



Help Yourself Through Hard Times

2016/2017

Basic needs services for London and Middlesex County



United Way
London & Middlesex



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.



Deborah Armstrong
Programs Director, Noke Kwe

Information London helps people connect to the local services they need.

“At Noke Kwe, Information London and the *Help Yourself Through Hard Times* booklet are valuable resources for our counsellors, clients, and the general public. We believe that the ability to offer client choice, and value-added referrals to London’s many great resources, improves the lives of the people in our community.

We use *Help Yourself Through Hard Times* in a variety of ways. Our counsellors use them with clients, we make them available to general employment seekers and new immigrants for self-serve use, and the booklet is also a great training tool for new staff and social work students.

Information London’s website is easy to use, and contains up-to-date and useful information about basic needs and community services in London and Middlesex. It’s a testament to London’s collaborative nature. Finding events, printable resources, and essential social services has never been easier – it’s no wonder this resource has been around for more than 40 years!”



Information London

Community Services Directory for London and Middlesex

www.informationlondon.ca | [@InfoLondonON](https://twitter.com/InfoLondonON)

Chippewas of the Thames First Nation

HEALTH SERVICES 519-289-5641
322 Chippewa Rd, Muncey
Health centre offering family medical care, health education, and counselling.

ONTARIO WORKS (OW) 519-289-5621
320 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.

Oneida Nation of the Thames

EMPLOYMENT AND TRAINING 519-652-9350
Oneida Resource and Training Centre, 2110 Ballpark Rd, Unit 2, Southwold
Business, economic development, and employment assistance services.

HEALTH SERVICES 519-652-0500
2213 Elm Ave, Southwold
Community health services and education programs, prenatal and postnatal care, mental health and addiction programs, diabetes services, and immunization services.

ONTARIO WORKS (OW) 519-652-1055
238 “D” Oneida 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.

ONYOTA’A:KA ONEIDA FAMILY HEALING LODGE 519-652-0657
2212 Elm Ave, Southwold
Residential shelter for individuals and families who are at risk of, or in, a violent family situation. Provides support, referrals, and advocacy.

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 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

FIRST NATION RESERVES

Munsee-Delaware Nation

EMPLOYMENT AND TRAINING

519-289-5396

279 Jubilee Rd, Muncey

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.

HEALTH SERVICES

519-289-2957

533 Thomigo Rd, Muncey

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

ONTARIO WORKS (OW)

519-289-5396 ext 224

279 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.

ABOUT THIS GUIDE

Help Yourself Through Hard Times lists services that provide assistance in basic material aid and emotional or social support to people during times of financial hardship.

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.

Information London is supported by:



United Way
London & Middlesex

This book is available online at. To request additional print copies of this publication for distribution, contact the City of London at 519-661-5336.

Looking for Health Information? We can help.

Visit www.southwesthealthline.ca to find accurate, easy-to-use information about local health and social services and supports. Plus, find local health careers, news, and events.

SouthWesthealthline.ca

Call the South West Community Care Access Centre at **310-2222 (CCAC)**, or email gethelp@sw.ccac-ont.ca, to connect with expert and friendly help to navigate the health system.



Connecting you with care
Votre lien aux soins
South West
CCAC CCAC
Community
Care Access
Centre
Centre d'accès
aux soins
communautaires
du Sud-Ouest

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MIDDLESEX-LONDON HEALTH UNIT

Sexual Health Clinic

519-663-5446 press 3

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

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.

Atomic Youth Zone – 4:30pm-6:30pm Wednesdays. Peer support and group discussions. Youth gain confidence in the kitchen while learning life skills.

NEWCOMER & IMMIGRANT 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.

AUSABLE COMMUNITY CENTRE

519-227-1453

183 Main St (near Frank St), Lucan

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

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.

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-8pm Monday to Tuesday. 9am-4pm Wednesday to Friday.

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

County Youth Outreach Program

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 519-668-1900

823 Exeter Rd (Ontario Provincial Police Office, at Wellington Rd), London
Support services for individuals and families who have experienced violent crime. Contact any Middlesex Police Service.

**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.

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**

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.

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.

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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	



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. Registered patients. Call for information.

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. Call for information.

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. 8:30am-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. See page 36 for more information.

ONTARIO EARLY YEARS 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, 229 Parkhill 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.

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

NIMKEE NUPIGAWAGAN HEALING CENTRE

519-264-2277

20850 Muncey Rd, Muncey

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

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.

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 CCAC Care Coordinators onsite.

STRATHROY MIDDLESEX GENERAL HOSPITAL

519-245-1550

395 Carrie St (south of Saulsbury St), Strathroy

Community hospital with emergency department offering inpatient and ambulatory care services. South West CCAC 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. See page 36 for more information.

Immunization Clinic

519-663-5317 ext 2330, choose option 4

Sexually Transmitted Infections Clinic

519-663-5446 press 3

FOOD

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: 10am-12noon Saturdays (September to April).

Baby food also available. Identification for all family members and proof of income required. For satellite locations, see *Neighbourhood Food Banks*.

SALVATION ARMY COMMUNITY SERVICES

519-661-0343 ext 227

Centre of Hope

281 Wellington St (at Horton St)

C

8am-3:30pm Monday to Friday. 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 Foodbanks.

ST PAUL'S CATHEDRAL SOCIAL SERVICES

519-434-8979

Daily Bread 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, Ste 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 519-452-4430 ext 6302

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

University Students Council Food Support Service 519-661-3574

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

Kinsmen Food Depot, Kinsmen Recreation Centre
20 Granville St (near Wharnccliffe Rd N) W
11am-2pm third Friday of each month. N6A, N6C, N6H, N6J

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)

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 Employment Resource Centre 519-245-1290

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

AUSABLE COMMUNITY CENTRE 519-227-1453

183 Main St (near Frank St), Lucan

Free employment services for employers and job seekers.

