

Help Yourself Through Hard Times

October 2011

Basic needs
services for
London and area

The logo for Information London, featuring a stylized lowercase 'i' icon inside a grey rounded rectangle, followed by the text 'Information London' in a sans-serif font.

Information
London

www.info.london.on.ca

Visit our online directory for a complete listing of
social services for London and Middlesex.

Help Yourself Through Hard Times lists services that provide assistance in the form of basic material aid and emotional or social support to people on limited incomes during times of financial hardship. Services vary depending on availability of items or in case of emergency. Always check with the individual service. Basic services are offered free of charge unless otherwise noted.

Service location codes:

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

Inclusion of a service does not imply endorsement by the publisher nor does exclusion indicate a lack of endorsement.

Information London is supported by:



London
CANADA



United Way
London & Middlesex
Change starts here.

About Us

For nearly 40 years, Information London has provided the local community with up-to-date information about social services. Now a service of thehealthline.ca, Information London continues that tradition through a website and resource publications. Visit our online directories and follow us on Twitter at:



www.info.london.on.ca
[@InfoLondonON](https://twitter.com/InfoLondonON)

thehealthline.ca

www.thehealthline.ca
[@THLNews](https://twitter.com/THLNews)

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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. Summer and holiday hours may be different than those listed. Pick up a monthly food calendar at many of these services or go to www.info.london.ca.

LONDON AND AREA FOOD BANK **519-659-4045**
926 Leathorne St (at Adelaide St) SE
9am-4pm Monday to Friday year round. Baby food is also available. UWO Fanshawe students Saturdays 10am-12noon, September to April.
Identification for all family members and proof of income. See also satellite locations under *Neighbourhood Food Banks*.

ST PAUL'S CATHEDRAL **519-434-8979**
Daily Bread Program C
472 Richmond St (at Queens Ave)
9:30am-12noon Monday to Friday. Baby food also available.

THE SALVATION ARMY **519-661-0343 ext 227**
Community and Family Services C
Centre of Hope, 281 Wellington St (near Horton St)
8am-3:30pm Monday to Friday. Baby food also available. Identification for all family members, proof of income and proof of address required.

YOUTH ACTION CENTRE **519-434-6500**
Youth Opportunities Unlimited C
141 Dundas St (Lower) (near Richmond St)
8-10am and 3-7pm Monday to Friday, 1-4pm Saturday. Three-day supply provided for youth 16 to 24 years from the 15th of the month until supplies last. Baby Food Bank open all month, call ahead for supply availability.

FANSHAWE COLLEGE **519-452-4282**
Student Sharing Shop NE
1001 Fanshawe College Blvd, Rm B1050
College students only. Hours vary, call ahead or go to the Counselling and Student Life Centre in Room F2010 for assistance.

UNIVERSITY OF WESTERN ONTARIO **usc.food.support@uwo.ca**
University Students' Council Food Support Service
UWO students only. 24-hour anonymous e-mail request to above address.
Baby food and food vouchers available.

Neighbourhood Food Banks

Neighbourhood food banks *serve people living in the immediate area*. Proof of residency may be required.

LONDON AND AREA FOOD BANK **519-659-4045**

Satellite Locations (serve areas within listed postal codes):

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

Richards Memorial United Church (across from Argyle Mall) E
10am-3:30pm second Thursday of each month N5V, N5W

St Lawrence Church, 910 Huron St NE
11am-3:30pm third Wednesday of each month N5V, N5Y

Impact Church, 220 Adelaide St N E
2-7pm third Thursday of each month N6B, N5W, N5Z

Kinsmen Recreation Centre, Barrington Ave off Wharncliffe Rd W
11am-3pm third Friday of each month N6A, N6C, N6G, N6H, N6J

Northwest London Resource Centre, 1225 Wonderland Rd N (in Sherwood Forest Mall beside the Library) NW
10am-3:30pm third Tuesday of each month N6G, N6H

CHALMERS PRESBYTERIAN CHURCH **519-681-7242**

342 Pond Mills Rd (at Commissioners Rd E) SE
1-2pm Tuesday and Thursday (1-2pm Wednesdays in July and August).
Appointment required.

CROUCH NEIGHBOURHOOD RESOURCE CENTRE **519-642-7630**

550 Hamilton Rd (near Egerton St) SE
9am-5pm Monday to Friday. Baby food bank and emergency food cupboard.

FAMILIES FIRST CAPC **519-649-1248**

1043 Southdale Rd E (at Millbank Dr) or 1119 Jalna Blvd SE
9:30am-4:30pm Monday to Friday. Baby food bank and emergency food cupboard. Please call first for supply availability.

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

150 King Edward Ave (at Thompson Rd) SE
9am-4pm Monday to Friday. Baby food bank and emergency food kits.

LIFE RESOURCE CENTRE **519-438-6788**

St Lawrence Church, 910 Huron St (Basement) NE
10am-12noon Tuesday (except third Tuesday of month). Emergency food cupboard and clothing. Operated by North Park Community Church.

NORTHWEST LONDON RESOURCE CENTRE 519-471-8444
Sherwood Forest Mall, 1225 Wonderland Rd N NW
Emergency food cupboard. Wednesday 9:30am-12noon, Thursday 1-4pm
Proof of income and address required.

THE SALVATION ARMY WESTMINSTER PARK 519-668-0025
1190 Southdale Rd E (at Millbank Dr) SE
12noon-1pm Wednesday.

SOUTHDALE CHAPLAINCY CENTRE 519-685-2771
977 Southdale Rd E (at Millbank Dr) SE
9am-4:30pm most weekdays, hours may vary. Baby food bank. Call ahead if
requiring formula.

WHITE OAKS UNITED CHURCH 519-681-3229
1901 Jalna Blvd (at Southdale Rd E) SE
1-3pm Monday to Wednesday, 9am-12noon Saturday. Emergency food
cupboard. Identification required.

AILSA CRAIG AND DISTRICT FOOD BANK 519-293-3637
161 Main St, Ailsa Craig MC
10-5pm Tuesday to Friday. Identification for all family members and proof of
income required.

THE SALVATION ARMY FAMILY SERVICES 519-245-5398
71 Maitland Terrace, Strathroy MC
10-2pm and 1-3pm Monday, Wednesday, and Friday.

ST VINCENT DE PAUL ECONOMY SHOP 519-287-3500
209 Main St, Glencoe MC
9:30am-5pm Monday to Friday, 9:30am to 3pm Saturday.

Meal Calendar and Food Bank List

The monthly Meal Calendar provides the dates and locations of free or low cost hot meals and the Food Bank List identifies food banks and food depots throughout the City of London that are available to individuals and families in need.

A project of the Hunger Relief Action Coalition.

View and print the current month's information by visiting Information London at www.info.london.on.ca/meal.asp

Lunch & Dinner Meal Programs

A sit-down meal is provided to individuals and families. Schedules may change or special meals may be held during holidays or the summer.

ARK AID STREET MISSION **519-667-0322**

696 Dundas St (at Lyle St) **E**
6:45pm Monday to Saturday and 5pm Sunday when available (will be posted). 1:30-3:30 Monday to Friday coffee and snacks.

AT^LOHSA NATIVE FAMILY HEALING SERVICES **519-438-0068**

343 Richmond St, Ste 109 (entrance on King St off parking lot across **C**
from the Market) 12:30-2pm Monday to Friday. Directed towards members of the Aboriginal community. London CARES partner.

