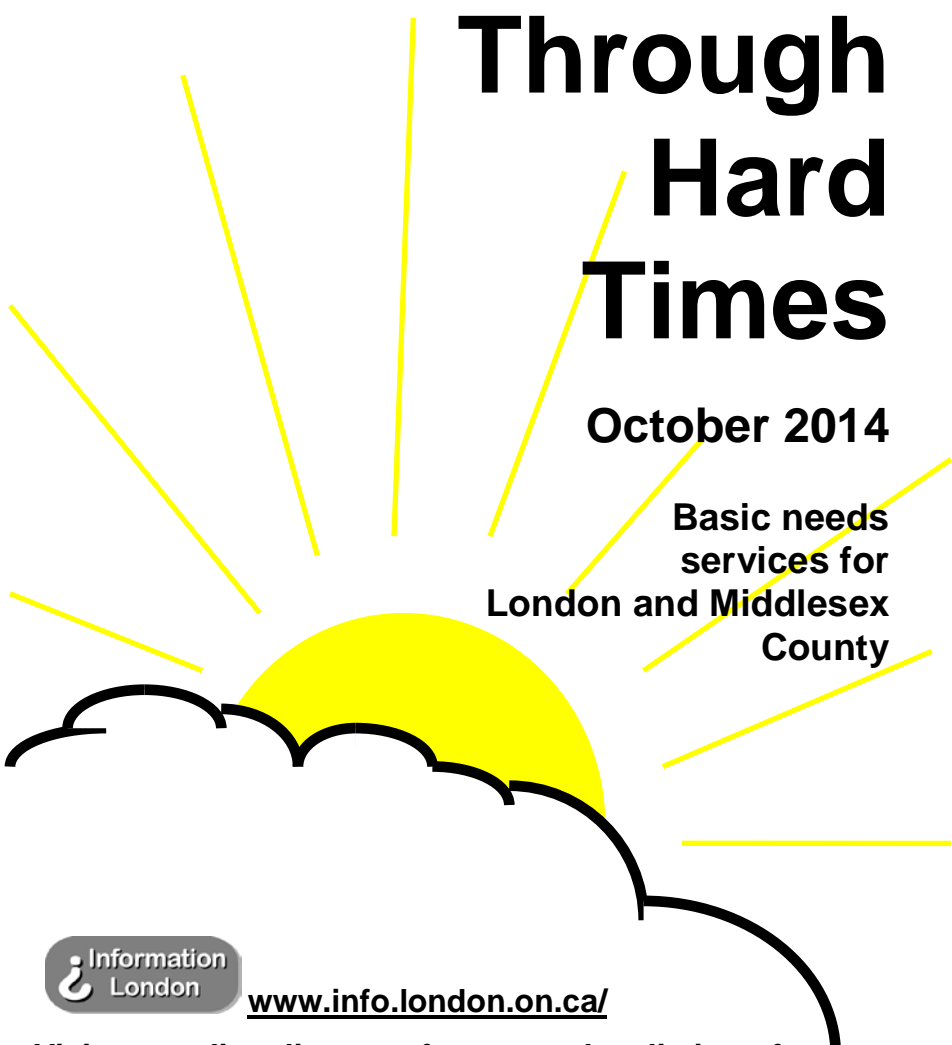


Help Yourself Through Hard Times



October 2014

Basic needs
services for
London and Middlesex
County

 Information
London

www.info.london.on.ca/

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

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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. Services vary depending on availability or in case of emergency. Always check with the individual service to find out what is available. Most of the services listed are provided without charge, at low cost or geared-to-income.

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

Information London is supported by:



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

About Us

For more than 40 years, Information London has provided the community with up-to-date information about social services. Now a service of thehealthline.ca Information Network, Information London continues that tradition through its website and resource publications.

Visit our online directories:

www.info.london.on.ca

www.southwesthealthline.ca

Follow us on Twitter at:

@InfoLondonON

@THLIme



SouthWesthealthline.ca

London & Middlesex

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	



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) **E**
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.*

FANSHAWE COLLEGE **519-452-4282**

Sharing Shop
1460 Oxford St E, Rm B1050 (at First Ave) **NE**
9am-4pm Monday to Friday. Hours may vary. Fanshawe College students only. If closed, go to the Student Success Centre in Room F2010.

SALVATION ARMY COMMUNITY SERVICES **519-661-0343 ext 227**

Centre of Hope **C**
281 Wellington St (at Horton St)
8am-3:30pm Monday to Friday. Closed in December. Baby food also available. Identification, proof of income and proof of address required.