NEXT WAVE YOUTH CENTRE 519-245-4272

Youth Opportunities Unlimited (YOU)

32 Front St W (at Frank St), Strathroy

QUEST CENTRE (THE) 519-287-2726

3581 Concession Dr (west end of Glencoe District High School), Glencoe
Resource centre with job search assistance and resources.

Employment Assistance For People with Disabilities

ATN ACCESS FOR PERSONS WITH DISABILITIES 519-433-7950

Computer 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.

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
(Crisis) 1-866-933-2023

21 Richmond St (at Maitland St), Strathroy (Office) 519-245-0120

8:30am-4:30pm Monday to Friday. Case management services, counselling, crisis response, activity programs, information and referral services for individuals 16 years and older experiencing serious and ongoing mental health issues.

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.

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 (Hotline TTY) 1-866-533-6339

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

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
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

CROUCH NEIGHBOURHOOD RESOURCE CENTRE 519-642-7630
550 Hamilton Rd (in Crouch Library Branch, near Egerton St) E
9am-12noon Tuesday to Friday. 2pm-4pm Wednesday. Food items and select baby needs, 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 or 519-686-8600

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 Monday to Friday. Emergency food kits and baby food bank for residents of Glen Cairn and Pond Mills community. Call ahead for availability.

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.

LONDON COMMUNITY CHAPLAINCY

Southdale Chaplaincy, 977 Southdale Rd E S 519-685-2771
9am-4:30pm Monday to Friday. Hours may vary. Emergency food cupboard for residents of Westminster area. Baby food also available. Call ahead if requiring formula.

Limberlost Chaplaincy, 1481 Limberlost Rd, Unit 136 NW 519-472-2459
9am-4:30pm Monday to Friday. Hours may vary. Emergency food cupboard for residents of Limberlost area. Baby food also available. Call ahead if requiring formula.

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).*

SALVATION ARMY WESTMINSTER PARK 519-668-0025
 1190 Southdale Rd E (at Millbank Dr) S
 10am-2pm Monday and Wednesday by appointment only. Identification
 for all family members, proof of income, and proof of address required.

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 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-11am 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 each month.

ROWNTREE MEMORIAL UNITED CHURCH 519-432-8075
 156 Elliott St (at Cheapside St) NE
 9am-10:30am third Saturday of each month.

SALVATION ARMY WESTMINSTER PARK 519-668-0025
 1190 Southdale Rd E (at Millbank Dr) S
 9am Sunday. Runs September to November and January to May.

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

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.

Emergency & Supplementary Assistance

DISCRETIONARY BENEFITS 519-434-7321 ext 2236
Middlesex County, Social Services
 399 Ridout St N (at Dundas St), London
 Special fund for social assistance recipients to pay for necessary medical
 goods and related items (e.g., dentures, emergency dental, essential
 furniture, and funerals and burials).

EMERGENCY ENERGY FUND (EEF) 519-434-7321 ext 2235
Middlesex County, Social Services
 399 Ridout St N (at Dundas St), London
 One-time emergency financial assistance towards electricity bills
 for people who are in jeopardy 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.

SALVATION ARMY COMMUNITY AND FAMILY SERVICES 519-245-5398
 71 Maitland Terrace (near Adelaide St), Strathroy
 Low Income Energy Assistance Program (LEAP) representative for
 Entegrus. Access centre to apply for LEAP and Ontario Electricity
 Support Program (OESP).

LEAP Emergency Financial Assistance – One-time emergency
 financial assistance towards electricity bills.

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.

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
379 Dundas St, Ste 116 (at Colborne St)
Information and applications for London and Middlesex Housing Corporation units, nonprofit housing, cooperative housing, subsidy, rent supplement, and rent-g 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-g geared-to-income housing accommodation. Information and list of properties available at www.lmhc.ca.

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.

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. 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, Ste 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 Friday. Drop-in services continue until 4pm. Holidays, as announced. Identification required.

DUNDAS STREET CENTRE UNITED CHURCH 519-434-9173
482 Dundas St (at Maitland St) C
5:30pm-6:30pm every Wednesday. Runs October to May.

FAIRMONT UNITED CHURCH 29 Tweedsmuir Ave (at Fairway Ave) 11:30am-1:30pm last Saturday of each month.	519-455-7630 E
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
SALVATION ARMY (THE), ONTARIO GREAT LAKES DIVISION Centre of Hope , 281 Wellington St (near Horton St) C 519-661-0343 5:15pm Wednesday and Sunday. Citadel, Operation Mobilizing Hope (<i>multiple locations</i>) 519-472-2500 <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. Hillcrest , 310 Vesta Rd (at Huron St/Highbury Ave) NE 519-659-8568 11am-1pm Wednesday. Runs September to early June. Westminster Park , 1190 Southdale Rd E (at Millbank Dr) S 519-668-0025 5pm Monday. Runs September to November and January to May.	
ST GEORGE'S ANGLICAN CHURCH 227 Wharnccliffe Rd (at Oxford St W) 5pm-6pm second and fourth Friday of each month. Resumes January 2017.	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. 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

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.

