

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
- Accessible for people with disabilities
- Available in English & French
- 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
300 Wellington St., Suite 240
London ON, N6A 3N7

Northland Mall
1270 Highway Ave N
London ON, N5Y 1A8

Glen Cairn Community Resource Centre
260 Adelaide St S
London ON, N5Z 3L1

Westmount Shopping Centre
785 Wonderland Rd S
London ON, N6K 1M6

South London Community Centre
1119 Jalna Blvd
London ON, N6E 3B3



Help Yourself Through Hard Times

2018/2019

Basic needs services for
London and Middlesex County



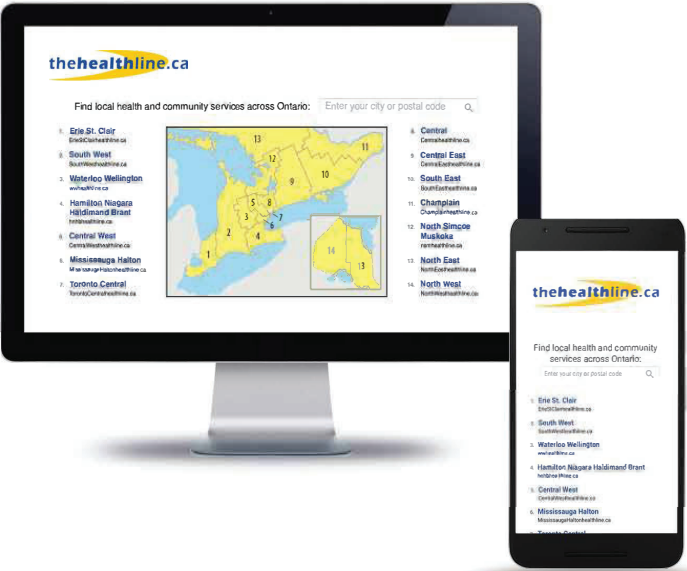
Information London

Community Services Directory for London and Middlesex

Visit www.informationlondon.ca for a complete listing of community and social services in London and Middlesex.

thehealthline.ca

ONTARIO'S DIGITAL HEALTH AND COMMUNITY INFORMATION NETWORK



NOTES

ABOUT THIS GUIDE

People going through times of financial hardship or emotional or mental challenges 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.

Information London is supported by:



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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 519-660-5275 EXT 5005

FAMILY RESOURCE CENTRE

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

VETERANS AFFAIRS CANADA 1-866-522-2122

London District Office, 417 Exeter Rd S (at Whiteoaks Rd) S
Provides access to services and benefits for Veterans and their dependents, including financial help for emergencies such as shelter and health care.

Seniors' Centres

LIONS SENIOR CENTRE **519-268-2025**
2066 Dorchester Rd (Dorchester Community Centre and Arena Complex)
8:30am-4:30pm Monday to Friday (closed 12noon-1pm).

STRATHROY AND AREA SENIORS' CENTRE **519-245-8950**
137 Frank St (at North St), Strathroy
9am-4pm Monday to Friday.

Libraries

MIDDLESEX COUNTY LIBRARY **www.library.middlesex.ca**

Branch Locations:

Ailsa Craig, 147 Ailsa Craig Main St (at Craig St) **519-293-3441**
Coldstream, 10227 Ilderton Rd (east of Quaker Line) **519-666-1201**
Delaware, 29 Young St (east of York St) **519-652-9978**
Dorchester, 2123 Dorchester Rd (north of The Pkwy) **519-268-3451**
Glencoe, 178 McKellar St (at Victoria St) **519-287-2735**
Ilderton, 40 Heritage Dr (at Hyde Park Rd) **519-666-1599**
Komoka, 1 Tunks Lane (at Glendon Dr) **519-657-1461**
Lucan, 270 Main St (at Chestnut St) **519-227-4682**
Melbourne, 6570 Longwoods Rd (at Melbourne Rd) **519-289-2405**
Mount Brydges, 22501 Adelaide Rd (near Bowan St) **519-264-1061**
Newbury, 22894 Hagerty Rd (near Dundas St) **519-693-4275**
Parkhill, 229 B Parkhill Main St (at King St) **519-294-6583**
Strathroy, 34 Frank St (at James St) **519-245-1290**
Thorndale, 21790 Fairview Rd (at King St) **519-461-1150**
Wardsville, 21935 Hagerty Rd (at William St) **519-693-4208**

VETERANS' SERVICES

Services may include pensions for disability or death, economic support in the form of allowances, health care benefits, and services to veterans and their families.

CANADIAN ARMED FORCES **519-660-5275 EXT 5332**

Integrated Personnel Support Centres

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, Designated Assistant disengagement and support to families.

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London and Area

Although most of these services are located in London, some serve residents of Middlesex County as well. A legend and map for London service locations and neighbourhoods is shown below:

London service location codes:

NW = Northwest	N = North
NE = Northeast	W = West
C = Central	E = East
SE = Southeast	S = South
SW = Southwest	



LGBT2Q+ COMMUNITY SUPPORTS & RESOURCES

Community supports, support groups, and health-related information and services for lesbian, gay, bisexual, transgender, transsexual, 2-spirited, queer, and questioning (LGBT2Q+) people offered in inclusive environments.

MIDDLESEX-LONDON HEALTH UNIT

Sexual Health Clinic

519-663-5446 press 3

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

LGBT2Q+ Resources - www.healthunit.com/lgbtq-resources

NEXT WAVE YOUTH CENTRE

519-245-4272

Youth Opportunities Unlimited (YOU), 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.

IMMIGRANT, NEWCOMER & REFUGEE SERVICES

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

LONDON AND MIDDLESEX LOCAL

www.immigration.london.ca

IMMIGRATION PARTNERSHIP (LMLIP) PORTAL

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

COMMUNITY CENTRES

Services offered may include information, social, and educational programs, family support, counselling, advocacy, food and clothing, newcomer assistance, and more. There may be a fee for some programs.

THE QUEST CENTRE

519-287-2726

3581 Concession Dr (west end of Glencoe District High School), Glencoe
9am-7pm Monday. 9am-4pm Tuesday to Thursday. 9am-5pm Friday.

Middlesex County Youth Outreach

Registered social workers visit schools in Northwest Middlesex County and receive referrals of high-risk youth for counselling.

DOMESTIC VIOLENCE & SEXUAL ASSAULT

VICTIM SERVICES OF MIDDLESEX COUNTY 519-661-5636

c/o London Police Station, 601 Dundas St (Wellington Rd)
Support services for individuals and families who have experienced violent crime. Contact any Middlesex Police Station.

**WOMEN'S RURAL RESOURCE CENTRE OF STRATHROY AND AREA
Crisis/24-hour 1-800-265-5390**

145 Beech St (near McKellar St), Strathroy Office 519-246-1526
Education, prevention, outreach, individual, and group counselling, and support services for women and families impacted by abuse.

**ONEIDA NATION OF THE THAMES
ONYOTA'A:KA FAMILY HEALING LODGE 519-652-0657**

2212 Elm Ave, Southwold
Residential shelter for up to 6 weeks for individuals and families who are at risk of, or in, a violent family situation. Provides support, referrals, and advocacy and activities for children.

SEXUAL ABUSE SERVICES 519-433-0183

Family Service Thames Valley
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.

Children's Services

**CHILDREN'S AID SOCIETY OF LONDON & MIDDLESEX 519-455-9000
After-hours Emergency 519-858-5998**

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.

Central Food Banks

Food items provided on an emergency basis, usually a one to three day supply, once a month to once every three months. Identification for all family members and proof of income and/or residency may be required.

LONDON AND AREA FOOD BANK 519-659-4045

926 Leathorne St (at Adelaide St) SE
9am-4pm Monday to Friday. 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*.

ALL SAINTS ANGLICAN CHURCH 519-439-4611

Food Cupboard
249 Hamilton Rd C
Second Wednesday of each month from 1:30pm-3:30pm. Distributes non-perishable items.

SALVATION ARMY COMMUNITY SERVICES 519-661-0343 ext 227

Centre of Hope
281 Wellington St (at Horton St) C
9am-4:30pm Monday to Friday. 9am-6pm second and third Wednesday of each month. Closed in 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

Food Bank
472 Richmond St (at Queens Ave) C
9:30am-12noon Monday to Friday. Baby food also available. Referral to other community agencies, as needed.

YOUTH ACTION CENTRE (THE) 226-777-0116

Youth Opportunities Unlimited (YOU)
332 Richmond St, Suite 102 (The Cornerstone, at York St) C
Open at 3pm on the 15th of each month until supplies last. Youth 16 to 24 years only. Baby food, while supplies available. Call ahead for supply availability.

MEAL CALENDAR AND FOOD BANK LIST

A project of the Hunger Relief Action Coalition.

The monthly Meal Calendar gives the dates and locations of free or low-cost hot meals in London. The Food Bank List has food banks and food depots throughout the City of London.

View and print the current month online at Information London:

meals.informationlondon.ca

College/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 B1050 NE

Hours vary due to availability of student volunteers. Not open on evenings, weekends, or 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 N

University Students' Council Food Support Service **519-661-3425**

24-hour anonymous "food hamper" system for students. To request service, e-mail foodsupport@westernusc.ca. Baby food and food vouchers available.

Neighbourhood Food Banks

Neighbourhood food banks serve people living in the immediate area.

Proof of residency, income, and/or identification may be required.

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 Bank Depot, Richards Memorial United Church
360 Edgeworth Ave (near Dundas St), Clarke Rd entrance E
10am-3pm second Thursday of each month N5V, N5W

Impact Church Food Bank E
220 Adelaide St N (near Hamilton Rd) E
1pm-4pm third Thursday of each month N6B, N5W, N5Z

Northeast Food Bank Depot, Salvation Army Hillcrest
310 Vesta Rd (at Huron St, near Highbury Ave) NE
11am-3pm third Wednesday of each month N5V, N5Y

Northwest Food Bank Depot, Sherwood Forest Library, Room B,
1225 Wonderland Rd N, Unit 27A (at Gainsborough Rd) NW
10am-3:30pm third Tuesday of each month N6G, N6H
(Operated by the Northwest London Resource Centre)

St George's Anglican Church W
227 Wharncliffe Rd N (near Oxford St W) W
11am-2pm third Friday of each month N6A, N6C, N6H, N6J

CHALMERS PRESBYTERIAN CHURCH **519-681-7242**
342 Pond Mills Rd (at Commissioners Rd E) SE
1pm-2pm Tuesday. Appointment required. Runs September to June.

STRATHROY MEDICAL CLINIC **519-245-0430**

74 Front St E (at Head St N), Strathroy
Medical clinic offering social work counselling, diabetes information sessions, and pharmacy and laboratory services. For registered patients of the Thames Valley Family Health Team only.

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 onsite.

VICTORIAN ORDER OF NURSES (VON) - MIDDLESEX-ELGIN

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

Middlesex-Dorchester Office **519-268-7028**

2066 Dorchester Rd, Dorchester. 8am-4pm Monday to Friday.

Middlesex-Strathroy Office **519-245-3170**

274 Head St N, Strathroy. 8am-4:30pm Monday to Friday.

Parenting & Health Programs for Young Families

INFANT GROWTH/DEVELOPMENT AND BREASTFEEDING DROP-INS

Middlesex-London Health Unit **519-663-5317 ext 2280**

Family health services, infant and child care, and community resources. Various locations.

EARLYON CHILD AND FAMILY CENTRES

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

Glencoe, Glencoe Presbyterian Church, 177 Main St **519-245-8879**

Ilderton, Middlesex County Library, 40 Heritage Dr **519-666-3227**

Parkhill, Parkhill Library, 229B Main St **519-245-8879**

Strathroy, 80 Frank St **519-245-8879**

Family Counselling

FAMILY SERVICE THAMES VALLEY **519-433-0183**

Strathroy Middlesex General Hospital, 395 Carrie St, Strathroy
Counselling for individuals, couples, families, and groups. Fee is based on ability to pay. Services provided in outreach locations in Lucan, Parkhill, and Glencoe. Call for times and locations.