MY SISTERS' PLACE **519-679-9570**

566 Dundas St **C**
12noon-1pm Monday to Friday. Women 16 years and over only. London CARES partner.

THE SALVATION ARMY **519-661-0343**

Centre of Hope, 281 Wellington St (near Horton St) **C**
5:15pm Wednesday and Sunday.

ST JOSEPH'S HOSPITALITY CENTRE **519-432-0660**

707 Dundas St (at Lyle St) **E**
12noon-2pm Monday to Friday. Minimal fee. Identification required.

STREET CONNECTION **519-438-7300**

258 Horton St (at Wellington St) **C**
5-6:30pm Sunday and Monday (meal) and 8-9:30pm Friday and Saturday (light meal). For youth 16 to 24 years.

YOUTH ACTION CENTRE **519-434-6500**

Youth Opportunities Unlimited **C**
141 Dundas St (Lower) (at Richmond St)
5pm Monday to Friday. For youth 16 to 24 years.

DUNDAS STREET CENTRE UNITED CHURCH **519-434-9173**

482 Dundas St (at Maitland St) **C**
5:30-6:30pm Wednesdays, October (after Thanksgiving) to May.

FIRST ST ANDREW'S UNITED CHURCH **519-679-8182**

350 Queens Ave (at Waterloo St) **C**
5:30pm Monday.

GRACE UNITED CHURCH 818 Hamilton Rd (at Glenwood Ave) 5:30-7pm third Sunday of each month.	519-451-4530 SE
METROPOLITAN UNITED CHURCH 468 Wellington St (at Dufferin Ave) 5:30pm Friday.	519-432-7189 C
IMPACT CHURCH 220 Adelaide St N (near Hamilton Rd) 6-7pm third Thursday of each month.	519-438-7036 E
NEW ST JAMES PRESBYTERIAN CHURCH 280 Oxford St E (at Wellington St) 5:30pm Thursday, mid-September to May.	519-434-1127 C
THE SALVATION ARMY HILLCREST 310 Vesta Rd (near Huron St and Highbury Ave) 11am-2pm Wednesday.	519-659-8568 NE
THE SALVATION ARMY WESTMINSTER PARK 1190 Southdale Rd E (at Millbank Dr) 11am-12:30pm Wednesday, 9am-10pm Sunday.	519-668-0025 SE
ST JOHN THE EVANGELIST CHURCH 280 St James St (at Wellington St) 5-6pm Saturday. Clothing assistance offered.	519-432-3743 C
ST MARTIN OF TOURS 46 Cathcart St (at Elmwood Ave E) 5-6pm third Sunday of each month.	519-433-8175 SW
TRINITY UNITED CHURCH 76 Doulton St (at Hale St one block south of Dundas St) 5:30-6:30pm first Sunday of each month.	519-455-2710 E
WESLEY KNOX UNITED CHURCH 91 Askin St (at Theresa St) 5:30-6:30pm fourth Sunday of each month (except in July and August).	519-673-4803 SW

Breakfast Programs

BISHOP CRONYN COFFEE HOUSE 442 William St (at Queens Ave) 9-11am Tuesday. Coffee and light snacks.	519-432-9348 C
CALVARY UNITED CHURCH 290 Ridout St S (at Garfield Ave) 9-11am third Saturday of each month.	519-434-5526 SW
CHRIST ANGLICAN CHURCH 138 Wellington St (at Hill St) 9-11am last Saturday of each month except July and August.	519-438-1171 C
EAST LONDON ANGLICAN MINISTRIES 2060 Dundas St E 7:30-10:30am third Tuesday of the month.	519-451-7780 E
ELMWOOD AVENUE PRESBYTERIAN CHURCH 111 Elmwood Ave E (at Cathcart St) 9-11am fifth Saturday of the month.	519-438-3492 S
LUSO COMMUNITY SERVICES Summer Breakfast Program Community Resource Portable (beside Lord Elgin Public School) 8:30-10am Monday to Friday, July and August. Breakfast for children in postal codes N5Y and N5Z.	519-425-1466 NE
ROWNTREE MEMORIAL UNITED CHURCH 156 Elliott St (at Cheapside St) 9-10:30am third Saturday of each month.	519-432-8075 NE
ST JAMES WESTMINSTER ANGLICAN CHURCH 115 Askin St (at Wortley Rd) 9-11am first Saturday of each month.	519-432-1915 S
ST JOSEPH'S HOSPITALITY CENTRE 707 Dundas St (at Lyle St) 9:30-11am Monday to Friday. Minimal fee. Identification required.	519-432-0660 E
ST LUKE'S ANGLICAN CHURCH 1204 Richmond St (north of UWO Gate on Richmond St) 9-11am second Saturday of each month.	519-432-1270 N
ST MARTIN OF TOURS 46 Cathcart St (at Elmwood Ave E) 9-11am fourth Saturday of each month.	519-433-8175 S

YOUTH ACTION CENTRE**519-434-6500****Youth Opportunities Unlimited**

C

141 Dundas St (Lower) (at Richmond St)

8-10am Monday to Friday. For youth 16 to 24 years.

WESLEY KNOX UNITED CHURCH**519-673-4803**

91 Askin St (at Theresa St)

S

9-11am second Saturday of each month.

Other Food Programs**ST VINCENT DE PAUL SOCIETY****Contact nearby Catholic Church**

Issues food or clothing vouchers. Call to arrange a home visit with a volunteer to discuss individual needs. Church phone numbers available in the yellow pages of the phone book.

**COLLECTIVE KITCHENS NETWORK
& COMMUNITY GARDENS PROJECT****519-432-1801****London Community Resource Centre**

Cook nutritious and economical meals in a group while learning about healthy eating, budgeting and meal planning. Rent a garden plot to grow vegetables and fruits at one of many locations across London. Rent is geared to income.

THE SALVATION ARMY**519-661-1359****Christmas Hamper Program**

C

Western Fair District, Special Events Building

Distributes all items needed to prepare a traditional Christmas dinner and toys for children 0-12years. Identification for all family members, proof of income and proof of address required.

SCHOOL NUTRITION PROGRAMS offer breakfast and/or lunch to hungry children. Available through many London elementary schools.

Lost Your Identification?

The **London ServiceOntario Centre** has information to help you replace lost identification. Plus information on Ontario government programs and other life events.

1-800-267-8097

100 Dundas St (Talbot Street Entrance)

www.serviceontario.ca

EMERGENCY SHELTER & TRANSITIONAL HOUSING

Shelters offer emergency short-term accommodation along with other supports, such as counselling, meals, recreation and emergency transportation. All provide 24-hour admission unless otherwise indicated. Transitional housing provides longer-term accommodation while residents obtain the supports they need to live independently.

CENTRE OF HOPE **519-661-0343**
The Salvation Army C
281 Wellington St
Shelter and transitional housing for single men and women 16 years and over. Offers health and social services to residents.

CRASH BEDS PROGRAM **519-439-0239**
Mission Services of London C
459 York St (women use front entrance, men rear entrance)
Beds are available on a first come, first serve basis from 9pm-7am daily for adults experiencing mental health and or substance use issues.

MEN'S MISSION AND REHABILITATION CENTRE **519-672-8500**
Mission Services of London C
459 York St
Shelter and transitional housing for homeless men 16 years and over. A life skills program is available to residents.

ROTHOLME WOMEN'S AND FAMILY SHELTER **519-673-4114**
Mission Services of London C
42 Stanley St
Shelter for adults or parents and their children. Crisis support, advocacy and referrals to community agencies.