AILS CRAIG AND AREA THRIFT STORE 161 Ailsa Craig Main St (at Jameson St), Ailsa Craig 10am-5pm Monday to Saturday. Winter Hours (January to April 30): Tuesday to Saturday 10am-5pm. Thrift store. Sells low-cost, gently used clothing and household items.	519-293-3637
BETHEL BAPTIST CHURCH 264 Princess St (at Erie St), Strathroy Clothesline Program: 10am-6pm third Thursday of each month. Free clothing and bedding.	519-245-2320
GOODWILL COMMUNITY STORE - STRATHROY 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. Sells low-cost, gently used clothing, furniture, and household items.	519-246-1623
SALVATION ARMY COMMUNITY AND FAMILY SERVICES 71 Maitland Terrace (near Adelaide St), Strathroy 9:30am-5pm Monday to Saturday. Thrift store. Sells gently used clothing and furniture.	519-245-5371
ST VINCENT DE PAUL ECONOMY SHOP 209 Main St (at McKellar St), Glencoe 9:30am-5pm Monday to Friday, 9:30am-3pm Saturday 71 Richmond St (at Albert St), Strathroy 9:30am-5pm Monday to Saturday.	519-287-3500 519-245-0810

Service Canada

Information on federal government programs, including benefits, seniors' pensions, and employment programs.

Strathroy Scheduled Outreach Site

Middlesex County Library, Strathroy Branch, 34 Frank St, Strathroy

1-800-O-Canada (622-6232)

www.servicecanada.gc.ca

Outreach Site Hours: 10am-12noon, 12:30pm-3:30pm Tuesday.
Service Canada Toll-Free Line: 8am-5pm Monday to Friday.

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.

AILSA CRAIG AND AREA FOOD BANK 519-293-3637
161 Ailsa Craig Main St (at Jameson St), Ailsa Craig
10am-5pm Monday to Saturday. Winter Hours (January to April 30):
Tuesday to Saturday 10am-5pm.

SALVATION ARMY FAMILY SERVICE CENTRE 519-245-5398
71 Maitland Terrace (near Adelaide St), Strathroy
10am-12noon, 1pm-3pm Monday, Wednesday, Friday.

ST JUDE'S ANGLICAN CHURCH - CARING CUPBOARD
639 Bowan St (near Adelaide Rd), Mount Brydges
10am-12noon Friday. Southwest Middlesex residents only.

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. Non-perishable food items/
produce available, as needed. Vouchers for clothing and household
items provided to women 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-1pm and 5pm-6pm first Thursday of each month.

ST JOHN THE EVANGELIST ANGLICAN CHURCH 519-245-2131
34 Head St (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.

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, Wednesday, Friday. 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 Theresa St) C
5:30pm-6:30pm fourth Sunday of each month. Runs September to June.

YOUTH ACTION CENTRE (THE) 226-777-0116
332 Richmond St, Ste 102 (The Cornerstone, at York St) C
3pm-6pm Monday to Friday. Youth 16 to 24 years.

Other Food Programs

CHRISTMAS HAMPER PROGRAM 519-661-1359
Salvation Army Centre Of Hope C
Western Fair District, Progress Building, 900 King St (at Rectory St)
Provides food needed to prepare a traditional Christmas dinner and
toys for children birth to 12 years. Identification (ID) for all household
members, proof of income, and proof of address required when
registering. Registration and distribution dates: 8:30am-3:30pm Monday,
December 12, 2016, to Friday, December 16, 2016.

EAST LONDON UNITED CHURCH OUTREACH 519-451-3709
(ELUCO) 267 Marconi Blvd (at Noel Ave) E
Community lunches for school children in East London.
12noon Wednesday for preschoolers. 1pm Wednesday for school-age
children. Call ahead for additional programs.

LONDON COMMUNITY RESOURCE CENTRE 519-432-1801
Community garden plots to grow vegetables and fruit available across
the city. Garden plot fees on sliding scale depending on income.

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.

ONTARIO STUDENT NUTRITION PROGRAM - LONDON/MIDDLESEX Investing in Children 519-433-8996 ext 233

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/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
10am-3pm Monday to Friday. Retail space for direct sales of meals and other social good products. Nutrition and other educational programs.

Lost Your Identification?

ServiceOntario has information to help you replace lost identification. It also provides access to Government of Ontario services and documentation.

www.serviceontario.ca | 1-800-267-8097

London Locations:

920 Commissioners Rd E, Unit 118	SE	519-649-2461
100 Dundas St, Main Fl	C	1-800-267-8097
1790 Dundas St E, Unit 18	E	519-455-1600
2295 Wharcliffe Rd S, Unit 2	SW	519-652-3222

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London InterCommunity Health Centre ID Clinic

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

10am-12noon Tuesday. 1:30pm-3pm Wednesday. First-come, first-served. Sign up at reception. Clinic is available for people experiencing homelessness or who do not have a regular address.

Assistance with applications for Ontario Health Insurance Cards (OHIP), Birth Certificates, and replacements/renewals of Permanent Resident Cards and Citizenship Applications.

Middlesex County

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



Lost Your Identification?

ServiceOntario has information to help you replace lost identification. It also provides access to Government of Ontario services and documentation.

www.serviceontario.ca
1-800-267-8097

Middlesex County Locations:

4179 Hamilton Rd, Dorchester	519-268-3447
186 Main St, Lucan	519-227-4827
229 Parkhill Main St, Parkhill	519-294-0351
200 Metcalfe St E, Strathroy	519-245-3280

Seniors' Centres

SENIORS' SATELLITE CENTRES 519-661-2500 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.

Westminster Seniors' Satellite

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

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 Wharnccliffe Rd N) W
8:30am-4:30pm Monday to Friday.

WESTMOUNT GATHERING PLACE 519-432-1162 ext 2509

Village Green Community Church, 505 Village Green Ave W
9am-12noon Monday.

Libraries

LONDON PUBLIC LIBRARY 519-661-4600

Branch locations across London.
Visit www.londonpubliclibrary.ca for more information.

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.