ST PAUL'S CATHEDRAL **519-434-3225**

Daily Bread Program **C**
472 Richmond St (at Queens Ave)
9:30am-12noon Monday to Friday. Baby food also available.

WESTERN UNIVERSITY **N**

University Students Council Food Support Service **519-661-3574**
Western University students only. E-mail usc.food.support@uwo.ca to request service. Baby food and food vouchers also available.

YOUTH ACTION CENTRE (THE) **226-777-0116**

Youth Opportunities Unlimited (YOU) **C**
332 Richmond St, Ste 102 (at York St)
8-10am and 3-7pm Monday to Friday. 1-4pm Saturday. From the 15th to the end of the month. Youth 16 to 24 years only. Baby food also 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) E
10am-3pm second Thursday of each month. N5V, N5W

Northeast Food Bank Depot

Salvation Army Hillcrest, 310 Vesta Rd (at Huron St) NE
11am-3pm third Wednesday of each month. N5V, N5Y

Impact Church Food Bank

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

Kinsmen Food Depot

Kinsmen Recreation Centre, 20 Granville St (near Wharncliffe Rd N) W
11am-3pm third Friday of each month. N6A, N6C, N6H, N6J

Northwest Food Bank Depot

Northwest London Resource Centre, 1225 Wonderland Rd N 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. Appointment required.

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

550 Hamilton Rd (near Egerton St) SE
9am-12pm Tuesday, Thursday & Friday. Wednesday 9am-12pm, 2-4pm.
Baby food, formula, diapers & food items on emergency basis only.

EAST LONDON FOOD BANK **519-691-6267**

Salvation Army London Village, 1340 Dundas St (at Highbury Ave) E
10am-2pm Tuesday and Thursday. Call ahead for supply availability.

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

Westminster, 1043 Southdale Rd E (at Millbank Dr) SE
9am-12noon Monday to Friday. Baby food bank.

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.

EAST LONDON UNITED CHURCH OUTREACH (ELUCO) 519-451-0600

Gethsemane Gardens, 1461 Huron St (at Sanford St) E

9:30am-12pm Wednesday and Friday. Appointment required.

GLEN CAIRN COMMUNITY RESOURCE CENTRE 519-668-2745

244 Adelaide St S (near Commissioners Rd E) SE

9am-4pm Monday to Friday. Baby food also available. Emergency food kits.

NORTHWEST LONDON RESOURCE CENTRE 519-471-8444

1225 Wonderland Rd N (at Gainsborough Rd) NW

9:30-11am Tuesday to Friday. 1-4pm Thursday. Emergency food cupboard.

SALVATION ARMY WESTMINSTER PARK 519-668-0025

1190 Southdale Rd E (at Millbank Dr) SE

Call for an appointment. Open September to June. Community meal program with neighbourhood food bank. Identification for all family members, proof of income and proof of address required.

LONDON COMMUNITY CHAPLAINCY

Southdale Chaplaincy, 975/977 Southdale Rd E SE **519-685-2771**

Limberlost Chaplaincy, 1481 Limberlost Rd, Unit 136 NW **519-472-2459**

9am-4:30pm most weekdays. Hours vary. Baby food also available. Call ahead if requiring formula.

WHITE OAKS UNITED CHURCH 519-681-3229

1901 Jalna Blvd (at Southdale Rd E) SE

1-3pm Monday and Wednesday. 10am-12noon Saturday. Emergency food pantry. 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

9-11am third Saturday of each month.

BISHOP CRONYN MEMORIAL CHURCH 519-432-9348

442 William St (at Queens Ave) C

Coffee and light snacks 9-10:45am Tuesday.

CALVARY UNITED CHURCH 519-434-5526

290 Ridout St S (at Garfield Ave) S

9-11am third Saturday of each month.