HEALTH CARE

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.

CHIPPEWAS OF THE THAMES FIRST NATION 519-289-5641 **Health Services**

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

MUNSEE-DELAWARE NATION 519-289-2957 **Health Services**

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 **Health Services**

2213 Elm Ave, Southwold
Community health services and education programs, prenatal and post-natal care, mental health and addiction 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 onsite.

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

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

SOUTHWEST MIDDLESEX HEALTH CENTRE 519-264-2800

22262 Mill Rd, RR 5 (at Hwy 81), Mount Brydges
Community health clinic offering medical care, dental care, occupational and respiratory therapy services, social work counselling, diabetes information sessions, pharmacy, and laboratory services. For registered patients of the Thames Valley Family Health Team only.

SOUTHWEST ONTARIO ABORIGINAL HEALTH 519-289-0352 **ACCESS CENTRE (SOAHAC)**

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

CROUCH NEIGHBOURHOOD RESOURCE CENTRE 519-642-7630
550 Hamilton Rd (in Crouch Library Branch, near Egerton St) E
9am-5pm Tuesday, Wednesday, Friday. 9am-12noon Thursday. 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 519-451-0600
(ELUCO) Gethsemane Gardens, 1461 Huron St (at Sanford St) NE
9:30am-12noon Wednesday and Friday. Appointment required.

FAMILIES FIRST COMMUNITY ACTION PLAN FOR CHILDREN **(CAPC)** 519-649-1248

Westminster, 1043 Southdale Rd E (at Millbank Dr) S
9am-12noon Monday to Thursday. Call for appointment. Baby food bank and emergency food. For residents of Westminster area.

White Oaks, 1119 Jalna Blvd (at Bradley Ave) S
10am-3pm Monday to Friday. Baby food bank and emergency food. Call ahead for supply availability. For residents of White Oaks area.

GLEN CAIRN COMMUNITY RESOURCE CENTRE 519-668-2745

244 Adelaide St S (near Commissioners Rd E) SE
9am-4pm Tuesday and Thursday. Emergency food kits and baby food bank for residents of Glen Cairn and Pond Mills community. Call ahead for availability.

LONDON COMMUNITY CHAPLAINCY

Southdale Chaplaincy, 977 Southdale Rd E S 519-685-2771
Monday to Friday (hours may vary). Emergency food cupboard for residents of Southdale housing community. Baby food and basic needs supports also available.

Limberlost Chaplaincy, 1481 Limberlost Rd, Unit 136 NW 519-472-2459
Monday to Friday (hours may vary). Emergency food cupboard for residents of Limberlost housing community. Baby food also available.

LUSO COMMUNITY SERVICES**519-452-1466**

1100 Victoria Dr (beside Lord Elgin Public School) NE
 8:30am-12noon Tuesday and Thursday. Baby food, diaper bank, community food, and clothing cupboards. Serves families in N5Y and N5Z postal codes.

NORTHWEST LONDON RESOURCE CENTRE (NWLRC) 519-471-8444

1225 Wonderland Rd N, Unit 27A (back of Sherwood Forest Mall) NW
 Emergency Food Cupboard. Services for residents in N6G and N6H postal codes. Run by volunteers, and hours are subject to change. Call the centre or visit www.nwlrc.ca to confirm hours of service for the food cupboard. *Please note: The NWLRC Food Cupboard is closed during the Northwest London Food Depot hours (third Tuesday of each month).*

THE SALVATION ARMY, WESTMINSTER PARK 519-668-0025

1190 Southdale Rd E (at Millbank Dr) S
 9am-3pm Monday (drop-in). Identification for all family members, proof of income, and proof of address required. Children 12 and younger must be accompanied by parent/guardian.

WHITE OAKS UNITED CHURCH 519-681-3229

1901 Jalna Blvd (at Southdale Rd E) S
 1pm-3pm Monday and Wednesday. 10am-12noon Saturday. Emergency food pantry. Residents of the area only. Identification required.

Breakfast Programs

A sit-down meal is provided to individuals and families. Meals are provided free of charge or for a nominal fee. Schedules may change, or special meals may be held during holidays or the summer.

ALL SAINTS' ANGLICAN CHURCH 519-439-4611

249 Hamilton Rd (at Adelaide St N) E
 9am-11am third Saturday of each month.

CALVARY UNITED CHURCH 519-434-5526

290 Ridout St S (at Garfield Ave) C
 9am-10:30am third Saturday of each month.

CHURCH OF THE ASCENSION (ANGLICAN) 519-451-7780

2060 Dundas St E (near Wavell St) E
 7:30am-10:30am third Tuesday of each month.

ELMWOOD AVENUE PRESBYTERIAN CHURCH 519-438-3492

111 Elmwood Ave E (at Cathcart St) C
 9am-10:30am fifth Saturday of December, March, June and September.

LUSO COMMUNITY SERVICES 519-452-1466

1100 Victoria Dr (beside Lord Elgin Public School) NE
 8:30am-10:30am Monday-Friday. Available for school age children living within N5Y and N5Z postal codes, during March Break, July and August only.

MENTAL HEALTH

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 (CMHA) MIDDLESEX 519-245-0120

21 Richmond St (at Maitland St), Strathroy
 8:30am-4:30pm Monday to Friday. Transitional case management services, counselling, crisis response, group and activity programs, information and referral services for individuals 16 years and older experiencing serious and ongoing mental health issues.

Support Line 519-601-8055 or 1-855-668-0624

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.

CREST SUPPORT SERVICES 519-227-6766

13570 Elginfield Rd, RR1, Lucan
 Support services for adults living with a serious mental illness and/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.

ADDICTIONS**ADDICTION SERVICES THAMES VALLEY intake@adstv.on.ca****Crisis 519-433-2023 or 1-866-933-2023**

21 Richmond St, Strathroy
 Assessment, treatment planning, and referral for alcohol, drugs, internet, gaming and problem gambling issues.

CHIPPEWAS OF NAWASH UNCEDED FIRST NATION 519-534-3710

National Native Alcohol and Drug Abuse Program
 Chippewas of Nawash Health Centre, 247 Prairie Rd, Neyaashiinigiing

NIMKEE NUPIGAWAGAN HEALING CENTRE 519-264-2277

20850 Muncney Rd, Muncney
 Solvent addiction treatment centre for First Nations youth 12 to 17 years.

MUNSEE-DELAWARE NATION

Employment and Training **519-289-5396 ext 229**
 279 Jubilee Rd, Muncey
 8:30am-4:30pm Monday to Friday. 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.

NEXT WAVE YOUTH CENTRE **519-245-4272**
Youth Opportunities Unlimited (YOU)
 32 Front St W (at Frank St), Strathroy
 9am-5pm Monday to Friday. Employment assistance for youth ages 12 to 30 years.

ONEIDA NATION OF THE THAMES
Employment and Training **519-652-9350**
 8:30am-4:30pm Monday to Friday. Oneida Resource and Training Centre, 2110 Ballpark Rd, Unit 2, Southwold
 Business, economic development, and employment assistance services.

QUEST CENTRE (THE) **519-287-2726**
 3581 Concession Dr (west end of Glencoe District High School), Glencoe
 9am-7pm Monday. 9am-4pm Tuesday to Thursday. 9am-5pm Friday.
 Resource centre with job search assistance and resources.

SERVICE CANADA EMPLOYMENT INSURANCE 1-800-206-7218
Strathroy Outreach Site
 Middlesex County Library, 34 Frank St, Strathroy
 10am-12noon and 12:30pm-3:30pm Tuesdays. Assistance with career planning and counselling, including resume and interview assistance, and student and youth services. Access to online Job Bank.

Employment Assistance for People with Disabilities

ATN ACCESS FOR PERSONS WITH DISABILITIES **519-433-7950**
 Technology training and computer-assisted learning for individuals with developmental disabilities. Call for Outreach Program in Middlesex County.

CONNECTIONS **519-227-6766**
Crest Support Services
 13570 Elginfield Rd, RR 1, Lucan
 Training and vocational opportunities for adults 18 years and older with a serious mental health issue and/or developmental disabilities.

LEADS EMPLOYMENT SERVICES **519-245-3900**
 Kenwick Mall, 51 Front St E (at Caradoc St N), Strathroy
 Employment services for people with disabilities who are unemployed.

THE SALVATION ARMY, WESTMINSTER PARK **519-668-0025**
 1190 Southdale Rd E (at Millbank Dr) S
 9am-9:30am Sunday. Runs September to May.

ST ALBAN THE MARTYR ANGLICAN CHURCH **519-455-5788**
 1350 Huron St (at Highbury Ave) NE
 9am-10:30am third Saturday of each month.

ST ANDREW MEMORIAL ANGLICAN CHURCH **519-434-5281**
 55 Foxbar Rd St (at Wellington Rd) C
 9am-11am last Saturday of each month.

ST JAMES WESTMINSTER ANGLICAN CHURCH **519-432-1915**
 115 Askin St (at Wortley Rd) C
 9am-11am first Saturday of each month.

ST JOSEPH'S HOSPITALITY CENTRE **519-432-0660**
 707 Dundas St E (at Lyle St) E
 9:30am-11am Monday to Friday. Minimal fee. Free for children.
 Identification required.

ST LUKE'S ANGLICAN CHURCH **519-432-1270**
 1204 Richmond St (at Bernard Ave) N
 9am-10:30am second Saturday of each month.

ST MARTIN OF TOURS CHURCH **519-433-8175**
 46 Cathcart St (at Elmwood Ave E) C
 9am-10:30am fourth Saturday of each month.

WESLEY KNOX UNITED CHURCH **519-673-4803**
 91 Askin St (at Teresa St) C
 8:45am-10:30am second Saturday of each month. Runs September to June.

YOUTH ACTION CENTRE (THE) **226-777-0116**
 332 Richmond St, Suite 102 (The Cornerstone, at York St) C
 8am-10am Monday to Friday. Youth 16 to 24 years.

Lunch & Dinner Programs

ARK AID STREET MISSION **519-667-0322**
 696 Dundas St E (at Lyle St) E
 7pm Monday to Saturday. Sunday times as posted, when available. Coffee and snacks available 1:30pm-3:30pm Monday to Friday. Closed holidays.

BETH EMANUEL CHURCH **519-433-4311**
 430 Grey St (at Colborne St) C
 Meal: 12noon-1pm Monday to Thursday. Drop-in services continue until 2pm on Monday and Tuesday and until 3pm on Wednesday and Thursday. Holidays as announced. Identification required.
Soup & Pray - 5pm Thursdays.

