING

Shelters offer emergency short-term accommodation and meals. All shelters provide 24-hour admission, unless otherwise indicated. Transitional housing provides longer-term accommodation for residents with supports to assist them with independent living.

Women's Rural Resource Centre of Strathroy and Area

24-hour/Crisis: 1-800-265-5390 | Office: 519-246-1526

145 Beech St (near McKellar St), Strathroy

Emergency shelter and transitional housing for women 16 and over, with or without children, who have decided to leave an abusive relationship or need respite.

IMMIGRANT, NEWCOMER AND REFUGEE SERVICES

SUPPORT AND SETTLEMENT SERVICES

Settlement assistance and other supports are available to immigrants, refugees, and newcomers.

London and Middlesex County Portal

immigration.london.ca

A portal for newcomers to London and Middlesex County where they can find information on health care, housing, legal services, transportation and more.

London and Middlesex Local Immigration Partnership

www.immigration.london.ca/LMLIP

Website providing information to help immigrants settle in London and Middlesex County. Includes information on settlement services, language training, employment, education, and health services.

LGBT2Q+ SERVICES

SUPPORT AND HEALTH SERVICES

Agencies that provide services to protect and promote the rights, health, and interests of the LGBT2Q+ community.

Middlesex - London Health Unit

Sexual Health Clinic

519-663-5446 press 3 followed by 2

Kenwick Mall, 51 Front St E (at Caradoc St N), Strathroy
Sexual health services, including emergency birth control, pregnancy testing and counselling, HIV counselling and referrals. Has completed the LGBT2Q+ Network of London and Area's Community Standards of Practice.

Youth Opportunities Unlimited (YOU)

Next Wave Youth Centre

519-432-1112 ext 6 or 503

32 Front St W (at Frank St), Strathroy
Drop-in resource centre for youth 12 to 30 years. Can provide information, support, and referrals to community programs and services.

MENTAL HEALTH AND ADDICTIONS

ADDICTIONS CRISIS SERVICES

Support for people experiencing an addictions crisis who do not require hospital or emergency services

Addiction Services Thames Valley

21 Richmond St, Strathroy

Crisis: 519-433-2023 or 1-866-933-2023

Assessment, treatment planning, and referral for alcohol, drugs, internet, gaming and problem gambling issues.

Internet, Gaming Disorders, and Problem Gambling Services

519-673-3242 ext 234

Substance abuse

519-673-3242 ext 222

Chippewas of Nawash Unceded First Nation National Native Alcohol and Drug Abuse Program 519-534-0373

Chippewas of Nawash Health Centre, 247 Prairie Rd,
Neyaashiinigmiing

Addictions prevention, intervention, and aftercare services and referral to residential treatment programs.

Nimkee Nupigawagan Healing Centre

519-264-2277

20850 Muncey Rd, Muncey

Solvent addiction treatment centre for First Nations youth 12 to 17 years.

MENTAL HEALTH CRISIS SERVICES

Community mental health programs help people who have a mental illness live safely in the community. If you are at immediate risk of harm to yourself or others as a result of a mental health crisis, go to the emergency department at your closest hospital or call 911.

Canadian Mental Health Association Middlesex

519-245-0120

21 Richmond St (at Maitland St), Strathroy

Mon-Fri 8:30am-4:30pm. Transitional case management services, counselling, crisis response, group and activity programs, information and referral services for people 16 years and older experiencing serious and ongoing mental health issues.

Support Line

519-601-8055

Confidential telephone support from trained volunteers for people feeling anxious, isolated, sad, stressed or who just need someone to talk to.

Reach Out Crisis Line

519-433-2023 or 1-866-933-2033

Daily 24 hours. Mental health and addictions crisis and support phone line. Addictions prevention, intervention, and aftercare services and referral to residential treatment programs.

Crest Support Services**519-227-6766**

13570 Elginfield Rd, Lucan

Support services for adults 18 years or older living with a serious mental illness or a developmental disability.

Middlesex Community Living**519-245-1301**

82 Front St W (at Thomas St), Strathroy

Employment services and independent living opportunities for adults 18 years and older with developmental disabilities.

MONEY

A variety of programs are available to help with financial matters, including basic income support, budgeting advice, and purchasing necessary items. See *Housing and Shelter* on page 73, *Legal Services* on page 44, and *Health Care* on page 71 for additional financial assistance services.

BASIC INCOME AND EMPLOYMENT SUPPORTS**Chippewas of the Thames****Stepping Stones / Ontario Works****519-289-5621**

328 Chippewa Rd, Muncey

Income support for food, shelter, household, and personal needs, along with help finding employment. Emergency support or discretionary benefits for special items of extreme need.

Middlesex County, Social Services**Ontario Works****519-434-7321 ext 2235**

399 Ridout St N (at Dundas St), London

Short-term income support for food, shelter, household, and personal needs, along with help finding employment. Special allowances/health benefits may be available as a supplement to the monthly cheque.