CHURCH OF THE ASCENSION (ANGLICAN) 2060 Dundas St E (near Wavell St) 7:30-10:30am third Tuesday of each month.	519-451-7780 E
ELMWOOD AVENUE PRESBYTERIAN CHURCH 111 Elmwood Ave E (at Cathcart St) 9-11am fifth Saturday of each month.	519-438-3492 S
FAIRMONT UNITED CHURCH 29 Tweedsmuir Ave (at Fairway Ave) 11:30am-1:30pm second last Saturday of each month.	519-455-7630 E
ROWNTREE MEMORIAL UNITED CHURCH 156 Elliott St (at Cheapside St) 9-10:30am third Saturday of each month.	519-432-8075 NE
SISTERS OF ST JOSEPH HOSPITALITY CENTRE 707 Dundas St E (at Lyle St) 9:30-11am Monday to Friday. Minimal fee. Identification required.	519-432-0660 E
ST ALBAN THE MARTYR ANGLICAN CHURCH 1350 Huron St (at Highbury Ave) 9-10:30am third Saturday of each month.	519-455-5788 NE
ST JAMES WESTMINSTER ANGLICAN CHURCH 115 Askin St (at Wortley Rd) 9-11am first Saturday of each month.	519-432-1915 S
ST LUKE'S ANGLICAN CHURCH 1204 Richmond St (north of Western University gate on Richmond St N) 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
WESLEY KNOX UNITED CHURCH 91 Askin St (at Teresa St) 8:45-10:30am second Saturday of each month.	519-673-4803 S
YOUTH ACTION CENTRE (THE) 332 Richmond St, Ste 102 (at York St) 8-10am Monday to Friday. Youth 16 to 24 years.	226-777-0116 C

Lunch & Dinner Programs

- ARK AID STREET MISSION** 519-667-0322
696 Dundas St E (at Lyle St) E
6:45pm Monday to Saturday, 5pm Sunday when available. Coffee and
snacks available 1:30-3:30pm Monday to Friday.
- 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 Covent Garden Market)
12:30-2pm Monday to Friday. Members of the First Nations community.
London CARES partner.
- BETH EMMANUEL CHURCH** 519-433-4311
430 Grey St (at Colborne St) C
5pm Thursday.
- DUNDAS STREET CENTRE UNITED CHURCH** 519-434-9173
482 Dundas St (at Maitland St) C
5:30pm every Wednesday from October (after Thanksgiving) to May. Fourth
and fifth Wednesday only of the month from June to September.
- EAST LONDON UNITED CHURCH OUTREACH (ELUCO)** 519-451-3709
216 Marconi Blvd (at Noel Ave) E
11am Wednesday. Refreshments and games also provided.
- FAIRMONT UNITED CHURCH** 519-455-7630
29 Tweedsmuir Ave (at Fairway Ave) E
11:30am-1:30pm second last Saturday of each month.
- FIRST ST ANDREW'S UNITED CHURCH** 519-679-8182
350 Queens Ave (at Waterloo St) C
5:30pm Monday.
- GRACE UNITED CHURCH** 519-451-4530
818 Hamilton Rd (at Glenwood Ave) SE
5:30-7pm second Sunday of each month excluding July and August.
- METROPOLITAN UNITED CHURCH** 519-432-7189
468 Wellington St (at Dufferin Ave) C
5:30pm Friday.
- MY SISTERS' PLACE** 519-679-9570
566 Dundas St (at Adelaide St N) C
12noon-1pm Monday to Friday. Women 16 years and over. London CARES
partner.

SALVATION ARMY**Centre of Hope** - 281 Wellington St (near Horton St) C 519-661-0343

5:15pm Wednesday and Sunday.

Hillcrest - 310 Vesta Rd (at Huron St) NE 519-659-8568

11am-2pm Wednesday.

Westminster Park - 1190 Southdale Rd E SE 519-668-0025

5pm Monday.

SISTERS OF ST JOSEPH HOSPITALITY CENTRE 519-432-0660

707 Dundas St (at Lyle St) E

12noon-2pm Monday to Friday. Minimal fee. Identification required.

ST GEORGE'S ANGLICAN CHURCH 519-438-2994

227 Wharnccliffe Rd (at Oxford St W) NW

5-6pm second and fourth Friday of each month.

ST JOHN THE EVANGELIST CHURCH 519-432-3743

280 St James St (at Wellington St) C

5-6pm Saturday. Clothing assistance offered.

ST MARTIN OF TOURS 519-433-8175

46 Cathcart St (at Elmwood Ave E) SW

5-6pm third Sunday of each month.

ST MICHAEL'S RC PARISH 519-433-6689

511 Cheapside St (at Maitland St) C

5:30pm Monday from September to May.

TRINITY UNITED CHURCH 519-455-2710

76 Doulton St (at Hale St) E

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

WESLEY KNOX UNITED CHURCH 519-673-4803

91 Askin St (at Theresa St) SW

5pm fourth Sunday of each month.

YOUTH ACTION CENTRE (THE) 226-777-0116

332 Richmond St, Ste 102 (at York St) C

4:30pm Monday to Friday. Youth 16 to 24 years.