DUNDAS STREET CENTRE UNITED CHURCH 482 Dundas St (at Maitland St) 5:30pm-6:30pm every Wednesday. Runs October to May.	519-434-9173 C
FIRST BAPTIST CHURCH 568 Richmond St (at Angel St) 5:30pm-6:30pm second Thursday of each month.	519-679-2521 C
METROPOLITAN UNITED CHURCH 468 Wellington St (at Dufferin Ave) 5:30pm Friday.	519-432-7189 C
MY SISTERS' PLACE 566 Dundas St (at Adelaide St N) 12noon-1pm Monday to Friday. Women 16 years and older.	519-679-9570 C
ROWNTREE MEMORIAL UNITED CHURCH 156 Elliott St (at Cheapside St) 5:30pm-7pm Tuesday.	519-432-8075 NE
THE SALVATION ARMY, ONTARIO GREAT LAKES DIVISION	
Centre of Hope , 281 Wellington St (near Horton St) 4:45pm-6pm Wednesday and Sunday.	C 519-661-0343
Citadel, Operation Mobilizing Hope (<i>multiple locations</i>) <i>My Sisters' Place</i> (566 Dundas St), 5:45pm-6:10pm Tuesday. For women only. <i>London Coffee House</i> (371 Hamilton Rd), 6:15pm-6:45pm Tuesday. <i>Covent Garden Market</i> (130 King St), 7pm-7:30pm Tuesday.	519-472-2500
Hillcrest , 310 Vesta Rd (at Huron St/Highbury Ave) 11am-1pm Wednesday. Runs September to early June.	NE 519-659-8568
Westminster Park , 1190 Southdale Rd E (at Millbank Dr) 5pm-5:30pm Monday. Runs September to November, and January to May, excluding holidays.	S 519-668-0025
ST GEORGE'S ANGLICAN CHURCH 227 Wharnccliffe Rd (at Oxford St W) 5pm-6pm second and fourth Friday of each month.	519-438-2994 W
ST JOHN THE EVANGELIST CHURCH 280 St James St (at Wellington St) 5pm-6pm Saturday. Clothing assistance offered.	519-432-3743 N
ST JOSEPH'S HOSPITALITY CENTRE 707 Dundas St (at Lyle St) 12noon-2pm Monday to Friday. Minimal fee. Free for children. Identification required.	519-432-0660 E
ST MARTIN OF TOURS CHURCH 46 Cathcart St (at Elmwood Ave E) 5pm-6pm third Sunday of each month.	519-433-8175 C

Budget & Debt Counselling

CREDIT COUNSELLING **519-433-0159**
Family Service Thames Valley

Strathroy Middlesex General Hospital, 395 Carrie St, Strathroy
Budget counselling, debt management programs, third party mediation, and bankruptcy counselling. Assessment and monthly expense application required. Call to pre-book appointment.

EMPLOYMENT ASSISTANCE

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

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**
16 B Second St (at Centre Rd), Strathroy **or 1-888-478-2111**

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

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

CHIPPEWAS OF THE THAMES **519-289-5555 or 1-866-550-5539**
Employment and Training
320 Chippewa Rd, RR 1, Muncey
8:30am-4:30pm Monday to Friday. Services (including telephone, fax, and photocopy services, a resource library, job board, career upgrading and counselling) are available to anyone needing assistance with employment.

Emergency & Supplementary Assistance

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) clients. 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.

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) - 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.

Other Financial Assistance Programs for Children & Families

CHILD CARE SUBSIDY PROGRAM 519-434-7321 ext 2289 or 2265

Middlesex County, Social Services

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 a waitlist situation - call for information.

ST MICHAEL'S ROMAN CATHOLIC PARISH 519-433-6689

511 Cheapside St (at Maitland St) N

5:30pm-6:30pm Monday. Runs September to May. Holidays excluded.

ST PAUL'S CATHEDRAL FELLOWSHIP CENTRE 519-434-3225

472 Richmond St (at Queens Ave) C

11:30am-12:30pm Monday and Wednesday. Adults 20 years and older.

STREETLIGHT BUS, LONDON YOUTH FOR CHRIST 519-686-0093

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

7pm-9pm Tuesday and Thursday. Youth 16 to 25 years.

TRINITY UNITED CHURCH 519-455-2710

76 Doulton St (at Hale St) E

5:30pm-6:30pm first Sunday of each month.

WESLEY KNOX UNITED CHURCH 519-673-4803

91 Askin St (at Teresa St) C

5pm-6pm fourth Sunday of each month. Runs September to June.

YOUTH ACTION CENTRE (THE) 226-777-0116

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

3pm-6pm Monday to Friday. Youth 16 to 24 years.

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. Registration for the 2019 gardening season opens on January 7, 2019. To register, call **519-661-5575** or visit www.london.ca/residents/Recreation/Registration/Pages/Registration.aspx.

CHRISTMAS HAMPER PROGRAM 519-661-1359

The Salvation Army Centre Of Hope C

Western Fair District, 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. Identification for all household members, proof of income, and proof of address required when registering. Registration and distribution dates: 9am-4pm December 13th, 14th, and 17th-19th, 2018.

CHRISTMAS HAMPER PROGRAM 519-438-7036

Impact Church

220 Adelaide St N (at Hamilton Rd) E

Provides food to people and families in need during the holiday season. Available only through referrals from Crouch Neighbourhood Resource Centre and local schools.

EAST LONDON UNITED CHURCH OUTREACH 519-451-3709

(ELUCO) 267 Marconi Blvd (at Noel Ave) E

Community lunches for school children in East London. Wednesday 12noon for preschoolers and 1pm for school-age children.

LONDON COMMUNITY RESOURCE CENTRE 519-432-1801

Gardening and cooking workshops for the community that focus on skill development and using whole foods.

LUSO COMMUNITY SERVICES 519-452-1466

Breakfast Program

1100 Victoria Dr (at Lord Elgin Public School) NE

8:30am-10:30am Monday to Friday during March Break and July to August only. Children living in postal codes N5Y and N5Z.

MIDDLESEX-LONDON HEALTH UNIT 519-663-5317 ext 2353

Harvest Bucks

201 Queens Ave, 4th Floor (at Clarence St) C

Vouchers that can be used to purchase fresh vegetables and fruit at participating locations in London. Visit www.healthunit.com/harvest-bucks for details.

ONTARIO STUDENT NUTRITION PROGRAM

London and Middlesex 226-235-4977

Breakfast, lunch, and snacks provided to children in elementary and secondary schools in London and Middlesex. For more information and list of community partners, visit www.osnp.ca/contact_london_middlesex.

SOCIETY OF ST VINCENT DE PAUL - LONDON PARTICULAR COUNCIL

Food or clothing vouchers. Call any Catholic Church to arrange a home visit with a volunteer to discuss individual needs.

THE VILLAGE TABLE 226-289-1757

Meals On Wheels London (East Depot)

630 Dundas St (near Adelaide St N) E

8:30am-4:30pm Monday to Friday. Retail space for direct sales of meals and other social good products. Nutrition and other educational programs.

EMERGENCY SHELTER & 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.

Clarke Rd Shelter, 450 Clarke Rd (at Dundas St) E

Second Stage Housing, 1416 Ernest Ave (at Bradley Ave) S

Wellington Rd Shelter, 101 Wellington Rd (at McClary Ave) C

DROP-IN CENTRES

Services to help individuals who are homeless or at risk of homelessness, and who may have mental health and/or addiction issues. Drop-in centres provide a place to go for friendship, recreation, meals, life skills, and other support. Showers and laundry facilities may be available.

NEXT WAVE YOUTH CENTRE 519-245-4272

Youth Opportunities Unlimited (YOU)

32 Front St W (at Frank St), Strathroy
9am-5pm Monday to Friday. Drop-in resource centre for youth 12 to 30 years. Employment workshops, counselling, life skills training, and recreational resources.

MONEY

A variety of programs are available to help with financial matters, including basic income support, budgeting advice, and purchasing necessary items.

Basic Income & Employment Supports

CHIPPEWAS OF THE THAMES FIRST NATION
Ontario Works (OW) 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.

ONTARIO WORKS (OW) 519-434-7321 ext 2235
Middlesex County, Social Services

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 (OW) 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 (OW) 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.

GOODWILL COMMUNITY STORE - STRATHROY 519-246-1623
Goodwill Industries, Ontario Great Lakes
351 Caradoc St S (at Ontario St), Strathroy
9am-8pm Monday to Friday. 9am-6pm Saturday. 10am-5pm Sunday.
Thrift store that sells low-cost, gently used clothing, furniture, and household items.

SALVATION ARMY COMMUNITY AND FAMILY SERVICES 519-245-5371
71 Maitland Terrace (near Adelaide St), Strathroy
9:30am-5pm Monday to Saturday. Thrift store that sells gently used clothing and furniture.

ST VINCENT DE PAUL ECONOMY SHOP
209 Main St (at McKellar St), Glencoe 519-287-3500
9:30am-5pm Monday to Friday, 9:30am-3pm Saturday.
71 Richmond St (at Albert St), Strathroy 519-245-0810
9:30am-5pm Monday to Saturday.

EMERGENCY SHELTER & 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
145 Beech St (near McKellar St), Strathroy Office 519-246-1526
Emergency shelter and transitional housing for women, with or without children, who have decided to leave an abusive relationship or need respite.

SOCIAL & AFFORDABLE HOUSING

HOUSING ACCESS CENTRE (HAC) 519-661-0861
City of London, Housing Division hac@london.ca
Citi Plaza, 355 Wellington St, 2nd Floor
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 and Middlesex.

LONDON AND MIDDLESEX HOUSING CORPORATION 519-434-2765
1299 Oxford St, Unit 5C5 (Oxbury Mall, at Highbury Ave N) NE
Provides rent-geared-to-income housing accommodation. Information and list of properties available at www.lmhc.ca.

LONDON CARES HOUSING STABILITY PROGRAM 519-667-2273
186 King St, Unit 107 (at Richmond St) C
Housing Stability Workers provide case management support to individuals that have experienced persistent homelessness who are now housed.

MEN'S MISSION AND REHABILITATION CENTRE 519-672-8500
Mission Services of London
459 York St (at Maitland St)
Emergency shelter and transitional housing for homeless men 16 years and older. Services include life skills programs, resource centre, in-shelter case workers, rehabilitation, crisis counselling and food. Daily registration begins at 3:30pm. Daily 24-hour emergency admission.

ROTHOLME WOMEN'S AND FAMILY SHELTER 519-673-4114
Mission Services of London
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. Services include support and counselling, advocacy, and referrals to community agencies. Daily 24-hour emergency admission.

THE SALVATION ARMY 519-661-0343
Centre of Hope, 281 Wellington St (at Horton St) C
Emergency shelter (up to 30 days) and short-term housing (transitional, 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
717 Dundas St E (at Lyle St, rear building) C 519-433-8700 ext 0
Emergency shelter and transitional housing for men and women 18 years and older. Services include food, clothing, crisis intervention, advocacy, and housing support. 24-hour support, counselling, and emergency admission.

YOUTH OPPORTUNITIES UNLIMITED (YOU) 226-777-0116
The Cornerstone, 332 Richmond St (at York St) C
8am-9pm Monday to Friday (Admin hours)
Housing support for youth. Services include assessment and individual action plans, life skills training, pre-employment preparation, and educational planning support.

ZHAAWANONG WOMEN'S SHELTER Crisis 1-800-605-7477
At^Iohsa Family Healing Services Shelter 519-432-2270
256 Hill St (at Wellington St) C
Emergency shelter for abused women and their children belonging to the First Nations community.

SOCIAL & AFFORDABLE HOUSING

See *Money* for more financial assistance programs to help with housing costs, such as the Housing Stability Bank.

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.

DISABLED AND SENIORS EXEMPTION PROGRAM

The Municipal Property Assessment Corporation **1-866-296-6722**

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

FIRST NATIONS HOUSING CO-OP **519-645-2549**

665 Lorne Ave E **firstnationscoop@rogers.com**

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

HOME AND VEHICLE MODIFICATION PROGRAM **1-877-369-4867**

March Of Dimes Canada

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

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.

HOUSING ACCESS CENTRE (HAC) **519-661-0861**

City of London, Housing Division **hac@london.ca**

355 Wellington St, 2nd Floor (Citi Plaza) C

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 and Middlesex.

LIFE*SPIN **519-438-8676**

Community Housing Initiative

866A Dundas St E (at Ontario St) E

Assists low-income people 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 HOUSING CORPORATION **519-434-2765**

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

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

SALVATION ARMY FAMILY SERVICE CENTRE **519-245-5398**

71 Maitland Terrace (near Adelaide St), Strathroy
10am-12noon, 1pm-3pm Monday, Wednesday and Thursday.

WOMEN'S RURAL RESOURCE CENTRE OF STRATHROY AND AREA **519-246-1526**

145 Beech St (near McKellar St), Strathroy
Food cupboard for women and their families. Perishable food, non-perishable food and toiletries available at no cost.

Lunch & Dinner Programs

A sit-down meal is provided to individuals and families. Meals are provided free-of-charge or for a nominal fee. Schedules may change or special meals may be held during holidays or the summer.