CENTRE OF HOPE 519-661-0343

Salvation Army (The), Ontario Great Lakes Division

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.

MEN'S MISSION AND REHABILITATION CENTRE 519-672-8500

Mission Services of London

459 York St (at Maitland St) C
Emergency shelter and transitional housing for homeless men 16 years and older. Life skills program, resource centre, and in-shelter caseworkers. 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 Wharnccliffe Rd S) C
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.

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, women, and couples 18 years and older. Services include food, clothing, crisis intervention, advocacy, and housing support. 24-hour support, counselling, and emergency admission. London CARES partner.

WOMEN'S COMMUNITY HOUSE

(Crisis) 519-642-3000 or 1-800-265-1576

101 Wellington Rd (at McClary Ave) C (Office) 519-642-3003

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

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

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

YOUTH OPPORTUNITIES UNLIMITED (YOU) 226-777-0116 ext 104
 The Cornerstone, 332 Richmond St (at York St) C
 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
Atlohsa Native 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.

HOUSING ACCESS CENTRE (HAC) 519-661-0861
City of London, Housing Division hac@london.ca
 379 Dundas St, Ste 116 (at Colborne St) 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.

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 HOUSING REGISTRY 519-434-3344
 379 Dundas St, Ste 203 (at Colborne St) C
 Resource centre assists individuals and families on low or limited income to find affordable and private market housing. Off-site services at emergency shelters. Maintains rental listing board. Advocacy and referrals.

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, Aboriginal Peoples, 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 seniors and/or persons with disabilities.

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

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

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.

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
 1119 Jalna Blvd (at Bradley Ave) S
 Social Services office and Ontario Works caseworkers onsite.

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 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

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).

ASSOCIATION CANADIENNE-FRANÇAISE DE L'ONTARIO LONDON-SARNIA REGIONAL COUNCIL 519-850-2236
495 Richmond St, Unit 200 (at Dufferin Ave) C
Settlement support and translation services for the Francophone community.

COLLÈGE BORÉAL - LONDON ACCESS CENTRE 519-451-5194
Settlement and Entrepreneurial Services for Immigrants
Citi Plaza, 355 Wellington St, Ste 279 (at King St) C

LONDON CROSS CULTURAL LEARNER CENTRE (CCLC) 519-432-1133
505 Dundas St E (at Adelaide St N) C
Temporary accommodation for immigrants and refugees also available.

LUSO COMMUNITY SERVICES 519-452-1466
1193 Oxford St E, Unit 2 (at Mornington Ave) NE

SOUTH LONDON NEIGHBOURHOOD RESOURCE CENTRE 519-686-8600
1119 Jalna Blvd (at Bradley Ave) S

YMAP - MAPPING THE WAY FOR NEWCOMER YOUTH 519-860-0907
YMCA Centre Branch, 382 Waterloo St (at King St) C
For high-school aged permanent residents and convention refugees.

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.

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

CROUCH NEIGHBOURHOOD RESOURCE CENTRE 519-642-7630
550 Hamilton Rd (in Crouch Library Branch, near Egerton St) E

EAST LONDON UNITED CHURCH OUTREACH (ELUCO) 267 Marconi Blvd (at Noel Ave) 519-451-3709 E

FAMILIES FIRST COMMUNITY ACTION PROGRAM FOR CHILDREN (CAPC), WHITE OAKS 519-649-1248
South London Neighbourhood Resource Centre, 1119 Jalna Blvd S

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 Rights & Standards

See *Advocacy & Legal* 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) C
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.

LANDLORD AND TENANT BOARD 1-888-332-3234
Southwestern Regional Office
150 Dufferin Ave, Ste 400 (at Richmond St) C
Tenant and landlord rights, dispute resolution, and rent increase regulation information. Access to the Residential Tenancies Act.

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.

ONTARIO TENANTS RIGHTS www.ontariotenants.ca
Tenants' rights, social justice, and rental housing issues information.

Service Canada

Information on federal government programs, including benefits, seniors' pensions, and employment programs.

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

1-800-O-Canada (622-6232)
www.servicecanada.gc.ca

Office Hours: 8:30am-4pm Monday to Friday.
Service Canada Toll-Free Line: 8am-5pm Monday to Friday.

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.

LONDON CARES 519-667-2273 (CARE)

London Community Addiction Response Strategy

Collaborative, community-based Housing First service aimed at improving the health and housing outcomes of individuals experiencing homelessness. Services include street outreach, mobile unit, housing stability program, housing selection, and syringe recovery. Maintains stationary needle bins in identified areas to collect discarded syringes, and assists with overall syringe recovery.

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.*

ARK AID STREET MISSION 519-667-0322

696 Dundas St E (at Lyle St) E
 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) E
 9:30am-4:30pm Monday to Wednesday. Drop-in services and programming for people living with low income or affected by poverty.

LONDON INTERCOMMUNITY HEALTH CENTRE

Health, social services, and daily 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. Referrals for foot care, Hepatitis C care, and diabetes care.

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 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.

SETTLEMENT.ORG www.settlement.org

Information website to help newcomers settle in Ontario.

ACROSS LANGUAGES TRANSLATION AND INTERPRETATION 519-642-7247

129/131 Wellington St (at Hill St) C
 Interpreter and translator services available to service providers.

ISLAMIC CENTRE OF SOUTHWEST ONTARIO 519-668-2269

951 Pond Mills Rd (south of Hwy 401) S

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, Ste 312 (at Hill St) C

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.

WELCOME CENTRE FOR NEW FAMILIES TO CANADA 519-675-4431 ext 21040

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.