Other Food Programs

COLLECTIVE KITCHENS NETWORK & COMMUNITY GARDEN PROJECT

519-432-1801

London Community Resource Centre

Cooking group offering information on healthy eating, budgeting and meal planning. Garden plots to grow vegetables and fruit available across the city. Rent is geared to income.

ST VINCENT DE PAUL SOCIETY

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

SALVATION ARMY

519-661-1359

Christmas Hamper Program

C

Western Fair District, Special Events Building, 900 King St (at Rectory St)
Provides food needed to prepare a traditional Christmas dinner and toys for children birth to 12 years.

LUSO COMMUNITY SERVICES

519-452-1466

Summer Breakfast Program

1100 Victoria Dr (beside Lord Elgin Public School)

NE

8:30-10:30am Monday to Friday, open July and August. Children living in postal codes N5Y and N5Z.

SCHOOL NUTRITION PROGRAMS

Provides breakfast, lunch and snacks to children in elementary and secondary schools in Ontario. Visit www.osnp.ca for more information.

Meal Calendar and Food Bank List

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.

A project of the Hunger Relief Action Coalition.

View and print the current month at
Information London: www.info.london.on.ca/meal.asp

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

281 Wellington St (at Horton St)

C

Emergency shelter and transitional housing for single men and women 16 years and over.

MEN'S MISSION AND REHABILITATION CENTRE

519-672-8500

Mission Services of London

459 York St (and Maitland St)

C

Emergency shelter and transitional housing for homeless men 16 years and over. Services include a life skills program.

ROTHOLME WOMEN'S AND FAMILY SHELTER

519-673-4114

Mission Services of London

42 Stanley St (at Wharncliffe Rd S)

C

Emergency shelter for parents and their children. Services include crisis support, advocacy and referrals to community agencies.

UNITY PROJECT FOR RELIEF OF HOMELESS IN LONDON

717 Dundas St E (rear building, at Lyle St)

C **519-433-8700**

Emergency shelter and transitional housing for men, women and couples 18 years and over. Services include food, clothing, peer support and counselling. 24-hour support, counselling and emergency admission.

WOMEN'S COMMUNITY HOUSE

(Crisis & 24hr Helpline) 519-642-3000 or 1-800-265-1576

(Office) 519-642-3003 ext 0

101 Wellington Rd (at McClary Ave)

S

450 Clarke Rd (at Dundas St)

E

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

YOU'RE HOME

226-777-0116 ext 104

Youth Opportunities Unlimited

332 Richmond St (at York St)

C

Transitional housing for youth. Services include peer support, life training, pre-employment preparation and educational planning support.

ZHAAWANONG SHELTER**At^lohsa Native Family Healing Services**

343 Richmond St, Ste 109 (at King St)

Emergency shelter for abused women and their children belonging to the First Nations community.

(Crisis) 1-800-605-7477**(Shelter) 519-432-2270****C**

SOCIAL & AFFORDABLE HOUSING

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

HOUSING ACCESS CENTRE (HAC)**City of London, Housing Division**

379 Dundas St, Ste 116 (at Colborne St)

Information and applications for social and affordable housing programs, services, management and subsidy programs in London and Middlesex.

519-661-0861**Email: hac@london.ca****LONDON AND MIDDLESEX HOUSING CORPORATION****519-434-2765**

379 Dundas St, Ste 207 (at Colborne St)

Provides rent-geared-to-income housing accommodation. Information and list of properties available at www.london-housing.ca.**C****LONDON HOUSING REGISTRY****519-434-3344**

379 Dundas St, Ste 203 (at Colborne St)

Resource centre that assists individuals and families in a housing crisis to find affordable and private housing.

C**CANADA MORTGAGE AND HOUSING CORPORATION****Assistance Programs****1-800-668-2642**

Residential Rehabilitation Assistance Program (RRAP) provides forgivable or repayable loans to upgrade housing to livable standards. Also offers affordable housing programs for older adults, people with disabilities and native peoples.

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.

ONTARIO MARCH OF DIMES, SOUTHWEST REGION**1-877-369-4867****Home and Vehicle Modification**

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

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

C

Housing Rights & Standards

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

ONTARIO TENANTS RIGHTS

www.ontariotenants.ca/

Tenant rights, social justice and rental housing issues information.

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.

SPECIAL RISK CITIZENS

519-663-5317 ext 2300

Middlesex-London Health Unit, Environmental Health Services

201 Queens Ave, 4th Fl

C

Health inspection program to assist seniors and individuals with physical disabilities living in squalor and refer to organizations that can help.