AT^LOHSA NATIVE FAMILY HEALING SERVICES **519-438-0068**
343 Richmond St, Ste 109 (Office) **(Crisis Line) 1-800-605-7477**
Tahsahtawayah Shelters - transitional housing for male youth 7-18 years. C
Zhaawanong Shelter - **519-432-2270** - transitional housing for abused women and their children.

UNITY PROJECT **519-433-8700**
717 Dundas St E E
Shelter and transitional housing for men and women, single and couples, 18 years and over. Food, clothing, peer support and counselling available.

WOMEN'S COMMUNITY HOUSE (Office) 519-642-3003
101 Wellington Rd (24-hour Abused Women's Helpline) 519-642-3000
450 Clarke Rd or 1-800-265-1576
Shelter, second stage housing, transitional outreach and helpline S and E
for abused women and their children.

WOMEN'S RURAL RESOURCE CENTRE 519-246-1526
145 Beech St, Strathroy MC
Emergency shelter and second stage housing for abused women and their
children.

SHELTERNET.CA www.shelternet.ca
Online directory of women's shelters across Canada.

AFFORDABLE HOUSING

See *Money* for more financial assistance programs to help with housing costs, such as THAW and the Rent Bank.

HOUSING ACCESS CENTRE 519-661-0861
City of London - Housing Division C
379 Dundas St, Ste 116
Information and applications for social housing programs such as rent-geared-to-income, non-profit and co-operative, as well as rent supplement and subsidy programs in London and Middlesex. Application forms, information and a directory available on housing.london.ca.

LONDON HOUSING REGISTRY 519-434-3344
379 Dundas St, Ste 203 C
Helps individuals on fixed or limited income locate privately owned affordable housing.

DISABLED AND SENIORS IN THE COMMUNITY PROGRAM
The Municipal Property Assessment Corporation 1-866-296-6722
4380 Wellington Rd S S
Property tax relief program for homes that are built or modified to accommodate seniors and persons with disabilities.

CANADA MORTGAGE AND HOUSING CORPORATION
Assistance Programs 1-800-704-6488
The Residential Rehabilitation Assistance Program offers forgivable or repayable loans to upgrade housing to livable standards. Other programs assist older adults, people with disabilities and native peoples live in decent, affordable housing.

**ONTARIO MARCH OF DIMES
Home and Vehicle Modification**

519-642-3700

C

291 King St, 3rd Fl

Financial assistance toward the cost of home or vehicle modifications for eligible Ontario residents of any age who have a physical disability.

Rights & Standards

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

ONTARIO TENANTS RIGHTS WEBSITE www.london.ontariotenants.ca
Resources on tenants' rights, social justice, and rental housing issues.

**ONTARIO LANDLORD AND TENANT BOARD – SOUTHWESTERN
REGIONAL OFFICE**

1-888-332-3234

150 Dufferin Ave, Ste 400

C

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

PROPERTY STANDARDS OFFICE

519-661-4660

City of London

C

300 Dufferin Ave, 7th Fl

Investigates structural or unsafe conditions and landlord/tenant issues about property standards (e.g. heat, insects, hazards).

SPECIAL RISK CITIZENS

519-663-5317 ext 2300

Middlesex-London Health Unit

Health inspector available from 1-4:30pm to assist seniors living in squalor and refers to organizations that can help.

DROP-IN CENTRES & STREET OUTREACH

Services to help individuals who are homeless, at risk of homelessness and may have mental health and/or addiction issues. Drop-in centres provide a place to go during the day for friendship, recreation, meals, life skills and other support. Showers and laundry facilities may be available. Street outreach programs provide relief and transitional support to individuals on the street, where they live.

LONDON CARES

519-661-CARE (2273)

(London Community Addiction Response Strategy)

Community partners provide services for individuals living with addiction, mental health issues and experiencing homelessness. Services include foot and mobile outreach, safe havens, and safe needle collection.

Every One Matters.

The London InterCommunity Health Centre offers health and social services in a welcoming setting. Many of our clients face the challenges of low income, homelessness, language or cultural barriers, mental health issues and addiction. We are here to help.

Our two locations offer care by family doctors, nurse practitioners, nurses, social workers, dietitians and community health workers.

Some of our Programs & Services:

- Diabetes Education & Care
- Health Outreach for People who are Homeless
- HIV Testing
- Medical Clinics
- Men's Discussion Group
- Programs for Immigrant Seniors
- Women Creating Community
- Youth Mentoring Program
- Youth Outreach Workers



Ask me how
I can help you.

If you want to know more about becoming a client or signing up for a program, call our **Systems Navigators** at 519-660-0874 x 255.

Do you use Facebook or Twitter?

Follow us on Twitter @HealthCentre.

“Like” us on Facebook – London InterCommunity Health Centre.



London
InterCommunity
Health Centre

www.lihc.on.ca

ARK AID STREET MISSION 519-667-0322
696 Dundas St E
9am-9pm Monday to Friday, 7-9pm Saturday. Counselling, job support,
computer literacy and basic skills, social activities and outreach available. E

JOHN HOWARD SOCIETY 519-438-4168
601 Queens Ave C
Outreach to youth, 16-21 years, who are transitioning from shelters.

AT^LOHSA NATIVE FAMILY HEALING SERVICES 519-438-0068
343 Richmond St, Ste 109 (entrance on King Street off parking lot C
across from the Market) Drop-in centre. 12:30-2:00pm Monday to Friday.
Directed towards members of the Aboriginal community. London CARES
Partner.

THE GATHERING PLACE 519-495-8545
Mission Services of London C
457 York St (entrance at back of building, southwest corner)
Drop-in centre. 7-11am daily.

LONDON COFFEE HOUSE PROGRAM 519-439-9000
538 Dundas St E C
Drop-in centre mainly for adults 20 years and over. 9-11am Monday to
Sunday, 6:30-8:30pm Monday to Thursday and 2-4pm Friday to Sunday.

LONDON INTERCOMMUNITY HEALTH CENTRE 519-660-0874
659 Dundas St E
Provides health care, screenings, counselling, advocacy, referrals, outreach
and crisis intervention for people who are homeless.

MY SISTERS' PLACE 519-679-9570
Transitional Support Centre for Women C
566 Dundas St
Drop-in centre for women, 16 years and over. 10am-3pm Monday to Friday.
Outreach to sex workers program. London CARES Partner.

STREET CONNECTION 519-438-7300
258 Horton St C
Drop-in centre for street youth, 16 to 24 years. 8pm-12midnight Friday and
Saturday and 5-10pm Monday and Sunday.

STREETLIGHT 519-686-0093
London Youth for Christ C
Mobile bus drop-in centre located on King St under Citi Plaza overpass,
7-11pm Tuesday and Thursday.

STREETSCAPE**519-495-8545****Mission Services of London**

C

457 York St (west end of building) London CARES partner.

Advocacy and support to people, 16 years and over, with mental health issues.

OPERATION COME HOME**(24-hour) 1-800-668-4663**

Telephone helpline for street youth. Helps reunite families with their children.

UNITY PROJECT**519-433-8700**

717 Dundas St E

E

Emergency shelter and transitional housing for men and women over 18 years.

WESTERN AREA YOUTH SERVICES (WAYS)

714 York St

(Intake and Crisis) 519-433-0334

Youth mental health centre offering community-based and residential assessment, overnight respite, counselling and treatment.