CANADIAN MENTAL HEALTH ASSOCIATION (CMHA) MIDDLESEX
Leisure And Life Skills Program (Admin) 519-432-1607 ext 427
Intersections – Social supports for LGBT2Q+ clients of CMHA Middlesex.

FAMILY SERVICE THAMES VALLEY 519-433-0183
125 Woodward Ave (at Oxford St W) W
Coming Out Over Coffee – 6:30pm 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 YOUTH LINE 1-800-268-9688
www.youthline.ca askus@youthline.ca
4pm-9:30pm Monday to Friday. 4pm-9:30pm Sunday. 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 (CCLC) 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@lccl.org for LGBT2Q+ Social Support Group meeting dates.

PFLAG CANADA - LONDON (Chapter Director) 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.

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.

NEWCOMER & IMMIGRANT 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.

LONDON COFFEE HOUSE PROGRAM 519-204-4719
Canadian Mental Health Association (CMHA) Middlesex
371 Hamilton Rd (at Redan St) E
9am-11am, 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 YOUTH FOR CHRIST 519-686-0093
254 Adelaide St S (at Commissioners Rd E) SE
8:30am-4:30pm Monday to Friday. 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.

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
Crashbeds Program 519-439-0239
459 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 (separate entrances).
Resource Centre 519-518-6032
457 York St (at Colborne St, entrance at the back southwest corner) C
9:30am-11:30am and 12:30pm-4pm daily. Drop-in centre for adults and youth 16 years and older. Services include a safe day space, showers, laundry, and nourishment when provisions are available. Resource Centre provides access to computer lab and telephones.

Streetscape 519-439-7700
457 York St (at Maitland St, west end of building) C
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
10am-2:30pm, 5pm-8pm Monday to Friday. 11am-2pm 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, Aboriginal women's program, and nurse practitioner clinic.

SAFE SPACE LONDON safespacelondon@gmail.com
East Village Arts Collective, 755 Dundas St (at English St) 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 519-434-3225
472 Richmond St (at Queens Ave) C
11:30am-12:30pm Monday, Wednesday, Friday. 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. London CAREs partner.

WAYS MENTAL HEALTH SUPPORT (Crisis and Intake) 519-433-0334
714 York St (at Lyle St) E (Office) 519-432-2209
Community supports and services, including assistance with basic needs, for at-risk children, youth, and their families.

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.

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
Professional clothing for people with limited resources going through the interview process while seeking employment. Requires referral from participating agencies.

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.

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.

LONDON INTERCOMMUNITY HEALTH CENTRE 519-660-0874
659 Dundas St E (at Lyle St) E
Trans Health Team (Health Worker) 519-660-0874 ext 313
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 519-663-5317
Sexual Health Clinic (Public Health Nurse) ext 2352
50 King St (at Ridout St) C
LGBT2Q+ Resources – www.healthunit.com/lgbtq-resources

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 (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 Friday. Social support group for youth ages 14 to 18.

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 MEDIATION CENTRE (THE) 519-673-1219
 620 Richmond St, 2nd Fl (at Central Ave) 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.lawsocietyreferralservice.ca
 9am-5pm Monday to Friday. Telephone referral to registered lawyers or
 paralegals based on client needs, law required, and geographic area.

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 519-439-0501
Advocacy Services
 150 Dufferin Ave, Main Fl, Ste 100 (at Richmond St) C
 Advice and paralegal representation to assist people accessing
 government benefits.

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

BAIL VERIFICATION AND SUPERVISION PROGRAM (BVSP) 519-438-4168 ext 234
John Howard Society of London and District
 601 Queens Ave (at Adelaide St) C
 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.

KOATS FOR KIDS 519-434-9114
Boys & Girls Club of London, 184 Horton St E (at Richmond St N) C
 Winter coats for children in need under 18 years. Distributed in November.
 Call for specific dates and times. Proof of family size may be requested.

Sharing Shops & Thrift Stores

ARK AID STREET MISSION 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).

BIBLES FOR MISSIONS 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.

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
 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. 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 Thursday. 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. Sells gently used clothing on consignment.

MINE101 519-453-5550
 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 Women's Community House.

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

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.

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
 10am-4pm Monday to Friday.
 Sells low-cost, gently used clothing, furniture, and small appliances.

SUSAN'S PLACE www.susansplace.ca
 London Christian Academy, 85 Charles St (portables behind school) W
 3:30pm-5pm Tuesday. 9am-12noon first Saturday of the month. Closed
 January, July, and August. Sells used children's clothing and footwear
 on consignment.

Seniors' Services

ELDER ABUSE LONDON MIDDLESEX 519-685-8500 ext 75511
 Promotes awareness of elder abuse, assists with ongoing research, and
 supports the development of an overall community response to elder abuse.

ADVOCACY & LEGAL

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
 9am-4:30pm 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.

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-3pm Monday to Friday. Duty counsel and social worker available.

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

NEIGHBOURHOOD LEGAL SERVICES LONDON AND MIDDLESEX 519-438-2890
 Market Tower, 151 Dundas St, Ste 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.

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.

MUSLIM RESOURCE CENTRE FOR SOCIAL SUPPORT AND INTEGRATION 519-672-6000
111 Waterloo St, Ste 312 (at Hill St) C
Family violence prevention and intervention services for Muslim and Arabic families.

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.

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.

BRO TALK (Helpline) 1-866-393-5933
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. An initiative of Kids Help Phone.

KIDS HELP PHONE (Helpline) 1-800-668-6868
(Website/Online Counselling) www.kidshelpphone.ca
Daily 24 hours. Confidential, anonymous telephone and internet (chat) counselling, and referrals for troubled or abused children/youth. Youth-related topics (bullying, dating, family, friendship, and health) on website.