ALL SAINTS CATHOLIC CHURCH **519-245-0644**

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

BETHEL BAPTIST CHURCH **519-245-2320**

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

ST JOHN THE EVANGELIST ANGLICAN CHURCH **519-245-2131**

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

STRATHROY UNITED CHURCH **519-245-0276**

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

CLOTHING & HOUSEHOLD ITEMS

Many services, in addition to those listed here, arrange for clothing, furniture, and other material aid to help assist their clients whenever possible.

AILSA CRAIG AND AREA THRIFT STORE **519-293-3637**

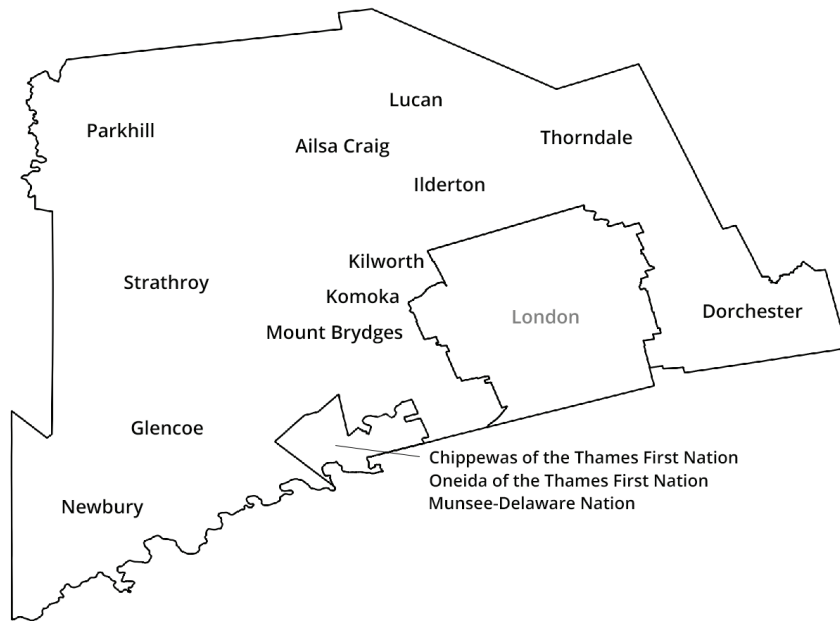
161 Ailsa Craig Main St (at Jameson St), Ailsa Craig
Tuesday to Saturday 10am-5pm. Sells low-cost, gently used clothing and household items.

BETHEL BAPTIST CHURCH **519-245-2320**

264 Princess St (at Erie St), Strathroy
Clothesline Program - 10am-3pm first Thursday of each month. Free clothing and bedding.

Middlesex County

This section highlights services for Middlesex County residents that are primarily located in Middlesex County and on First Nations reserves.



FOOD

Food Banks

Food items provided on an emergency basis, usually a one to three day supply, once a month to once every three months. Identification for all family members and proof of income and/or residency may be required.

AILS CRAIG AND AREA FOOD BANK **519-293-3637**

161 Ailsa Craig Main St (at Jameson St), Ailsa Craig
10am-5pm Tuesday to Saturday.

MT BRYDGES CARING CUPBOARD FOOD BANK

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

Housing Rights & Standards

See *Legal & Advocacy* for more services that help tenants.

BY-LAW ENFORCEMENT AND PROPERTY STANDARDS **519-661-4660**

City of London, Development and Compliance Services

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

Addresses structural or unsafe conditions under Property Standards (e.g., walls, floors, roofs, or electrical problems). Enforcement officers investigate landlord/tenant issues regarding property standards (e.g., heat, insects, and hazards). Provides heating regulations.

CENTRE FOR EQUALITY RIGHTS IN ACCOMMODATION (CERA)

1-800-263-1139

www.equalityrights.org/cera

Public education, advocacy, litigation support, mediation, advice and research regarding discrimination in housing.

LANDLORD AND TENANT BOARD

1-888-332-3234

Southwestern Regional Office

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.

DROP-IN CENTRES, STREET OUTREACH & CRASHBEDS

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 individuals living on the street. **Crashbeds** 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)

9am-9pm Monday to Friday. 6:45pm-9pm Saturday. Drop-in centre. Services include counselling, job support, computer literacy, and basic skills, social activities, and outreach.

LIFE*SPIN "LIVING ROOM" RESOURCE CENTRE

519-438-8676

866A Dundas St E (at Ontario St)

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

LONDON CARES HOMELESS RESPONSE SERVICES

519-667-2273 (CARE)

Housing First service aimed at improving the health and housing outcomes of individuals experiencing homelessness. Services include street outreach, mobile unit, housing stability program, and housing selection.

Street Outreach and Mobile Unit – Services operate 24 hours a day, 7 days a week. Please contact London Cares if you are concerned for someone's well-being who may be experiencing homelessness.

LONDON COFFEE HOUSE PROGRAM

519-204-4719

Canadian Mental Health Association (CMHA) Middlesex
371 Hamilton Rd (at Redan St) E

9am-11am and 5:30pm-7:30pm Monday to Friday. 11am-2pm Saturday and Sunday. Drop-in centre for adults 16 years and older with limited social and/or financial resources, including adults with mental health issues.

LONDON INTERCOMMUNITY HEALTH CENTRE

Outreach and health programming for people experiencing or at risk of homelessness. Services include health care, addiction assessments, screenings, referrals to treatment, harm reduction education and support, Naloxone training, counselling, advocacy, outreach, and crisis intervention.

Dundas St Site, 659 Dundas St E (at Lyle St) E 519-660-0874

Huron St Site, 1355 Huron St, Unit 7 (at Highbury Ave) NE 519-659-6399

Clinical Services for both sites: 9am-5pm Monday and Friday. 9am-9pm Tuesday and Wednesday. 10:30am-5pm Thursday. Closed the fourth Thursday of each month from 9am-12noon.

LONDON YOUTH FOR CHRIST

519-686-0093

254 Adelaide St S (at Commissioners Rd E) SE
Administration available Monday through Friday 8:30am to 4:30pm.
Christian outreach for youth.

Streetlight

First Baptist Church, 568 Richmond St (at Albert St) C
7pm-9pm Tuesday and Thursday. Mobile drop-in centre for youth 24 years and younger.

The Collective - Drop-in centre for high school students 14 to 19 years old.

The Hub - 3pm-7pm Tuesday to Thursday. Students in grades 7 through 12 can use the games room, cafe and gym. \$2 per person/visit.

VETERANS' SERVICES

Services may include pensions for disability or death, economic support in the form of allowances, health care benefits, and services to veterans and their families.

CANADIAN ARMED FORCES

519-660-5275 ext 5332

Integrated Personnel Support Centres

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, Designated Assistant disengagement and support to families.

LONDON CARES HOMELESS

519-667-2273 (CARE)

RESPONSE SERVICES

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 145, 30 Grand Ave Unit 2, London 519-473-2250

Branch 263 & 317, 311 Oakland Ave, London 519-455-2331

Branch 501, 7097 Kilbourne Road, Lambeth 519-652-3412

Branch 533, 1276 Commissioners Rd W, London 519-472-3300

SOUTHWESTERN ONTARIO MILITARY

519-660-5275 ext 5005

FAMILY RESOURCE CENTRE

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 S (at Whiteoaks Rd) S
Provides access to services and benefits for Veterans and their dependents, including financial help for emergencies such as shelter and health care.

HAMILTON ROAD SENIORS' CENTRE 519-661-5758
 525 Hamilton Rd (at Smith St) E
 8:30am-4:30pm Monday to Friday.

HORTON STREET SENIORS' CENTRE 519-434-9114
 Boys & Girls Club of London, 184 Horton St E (at Richmond St N) C
 7:30am-3pm Monday to Friday.

KIWANIS SENIORS' COMMUNITY CENTRE 519-661-5740
 78 Riverside Dr (at Wharncliffe Rd N) W
 8:30am-4:30pm Monday to Friday.

Libraries

LONDON PUBLIC LIBRARY 519-661-4600
www.londonpubliclibrary.ca

Branch Locations:

Beacock, 1280 Huron St (at Vesta Rd) 519-451-8140
 Bostwick, 501 Southdale Rd W (at Bostwick Rd) 519-473-4708
 Byron, 1295 Commissioners Rd W (at Sanatorium Rd) 519-471-4000
 Carson, 465 Quebec St (near Dufferin Ave) 519-438-4287
 Central, 251 Dundas St (near Clarence St) 519-641-4600
 Cherryhill, 301 Oxford St W (at Cherryhill Blvd) 519-439-6456
 Crouch, 550 Hamilton Rd (at Sackville St) 519-673-0111
 East London, 2016 Dundas St (at Forest Lawn Ave) 519-451-7600
 Glanworth, 2950 Glanworth Dr (near Bradish Rd) 519-681-6797
 Jalna, 1119 Jalna Blvd (at Renny Cres) 519-685-6465
 Lambeth, 7112 Beattie St (at Colonel Talbot Rd) 519-652-2951
 Landon, 167 Wortley Rd (at Bruce St) 519-439-6240
 Masonville, 30 North Centre Rd (near Masonville Place) 519-660-4646
 Pond Mills, 1166 Commissioners Rd E (at Deveron Cres) 519-685-1333
 Sherwood, 1225 Wonderland Rd N (at Gainsborough Rd) 519-473-9965
 Stoney Creek, 950 Sunningdale Rd E (at Adelaide St N) 519-930-2065

MISSION SERVICES OF LONDON 519-433-2807
 797 York St, Unit 4 (at Rectory St) E

Community Mental Health Programs (Switchboard) 519-672-8500
 457 York St (at Maitland St) C

Crash Bed Program 519-439-0239
 457 York St (at Maitland St, use west door) C

9pm-7am daily. Adults 18 years and older who are homeless or at risk of being homeless due to mental health issues. Beds available on a first-come, first-served basis. Gender-separated beds available with separate entrances.

Resource Centre 519-518-6032
 457 York St (at Colborne St, entrance at the back southwest corner) C

8:30am-11:30am and 12:30pm-3pm Monday to Friday. Drop-in centre for adults and youth 16 years and older. Services include a safe day space, showers, laundry, vocational, social, leisure and educational programming and addiction assessment and treatment referrals. Resource Centre provides access to computer lab and telephones.

Streetscape 519-439-7700
 457 York St (at Maitland St, west end of building) C

7am-4pm Monday to Friday. Advocacy and support for adults and youth 16 years and older people experiencing or at risk of homelessness due to mental health issues. Assertive Outreach Team assists with transitional supports and referrals.

MY SISTERS' PLACE 519-679-9570

Canadian Mental Health Association (CMHA) Middlesex
 566 Dundas St (at Adelaide St N) C

9:30am-8pm Monday to Friday. 10am-3pm Saturday and Sunday. 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, basic needs, CounterPoint needle exchange program, case management, Indigenous women's program, and nurse practitioner clinic. Cooling/warming centre during Middlesex-London Health Unit extreme weather alert.

SAFE SPACE LONDON safespacelondon@gmail.com
 96 Rectory St (at Hamilton Rd) E

6pm-11pm Monday and Tuesday. 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.

ST JOSEPH'S HOSPITALITY CENTRE 519-432-0660
 707 Dundas St E (at Adelaide St) E
 9:30am-11am, 12noon-2pm Monday to Friday. 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) C
 11:30am-12:30pm Monday and Wednesday. Drop-in centre for adults 20 years and older dealing with poverty, homelessness, and/or unemployment.

UNITY PROJECT FOR RELIEF OF HOMELESSNESS IN LONDON
 717 Dundas St E (at Lyle St, rear building) C 519-433-8700 ext 0
Crash Beds - Nightly stay crash beds for men and women 18 years and older. First-come, first-served basis with meals provided. Crash bed intake begins daily at 7pm.

YOUTH OPPORTUNITIES UNLIMITED (YOU)
Youth Action Centre (The) 226-777-0116
 The Cornerstone, 332 Richmond St (at York St) C
 8am-9pm Monday to Friday. Drop-in resource centre offering outreach and support services for youth 16 to 24 years.