C

YOUTH ACTION CENTRE**519-434-6500****Youth Opportunities Unlimited**, 141 Dundas St, Lower Level

C

Drop-in centre, street outreach and CounterPoint needle exchange for youth 16-24 years. 7-10am and 3-8pm Monday to Friday and 1-4pm Saturday.

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. See also Emergency Shelter & Transitional Housing and Food Banks.

CLOTHINGWORKS**519-672-3780**

141 Dundas St, Lower Level

C

Interview clothing for men, women and young adults. Appointment and referral from vocational training service required.

KOATS FOR KIDS**519-434-9114****Boys' & Girls' Club of London**, 184 Horton St

C

Distributes coats to children in need. Proof of family size may be requested.

Sharing Shops & Thrift Stores

Sharing shops offer used goods for purchase or exchange of another item.

CROUCH NEIGHBOURHOOD RESOURCE CENTRE 519-642-7630
 550 Hamilton Rd SE
 Clothing exchange. Open September to June.

FANSHAWE COLLEGE 519-452-4282
Student Sharing Shop E
 1460 Oxford St E, Rm B1050
 Clothing exchange for college students.

GLEN CAIRN COMMUNITY RESOURCE CENTRE 519-668-2745
 150 King Edward Ave SE
 Clothing exchange.

LIFE*SPIN 519-438-8676
 866A Dundas St E
 Clothes and household article exchange. 10am-2pm Thursday.

Thrift stores sell used clothing, furniture and/or household articles.

GOODWILL ONTARIO GREAT LAKES
 255 Horton St C 519-645-1454
 1165 Oxford St E E 519-433-2409
 Sherwood Forest Mall, 1225 Wonderland Rd N NW 519-472-1959
 990 Pond Mills Rd SE 519-685-5389

MAY COURT SHOP 519-439-4811
 594 Dundas St C
 Sells used clothing on consignment. Closed during the summer.

THE MISSION STORE 519-438-3056
Mission Services of London, 300 William St C
 Accepts vouchers provided by agencies and churches.

MY NEIGHBOUR'S CLOSET 519-451-4334
 476 Clarke Rd E

NEARLY NEW CLOTHING SHOPPE 519-660-6198
Church of St Jude, 1537 Adelaide St N NE

ST VINCENT DE PAUL SOCIETY 519-438-7071
 585 York St C

SUSAN'S PLACEwww.susans-place.com**London Christian Academy, 85 Charles St**

W

Sells used children's clothing and footwear on consignment.

3:30-5pm Tuesday and 9am-12noon first Saturday of month.

MONEY

See also *Affordable Housing, Advocacy & Legal* and *Health Care* for additional services offering financial assistance.

Basic Income & Employment Supports

ONTARIO WORKS (OW)**519-661-4520 Press 3****City of London, Community Services Department**

C

151 Dundas St, 2nd Floor

County of Middlesex Social Services Department

399 Ridout St N, London

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

ONTARIO DISABILITY SUPPORT PROGRAM (ODSP)**519-438-5111****Ontario Ministry of Community and Social Services**

C

217 York St, Ste 203

Income and employment supports for adults, 18 years and over, with a physical disability or mental condition that is continuous or recurrent and is expected to last one year or more.

Service Canada

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

London Service Canada Centre**1-800-O-Canada (622-6232)**

Dominion Public Building, 457 Richmond St (at Queens Ave)

www.servicecanada.gc.ca

Emergency & Supplementary Assistance

DISCRETIONARY BENEFITS

519-661-5910

City of London, Community Services Department

C

151 Dundas St, 2nd Fl

County of Middlesex Social Services Department 519-434-7321 ext 2235

399 Ridout St N, London

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

HOUSING SUPPORT SERVICES

519-661-0343 ext 300

Salvation Army, Centre of Hope

C

281 Wellington St

The Heat and Warmth Program (THAW) – emergency financial assistance for payment of overdue utility bills. Applicants can apply every other year.

LEAP - one time emergency financial assistance credited towards electricity bill up to \$500.

The Rent Bank – an interest free loan for tenants facing eviction.

Winter Warmth Program – emergency financial assistance for households in Union Gas arrears.

Other Financial Assistance Programs for Children & Families

CHILD CARE SUBSIDY PROGRAM

519-661-4834

City of London, Community Services Department

C

151 Dundas St, 4th Fl

County of Middlesex Social Services Department 519-434-7321 ext 2289

399 Ridout St N, London

C

Financial assistance to parents of children, birth-12 years, who have low income or receive social assistance and to parents of children, birth-18 years, with a special need. Application forms available from child care centres and the City of London.

FAMILY SUPPORT PROGRAM

519-661-5550

City of London, Department of Community Services

C

151 Dundas St, 3rd Fl

County of Middlesex Social Services Department

519-434-7321

399 Ridout St N, London

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

CANADA CHILD BENEFITS**1-800-387-1193****Canada Revenue Agency****C**

451 Talbot St

Canada Child Tax Benefit – tax-free monthly benefit based on annual family income to help families with the cost of raising children under 18 years.

Universal Child Care Benefit – tax-free monthly benefit of \$100 per month per child under 6 years to assist with the cost of child care.

ONTARIO CHILD CARE SUPPLEMENT FOR WORKING FAMILIES**Ontario Ministry of Revenue****1-866-668-8297**

33 King St W, Oshawa, ON L1H 8H5

Monthly supplement to help with child care costs for low and middle income families with children under 7 years. Parents may be either working, in school or at home. Apply annually.

ONTARIO MINISTRY OF CHILDREN & YOUTH SERVICES 519-438-5111

217 York St, Ste 203

C

Assistance for Children with Severe Disabilities – financial support for parents who have a child, 18 years and under, with a severe disability who lives at home. Must meet income level criteria.

Special Services at Home – supports families in caring for a family member with a physical or developmental disability living in their home.

FAMILY RESPONSIBILITY OFFICE**1-888-815-2757****Ontario Ministry of Community and Social Services**

Box 220, Toronto, ON M3M 3A3 (correspondence only)

Helps families in Ontario receive the financial support they are entitled to by enforcing court ordered responsibilities. All support orders made in Ontario are automatically registered and support agreements filed with the courts can be registered at this office.

Tax Credits & Exemptions

GST TAX CREDIT**1-800-959-1953****Canada Revenue Agency****C**

451 Talbot St

Tax-free payment based on annual family income to help individuals and families offset the cost of GST.

ONTARIO MINISTRY OF REVENUE**1-866-668-8297**

Tax credits and exemptions for persons with a disability, such as the Ontario Motor Vehicle Tax Rebate and Ontario Retail Sales Tax Exemption.

Income Support for Contributors

EMPLOYMENT INSURANCE PROGRAM (EI) **1-800-206-7218**

Human Resources and Skills Development Canada C

London Service Canada Centre, 457 Richmond St

Basic income protection and re-employment benefits to unemployed workers, plus benefits for interruption of earnings due to illness, injury, pregnancy, compassion, adoption or parental leave.

WORKPLACE SAFETY AND INSURANCE BOARD **519-663-2331**

148 Fullarton St, 7th Fl C

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

INCOME SECURITY PROGRAMS **1-800-277-9914**

Human Resources and Skills Development Canada C

London Service Canada Centre, 457 Richmond St

Old Age Security Benefits (OAS) and other benefits for seniors.

Canada Pension Plan (CPP) including disability, survivors' and death benefits and international social security agreements.

VETERANS AFFAIRS CANADA **1-866-522-2122**

Veterans Services S

750 Base Line Rd E, Ste 301

Pensions and allowances for veterans and their dependants including financial help for emergencies such as shelter and health care.