WHAT2WEAR STORE 519-668-2745
Glen Cairn Community Resource Centre
244 Adelaide St S (at Commissioners Rd E) C
10am-1pm Thursday. Low-cost and gently used clothing and accessories.

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, Advocacy & Legal, and Health Care* for additional financial assistance services.

Basic Income & Employment Supports

ONTARIO WORKS (OW) 519-661-4520 ext 3
City of London, Social Services www.ontario.ca/socialassistance
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.

Market Tower, 151 Dundas St, 2nd Fl (at Richmond St) C
Glen Cairn Community Resource Centre, 244 Adelaide St S SE
(at Commissioners Rd E)
Northland Mall, 1275 Highbury Ave N, Unit 107 (at Huron St) NE
South London Community Centre, 1119 Jalna Blvd (at Bradley Ave) S
Westmount Shopping Centre, 785 Wonderland Rd S (at Vicsount Rd) W

ONTARIO DISABILITY SUPPORT PROGRAM (ODSP) 519-438-5111
Ontario Ministry of Community and Social Services
217 York St, Ste 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
City of London, Social Services
Market Tower, 151 Dundas St, 3rd Fl (at Richmond St) C
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).

APPLYING FOR ONTARIO WORKS



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

Online: www.ontario.ca/socialassistance

The online application is:

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

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

Social Services (Ontario Works Program) London Locations:

Market Tower
PO Box 5045
151 Dundas St, 2nd Fl
London, ON N6A 4L6

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

Northland Mall
1275 Highbury Ave N
(at Huron St)
London, ON N5Y 1A8

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

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



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, 16 years and older, experiencing violence and abuse in their intimate relationships.

SEXUAL ASSAULT CENTRE LONDON (Crisis/24-hour) 1-877-529-2272 or 519-438-2272

255 Horton St E, 3rd Fl, Ste 5 (at Wellington St) C (Office) 519-439-0844
24-hour crisis and support telephone line and advocacy service for people who have experienced sexual violence as adults or as children.

WOMEN'S COMMUNITY HOUSE (Crisis/24-hour Helpline) 519-642-3000 or 1-800-265-1576

101 Wellington Rd (at McClary Ave) C (Office) 519-642-3003
Crisis line, drop-in counselling centre (Wellington Rd), emergency shelters, and transitional housing for women experiencing abuse, and their children.

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

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 (Wellington Rd location) – 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.

CARREFOUR DES FEMMES DU SUD-OUEST DE L'ONTARIO 285 King St, 2nd Fl (at Wellington St) C (Office) 519-858-0954

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

ONTARIO EARLY YEARS CENTRES

London North Centre, Childreach, 265 Maitland St C **519-434-3644**

London West, Jean Vanier PS, 1019 Viscount Rd SW **519-473-2825**

London-Fanshawe, Lord Nelson PS, 1990 Royal Cres E **519-455-2791**

SINGLE WOMEN IN MOTHERHOOD TRAINING PROGRAM 519-432-5454

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

Support and guidance to single mothers and their families.

VANIER CHILDREN'S SERVICES (Crisis and Intake) 519-433-0334

871 Trafalgar St (near Hamilton Rd) E (Office) **519-433-3101**

Services and supports for youth with emotional, behavioural, and Children's mental health centre offering community-based assessment, counselling, and treatment for children and families.

DOMESTIC VIOLENCE & SEXUAL ASSAULT

REGIONAL SEXUAL ASSAULT AND DOMESTIC VIOLENCE

TREATMENT CENTRE (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.

ASSAULTED WOMEN'S HELPLINE (Crisis/24-hour) 1-866-863-0511

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

ATLOHSA NATIVE FAMILY HEALING SERVICES

(Crisis/24-hour) **519-432-0122 or 1-800-605-7477**

343 Richmond St, Ste 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.

HOUSING STABILITY BANK

519-964-3663

Salvation Army, Centre of Hope, Housing Support Services

281 Wellington St (at Horton St) C

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 – If your utilities, including gas, water, or electricity, are going to be disconnected, or have already been disconnected, you may be eligible for a grant or the interest-free loan program.

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

CHILD CARE FEE SUBSIDY PROGRAM 519-661-4834

City of London, Neighbourhood, Children and Fire Services

Market Tower, 151 Dundas St, 4th Fl (at Richmond St) 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 SUPPORT PROGRAM 519-661-5550

City of London, Social Services

Market Tower, 151 Dundas St, 2nd Fl (at Richmond St) C

Assists Ontario Works recipients to obtain child/spousal support payments.

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.

FAMILY RESPONSIBILITY OFFICE 1-888-815-2757
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.

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 AND YOUTH SERVICES
217 York St, Ste 203 (at Clarence St) C 519-438-5111
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 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, and Registered disability savings plan.

ONTARIO MINISTRY OF FINANCE 1-866-ONT-TAXS (1-866-668-8297)
Services include tax credits and exemptions for persons with a disability (e.g., Ontario Motor Vehicle Tax Rebate and Ontario Retail Sales Tax Exemption).

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.

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

FAMILIES FIRST COMMUNITY ACTION PLAN FOR CHILDREN (CAPC), WHITE OAKS AND WESTMINSTER 519-649-1248
or 519-686-8600
1119 Jalna Blvd (near Bradley Ave) S
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, parenting skills, leadership opportunities, events, and community development.

LONDON PREGNANCY AND FAMILY SUPPORT CENTRE
(Crisis) 519-432-7098
261 Piccadilly St (at Richmond St) C (Office) 519-432-2073
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.

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, First Nations ancestry, and their families.