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-CARE (2273)

London Community Addiction Response Strategy

Outreach and housing stability service for individuals experiencing homelessness. Services include foot and mobile outreach, housing stability support and housing with support program for Veterans experiencing homelessness.

ARK AID STREET MISSION

519-667-0322

696 Dundas St E (at Lyle St)

E

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

AT^LOHSA NATIVE FAMILY HEALING SERVICES

519-438-0068

343 Richmond St, Ste 109

C

Administration 12:30-2pm Monday to Friday. Shelter 24 hours. Drop-in centre for members of the First Nations community. London CARES Partner.

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

Youth Community Support

601 Queens Ave (at Adelaide St)

C

Outreach for youth 16 to 21 years who are transitioning from shelters.

LONDON COFFEE HOUSE PROGRAM 519-439-9000

Canadian Mental Health Association (CMHA)

538 Dundas St (at William St) until December 2014

C

Opening at Hamilton Rd and Redan St in 2015

3-5pm Monday to Friday. Drop-in centre for adults 20 years and over with limited social and/or financial resources, including adults with mental health issues.

LONDON INTERCOMMUNITY HEALTH CENTRE

Programs for people who are homeless. Services include health care, screenings, counselling, advocacy, outreach and crisis intervention.

Dundas St Site, 659 Dundas St E E 519-660-0874

9am-5pm Monday to Friday. Clinic hours 9am-5pm Monday and Friday.

9am-9pm Tuesday and Wednesday. 10:30am-5pm Thursday. Closed the fourth Thursday of each month from 10:30am-12noon.

Huron St Site, 1355 Huron St, Unit 7 NE 519-659-6399

9am-5pm Monday to Friday. Clinic hours 9am-9pm Monday. 9am-5pm

Tuesday, Wednesday, Friday. 10:30am-5pm Thursday. Closed the fourth Thursday of each month from 10:30am-12noon.

LONDON YOUTH FOR CHRIST 519-686-0093

254 Adelaide St S (at Commissioners Rd E)

S

9am-5pm Monday to Friday. Christian outreach for youth.

Streetlight

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

C

7-9pm Tuesday and Thursday. Mobile drop-in centre for youth 24 years and under.

MISSION SERVICES OF LONDON

415 Hamilton Rd (at Rectory St)

C

Crashbeds Program 519-439-0239

9pm-7am daily (women use front entrance, men use rear entrance). Adults 16 years and over experiencing mental health and or substance use issues.

Beds available on a first come, first serve basis.

The Gathering Place 519-495-8545

7-11am daily (entrance at back of building, southwest corner). Drop-in centre for individuals 16 years and over. Services include a safe day space, aid with daily living requirements, showers and nourishment when provisions are available.

Streetscape 519-439-7700

457 York St (west end of building)

Advocacy and support for individuals 16 years and over with mental health issues.

MY SISTERS' PLACE**519-679-9570****Canadian Mental Health Association (CMHA)**

556 Dundas St (at Adelaide St N)

C

10am-3pm and 6-9pm Monday to Friday. 11am-2pm Saturday and Sunday.
Drop-in centre for women 16 years and over. CounterPoint needle exchange program. London CARES Partner.

FELLOWSHIP CENTRE**519-434-3225**

St Paul's Cathedral, 472 Richmond St (at Queens Ave)

C

Drop-in centre for adults 20 years and over dealing with poverty, homelessness and/or unemployment.

WESTERN AREA YOUTH SERVICES (WAYS)**(Crisis) 519-433-0334**

714 York St (at Lyle St)

C

Community services and residential programs for children, youth and their families.

YOUTH OPPORTUNITIES UNLIMITED (YOU)**226-777-0116****Youth Action Centre (The)**

332 Richmond St, Ste 102 (at York St)

C

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

Service Canada

Information on federal government programs, including 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

APPLYING FOR ONTARIO WORKS



**Two ways to apply for
Ontario Works**

Phone

519-661-4520 ext 3

(Monday – Friday 8:30 a.m. – 4:00 p.m.)

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 – Market Tower

P.O. Box 5045
151 Dundas St, 2nd Fl
London, ON N6A 4L6
519-661-4520



Social Services – Northland Mall

107-1275 Highbury Ave N
London, ON N5Y 1A8

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 purchase or exchange of another item. **Thrift stores** sell used clothing, furniture and/or household articles.

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.

Sharing Shops

FANSHAWE COLLEGE **519-452-4282**
Sharing Shop
1460 Oxford St W, Rm B1050 (at Sanitorium Rd) W
Clothing exchange for Fanshawe College students.