Budget & Debt Counselling

CREDIT COUNSELLING THAMES VALLEY **519-433-0159**

Family Service Thames Valley, 125 Woodward Ave W

Budget counselling, debt management programs, third party mediation and bankruptcy counselling. Application and assessment required. Service locations in Middlesex County, call for information.

EMPLOYMENT ASSISTANCE

Assistance is available to help you prepare for and find employment, such as resumé and interview assistance, skills training and job finding clubs.

JOB BANK

www.jobbank.gc.ca

Website of employment opportunities across Canada.

LONDON SERVICE CANADA CENTRE

1-800-622-6232

457 Richmond St

C

Government information and resource centre providing in-person service for federal programs and benefits.

LINKS2WORK

www.links2work.on.ca

Website of local employment and training resources.

ASSOCIATION CANADIENNE-FRANÇAISE DE L'ONTARIO - REGIONAL BOARD OF LONDON-SARNIA

519-850-2236

Employment Resources Centre 495 Richmond St, Ste 200

NE

GOODWILL'S CAREER CENTRE

255 Horton St, 2nd Fl

519-660-6888

Employment Resource Centre

C

EMPLOYMENT RESOURCE CENTRES at the London Public Library

Beacock Library, 1280 Huron St

NE **519-661-5100 ext 7415**

Central Library, Citi Plaza, 251 Dundas St

C **519-661-5100 ext 5834**

Crouch Library, 550 Hamilton Rd

SE **519-661-5100 ext 7420**

Jalna Library, 1119 Jalna Blvd

S **519-661-5100 ext 7425**

Pond Mills Library, 1166 Commissioners Rd E

SE **519-661-5100 ext 7430**

Westmount Library, 3200 Westmount Rd S

SW **519-661-5100 ext 7435**

ETAC EMPLOYMENT RESOURCE CENTRE

519-858-4500

141 Dundas St, Ste 509

C

FANSHAWE JOB CONNECT

519-432-1220

Citi Plaza, 355 Wellington St, Unit 114

C

For individuals 15-30 years.

G.A. WHEABLE EMPLOYMENT RESOURCE CENTRE

519-452-2660

70 Jacqueline St

SE **ext 69662**

GLEN CAIRN COMMUNITY RESOURCE CENTRE

519-668-2745

150 King Edward Ave

SE

LONDON CROSS CULTURAL LEARNER CENTRE Job Search Workshops for Newcomers 505 Dundas St E	519-432-1133 C
LONDON EMPLOYMENT HELP CENTRE 114 Dundas St, 2nd Fl 1275 Highbury Ave N, Unit 102	C 519-439-0501 NE 519-659-1400
LONDON TRAINING CENTRE 317 Adelaide St S, Unit 110	519-685-4331
LUSO COMMUNITY SERVICES 1193 Oxford St E, Unit 2	519-452-1466 E
NOKEE KWE OCCUPATIONAL SKILL DEVELOPMENT 1069 Wellington Rd S, Ste 104	519-667-7088 C
PATHWAYS SKILL DEVELOPMENT 210 Dundas St, 2nd Fl	519-667-7795 C
SPRINGBANK EMPLOYMENT AND LEARNING CENTRE Youth Opportunities Unlimited 360 Springbank Dr, Unit 7	519-474-4946 SW
WIL EMPLOYMENT CONNECTIONS 141 Dundas St, 4th Fl	519-663-0774 C
YOUTH EMPLOYMENT CENTRE Youth Opportunities Unlimited 141 Dundas St, 2nd Fl For youth 15-24 years.	519-432-1112 C

Employment Assistance for People with Disabilities

ATN ACCESS INC 141 Dundas St, Ste 504	519-433-7950 C
COMMUNITY LIVING LONDON EMPLOYMENT SERVICES 379 Dundas St, Ste 120	519-673-5600 C
HUTTON HOUSE LEARNING CENTRE Cherryhill Mall, 301 Oxford St	519-472-1541 ext 232 NW
LEADS EMPLOYMENT SERVICES 171 Queens Ave, Ste 410	519-439-0352 C
ONTARIO MARCH OF DIMES Employment Services 920 Commissioners Rd E	519-642-3999 ext 235 C

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 London Health Sciences Centre, Victoria Hospital at Commissioners and Wellington Roads or call 911.

LONDON AND DISTRICT DISTRESS CENTRE **519-667-6711**
SENIORS HELPLINE **519-667-6600**
Help by telephone is offered 24-hours daily.

LONDON MENTAL HEALTH CRISIS SERVICE
862 Richmond St **(24-hour Crisis Line) 519-433-2023**
Telephone and face-to-face crisis assistance, safe beds and peer support for individuals 16 years and over who are or have been involved in the mental health system. 9:30am-4pm Monday to Friday. **N**

CANADIAN MENTAL HEALTH ASSOCIATION **519-434-9191**
648 Huron St **NE**
Information and referral to community and professional resources. Support groups on a variety of topics. Direct service to individuals who have a serious mental illness. Intake for WOTCH community programs.

YOUTH MENTAL HEALTH SERVICES (Intake and Crisis) 519-433-0334
Centralized intake for Craigwood Youth Services, Vanier Children's Services and Western Area Youth Services.

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

MINDYOURMIND **www.mindyourmind.ca**
Website for youth providing a peer forum for shared resources, information and experience about mental health and stress management.

CAN-VOICE **519-434-8303**
450 Spruce St **E**
Counselling, peer support and social activities for adults 18 years and over. 10:30am-4pm Monday to Thursday. Group home.

CITY ART CENTRE **519-433-0991**
652 Elizabeth St, 2nd Floor **E**
Peer support for consumers and survivors of mental health services. Focus on artistic expression and skill development. 11:30am-4pm Monday to Friday.

MENTAL HEALTH SERVICE INFORMATION ONTARIO 1-866-531-2600
24-hour confidential telephone information and referral service for mental health services and supports in Ontario.

COMMUNITY MENTAL HEALTH PROGRAM 519-672-8500
Life Skills Program C

Men's Mission and Rehabilitation Centre, 457 York St
Budget management, medication management, personal care and social skills to help residents return to the community.

SOUTHWEST ONTARIO ABORIGINAL HEALTH ACCESS CENTRE
425-427 William St 519-672-4079
Provides mental health services to the aboriginal community. C

WOTCH COMMUNITY MENTAL HEALTH SERVICES 519-668-0624
Offers support, treatment and rehabilitation for individuals with a serious mental illness.

ADDICTION

LONDON CAREs 519-661-CARE (2273)
(London Community Addiction Response Strategy)
Community partners provide services for individuals living with addictions, mental health issues and experiencing homelessness in the downtown core area. Current services include street and mobile outreach, safe havens, and safe needle collection.

ADDICTION SERVICES OF THAMES VALLEY 519-673-3242
200 Queens Ave, Ste 260 C
Assessment, treatment planning and referral for alcohol, drugs and gambling. London CAREs Partner.

DRUG AND ALCOHOL REGISTRY OF TREATMENT (DART)
Confidential information and referral to drug and alcohol treatment resources. 1-800-565-8603

N'AMERIND (LONDON) FRIENDSHIP CENTRE 519-672-0131
260 Colborne St C
Alcohol, drug or solvent abuse support to aboriginal individuals and families.

ONTARIO PROBLEM GAMBLING HELPLINE 1-888-230-3505
Confidential information and referral to gambling treatment resources.