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 to 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
Family Health Services **Health Connection: 519-850-2280**
 8:30am-4:30pm Monday to Friday. Call to speak with a Public Health Nurse during regular business hours. Information and advice about family health, parenting, and infant care. Referrals to the Health Unit and community programs. *See page 36 for more information.*
Smart Start for Babies **519-646-2961**
 Prenatal nutrition and support program for pregnant women and teens, and their partner or support person. *See page 36 for more information.*
iParent **www.iparent.net**
 Website with information on parenting, and on parenting resources, groups, and classes in London and Middlesex.

BOYS & GIRLS CLUB OF LONDON **519-434-9114**
 184 Horton St E (at Richmond St N) C
Family Programs - 1pm-4pm Saturday and Sunday (1pm-3:45pm Family Swim Time). Offers fun activities for the whole family to enjoy together. Unique program schedule offered weekly. Free for members. \$3 for visitors. Subsidy available.

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.

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.

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.

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. Assessment and monthly expense application required. Additional service locations in Middlesex County.

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.

OFFICE OF THE SUPERINTENDENT OF BANKRUPTCY CANADA
London District Office, Innovation, Science and Economic Development Canada **1-877-376-9902**
 Federal Building, 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.

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
(Hotline TTY) 1-866-533-6339
Helps people in Ontario get job training skills and the experience they need to find employment. Ontario Employment Services:

Collège Boréal, Employment Options 519-672-1562
Citi Plaza, 355 Wellington St, Ste 142 (at King St) C

Fanshawe College, Community Employment Services
Market Tower, 151 Dundas St, Unit 501 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)
Employment Resource Centre**, 141 Dundas St, 2nd Fl C

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

**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 COMMUNITY CARE ACCESS CENTRE (CCAC) 519-473-2222
356 Oxford St W (at Beaverbrook Ave) W gethelp@sw.ccac-ont.ca
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
Telephone referral service connecting people in Ontario without a regular family health care provider with doctors and nurse practitioners accepting new patients.

LONDON AND DISTRICT ACADEMY OF MEDICINE 519-673-0950
Website lists doctors who are accepting new patients. www.ldam.ca

Dental Care

DENTAL CLINIC, MIDDLESEX-LONDON HEALTH UNIT 519-663-0541
Oral Health, 50 King St (at Ridout St) C
Administers dental coverage programs and treatment clinic for qualifying children and youth 17 years of age and younger covered by publicly-funded dental programs, including Ontario Works child clients. Offers no-cost dental treatment services to program clients. Offers low-cost dental cleanings to qualifying adults and children. *See page 36 for more information.*
Healthy Smiles Ontario (HSO) 519-663-5317 ext 2231
No cost dental care for eligible children and youth 17 years and younger.

The Middlesex-London Health Unit is public health in London and Middlesex County. Our many programs and services are designed to help you live a healthy life, free from disease and injury.

London Office – 50 King Street, London	
Birth control options, testing and treatment of sexually transmitted infections, free needle exchange.	519-663-5446
Breastfeeding Appointments – Various locations in London and Strathroy. Call for an appointment.	519-663-5317 ext 2280
Infant Growth/Development & Breastfeeding Drop-ins – Call or visit our website for full schedule.	519-663-5317 ext 2280
Dental Clinic – Free for children 0-17 who receive Healthy Smiles Ontario.	519-663-5449 519-663-5317 ext 2231
Family Health Clinic – A nurse practitioner sees families with children 0-6 and high school students, without a family doctor. No health card required. Call for an appointment or text 519-719-3281.	519-663-5317 ext 2317 familyhealthclinic@mlhu.on.ca
Immunization Clinic – Walk-in or by appointment. Call or visit our website for clinic hours.	519-663-5317 ext 2330
Travel Clinic – Travel-related immunizations.	519-663-3395
Smart Start for Babies – Prenatal, nutrition education and support program. Call to find out if this program is right for you.	519-646-2961
Healthy Babies Healthy Children – Home visits may be offered to pregnant women and parents of new babies and children up to age 6. Call for more information.	519-663-5317 ext 2280
Strathroy Office – Kenwick Mall, 51 Front Street East, Strathroy	
Immunization Clinic – 3:30pm-7:30pm first Tuesday of each month.	519-663-5317 ext 2330
Birth Control, testing and treatment of sexually transmitted infections. Call for an appointment.	519-663-5446 press 3
Breastfeeding Appointments – Various locations in London and Strathroy. Call for an appointment.	519-663-5317 ext 2280
Infant Growth/Development & Breastfeeding Drop-ins – Call or visit our website for full schedule.	519-663-5317 ext 2280
Family Health Clinic – A nurse practitioner sees families with children 0-6 and high school students, without a family doctor. No health card required. Call for an appointment or text 519-719-3281.	519-663-5317 ext 2317 familyhealthclinic@mlhu.on.ca
Useful Phone Numbers	
Infectious Disease Information Line	519-663-5317 ext 2330
Immunization Records	519-663-5317 ext 2452
Food Safety, Water Quality, Rabies & Health Hazard Questions/Complaints	519-663-5317 ext 2300
Tobacco Enforcement Questions/Complaints	519-663-5317 ext 2673
Prenatal Classes Registration	519-663-5317 ext 2772
Health Connection – Confidential Counselling 8:30am-4:30pm Monday to Friday.	519-663-5317 ext 2280
tykeTALK, Infant Hearing Screening, Blind Low Vision Program – Birth to school age.	519-663-0273
After Hours Services (after 4:30pm)	
24/7 Emergencies such as animal bite, food poisoning, disease outbreak, or natural disaster.	519-663-5317
Telehealth Ontario	1-866-797-0000

ACCESS CENTRE FOR REGULATED EMPLOYMENT 519-858-2348
171 Queens Ave, Ste 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 or 261
The Skill Centre, 141 Dundas St, 5th Fl, Unit 504 (at Richmond St) C

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

OVER 55 (LONDON) 519-438-1111
Kiwanis Seniors' Community Centre
78 Riverside Dr (at Wharnccliffe Rd S) W

PATHWAYS SKILL DEVELOPMENT AND PLACEMENT CENTRE 519-667-7795
205 Horton St E (at Clarence St) C

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 519-667-3325
181 Wellington St (at Grey St) C

CANADIAN MENTAL HEALTH ASSOCIATION (CMHA) MIDDLESEX
Employment Support Services (ESS) 519-432-1607
371 Hamilton Rd (at Redan St) E
Employment consultations, workplace social skills training, and support for adults 16 years and older living with a serious mental illness.