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

Thrift Stores

ARK AID STREET MISSION **519-667-0322**
696 Dundas St E (at Lyle St) E
Low-cost clothing available Tuesday, Wednesday and Thursday afternoons.

GOODWILL INDUSTRIES, ONTARIO GREAT LAKES
255 Horton St E C **519-850-9000 ext 2352**
1044 Adelaide St N (Goodwill Bookstore) NE **519-433-2665**
1165 Oxford St E E **519-433-2409**
1225 Wonderland Rd N (Sherwood Forest Mall) NW **519-472-1959**
3410 White Oak Rd (Goodwill Outlet – By the Pound) SE **519-685-5389**

HABITAT FOR HUMANITY RESTORE
317 Adelaide St S S **519-659-1949 ext 281**
40 Pacific Ct, Unit 2 E **519-659-1949 ext 225**
9am-6pm Monday to Friday. 9am-4pm Saturday. Sells new and used building and renovating materials below regular cost.

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 used clothing on consignment.

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

MY NEIGHBOUR'S CLOSET 519-451-4334
476 Clarke Rd (north of Dundas St) E
10am-4:30pm Monday to Friday. 10am-4pm Saturday.

NEARLY NEW SHOP 519-660-6198
Church of St Jude, 1537 Adelaide St N (at Fanshawe Park Rd) NE
10am-12noon Tuesday. 9am-12noon Saturday.

ST VINCENT DE PAUL SOCIETY
585 York St (at Adelaide St) 9am-5pm Monday to Friday. C 519-438-7071
9am-4pm Saturday.
1005 Elias St (at Quebec St) 10am-4pm Monday to Friday. E 519-433-9210

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

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 Option 3
City of London, Social Services www.ontario.ca/socialassistance
Market Tower, 151 Dundas St, 2nd Fl (at Richmond St) C
Northland Mall, 107-1275 Highbury Ave N (Huron St) NE
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.

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

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 low income Londoners to pay for necessary medical goods and related items (e.g., dentures, emergency dental, essential furniture, funerals and burials).

HOUSING SUPPORT SERVICES 519-661-0343 ext 300

Salvation Army Centre of Hope

281 Wellington St (at Horton St)

C

Housing Stability Bank - Financial assistance to Londoners with low income or those at risk of homelessness to obtain and retain housing.

Rental Assistance - Interest-free loan/grant program to help pay due or last month's rent for those behind in rent, facing eviction or moving to a new home in London.

Emergency Utility Assistance - Grant program to assist with water, gas or electricity bills for those who are facing disconnection of utility services or have been disconnected.

Other Financial Assistance Programs for Children & Families

CHILD CARE FEE SUBSIDY 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. Application forms 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, 3rd Fl (at Richmond St)

C

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

CANADA CHILD BENEFITS**1-800-387-1193****Canada Revenue Agency, London Tax Services**

451 Talbot St (at Queens Ave)

C

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

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

217 York St, Ste 203 (at Clarence St)

C

Assistance for Children with Severe Disabilities - Financial support for parents or legal guardians who have a child under 18 years with a severe disability who lives at home. Must meet income level criteria.

Special Services at Home - Supports families caring for children with a physical or developmental disability who live at home.

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. Ensures compliance with support orders from reciprocating jurisdictions.

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

Monthly supplement to help with child care costs to parents of children, birth to 7 years, who have low or middle income. Parents may either be working, in school or at home. Applications accepted annually.

Tax Credits & Exemptions

GST/HST CREDIT FOR INDIVIDUALS**1-800-959-1953****Canada Revenue Agency**

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

ONTARIO MINISTRY OF FINANCE**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 AND SOCIAL DEVELOPMENT CANADA

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 interruption of earnings due to illness, injury, pregnancy, compassion, adoption or parental leave.

Public Pensions & Disability Benefits

1-800-277-9914

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

VETERANS AFFAIRS CANADA

1-866-522-2122

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

WORKPLACE SAFETY AND INSURANCE BOARD

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. Application and assessment required. Service locations in Middlesex County.

OFFICE OF THE COMMUNITY ADVOCATE

519-438-8676

LIFE*SPIN

866A Dundas St E (at Ontario St)

SE

Assists with completion of forms for ODSP, OAS, GIS, subsidized housing and assistive devices. Issues vouchers for Mission Store, Sleep Country and Health Access vouchers. Volunteer income tax program available.