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) E

FAMILY CENTRE CARLING-THAMES 519-432-0488
 355 Belfield St (at Kipps Lane) NE

FAMILY CENTRE FANSHAWE 519-452-0362
 Cedar Hollow Public School, 1800 Cedarhollow Blvd NE

FAMILY CENTRE FOX HOLLOW 519-474-0190
 Sir Arthur Currie Public School, 2435 Buroak Dr NW

FAMILY CENTRE WESTMINSTER 519-649-1248
 690 Osgoode Dr (at Adelaide St S) S

FAMILY CENTRE WESTMOUNT 519-473-2825
 1019 Viscount Rd (at Woodcrest Blvd) W

FAMILY CENTRE WHITE OAKS 519-685-1400
 565 Bradley Ave (between Jalna St and Ernest Ave) S

Seniors' Centres

SENIORS' SATELLITE CENTRES 519-661-2489 ext 5769
CITY OF LONDON

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

Argyle Seniors' Satellite
 East London Library, 2016 Dundas St (at Clarke Rd) E
 11am-2pm Wednesday. 1pm-4pm Thursday.

Beacock Seniors' Satellite
 Beacock Library, 1280 Huron St (at Preston St) NE
 1pm-4pm Friday.

Berkshire Seniors' Satellite
 Berkshire Club, 500 Berkshire Dr (at Springbank Dr) W
 11am-4pm Tuesday.

Boyle Seniors' Satellite
 Boyle Memorial Community Centre, 530 Charlotte St (at Princess Ave) E
 11am-2pm Monday.

Chalmers Seniors' Satellite
 Chalmers Presbyterian Church, 342 Pond Mills Rd (at Commissioners Rd) SE
 9am-12noon Friday.

Trinity Seniors' Satellite
 Trinity United Church, 76 Doulton St (at Hale St) E
 11am-2pm Monday.

Westminster Seniors' Satellite
 Westminster Park Church, 1190 Southdale Rd E (at Millbank Dr) S
 1pm-4pm Tuesday.

CROUCH NEIGHBOURHOOD RESOURCE CENTRE	519-642-7630	
550 Hamilton Rd (in Crouch Library Branch, near Egerton St) E		
EAST LONDON UNITED CHURCH OUTREACH (ELUCO)	519-451-3709	
267 Marconi Blvd (at Noel Ave) E		
GLEN CAIRN COMMUNITY RESOURCE CENTRE	519-668-2745	
244 Adelaide St S (at Commissioners Rd E) SE		
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) S		
LAMBETH COMMUNITY CENTRE	519-661-5575	
7112 Beattie St (at Colonel Talbot Rd) SW		
LONDON COMMUNITY RESOURCE CENTRE	519-432-1801	
201 King St (at Clarence St) C		
LONDON JEWISH COMMUNITY CENTRE	519-673-3310	
536 Huron St (at Adelaide St N) N		
LONDON MILITARY FAMILY RESOURCE CENTRE	1-800-866-4546	
Wolseley Barracks, 701 Oxford St E (at Elliott St) NE Office 519-660-5366		
LUSO COMMUNITY SERVICES	519-452-1466	
1193 Oxford St E, Unit 2 (at Mornington Ave) NE		
MEDWAY COMMUNITY CENTRE	519-661-5575	
1119 Sherwood Forest Square (at Wonderland Rd N) NW		
N'AMERIND (LONDON) FRIENDSHIP CENTRE	519-672-0131	
260 Colborne St (at Horton St E) C		
For people of Aboriginal, First Nations ancestry, and their families.		
NORTH LONDON OPTIMIST COMMUNITY CENTRE	5 19-661-5198	
1345 Cheapside St (at Highbury Ave N) NE		
NORTHWEST LONDON RESOURCE CENTRE	519-471-8444	
1225 Wonderland Rd N, Unit 27A (at Gainsborough Rd, back of Sherwood Forest Mall) NW		
SOUTH LONDON NEIGHBOURHOOD RESOURCE CENTRE	519-686-8600	
Jalna Library, 1119 Jalna Blvd (at Bradley Ave) S		
Social Services office and Ontario Works caseworkers onsite.		

CLOTHING & HOUSEHOLD ITEMS

Many services listed in this booklet arrange for clothing, furniture, and other material aid to help clients whenever possible. **Sharing Shops** offer used goods for free or for purchase or exchange of another item. **Thrift Stores** sell used clothing, furniture, and/or household articles.

CLOTHINGWORKS **519-850-9000**
Goodwill Career Centre, 255 Horton St E (at Wellington St) C
 Provides professional clothing for people with limited resources who are seeking employment and going through the interview process. Requires referral from participating agencies.

KOATS FOR KIDS **519-434-9114**
Boys & Girls Club of London, 184 Horton St E (at Richmond St N) C
 Winter coats for children 18 years and under. Children's identification required. Until supplies last.

Sharing Shops & Thrift Stores

ARKWARE CLOTHING OUTLET **519-667-0322**
 696 Dundas St E (at Lyle St) E
 1:30pm-3:30pm Tuesday, Wednesday, Thursday. Clothing available for free or for a token donation.

BETH VALUES THRIFT STORE **519-433-4311**
 207 Wellington St (at Simcoe St) C
 12noon-5pm Tuesday to Saturday. Sells low-cost clothing and household items. Purchases payable by cash only (no credit or debit).

GOODWILL INDUSTRIES, ONTARIO GREAT LAKES
 255 Horton St E (at Wellington St) C **519-850-9000**
 1044 Adelaide St N (Goodwill Bookstore) NE **519-433-2665**
 1165 Oxford St E (west of Highbury Ave N) NE **519-433-2409**
 1225 Wonderland Rd N (Sherwood Forest Mall) NW **519-472-1959**
 979 Wellington Rd (Goodwill Bookstore) S **519-668-7509**
 3410 White Oak Rd (Goodwill Outlet - By the Pound) S **519-685-5389**
 9am-8pm Monday to Friday. 9am-6pm Saturday. 10am-5pm Sunday.
 Community stores sell used, low-cost clothing, furniture, housewares, media, electronics, and books. Bookstores sell books and media.

HABITAT FOR HUMANITY HEARTLAND ONTARIO
Adelaide ReStore, 317 Adelaide St S SE **519-659-1949 ext 281**
Pacific ReStore, 40 Pacific Ct, Unit 5 NE **519-659-1949 ext 225**
 9am-6pm Monday to Friday. 9am-4pm Saturday. (12noon-4pm Sunday, Adelaide site only). Sells new and used building and renovating materials below regular cost.

LIFE RESOURCE CENTRE 519-438-6788
 1750 Huron St (near Clarke Rd) NE
 Call ahead, as hours vary. Community outreach program offering emergency food cupboard and clothing.

LIFE*SPIN FREE STORE 519-438-8676
 872 Dundas St E (at Ontario St) E
 10am-2pm Monday and Wednesday. 3pm-7pm Tuesday. Clothing and household article exchange. Provides new backpacks and school supplies seasonally.

MAY COURT SHOP 519-439-4811
May Court Club of London, 594 Dundas St (at Adelaide St) C
 10am-4pm Tuesday to Friday. 11am-2pm Saturday. July: 10am-4pm Tuesday to Thursday. Closed during the month of August. Sells gently used clothing on consignment.

MINE101 519-453-5550
Anova NE
 900 Oxford St E, Unit 3 (at Gammage St) NE
 10am-6pm Monday to Wednesday. 10am-9pm Thursday and Friday. 10am-6pm Saturday. 12noon-4pm Sunday. Low-cost clothing and accessories, and thrift store items. Social enterprise of Anova.

MISSION STORE 519-438-3056
Mission Services of London E
 797 York St, Unit 4 (at Rectory St) E
Store hours: 9am-7pm Monday to Friday. 9:30am-5pm Saturday.
Voucher Program: 9:30am-3pm Monday to Friday.
 Gently used clothing, footwear, linens, books, toys, kitchenwares, electronics, media and small appliances. Sales tax not charged. Distributes articles free of charge through voucher system (vouchers provided by partnering agencies and churches).

MISSION THRIFT STORE 519-473-8025
 2020 Hyde Park Rd (at Fanshawe Park Rd) NW
 10am-5pm Monday to Friday. 10am-4pm Saturday. Sells low-cost clothing and household items.

MY NEIGHBOUR'S CLOSET 519-451-4334
 476 Clarke Rd (north of Dundas St) NE
 10am-4:30pm Monday to Friday. 10am-4pm Saturday. Sells donated items such as clothing, shoes, toys, sporting goods, and household articles.

NEARLY NEW SHOP 519-660-6198
Church of St Jude, 1537 Adelaide St N (at Fanshawe Park Rd) N
 10am-12noon Tuesday. 9am-12noon Saturday. Sells low-cost, gently used clothing for all ages.

LONDON CROSS CULTURAL LEARNER CENTRE (CCLC) 519-432-1133
 505 Dundas St E (at Adelaide St N) C
 Assistance for new immigrants or refugees to settle, adapt and integrate into London.

Joseph's House - Provides temporary accommodation for newly arrived refugee claimants.

LUSO COMMUNITY SERVICES 519-452-1466
 1193 Oxford St E, Unit 2 (at Mornington Ave) NE
 Community programs and services for children, youth, families and older adults of culturally diverse and ethnic backgrounds.

SOUTH LONDON NEIGHBOURHOOD RESOURCE CENTRE 519-686-8600
 Jalna Library, 1119 Jalna Blvd (at Bradley Ave) S
 Direct and essential services to newcomers to help them integrate into their new society.

YMCA OF WESTERN ONTARIO
YMAP - Mapping the Way for Newcomer Youth 519-860-0907
 Centre Branch, 382 Waterloo St (at King St) C
 For high-school aged permanent residents and convention refugees.

Settlement Services for Newcomers to Canada 519-645-7553 ext 1008
 165 Elmoor Ave E (at Wortley Rd) C
 Information on permanent residency, citizenship, sponsorship, work and visitor permits, government programs, and community services. Assistance with accessing information on health cards, driver's licenses, social insurance numbers, housing, banking, employment, and social services.

COMMUNITY CENTRES

Services may include information and referral to local services, social, recreational, and educational programs, family support, counselling, advocacy, food, clothing, newcomer assistance, and more. There may be a fee for some programs.

AL-MAHDI ISLAMIC COMMUNITY CENTRE 519-649-1812
 91 Meg Dr (at Exeter Rd) S

BOYS & GIRLS CLUB OF LONDON 519-434-9114
 184 Horton St E (at Richmond St N) C

BOYLE MEMORIAL COMMUNITY CENTRE 519-661-2489 ext 2447
 530 Charlotte St (at Princess Ave) E

BYRON OPTIMIST COMMUNITY CENTRE 519-661-5575
 1306 Norman Ave (between Brock St and Byron Blvd) W

CARLING HEIGHTS OPTIMIST COMMUNITY CENTRE 519-661-2523
 656 Elizabeth St (at Oxford St E) NE

LONDON AND MIDDLESEX LOCAL IMMIGRATION PARTNERSHIP (LMLIP) PORTAL www.immigration.london.ca

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

LONDON INTERCOMMUNITY HEALTH CENTRE

Dundas St Site, 659 Dundas St E (at Lyle St) E **519-660-0874**

Huron St Site, 1355 Huron St, Unit 7 (at Highbury Ave) NE **519-659-6399**

Social and health services for newcomers, including the Newcomer Clinic, Women of the World groups, and multicultural diabetes program.

MUSLIM FAMILY SUPPORT SERVICE **519-672-6000**

Muslim Resource Centre for Social Support and Integration

111 Waterloo St, Suite 312 (at Hill St) C

Culturally integrative outreach service with the purpose of connecting Muslim people and families to local supports, services and resources.