COMMUNITY LIVING LONDON
Employment Services 519-673-5600
379 Dundas St, Ste 120 (at Colborne St) C

GOODWILL INDUSTRIES, ONTARIO GREAT LAKES
Disability Services 519-850-9000 ext 2308
255 Horton St E, 2nd Fl (at Wellington St) C

HUTTON HOUSE ASSOCIATION FOR ADULTS WITH DISABILITIES
Employment Assistance Services 519-472-1541 ext 232
Cherryhill Village Mall, 301 Oxford St W (at Platt's Lane) W

LEADS EMPLOYMENT SERVICES 519-439-0352
171 Queens Ave, Ste 410 (at Richmond St) C

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

LIFE SKILLS CENTRE INC
Employment Skills 519-680-3808
111 Belmont Dr, Ste 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

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 emergency department or call 911.** See also *Drop-in Centres* for services to people who are experiencing homelessness.

MENTAL HEALTH AND ADDICTIONS CRISIS CENTRE
(Crisis) 519-433-2023 or 1-866-933-2023
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) 519-433-2023 or 1-866-933-2023
Daily 24 hours. Mental health and addictions crisis and support line.

MINISTRY OF HEALTH AND LONG-TERM CARE
Ontario Health Insurance Plan (OHIP) (ServiceOntario) 1-866-532-3161
Health cards allow eligible persons to receive certain health care services free of charge. To apply for OHIP coverage, visit any 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. See page 36 for more information.

LONDON INTERCOMMUNITY HEALTH CENTRE
Dundas St Site 519-660-0874
659 Dundas St E (at Lyle St) E
Huron St Site 519-659-6399
355 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, Friday. 10:30am-5pm Thursday. 9am-9pm Wednesday. No referral or identification required. Appointments preferred. Pre- and post-test counselling and information. Rapid testing available for eligible groups at higher risk of contracting HIV. Outreach services and information across the City of London.

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

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
ATLOHSA NATIVE FAMILY HEALING SERVICES	519-438-0068
COALITION OF SEXUAL AND RELATIONSHIP ADDICTION RECOVERY GROUPS	519-435-6486
GAMBLERS ANONYMOUS	519-434-8481
NARCOTICS ANONYMOUS	1-888-811-3887
OVEREATERS ANONYMOUS	www.oa.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 Queen Ave (at Maitland St) C
 Residential alcohol and drug addictions treatment centre for men 18 to 60 years. 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 INCORPORATED
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.

YOUTH MENTAL HEALTH SERVICES (Crisis and 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) MIDDLESEX (Crisis) 519-433-2023 or 1-866-933-2023

Huron St Site, 648 Huron St (at Adelaide St) NE 519-434-9191
Queens 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.

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-7pm. Walk-in counselling services offered on a first-come, first-served basis. No appointment necessary.

MENTALHEALTH4KIDS.CA www.mentalhealth4kids.ca
 Website for youth, parents, educators, and health care providers with information about mental health related services.

SOUTHWEST ONTARIO ABORIGINAL HEALTH 519-672-4079
ACCESS CENTRE (SOAHAC)
London Site, 425-427 William St (between Dundas St/Queens Ave) C
Chippewas of the Thames Site, 77 Anishinaabeg Dr, Muncey 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
 11am-4pm Monday to Thursday. Adults 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 Friday. 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.CA www.mindyourmind.ca
Website for youth and young adults (14 to 24 years) providing 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 1pm-7pm Tuesday.

JOHN HOWARD SOCIETY OF LONDON AND DISTRICT 519-438-4168
601 Queens Ave (at Adelaide St) C
Individual, couple, family, and group counselling 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)
London Community Addiction Response Strategy
Collaborative community-based Housing First service aimed at improving the health and housing outcomes of individuals experiencing homelessness. Services include street outreach, mobile unit, housing stability program, housing selection, and syringe recovery. Maintains stationary needle bins in identified areas to collect discarded syringes, and assists with overall syringe recovery.

MENTAL HEALTH AND ADDICTIONS CRISIS CENTRE
(Crisis) 519-433-2023 or 1-866-933-2023
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) 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.on.ca
(Crisis) 519-433-2023 or 1-866-933-2023
200 Queens Ave, Ste 260 (at Clarence St) C 519-673-3242
Assessment, treatment planning, and referral for alcohol, drugs, internet, gaming, and problem gambling issues. London CAREs partner. Mental Health and Addictions Crisis Centre partner.

Walk-in Intake Services 519-673-3242 ext 222
Starting at 1pm, 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, Ste 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 referrals to community support services. Mobile outreach and needle exchange available 1:30pm-9pm Monday, Tuesday, Thursday and 10:30am-6pm Friday. Call 519-851-3548 to arrange for mobile service.

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

Ontario Mental Health and Addiction Helplines

Mental Health Helpline	1-866-531-2600
Drug and Alcohol Helpline	1-800-565-8603
Ontario Problem Gambling Helpline	1-888-230-3505

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