OFFICE OF THE SUPERINTENDENT OF BANKRUPTCY

London District Office, Industry Canada

1-877-376-9902

451 Talbot St, Ste 303 (at Queens Ave)

C

Supervises the 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 resumé and interview assistance, skills training and job finding clubs.

JOB BANK

www.jobbank.gc.ca/

Website of employment opportunities across Canada.

LINKS2WORK

www.links2work-on.ca/

Website of employment and training resources for London and Middlesex.

EMPLOYMENT ONTARIO

(Hotline) 1-800-387-5656

TTY: 1-866-533-6339

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

College Boreal, Employment Options

519-672-1562

Citi Plaza, 355 Wellington St, Ste 142 (at King St)

C

Fanshawe College, Community Employment Services

Citi Plaza, 355 Wellington St, Unit 114 (at King St)

C

519-432-1751

Nelson Plaza, 155 Clarke Rd (at Trafalgar St)

E

519-432-1220

Goodwill Industries, Ontario Great Lakes

519-850-9000

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

C

London Employment Help Centre

519-439-0501

150 Dufferin Ave, Main Fl (at Richmond St)

C

London Training Centre

519-685-4331

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

S

Nokee Kwe

519-667-7088

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

S

WIL Employment Connections

519-663-0774

141 Dundas St, 4th Fl (at Richmond St)

C

Youth Opportunities Unlimited

519-432-1112

Employment Resource Centre, 141 Dundas St, 2nd Fl

C

EMPLOYMENT RESOURCE CENTRE Association Canadienne-Française de l'Ontario – Regional Board of London-Sarnia 495 Richmond St, Unit 200 (at Richmond St)	519-850-2236 C
ACCESS CENTRE FOR REGULATED EMPLOYMENT 171 Queens Ave, Ste 320 (at Richmond St) Information and application assistance for newcomers and internationally trained individuals.	519-858-2348 C
ETAC EMPLOYMENT RESOURCE CENTRE ATN Access for Persons with Disabilities The Skill Centre, 141 Dundas St, 5 th Fl, Room 509 (at Richmond St)	519-858-4500 C
LONDON CROSS CULTURAL LEARNER CENTRE Job Search Workshop for Newcomers 505 Dundas St E (at Adelaide St N)	519-432-1133 E
PATHWAYS SKILL DEVELOPMENT & PLACEMENT CENTRE 210 Dundas St, 2nd Fl (at Clarence St)	519-667-7795 C
OVER 55 (LONDON) Kiwanis Seniors Community Centre 78 Riverside Dr (at Wharnccliffe Rd S)	519-438-1111 SW

Employment Assistance for People with Disabilities

ATN ACCESS FOR PERSONS WITH DISABILITIES The Skill Centre , 141 Dundas St, Ste 504 Tanys Quesnel Living Learning Centre 101 Cherryhill Blvd, Unit 113 (at Oxford St W) Computer training and computer-assisted learning for individuals with disabilities.	C 519-433-7950 W 519-432-7087
CANADIAN HEARING SOCIETY, LONDON REGION 181 Wellington St (at Grey St)	519-667-3325 C
CANADIAN MENTAL HEALTH ASSOCIATION (CMHA) Vocational Rehabilitation Services 534 Queens Ave (at William St) Employment consultations, workplace social skills training and support for adults 16 years and over with a serious mental illness.	519-668-0624 C
COMMUNITY LIVING LONDON Employment Services , 379 Dundas St, Ste 120 (at Colborne St) London and Middlesex	519-673-5600 C 25

EMPLOYMENT SKILLS

LifeSkills Centre

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

519-680-3808

SW

Assists individuals with disabilities to find ODSP Employment Supports.

HUTTON HOUSE LEARNING CENTRE

Employment Services, Cherryhill Village Mall, 301 Oxford St W

519-472-1541 ext 232

NW

LEADS EMPLOYMENT SERVICES

171 Queens Ave, Ste 410 (at Richmond St)

519-439-0352

C

LEARNING DISABILITIES ASSOCIATION OF ONTARIO

Employment/Employer Services

303 Richmond St, Unit 205 (at Bathurst St)

519-438-6213

C

Support to employees/employers with regard to learning disabilities.

NEW FRONTIERS SUPPORT SERVICES

111 Waterloo St, Ste 403 (at South St)

519-439-8000

C

Support services, employment and volunteer activities for adults with intellectual disabilities.

ONTARIO MARCH OF DIMES

Employment Services, 920 Commissioners Rd E (at Adelaide St)

519-642-3999

S

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 homeless.