RECEPTION, ORIENTATION AND ASSESSMENT CENTRE (ROAC) **519-452-2000 ext 61402**

Thames Valley District School Board (TVDSB)

Montcalm Secondary School, 1350 Highbury Ave N (at Jensen Rd) NE

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

SETTLEMENT.ORG www.settlement.org

Information website to help newcomers settle in Ontario.

WELCOME CENTRE FOR NEW FAMILIES TO CANADA **519-675-4704**

London and District Catholic School Board (LDCSB)

Catholic Central High School, 450 Dundas St (at Colborne St) C

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

WIL EMPLOYMENT CONNECTIONS **519-663-0774**

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

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

Settlement Services

Settlement services to immigrants and refugees include information and referral to community services, job search workshops, and Settlement Workers in Schools Program (SWIS).

COLLÈGE BORÉAL - LONDON ACCESS CENTRE **519-451-5194**

Settlement and Entrepreneurial Services for Immigrants

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

THE SALVATION ARMY THRIFT STORE **519-451-0178**

1960 Dundas St (near Clarke Rd) NE

9am-9pm Monday to Friday. 9am-6pm Saturday. Thrift store. Sells low-cost, gently used clothing, household items, and toys.

SOCIETY OF SAINT VINCENT DE PAUL, LONDON PARTICULAR COUNCIL

York St location, 585 York St (at Adelaide St) C **519-438-7071**

9am-5pm Monday to Friday. 9am-4pm Saturday.

Elias St location, 1005 Elias St (east of Quebec St) E **519-433-9210**

11am-4pm Monday to Friday.

Sells low-cost, gently used clothing, furniture, and small appliances.

WHAT2WEAR CLOTHING STORE **519-668-2745**

Glen Cairn Community Resource Centre

244 Adelaide St S (at Commissioners Rd E) SE

10am-2pm Tuesday and Thursday. Low-cost, gently-used clothing and accessories shop for men and women.

MONEY

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

Basic Income & Employment Supports

ONTARIO WORKS (OW)

City of London, Social Services www.ontario.ca/socialassistance

General Inquiries 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/health benefits may be available as a supplement to the monthly cheque.

Citi Plaza, 355 Wellington St, Suite 248 C

Glen Cairn Community Resource Centre, 244 Adelaide St S (at Commissioners Rd E) SE

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

London East, 1835 Dundas St E (at Clarke Rd) E

South London Community Centre, 1119 Jalna Blvd (at Bradley Ave) S

Westmount Shopping Centre, 785 Wonderland Rd S (at Viscount Rd) W

ONTARIO DISABILITY SUPPORT PROGRAM (ODSP) 519-438-5111
Ontario Ministry of Community and Social Services
217 York St, Suite 203 (at Clarence St) C
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.

Emergency & Supplementary Assistance

DISCRETIONARY BENEFITS 519-661-5910 option 1
City of London, Social Services C
355 Wellington St, 2nd Fl (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, essential furniture, funerals, and burials).

HOUSING STABILITY BANK 519-964-3663 ext 300
The Salvation Army, Centre of Hope, Housing Support Services C
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 – If you are behind in your rent and have received an eviction notice, or need to move to a new home in London, you may be eligible for the interest-free loan program.

Emergency Utility Assistance – Offers grants and interest-free loans to people who's utilities (including gas, water, or electricity) are at risk of being disconnected, or have already been disconnected.

ONTARIO ELECTRICITY SUPPORT PROGRAM (OESP) 1-855-831-8151
Ontario Energy Board www.OntarioElectricitySupport.ca
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.

Other Financial Assistance Programs for Children & Families

CANADA CHILD BENEFIT (CCB) 1-800-387-1193
Canada Revenue Agency
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.

RAINBOW HEALTH ONTARIO www.rainbowhealthontario.ca
Province-wide program working to improve the health and well-being of LGBT2Q+ people in Ontario through education, research, outreach, and public policy advocacy. Resource database and services directory online.

REGIONAL HIV/AIDS CONNECTION 519-434-1601
186 King St, Suite 30 (between Richmond St and Clarence St) C
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 – 7pm-9pm Friday. Social support group for LGBT2Q+ youth ages 14 to 18.

YOUTH OPPORTUNITIES UNLIMITED (YOU) 226-777-0116
Youth Action Centre, The Cornerstone, 332 Richmond St (at York St) C
YOU Belong – 6pm-8pm Wednesday. Informal social group provides a safe space for youth ages 16 to 24 who identify as LGBT2Q+ or as an ally. Call or e-mail info@YOU.ca for more information.

IMMIGRANT, NEWCOMER & REFUGEE SERVICES

Settlement assistance and other supports are available to immigrants, refugees, and newcomers. Visit www.informationlondon.ca for service listings pertaining to specific ethnocultural groups.

IMMIGRATION, REFUGEES AND CITIZENSHIP CANADA 1-888-242-2100
London District Office, 417 Exeter Rd (at Chalkstone Dr) S
Government information about immigrating to and settling in Canada, and Canadian citizenship.

ACROSS LANGUAGES TRANSLATION AND INTERPRETATION 519-642-7247
129/131 Wellington St (at Hill St) C
Interpreter and translator services available to service providers.

IMMPLOY 226-884-9167
The Skill Centre, 141 Dundas St, 4th Fl (at Richmond St) C
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) S
Religious organization that offers social and educational programs to help immigrants and newcomers.

ST LEONARD'S COMMUNITY SERVICES LONDON AND REGION
Main Office, 405 Dundas St (at Colborne St) C **519-850-3777**
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

LGBT2Q+ COMMUNITY SUPPORTS & RESOURCES

Community supports, support groups, and health-related information and services for lesbian, gay, bisexual, transgender, transsexual, 2-spirited, queer and questioning (LGBT2Q+) people offered in inclusive environments.

FAMILY SERVICE THAMES VALLEY 519-433-0183
125 Woodward Ave (at Oxford St W) W
Coming Out Over Coffee – 6:30pm-8pm second and fourth Tuesday of each month. Facilitated drop-in discussion and support group for LGBT2Q+ identified people ages 19 and older.

LESBIAN GAY BI TRANS YOUTHLINE 1-800-268-9688
www.youthline.ca askus@youthline.ca
4pm-9:30pm Sunday to Friday. Confidential telephone peer support, resources, and referral database for youth. Support also available via online chat, texting (647-694-4275) and email.

LONDON CROSS CULTURAL LEARNER CENTRE 519-432-1133 ext 237
505 Dundas St E (at Adelaide St N) C
Settlement services and social support group for LGBT2Q+ newcomers to the London area. Call or email rainbow@lclcl.org for LGBT2Q+ Social Support Group meeting dates.

LONDON INTERCOMMUNITY HEALTH CENTRE 519-660-0875 ext 225
659 Dundas St E (at Lyle St) E
Trans Health Team – Medical and support services for individuals transitioning genders.

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

MIDDLESEX-LONDON HEALTH UNIT 519-663-5446
Sexual Health Clinic
50 King St (at Ridout St) C
LGBT2Q+ Resources – www.healthunit.com/lgbtq-resources

PFLAG CANADA - LONDON 519-686-7691
Telephone support and information to anyone with questions or concerns about sexual orientation and/or gender identity issues.

Peer Support Meetings – 7pm-9pm third Monday of each month at Middlesex-London Health Unit, 50 King St, London.

CHILD CARE FEE SUBSIDY PROGRAM 519-661-4834
City of London, Neighbourhood, Children & Fire Services
Citi Plaza, 355 Wellington St, Suite 248 C
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. Apply online. Application forms also available from child care centres and the City of London.

FAMILY RESPONSIBILITY OFFICE 1-800-267-7263
Ontario Ministry of Community and Social Services
Helps families get the financial support they are entitled to by enforcing court ordered responsibilities and domestic contracts, including out of area agreements.

FAMILY SUPPORT PROGRAM 519-661-5550
City of London, Social Services
The following six 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 (see back cover).

ONTARIO CHILD BENEFIT
Ontario Ministry of Finance 1-800-387-1193
Monthly benefit to help with child care costs to parents of children under 18 years of age, who have low or middle income. Parents must have filed income tax returns for the previous year, and registered their child(ren) for the federal Canada Child Benefit (CCB).

ONTARIO MINISTRY OF CHILDREN, COMMUNITY AND SOCIAL SERVICES 519-438-5111
217 York St, Suite 203 (at Clarence St) C
Assistance for Children with Severe Disabilities – Financial support for parents or legal guardians who have a child under 18 years with a severe disability who lives at home. Must meet income level criteria.
Special Services at Home – Supports families caring for children 18 and under with a physical or developmental disability who live at home.

Tax Credits & Exemptions

CANADA REVENUE AGENCY

GST/HST Credit for Individuals 1-800-387-1193

Tax-free payment based on annual family income to help individuals and families 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 (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).

Income Support for Contributors

EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA (ESDC)

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

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 & 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

417 Exeter Rd (at White Oak Rd) SE 1-866-522-2122

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.

Budget & Debt Counselling

CREDIT COUNSELLING 519-433-0159

Family Service Thames Valley

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

Budget counselling, debt management programs, third party mediation, and bankruptcy counselling.

LIFE*SPIN

519-438-8676

Public Legal Education

866A Dundas St E (at Ontario St) E

Plain-language information and training materials regarding poverty issues and legislative changes. Public presentations and consultations related to legal low-income issues. Western Law Community Workshops Program run September to March.

LONDON EMPLOYMENT HELP CENTRE 519-914-1737

Advocacy Services

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

Advice and paralegal representation to assist people accessing government benefits.

NEIGHBOURHOOD LEGAL SERVICES LONDON AND MIDDLESEX 519-438-2890

Market Tower, 151 Dundas St, Suite 507 (at Richmond St) C

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

SMALL CLAIMS COURT PROJECT, PRO BONO STUDENTS CANADA

Western University, Faculty of Law 519-661-3352

London Public Library, Central Branch, 251 Dundas St (at Wellington St) C

5:30pm-8:30pm Wednesday. Appointments held at London Public Library, Central Branch. Assistance with small claims court forms and procedures.

Criminal Justice Outreach

CORRECTIONAL AND JUSTICE SERVICES 519-432-9553

Salvation Army (The), Ontario Great Lakes Division

Centre of Hope, 281 Wellington St (at Horton St) C

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

JOHN HOWARD SOCIETY OF LONDON AND DISTRICT 519-438-4168

601 Queens Ave (at Adelaide St) C

Information, referral and counselling to offenders, at-risk of offending and family members. Aids with pardon applications and walk-in assistance.

Bail Verification and Supervision Program (BVSP)

570 Queens Ave

519-518-5420 ext 100

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

LEGAL & ADVOCACY

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.

COMMUNITY LEGAL SERVICES 519-661-3352

Western University, Faculty of Law

Faculty of Law Building, Rm 126, 1151 Richmond St (at University Dr) N
8:30am-4pm Monday to Friday. 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

Western University, Faculty of Law

Faculty of Law Building, Rm 126, 1151 Richmond St (at University Dr) N
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.

FAMILY LAW INFORMATION CENTRE 519-660-3001

Court House, 80 Dundas St (at Ridout St N) C
Drop-in information and resource centre. Lawyer advice available
9am-4pm Monday to Friday. Referrals to duty counsel, mediation service and social worker.

FAMILY MEDIATION CENTRE (THE) 519-673-1219

142 Dundas St, 2nd Floor C
Court-attached mediation services for those with disputes in family law.

LAW SOCIETY REFERRAL SERVICE 1-855-947-5255

Law Society of Upper Canada www.findlegalhelp.ca

9am-5pm Monday to Friday. Online and telephone referral to registered lawyers or paralegals based on client needs, law required, and geographic area.

LEGAL AID ONTARIO 519-433-8179

London District Office, 150 Dufferin Ave, Ste 802 (at Richmond St) C

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 individuals. Assists with immigration and refugee claims. Legal resources and referrals to other social assistance agencies.