Munsee-Delaware Nation**Ontario Works****519-289-5396**

289 Jubilee Rd, Muncey

Income support for food, shelter, household, and personal needs, along with help finding employment. Emergency support or discretionary benefits for special items of extreme need.

Oneida Nation of the Thames**Ontario Works****519-652-1055**

2110 Ballpark Rd, Southwold

Income support for food, shelter, household, and personal needs, along with help finding employment. Emergency support or discretionary benefits for special items of extreme need.

EMERGENCY AND SUPPLEMENTARY ASSISTANCE

Emergency and supplementary assistance may be available to provide people who face unexpected emergency needs with a one-time payment to prevent danger to their health and well-being.

Middlesex County, Social Services

399 Ridout St N (at Dundas St), London

Burial Assistance*519-434-7321 ext 2236**Assistance may be available for families that are unable to meet the cost of a funeral and burial. Application form available online at www.middlesex.ca/departments/social-services.****Emergency Energy Fund****519-434-7321 ext 2235**One-time emergency financial assistance towards electricity bills for people who are at risk of disconnection of a utility service.**Must currently have received a disconnection notice, or have been disconnected. For families in Middlesex County who are not receiving other forms of social assistance.**Application form available online at www.middlesex.ca/departments/social-services.*

LEAP (Learning, Earning and Parenting)

A program provided to eligible Ontario Works (OW) recipients. All parents in receipt of OW who are 18 and under must participate. Parents between 18 and 25 may volunteer to participate. Participants who successfully complete the program are eligible to receive a \$500 bursary. Must be referred by a caseworker.

The Salvation Army Community and Family Services

519-245-5398

71 Maitland Terrace (near Adelaide St), Strathroy

LEAP Emergency Financial Assistance

One-time emergency financial assistance towards electricity bills. Representative for Entegrus.

Ontario Electricity Support Program (OESP)

Assists in filing OESP applications, a monthly credit applied directly to the electricity bill of eligible applicants, based on the number of people living in the home, and on annual household income. Energy intensive households and First Nations and Métis people may be eligible for a higher level of assistance.

FINANCIAL ASSISTANCE PROGRAMS FOR CHILDREN AND FAMILIES

Programs that provide financial assistance for low-income families with young children.

Middlesex County, Social Services

Child Care Subsidy Program

519-434-7321 ext 2289 or 2265

399 Ridout St N (at Dundas St), London

Financial assistance to parents of children, birth to 12 years, who have low income or receive social assistance, and to parents of children, birth to 18 years with special needs. May be placed on a waitlist - call for information.

VETERANS

SUPPORT SERVICES

Services and benefits available to Canadian Veterans.

Canadian Armed Forces

Transition Centres

519-660-5275 ext 5332

Program that helps Canadian Armed Forces personnel, veterans and their families through: Return to Duty coordination, Transition Planning Assistance, Casualty Tracking, outreach, leadership and supervision, advocacy services, and support to families.

Royal Canadian Legion

519-268-8538

Branch 513, 1227 Donnybrook Dr, Dorchester

Assists veterans and dependents with services, pensions, and benefits such as: moral and financial support, assistance with claims for disability pensions to government agencies, sponsorship of other community organizations, coordination of youth, sports and seniors programs, funding for medical equipment and educational bursaries.

Southwestern Ontario Military Family Resource Centre

519-660-5275 ext 5005

Extends the Military Family Services Program to medically-released veterans and their families during their release and transition into the civilian world.

Veterans Affairs Canada

1-866-522-2122

London District Office, 417 Exeter Rd S (at White Oak Rd)

Provides access to services and benefits for veterans and their dependents, including financial help for emergencies such as shelter and health care.

APPLYING FOR ONTARIO WORKS



TWO WAYS TO APPLY FOR ONTARIO WORKS

PHONE: 519-661-4520 ext 3
(Monday - Friday 8:30am - 4:00pm)

ONLINE: www.ontario.ca/socialassistance

THE ONLINE APPLICATION IS:

- Available 24 hours a day, 7 days a week
- Available in English & French
- Accessible for people with disabilities
- Confidential & Convenient

If you have trouble using the Online Application for Social Assistance please call Service Ontario 1-855-231-1255

SOCIAL SERVICES (ONTARIO WORKS PROGRAM) LONDON LOCATIONS

Citi Plaza

355 Wellington St Suite 248
London ON, N6E 3B3

Northland Mall

1275 Highbury Ave N
London ON, N5Y 1A8

Glen Cairn Community Resource Centre

245 Adelaide St S
London ON, N5Z 3L1

Westmount Shopping Centre

785 Wonderland Rd S
London ON, N6k 1M6

London East

1835 Dundas St, Unit 1
London ON, N6A 3N7

South London Community Centre

119 Jalna Blvd
London ON, N6E 3B3



London
CANADA