SYRINGE RECOVERY - NEEDLE PICK UP 519-434-1601
Regional HIV/AIDS Connection CounterPoint and Peer Syringe Recovery.
London CAREs Partner.

12 Step Programs

ALANON/ALATEEN	519-457-9393
ALCOHOLICS ANONYMOUS	519-438-1122
AT^LOHSA NATIVE FAMILY HEALING SERVICES	519-438-0068
GAMBLERS ANONYMOUS	519-649-1178
NARCOTICS ANONYMOUS	519-661-0119
OVEREATERS ANONYMOUS	www.oa.org
SEX AND LOVE ADDICTS ANONYMOUS	519-675-3725

Alcohol & Drug Residential Programs

WITHDRAWAL MANAGEMENT CENTRE The Salvation Army, Centre of Hope 281 Wellington St Acute detoxification for adults 16 years and over. 24-hour admission.	519-432-7241 C
QUINTIN WARNER HOUSE (Men) Mission Services of London 477 Queens Ave	519-434-8041 C
TEEN CHALLENGE FARM (Men) 9340 Sharon Rd (Lambeth)	519-652-0777 SW
TURNING POINT INC 612 Mornington Ave 225 Wharncliffe Rd N For individuals 16 years and over.	E (Women's Residence) 519-659-2250 C (Men's Residence) 519-439-9034



United Way
London & Middlesex
Change starts here.



thehealthline.ca



**LONDON
COMMUNITY
FOUNDATION**

HEALTH CARE

For a list of walk-in and other medical clinics, go to www.thehealthline.ca or see the yellow pages of the telephone book under “Clinics – Medical.”

thehealthline.ca

Some services do not require a valid health card. Check with provider.

TELEHEALTH ONTARIO

1-866-797-0000

Registered nurses provide health advice and information by phone.

ONTARIO HEALTH INSURANCE PLAN (OHIP)

519-675-6700

217 York St, 5th Fl

C

Issues health cards that allow eligible persons to receive certain health care services free of charge.

TRILLIUM DRUG PROGRAM

1-800-575-5386

Assists with the cost of certain prescription drugs for eligible people.

MIDDLESEX-LONDON HEALTH UNIT

519-663-5317

50 King St

C

Information and services to promote health and prevent disease. Clinics include communicable disease, sexual health and immunization.

ASSISTIVE DEVICES AND HOME OXYGEN PROGRAMS

5700 Yonge St, 7th Fl, Toronto, ON M2M 4K5

1-800-268-6021

Assistive Devices Program – assists with the cost of authorized devices and supplies for persons with a physical disability lasting six months or longer. Specific eligibility criteria for each device category.

Home Oxygen Program – assists with the cost of oxygen and equipment for individuals on long-term oxygen therapy.

HEALTH CARE CONNECT

1-800-445-1822

Referral service connecting people without a family health care provider with doctors and nurse practitioners who are accepting new patients.

LONDON AND DISTRICT ACADEMY OF MEDICINE

519-673-0950

Lists doctors who are accepting new patients.

www.ldam.ca

LONDON INTERCOMMUNITY HEALTH CENTRE

Dundas Site, 659 Dundas St

E 519-660-0874

Huron Site, 1355 Huron St, Unit 7

NE 519-659-6399

Primary health care, health promotion and community programs.

SOUTH WEST COMMUNITY CARE ACCESS CENTRE 519-473-2222
356 Oxford St W W
Information about community health and support services. Coordinates access to publicly-funded home health care and long-term care homes.

SOUTHWEST ONTARIO ABORIGINAL HEALTH ACCESS CENTRE
425-427 William St 519-672-4079
Provides health and mental health services combining traditional C
healing and western medical practices to the aboriginal community.

REGIONAL HIV/AIDS CONNECTION 519-434-1601
186 King St, Ste 30 C
Counselling, referrals and practical supports for people living with or affected by HIV/AIDS. Open Closet, a support group for gay, lesbian, bisexual and transgender youth. CounterPoint Needle Exchange. London CArES partner.

CAREGIVEREXCHANGE.CA www.caregiverexchange.ca
Website and blog that supports caregivers.

OPTIONS CLINIC – ANONYMOUS HIV TESTING 519-673-4427
London InterCommunity Health Centre 659 Dundas St E
Huron Site, 1355 Huron St, Unit 7 NE 519-659-6399
Outreach services provided weekly at:
AIDS Committee of London, 186 King St, Ste 30 C
Y.O.U. Youth Action Centre, 141 Dundas St, Lower Level C
No identification required. By appointment only. Results in 20 minutes.
Pre and post-test counselling and information.

CENTRE OF HOPE FAMILY HEALTH TEAM 519-645-2348
The Salvation Army
281 Wellington St C
Medical clinic providing primary health care, mental health care, social work and counselling services.

Dental Care

MIDDLESEX-LONDON HEALTH UNIT – DENTAL CLINIC 519-663-5449
50 King St C
Dental services at no charge for Ontario Works clients.
Children in Need of Treatment (CINOT) 519-663-5317 ext 2231
Pays for dental treatment for eligible children and youth, birth to 17 years.

DENTAL CLINIC (Adults) 519-661-3326
The University Of Western Ontario (Children) 519-661-3329
Dental Sciences Building N
Low-cost dental treatment, cleaning and preventive services provided by dental students.

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.

Clinic Services @ 50 King Street - London

Birth control options, testing and treatment of sexually transmitted infections, free needle exchange	519-663-5446
Breastfeeding & Well Baby/Child Clinics, call for times and locations	519-663-5317, ext. 3176
Dental Clinic, free for children 0-17 yrs of families who receive Ontario Works benefits; Healthy Smiles Ontario and CINOT	519-663-5449
Family Health Clinic - For families with children birth to 6 years and high school students who do not have a family doctor. No health card necessary. Call for appointment.	519-663-5317 ext 2317
Immunization Clinic, walk-in Mon, Wed & Fri; 9 am to 4 pm 1 st & 3 rd Wed of each month, 9 am to 7 pm	519-663-5317, ext. 2330
Travel Clinic, travel-related immunizations	519-663-3395
Smart Start for Babies – prenatal and postnatal nutrition and support program.	519-646-2961

Services @ Health Unit's Strathroy Office - Kenwick Mall

Immunization Clinic, 1st Tuesday of each month, 3:30 to 7:30 pm	519-245-3230
Birth Control, testing & treatment of sexually transmitted infections, call for an appointment	519-245-3230

Phone Services

Communicable Disease Information Line	519-663-5317, ext. 2330
Immunization Records	519-663-5317, ext. 2330
Food Safety, Water Quality, Air Quality & Tobacco Enforcement Questions/Complaints	519-663-5317, ext. 2300
Prenatal Classes Registration	519-663-5317, ext. 2262
The Health Connection, health information for families, 8:30am-4:30pm Monday to Friday	519-850-2280
tykeTALK, speech and language services for children 0-5 yrs	519-663-5317, ext. 2224

After Hours Services

24/7 EMERGENCIES such as animal bite, food poisoning, disease outbreak or natural disaster	519-675-7523
Infantline, Monday to Friday, 4:30 to 10:00 pm weekends and holidays 10:00 am to 8:00 pm	519-675-8444

Parenting & Health Programs for Young Families

See also *Neighbourhood Centres* for more programs offered to families.

MIDDLESEX-LONDON HEALTH UNIT **519-850-2280**

50 King St

C

Family Health Services Helplines

Call a public health nurse for information and advice about family health, parenting, infant care and referral to Health Unit and community programs.