London Family Duty Counsel, 80 Dundas St, 2nd Fl C 519-660-2308

London Criminal Duty Counsel, 80 Dundas St, 2nd Fl C 519-660-5095

OFFICE OF THE COMMUNITY ADVOCATE 519-438-8676

LIFE*SPIN

866A Dundas St E (at Ontario St) E
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) C
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.

OFFICE OF THE SUPERINTENDENT OF BANKRUPTCY CANADA

Innovation, Science & Economic Development Canada 1-877-376-9902

451 Talbot St, Ste 303 (at Queens Ave) C
Supervises administration of estates in bankruptcy. Individuals or businesses who want to declare bankruptcy must first contact a Bankruptcy Trustee. Appointment required for meeting.

EMPLOYMENT ASSISTANCE

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

JOB BANK

www.jobbank.gc.ca

Website of employment opportunities across Canada.

EMPLOYMENT ONTARIO

(Hotline) 1-800-387-5656

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

Collège Boréal, Employment Options 519-672-1562
Citi Plaza, 355 Wellington St, Ste 279 (at King St) C

Fanshawe College, Community Employment Services
431 Richmond St, 2nd Fl C 519-452-4430 ext 6501
Nelson Plaza, 155 Clarke Rd (at Trafalgar St) E 519-432-1220

Goodwill Industries, Ontario Great Lakes 519-850-9000
255 Horton St E, 2nd Fl (at Wellington St) C

**Goodwill Industries, Ontario Great Lakes
Sherwood Forest Job Connection** 519-474-7846
1225 Wonderland Rd N (Sherwood Forest Mall) NW

Leads Employment Services 519-439-0352
171 Queens Ave, Ste 410 (at Richmond St)

London Employment Help Centre 519-439-0501
150 Dufferin Ave, Main Fl, Ste 100 (at Richmond St) C

London Training Centre 519-685-4331
317 Adelaide St S, Unit 110 (at Commissioners Rd E) SE

Nokee Kwe 519-667-7088
1069 Wellington Rd S, Unit 104 (at Bradley Ave) S

WIL Employment Connections 519-663-0774
The Skill Centre, 141 Dundas St, 4th Fl (at Richmond St) C Youth

Opportunities Unlimited (YOU) 519-432-1112
The Skill Centre, 141 Dundas St, 2nd Fl (at Richmond St) C

SEXUAL ABUSE SERVICES

Family Service Thames Valley

519-433-0183

125 Woodward Ave (between Oxford St W and Riverside Dr) W
Short-term strengths-based counselling for women who have experienced sexual abuse or sexual assault.

Children's Services

CHILDREN'S AID SOCIETY OF LONDON & MIDDLESEX 519-455-9000

1680 Oxford St E NE After-hours Emergency 519-858-5998
Protects and cares for children at risk of abuse and neglect, and promotes the healthy development of children, families, and communities.

MERRYMOUNT FAMILY SUPPORT AND CRISIS CENTRE

1064 Colborne St (at Huron St) N 24-hour 519-434-6848
Immediate response to families with young children in an emergency or crisis situation. Overnight and flexcare for children birth to 13 years.

KIDS HELP PHONE

1-800-668-6868

Website/Online Counselling

www.kidshelpphone.ca

Text "CONNECT" to 686868

Daily 24 hours. Confidential, anonymous telephone and internet (chat) counselling, and referrals for troubled or abused children/youth.

BroTalk - Daily 24 hours. Confidential, anonymous telephone and internet counselling service for teen guys and teens who identify as male, primarily 14 to 18 years of age. Live Chat available.

Good2Talk

Helpline 1-866-925-5454

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

Seniors' Services

ELDER ABUSE LONDON MIDDLESEX

519-685-8500 ext 75511

www.ealm.ca

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

CHANGING WAYS (LONDON) 519-438-9869
825 Bradley Ave (east of Wellington Rd) S
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.

CRISIS INTERVENTION AND VICTIM SUPPORT UNIT 519-661-5636
London Police Services
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.

FEM' AIDE – LIGNE DE SOUTIEN POUR 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, and/or have been sexually assaulted. Confidential and anonymous.

LONDON ABUSED WOMEN'S CENTRE
Crisis/24-hour Helpline 1-866-863-0511
797 York St, Unit 5 (at Rectory St) E Office 519-432-2204
Counselling, support, and advocacy for women, 12 years and older, experiencing violence and abuse in their intimate relationships.

MUSLIM RESOURCE CENTRE FOR SOCIAL SUPPORT AND INTEGRATION 519-672-6000
111 Waterloo St, Suite 312 (at Hill St) C
9am-4pm Monday to Friday. Family violence prevention and intervention services for Muslim and Arabic families.

REGIONAL SEXUAL ASSAULT AND DOMESTIC VIOLENCE TREATMENT PROGRAM Crisis/24-hour 519-646-6100 ext 0
Office 519-646-6100 ext 64224
24-hour emergency services and follow-up care for women, children, or men experiencing sexual assault and/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 (8am-6pm Monday to Friday. 8am-4pm Saturday, Sunday, and holidays), and ask to speak to a member of the program team.

RESEAU-FEMMES DU SUD-OUEST DE L'ONTARIO LONDON OFFICE 519-679-4200
920 Huron St (at Barker St) NE
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.

40 London and Area

ACCESS CENTRE FOR REGULATED EMPLOYMENT 519-858-2348
171 Queens Ave, Suite 320 (at Richmond St) C
Information and application assistance for internationally trained individuals seeking licensure or related employment in Ontario's regulated professions.

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

LINKS 2 WORK www.links2work.on.ca
Website of employment and training resources for London, Elgin, and Middlesex. Project of Employment Sector Council London-Middlesex.

LONDON CROSS CULTURAL LEARNER CENTRE (CCLC) 519-432-1133
Job Search Workshop for Newcomers ext 238
505 Dundas St E (at Adelaide St N) C
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 (LONDON) 519-438-1111

Kiwanis Seniors' Community Centre
78 Riverside Dr (at Wharnclyffe Rd S) W

PATHWAYS SKILL DEVELOPMENT AND PLACEMENT CENTRE 519-667-7795
205 Horton St E (at Clarence St) C
Assists people overcome barriers to meaningful employment. Offers programs and services to help employment seekers unlock potential and improve skills.

Employment Assistance for People with Disabilities

ATN ACCESS FOR PERSONS WITH DISABILITIES 519-433-7950
The Skill Centre, 141 Dundas St, 5th Fl, Unit 504 C
Technology and computer assisted learning courses and programs to help people with disabilities or learning barriers gain skills and/or prepare for employment.

CANADIAN HEARING SOCIETY, LONDON REGION 1-866-518-0000
181 Wellington St (at Grey St) C
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) C
Assists people with a disability to achieve their employment goals through resume writing, job searches, development with potential employers and work site job coaching.

London and Area 29

FORWARD HOUSE OF LONDON 519-455-0020
 111 Waterloo st, Suite 402 (at South St) C
 Assists adults 18 and older with a developmental disability in the pursuit of employment.

GOODWILL INDUSTRIES, ONTARIO GREAT LAKES
Disability Services 519-850-9000 ext2308
 255 Horton St E, 2nd Fl (at Wellington St) C
 Services to guide and support individuals with disabilities through the process of preparing for, finding, and keeping a job.

HUTTON HOUSE ASSOCIATION FOR ADULTS WITH DISABILITIES
Employment Assistance Services 519-472-1541 ext 232
 Cherryhill Mall, 301 Oxford St W (at Cherryhill Blvd) W
 Also has volunteer and adult education programs.

LEADS EMPLOYMENT SERVICES 519-439-0352
 171 Queens Ave, Suite 410 (at Richmond St) C
 Offers career planning, employment counselling, job search skills and clubs, job placement services, referrals and more.

LEARNING DISABILITIES ASSOCIATION OF LONDON REGION
Employment and Employer Services 519-438-6213
 303 Richmond St, Unit 205 (at Horton St) C
 Support to employees/employers with regard to learning disabilities.

LIFESKILLS CENTRE INC
Employment Skills 519-680-3808
 111 Belmont Dr, Suite 102 (at Wharncliffe Rd S) S
 Assists people with disabilities to develop the necessary skills to gain and retain employment.

MARCH OF DIMES CANADA 519-642-3999
Employment Services
 920 Commissioners Rd E (at Adelaide St) SE
 Employment services including assessments, training, job placement and on-the-job support to help people return to work.

MENTAL HEALTH

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* for services to people who are experiencing homelessness.

MENTAL HEALTH AND ADDICTIONS CRISIS CENTRE 519-434-9191
Canadian Mental Health Association (CMHA) Middlesex
 648 Huron St (near Adelaide St) NE
 Daily 24 hours. Supports for adults experiencing personal distress and symptoms of mental health and addictions. Emotional trauma assessment, crisis intervention, and links to longer-term services.
Crisis Mobile Team – Crisis support and stabilization in the community.

VANIER CHILDREN'S SERVICES Crisis and Intake 519-433-0334
 871 Trafalgar St (near Hamilton Rd) E Office 519-433-3101
 8:30am-7:30pm Monday to Thursday, 8:30am-4:30pm Friday. Crisis Line 24 hours. Children's mental health centre offering community-based assessment, counselling, and treatment for children and families.

DOMESTIC VIOLENCE & SEXUAL ASSAULT

ANOVA Crisis/24-hour 519-642-3000
 255 Horton St E, 3rd Floor C Office 519-642-3003
 Crisis line, drop-in counselling centre at all locations, emergency shelters, individual and group counselling and transitional housing support services for female-identified or gender non-conforming individuals who have experienced sexual or domestic violence and their children.
Sexual Assault Centre Crisis/24 hour 519-438-2272 or 1-877-529-2272
 24-hour crisis and support telephone line and advocac service for people who have experienced sexual violence as adults or as children.

Clarke Rd Shelter, 450 Clarke Rd (at Dundas St) E

Second Stage Housing, 1416 Ernest Ave (at Bradley Ave) S

Wellington Rd Shelter, 101 Wellington Rd (at McClary Ave) C

Community Group Program for Children and their Moms – Group program to help children understand the abuse that happened in their family.
Counselling and Support Centre (at all locations) – Onsite counsellors provide support and information. Drop-in or call for support.

Family Court Support Worker Program – 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.

AT^LOHSA NATIVE FAMILY HEALING SERVICES
 Crisis/24-hour 519-432-0122 or 1-800-605-7477
 343 Richmond St, Suite 109 (at York St) C Office 519-438-0068

Help for healing and recovery from violence for the First Nations community.
Family Support Unit – Intervention and prevention of family violence through group and individual counselling, traditional teaching circles, and advocacy.
Zhaawanong Shelter 519-432-2270
 256 Hill St (at Wellington St) C
 Emergency shelter for women experiencing abuse, and their children.

CARREFOUR DES FEMMES Crisis/24-hour Helpline 1-888-858-0954
DU SUD-OUEST DE L'ONTARIO Office 519-858-0954
 285 King St, 2nd Fl (at Wellington St) C
 Confidential support, awareness, programs, and referrals to community services for Francophone women dealing with violence and sexual assault.

FAMILIES FIRST COMMUNITY ACTION PLAN FOR CHILDREN (CAPC)**Westminster**, 1043 Southdale Rd E (at Millbank Dr) S **519-649-1248****White Oaks**, 1119 Jalna Blvd (at Bradley Ave) S **519-649-1248**

Information and programs that enhance the healthy development of families with young children, birth to 6 years, living in White Oaks and Westminster.

GLEN CAIRN COMMUNITY RESOURCE CENTRE **519-668-2745**

244 Adelaide St S (at Commissioners Rd E) SE

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 519-432-7098

261 Piccadilly St (at Richmond St) C

Practical, emotional, and spiritual support to individuals 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****Children and Youth Services**

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

Literacy and education-based programs for school age children, and recreational and social-based programs for youth.