BETHESDA CENTRE **519-438-8371 ext 224**

The Salvation Army

SW

54 Riverview Ave

Residential and day program for pregnant and parenting teens. Fee is based on ability to pay; subsidy may be available.

CRAIGWOOD YOUTH SERVICES **(Intake and Crisis) 519-433-0334**

520 Hamilton Rd

SE

Youth mental health centre offering community-based and residential assessment, counselling and treatment.

CROUCH NEIGHBOURHOOD RESOURCE CENTRE **519-642-7630**

550 Hamilton Rd (near Egerton St)

SE

Support groups for men and women 24 years and under who are expecting or parenting.

FAMILIES FIRST CAPC **519-649-1248**

1119 Jalna Blvd

S

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

FAMILY NETWORKS

East London East London Y, 2016 Dundas St E **E 519-455-5666**

North-East London Beacock Library, 1280 Huron St **NE 519-455-2555**

North-East London LIHC, 1355 Huron St **NE 519-659-6399 ext 404**

Neighbourhood-based support service for families struggling with poverty, violence, abuse or mental health issues with children, birth to 16 years, including Children's Aid Society clients.

HEARTSPACE **519-673-3242 ext 222**

Thames Valley Addiction Services, 200 Queens Ave, Ste 260

C

Prevention, education and treatment for women who are pregnant, parenting and substance-involved and their children birth to 6 years.

VANIER CHILDREN'S SERVICES

871 Trafalgar St (Intake and Crisis) 519-433-0334
 Children's mental health centre offering community-based SE
 assessment, counselling and treatment.

MERRYMOUNT CHILDREN'S CENTRE 519-434-6848

1064 Colborne St NE
 Services to support families who are going through a crisis or transition.

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

260 Colborne St C
 Family support and prenatal programs for Aboriginal families.

MUTUAL AID PARENTING PROGRAM (MAPP) 519-455-9000

Children's Aid Society, 1680 Oxford St E NE
 Self-help program for parents of children birth to 16 years. Spanish group
 available in London, see below. Locations in Middlesex County, call for
 information.

SPANISH MUTUAL AID PARENTING PROGRAM (SMAPP) 519-455-9000

Children's Aid Society, 1119 Jalna Blvd SE
 Self-help program promoting parenting skills and educational development
 for parents on low income and their children.

SINGLE WOMEN IN MOTHERHOOD TRAINING PROGRAM

Support and guidance to single mothers to help them have 519-432-5454
 a safe and secure future for themselves and their families.

SOUTHWEST ONTARIO ABORIGINAL HEALTH ACCESS CENTRE

Maternal and Child Health Program 519-672-4079
 425-427 William St C

ONTARIO EARLY YEARS CENTRES

London North Centre Childreach, 265 Maitland St C 519-434-3644
 London West 1019 Viscount Rd SW 519-473-2825
 London-Fanshawe 1892 Dundas St E E 519-455-2791

Family Counselling

ARK AID COUNSELLING SERVICE

696 Dundas St

Individual, family, marital, career, financial, etc.

519-667-0322

E

DAYA COUNSELLING CENTRE

141 Dundas St, 6th Fl

Individuals, couples and families, 16 years and over. Fee is geared to income.

519-434-0077

C

FAMILY SERVICE THAMES VALLEY

125 Woodward Ave

Individuals, couples, families and groups. Fee is based on ability to pay.

Locations in Middlesex County, call for information.

519-433-0183

W

FAMILY VIOLENCE, WOMAN ABUSE & SEXUAL ASSAULT

ASSAULTED WOMEN'S HELPLINE

(24-hour) 1-866-863-0511

Confidential crisis line for women. Service is provided in many languages.

LONDON ABUSED WOMEN'S CENTRE

217 York St, Ste 107

Counselling and advocacy for women, 16 years and over, experiencing violence and abuse in their intimate relationships.

519-432-2204

C

KIDS HELP PHONE

(24-hour) 1-800-668-6868

Information, referral and counselling for troubled or abused children and youth.

WOMEN'S COMMUNITY HOUSE

101 Wellington Rd

450 Clarke Rd

Crisis line, counselling, emergency shelter and transitional housing for women experiencing abuse and their children.

Second Stage Housing – Safe, rent-geared to income housing for up to one year.

(Office) 519-642-3003

(Crisis Line) 519-642-3000

(24-hour) 1-800-265-1576

S and E

BRISER LE SILENCE

Distress line mainly for French-speaking women.

(24-hour) 1-877-336-2433

AT^LOHSA NATIVE FAMILY HEALING SERVICES (Office) 519-438-0068
343 Richmond St, Ste 109 C (Crisis Line) 1-800-605-7477
Help for healing and recovery from violence for the First Nations community.
London CARES partner.

Zhaawanong Shelter (Office) 519-432-2270
Transitional housing for women experiencing (Crisis Line) 519-432-0122
abuse and their children.

CHANGING WAYS (LONDON) 519-438-9869
825 Bradley Ave C
Family violence control program for men, 18 years and over, and their
families.

CHILDREN'S AID SOCIETY (CAS) 519-455-9000
1680 Oxford St E (After Hours Emergency) 519-675-8277
Protects and cares for children at risk and promotes the healthy NE
development of children, families and communities.

MERRYMOUNT CHILDREN'S CENTRE (24-hour) 519-434-6848
1064 Colborne St NE
Immediate response to families with young children in an emergency or
crisis situation. Overnight and flexicare for children birth to 12 years.

SENIORS HELPLINE (24-hour) 519-667-6600
Confidential telephone support for seniors and their caregivers.

**REGIONAL SEXUAL ASSAULT AND DOMESTIC VIOLENCE
TREATMENT CENTRE (Office) 519-646-6100 ext 64224**
24-hour emergency and follow-up care for females or males who have N
been sexually or physically assaulted, plus domestic violence services.
Telephone or drop in to the **Urgent Care Centre at St Joseph's Hospital**
at Grosvenor and Richmond Streets or an emergency department and ask
to speak to a team member.

SEXUAL ASSAULT CENTRE LONDON (Office) 519-439-0844
379 Dundas, Unit 121 (Crisis Line) 519-438-2272
24-hour crisis and support line and advocacy service for people who C
have experienced sexual violence as adults or as children.

WOMEN'S RURAL RESOURCE CENTRE OF STRATHROY AND AREA
(Office) 519-246-1526
145 Beech St, Strathroy (24-hour) 1-800-265-5390
Counselling, safe shelter, second stage housing and 24-hour helpline. MC

ADVOCACY & LEGAL

COMMUNITY LEGAL SERVICES 519-661-3352

UWO, Faculty of Law Building, Rm 120 N

Legal assistance and representation for small claims court, landlord-tenant problems, summary conviction criminal matters, simple wills and powers of attorney. Assistance is provided by law students under the direct supervision of a lawyer.

LAWYER REFERRAL SERVICE 1-800-668-7380

9am to 5pm Monday to Friday. Telephone referral to registered lawyers based on client needs and geographic area.

LEGAL AID ONTARIO 519-433-8179

171 Queens Ave, Ste 610 C

Issues certificates to pay for legal costs for family court and child welfare cases and appearance in criminal and young offender cases to eligible individuals. Assists with immigration and refugee claims.

NEIGHBOURHOOD LEGAL SERVICES 519-438-2890

Market Tower, 151 Dundas St, Ste 507 C

Legal advice and representation in court on EI, OW, ODSP, CPP and tenant evictions to individuals who meet financial eligibility guidelines.

DISPUTE RESOLUTION CENTRE 519-661-4044

UWO, Faculty of Law Building N

Mediation services to work out fair and lasting solutions on disputes such as neighbourhood, landlord-tenant, employer-employee, and interpersonal conflicts. Does not offer help for disputes involving parental responsibility, divorce, criminal charges, or claims in excess of small claims court limit.

FAMILY MEDIATION CENTRE (THE) 519-673-1113

651 Talbot St C

Court-attached mediation services for those with disputes in family law. Fee.

FAMILY LAW INFORMATION CENTRE 519-660-3001

Court House, 80 Dundas St C

Drop-in information and resource centre. Lawyer available on first come first serve basis from 9am to 3pm.

LIFE*SPIN 519-438-8676

866A Dundas St E

Advocacy, mediation and/or representation at appeal boards to help people on low income become self-sufficient.

LONDON EMPLOYMENT HELP CENTRE

114 Dundas St, 2nd Fl

1275 Highbury Ave N, Unit 102

Advice and paralegal representation about government benefits such as EI, OW, ODSP and CPP.

C 519-439-0501

NE 519-659-1400

Criminal Justice Outreach

JOHN HOWARD SOCIETY

601 Queens Ave

519-438-4168

C

ST LEONARD'S COMMUNITY SERVICES

405 Dundas St

519-850-3777

C

SALVATION ARMY

Correctional and Justice Services, Centre of Hope, 281 Wellington St

519-432-9553

C

VICTIM SERVICES OF MIDDLESEX COUNTY

85 Zimmerman St, Strathroy

519-245-6660

MC

NEWCOMER & IMMIGRANT SERVICES

Settlement assistance and other supports are available to immigrants, refugees and newcomers. See also *Neighbourhood Centres*.

LONDON CROSS CULTURAL LEARNER CENTRE

505 Dundas St

519-432-1133

C

Information, referral and settlement services include job search workshops, translation, and Language Instruction for Newcomers to Canada (LINC) assessments. Temporary accommodation for immigrants and refugees.

LUSO COMMUNITY SERVICES

1193 Oxford St E, Unit 2

519-452-1466

E

Support, information and orientation to newcomers, immigrants and refugees who have been in Canada for 5 years or less. Settlement services for landed immigrants and convention refugees, including job search workshops, advocacy, information and referral. Settlement workers in schools. (SWIS)

WIL EMPLOYMENT CONNECTIONS

141 Dundas St, 4th Fl

519-663-0774

CANADA IMMIGRATION CENTRE

Citizenship and Immigration Canada 417 Exeter Rd

1-888-242-2100

S

LONDON EMPLOYMENT HELP CENTRE

114 Dundas St, 2nd Fl
 1275 Highbury Ave N, Unit 102

C 519-439-0501
 NE 519-659-1400

**ASSOCIATION CANADIENNE-FRANÇAISE DE L'ONTARIO –
REGIONAL BOARD OF LONDON-SARNIA**

495 Richmond St. Ste 200

519-850-2236
 NE

Support, employment and translation services for the French-speaking community.

G.A. WHEABLE CENTRE FOR ADULT EDUCATION

70 Jacqueline St

519-452-2660
 (ESL) ext 69674

Courses include English as a Second Language (ESL) and preparation for Canadian Citizenship.

SE

LONDON INTERCOMMUNITY HEALTH CENTRE

Dundas Site, 659 Dundas St

E 519-660-0874

Huron Site, 1355 Huron St, Unit 7

NE 519-659-6399

Social and health services for newcomers including seniors' drop-in, women of the world groups and multicultural diabetes program.

SOUTH LONDON NEIGHBOURHOOD RESOURCE CENTRE

Jalna Branch Library Building, 1119 Jalna Blvd

SW 519-686-8600

Settlement services for landed immigrants and convention refugees, including job search workshops, advocacy, information and referral. Settlement Workers in schools. (SWIS)

SETTLEMENT.ORG

www.settlement.org

Provides information and resources to help newcomers settle in Ontario.

WELCOME LONDON – WELCOME MIDDLESEX immigration.london.ca

Provides information to help newcomers settle in London and Middlesex County.

ACROSS LANGUAGES TRANSLATION AND INTERPRETATION

515 Richmond St, Ste 3

C 519-642-7247

Interpreter and translator services available to service providers.

NEIGHBOURHOOD 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.

ARGYLE COMMUNITY RESOURCE CENTRE

2016 Dundas St E

519-457-7659

BOYS' & GIRLS' CLUB OF LONDON 519-434-9114
 184 Horton St C
 Free bus service to and from program.

CROUCH NEIGHBOURHOOD RESOURCE CENTRE 519-642-7630
 550 Hamilton Rd SE

EAST LONDON UNITED CHURCH OUTREACH CLUSTER 519-451-3709
 216 Marconi Blvd SE

FAMILIES FIRST CAPC 519-649-1248
 1119 Jalna Blvd

GLEN CAIRN COMMUNITY RESOURCE CENTRE 519-668-2745
 150 King Edward Ave. Ontario Works Caseworkers on site. SE

LIMBERLOST CHAPLAINCY 519-472-2459
 1481 Limberlost Rd, Unit 135 and 136 NW

LONDON INTERCOMMUNITY HEALTH CENTRE
Dundas Site, 659 Dundas St E 519-660-0874
Huron Site, 1355 Huron St, Unit 7 NE 519-659-6399

LUSO COMMUNITY SERVICES 519-452-1466
 1193 Oxford St E, Unit 2 E

N'AMERIND (LONDON) FRIENDSHIP CENTRE 519-672-0131
 260 Colborne St C
 For members of the Aboriginal community.

NORTHWEST LONDON RESOURCE CENTRE 519-471-8444
Sherwood Forest Mall, 1225 Wonderland Rd N NW

SOUTH LONDON NEIGHBOURHOOD RESOURCE CENTRE
 1119 Jalna Blvd. Ontario Works caseworkers on site. SW 519-686-8600

SOUTHDALE CHAPLAINCY 519-685-2771
 977 Southdale Rd E SE

Seniors Centres

HAMILTON ROAD SENIORS CENTRE 519-661-5758
 525 Hamilton Rd SE

HORTON STREET SENIORS' CENTRE 519-434-9114
Boys' & Girls' Club of London, 184 Horton St C

KIWANIS SENIORS COMMUNITY CENTRE 519-661-5740
 78 Riverside Dr C

Looking for Health Information?

We can help.

- Visit **www.thehealthline.ca** to find accurate, easy-to-use information about local health and social services and supports. Plus...find local health careers, news and events.
- Call the South West Community Care Access Centre (CCAC) at **310-CCAC** to connect with expert and friendly help to navigate the health system.



*Connecting you with care
Votre lien aux soins*

**South West
CCAC CASC**

Community
Care Access
Centre
Centre d'accès
aux soins
communautaires
du Sud-Ouest

thehealthline.ca

United Way is creating real change

United Way is a leader in understanding the root causes of social issues and bringing together people and resources to find lasting solutions.

United Way is the largest non-government funder of social services in London and Middlesex County.

To make the most difference, United Way focuses on three impact areas:

- poverty
- mental health
- beginnings and transitions

United Way is creating real change in people's lives meaningful, positive, lasting change. Not just for today, but for the long term. And that means a better community for us all.



United Way
London & Middlesex
Change starts here.

To learn more, please visit
www.uwlondon.on.ca or call
519-438-1721.