MERRYMOUNT FAMILY SUPPORT AND CRISIS CENTRE **519-434-6848**

1064 Colborne St (at Huron St) N

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

N'AMERIND (LONDON) FRIENDSHIP CENTRE **519-672-0131**

260 Colborne St (at Horton St E) C

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

EARLYON CHILD AND FAMILY CENTRES**Argyle**, Lord Nelson PS, 1990 Royal Cres **519-455-2791****Carling-Thames**, 355 Belfield St **519-432-0488****Fanshawe**, Cedar Hollow PS, 1800 Cedarhollow Blvd **519-452-0362****Fox Hollow**, Sir Arthur Currie PS, 2435 Buroak Dr **519-474-0190****Westminster**, 690 Osgoode Dr **519-649-1248****Westmount**, 1019 Viscount Rd **519-473-2825****White Oaks**, 565 Bradley Ave **519-685-1400****SINGLE WOMEN IN MOTHERHOOD TRAINING PROGRAM** **519-432-5454**

296 Horton St, Suite 4 (at Wellington St) C

Support and guidance to single mothers and their families.

YOUTH MENTAL HEALTH SERVICES (Crisis & Intake) **519-433-0334**

Centralized crisis and intake services for Craigwood Youth Services, Vanier Children's Services, and WAYS Mental Health Support.

CANADIAN MENTAL HEALTH ASSOCIATION (CMHA) MIDDLESEXQueens Ave Site, 534 Queens Ave (at William St) C **519-668-0624**

Information and referral to community and professional resources. Education support groups on a variety of topics. Community programs. Crisis services, including mobile outreach, residential crisis support beds, drop-ins, outreach, women's resources, and housing advocacy and support services.

Support Line **519-601-8055 or 1-855-668-0624**

Daily 24 hours. Confidential telephone support for people feeling anxious, isolated, sad, lonely, stressed or need someone to talk to. Callers speak to trained and caring volunteers and can receive information about community services.

REACH OUT CRISIS LINE **519-433-2023 or 1-866-933-2023**

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

CHILD AND PARENT RESOURCE INSTITUTE (CPRI) **519-858-2774**

600 Sanatorium Rd (at Oxford St W) W

Mental health resource centre providing specialized services for children and youth under 18 years, and their families, guardians, and caregivers.

LONDON INTERCOMMUNITY HEALTH CENTRE **519-660-0874**

659 Dundas St (at Lyle St) E

One-on-one, couple, family, and group counselling for registered clients. Psychology and psychiatry services for primary health care clients registered with a doctor or nurse practitioner. Mental health screening and assessments. All services are confidential.

MENTAL HEALTH WALK-IN CLINIC **519-433-0183**

Family Service Thames Valley

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

Tuesday 1pm-6pm. Free walk-in counselling services offered on a first-come, first-served basis. No appointment necessary.

SOUTHWEST ONTARIO ABORIGINAL HEALTH **519-672-4079****ACCESS CENTRE (SOAHAC)**

London, 425-427 William St (between Dundas St/Queens Ave) C

Chippewas of the Thames, 77 Anishinaabeg Dr, Muncney **519-289-0352**

Mental health services and resources for the Aboriginal community.

Peer Support**CAN-VOICE (CONSUMER SURVIVOR COMMUNITY SUPPORT SERVICES)** **519-434-8303**

450 Spruce St (near Dundas St) E

9am-4pm Monday to Friday. 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) NE
11:30am-4pm Monday to Thursday. Art studio and gallery space. Peer support, fellowship, and encouragement. Focus on creative expression and skill development.

CONNECT FOR MENTAL HEALTH 519-679-4040
Weekly social and recovery support groups. www.connectformh.ca

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.

Family Counselling

ARK AID STREET MISSION 519-667-0322
696 Dundas St E (at Lyle St) E
Individual, 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) C
Counselling for individuals, couples, and families 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) W
Counselling for individuals, couples, and families. Fees are based on ability to pay (sliding scale). Locations in Middlesex County. Call for information. Walk-In counselling services available at main office Tuesday 1-6pm.

JOHN HOWARD SOCIETY OF LONDON AND DISTRICT 519-438-4168
601 Queens Ave (at Adelaide St) C
Individual, couple, family, and group counseling for people involved in the justice system, or people at risk of becoming involved in the justice system, their families, and high-risk youth.

ADDICTIONS

LONDON CARES 519-667-2273 (CARE)
Housing First service aimed at improving the health and housing outcomes of individuals experiencing homelessness. Services include street outreach, mobile unit, housing stability program, and housing selection.

DENTAL CLINIC, SCHULICH MEDICINE AND DENTISTRY
Western University, Dental Sciences Building NW 519-661-3326
Low-cost dental treatments provided to adults by dental students.

Children's Dental Clinic 519-661-3329
Low-cost dental treatments provided to children 2 to 12 years by dental students.

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.

Parenting & Health Programs for Young Families

See also *Community Centres* and *Family Centres* for more programs.

MIDDLESEX-LONDON HEALTH UNIT 519-663-5317
50 King St (at Ridout St) C
Healthy Start Programs 519-663-5317 ext 2280

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

Health Connection
8:30am-4:30pm Monday to Friday. Free confidential information from a Public Health Nurse about pregnancy, self-care, parenting and infant care.

Smart Start for Babies 519-646-2961
Prenatal nutrition and support program for pregnant women and teens, and their partner or support person.

CHILDREACH 519-434-3644
265 Maitland St (at Hamilton Rd) C

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 in London with questions about parenting and children. For email support, send to parentconnect@childreach.on.ca.

CRAIGWOOD YOUTH SERVICES (Crisis and Intake) 519-433-0334
520 Hamilton Rd (at Chesley Ave) E (Office) 519-432-2623

Administrative Hours: 8:30am-4:30pm Monday to Friday. Services and supports for youth with emotional, behavioural, and psychological difficulties, and their families.

CROUCH NEIGHBOURHOOD RESOURCE CENTRE 519-642-7630
Child and Youth Programs ext 223

550 Hamilton Rd (in Crouch Library Branch, near Egerton St) E
Leadership opportunities, nutrition, recreation, education, after school, and summer programs for children and youth 7 to 17 years.

MARCH OF DIMES CANADA

Assistive Devices Program 519-642-3700 or 1-866-765-7237
291 King St, 3rd Fl (at Wellington St) C
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.

REGIONAL HIV/AIDS CONNECTION 519-434-1601 or 1-866-920-1601
186 King St, Suite 30 (between Richmond St and Clarence St) C
Counselling, referrals, prevention services and practical supports for people living with or affected by HIV/AIDS and/or Hepatitis C. Outreach services across the South West region.

SOUTHWEST ONTARIO ABORIGINAL HEALTH ACCESS CENTRE (SOAHAC) 519-672-4079
London Site, 425-427 William St (between Dundas St/Queens Ave) C
Chippewas of the Thames Site, 77 Anishinaabeg Dr, Muncey 519-289-0352
Health and mental health services combining traditional healing and Western medical practices to the Aboriginal community.

SOUTH WEST LOCAL HEALTH INTEGRATION NETWORK
Home and Community Care 1-800-811-5146
356 Oxford St W (at Beaverbrook Ave) W
Information about community health and support services. Coordinates access to publicly-funded home health care and long-term care homes.

Find a Doctor

HEALTH CARE CONNECT 1-800-445-1822
Ministry of Health and Long-Term Care
www.ontario.ca/healthcareconnect
Telephone referral service connecting people in Ontario without a regular family health care provider with doctors and nurse practitioners accepting new patients.

Dental Care

MIDDLESEX-LONDON HEALTH UNIT 519-663-5317 ext 2231
Dental Clinic, 50 King St (at Ridout St) C
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.

MENTAL HEALTH AND ADDICTIONS CRISIS CENTRE

648 Huron St (near Adelaide St) NE (Office) 519-434-9191
Daily 24 hours. Supports for adults experiencing personal distress and symptoms of a mental health and/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.
Crisis Mobile Team - Crisis support and stabilization in the community.

REACH OUT CRISIS LINE 519-433-2023 or 1-866-933-2023
Daily 24 hours. Mental health and addictions crisis and support line.

ADDICTION SERVICES OF THAMES VALLEY intake@adstv.ca
Reach Out Crisis Line 519-433-2023 or 1-866-933-2023
200 Queens Ave, Suite 260 (at Clarence St) C 519-673-3242
Assessment, treatment planning, and referral for alcohol, drugs, internet, gaming, and problem gambling issues. Mental Health and Addictions Crisis Centre partner.

Walk-in Intake Services 519-673-3242 ext 222
1pm-2pm Monday and Thursday. Walk-in screening and assessment services for all programs.

COUNTERPOINT NEEDLE AND SYRINGE PROGRAM

Regional HIV/AIDS Connection 519-434-1601 or 1-866-920-1601
186 King St, Suite 30 (between Richmond St and Clarence St) C
9am-5pm Monday to Friday. 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 10am-4pm Monday to Friday, and 11am-4pm Saturday and Sunday.
Street and Mobile Outreach - Available 11am-6pm Monday to Friday. Call 519-851-3548 to arrange for service.

N'AMERIND (LONDON) FRIENDSHIP CENTRE 519-672-0131 ext 235
260 Colborne St (at Horton St E) C
Alcohol, drug abuse, and gambling support for First Nations community members, and their families.

If you or someone you care about is looking for addiction and mental health services information, contact **ConnexOntario** daily 24/7 at **1-866-531-2600**.

12-Step Programs

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

AL-ANON/ALATEEN	519-457-9393
ALCOHOLICS ANONYMOUS	519-438-1122 (24 hour helpline)
ATLOHSA NATIVE FAMILY HEALING SERVICES	519-438-0068
GAMBLERS ANONYMOUS	519-434-8481
NARCOTICS ANONYMOUS	1-888-811-3887
OVEREATERS ANONYMOUS	www.aa.org

Alcohol & Drug Residential Programs

WITHDRAWAL MANAGEMENT **519-432-7241**
Centre of Hope, Salvation Army (The), Ontario Great Lakes Division
 281 Wellington St (at Horton St) C
 Non-medical, co-ed, residential acute detoxification facility for adults 16 years and older. Call ahead or drop in. 24-hour admission.

QUINTIN WARNER HOUSE **519-434-8041**
Mission Services of London
 477 Queens Ave (at Maitland St) C
 Residential alcohol and drug addictions treatment centre for men 18 years and older. Annexes at 440 and 479 Maitland St for aftercare and relapse prevention stays for up to one year.

TEEN CHALLENGE CANADA **519-652-0777**
London Men's Centre, 9340 Sharon Rd (near Westdel Bourne) SW
 Residential, faith-based rehabilitation program for men 18 years and older with drug and/or alcohol addictions.

TURNING POINT
Men's Residence, 225 Wharncliffe Rd N W **519-439-9034**
Women's Residence, 612 Mornington Ave NE **519-659-2250**
 Residential recovery homes for individuals 16 years and older.

HEALTH CARE

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.

MINISTRY OF HEALTH AND LONG-TERM CARE

Ontario Health Insurance Plan (OHIP) (ServiceOntario) 1-800-267-8097
 Health cards allow eligible persons to receive certain health care services free of charge. To apply for OHIP coverage, visit any London and Middlesex ServiceOntario counter.

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 individuals 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.

MIDDLESEX-LONDON HEALTH UNIT 519-663-5317
 50 King St (at Ridout St) C
 Health agency that addresses public health issues and promotes healthy living. Clinical services, health education programs, and information on healthy living.

LONDON INTERCOMMUNITY HEALTH CENTRE
Dundas St Site 519-660-0874
 659 Dundas St E (at Lyle St) E

Huron St Site 519-659-6399
 1355 Huron St, Unit 7 (at Highbury Ave) NE
 Primary health care, health promotion, and community programs.

Anonymous HIV/AIDS Testing – Options Clinic 519-673-4427
 659 Dundas St E (at Lyle St) E
 9am-5pm Monday, Tuesday and Friday. 9am-9pm Wednesday. 10:30am-5pm Thursday. 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.