LONDON AND DISTRICT DISTRESS CENTRE

Help by telephone offered 24 hours daily.

519-667-6709

Distress Line:

519-667-6711

Crisis Response Line:

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

Senior's Helpline:

519-667-6600

CANADIAN MENTAL HEALTH ASSOCIATION (CMHA)

534 Queens Ave (at William St)

C 519-668-0624

519-434-9191

Email: info@cmhamiddlesex.ca

Information and referral to community and professional resources.

Education support groups on a variety of topics. Community programs include crisis services, residential crisis support beds, drop-ins, outreach, women's resources and housing advocacy.

CHILD AND PARENT RESOURCE INSTITUTE (CPRI) 519-858-2774
600 Sanatorium Rd (at Oxford St W) SW
Mental health resource centre for children and youth under 18 years and their families, guardians and caregivers.

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

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 (WAYS).

SOUTHWEST ONTARIO ABORIGINAL HEALTH ACCESS CENTRE 519-672-4079
425-427 William St (between Dundas St and Queens Ave) C
Mental health services for the Aboriginal community.

Peer Support:

CAN-VOICE (CONSUMER SURVIVOR COMMUNITY SUPPORT SERVICES) 519-434-8303
450 Spruce St (near First St and Second St) NE
10:30am-4pm Monday to Thursday. Adults 16 years and over.

CITY ART CENTRE 519-433-0991
652 Elizabeth St, 2nd Fl (at Oxford St E) E
11:30am-4pm Monday to Friday. Focus on artistic expression and skill development.

CONNECT FOR MENTAL HEALTH www.connectformh.ca
Weekly social and recovery groups.

MINDYOURMIND.CA www.mindyourmind.ca/
Website for youth providing a peer forum for shared resources, information and experience 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, financial counselling etc.

DAYA COUNSELLING CENTRE 519-434-0077
141 Dundas St, 6th Fl (at Richmond St) C
Counselling for individuals, couples and families 16 years and over. Fee is based on ability to pay.

London and Middlesex

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

125 Woodward Ave (at Oxford St W)

W

Counselling for individuals, couples and families. Fee is based on ability to pay. Locations in Middlesex County. Call for information.

Ontario Addiction & Mental Health Helplines

Mental Health Helpline

1-866-531-2600

Drug and Alcohol Helpline

1-800-565-8603

Ontario Problem Gambling Helpline

1-888-230-3505

Operated by ConnexOntario:

www.connexontario.ca/.

ADDICTIONS

LONDON CAREs**519-667-CARE (2273)****London Community Addiction Response Strategy**

Outreach and housing stability service for individuals and families experiencing homelessness. Services include foot and mobile outreach, housing stability support, housing with support program for Veterans experiencing homelessness and syringe recovery program.

ADDICTION SERVICES OF THAMES VALLEY**519-673-3242**

200 Queens Ave, Ste 260 (at Clarence St)

C

Assessment, treatment planning and referral for alcohol, drugs and gambling. Walk-in intake for substance abuse concerns.

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

566 Dundas St (at Adelaide St N)

E

Addiction support group for women.

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

260 Colborne St (Horton St E)

C

Alcohol, drug or solvent abuse support for Aboriginals, First Nations individuals and families.

COUNTERPOINT**1-866-920-1601****Regional HIV/AIDS Connection**

C

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

Information about drug treatment and injection options, outreach and needle exchanges.

LONDON MEDICAL PHARMACY, CLINIC 528

528 Dundas St (at William St)
Methadone maintenance clinic.

519-645-1533

C

12-Step Programs

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

- AL-ANON/ALATEEN **519-457-9393**
- ALCOHOLICS ANONYMOUS **519-438-1122**
- GAMBLERS ANONYMOUS **519-668-3030**
- NARCOTICS ANONYMOUS **1-888-811-3887**
- OVEREATERS ANONYMOUS **519-457-8686**
- AT^LOHSA NATIVE FAMILY HEALING SERVICES **519-438-0068**
- COALITION OF SEXUAL AND RELATIONSHIP **519-640-2025**
- ADDICTION RECOVERY GROUPS

Alcohol & Drug Residential Programs

WITHDRAWAL MANAGEMENT CENTRE **519-432-7241**
Salvation Army, Centre of Hope C
 281 Wellington St (at Horton St)
 Acute detoxification for adults 16 years and over. 24-hour admission.

QUINTIN WARNER HOUSE **519-434-8041**
Mission Services of London C
 477 Queen Ave (at Maitland St)
 Recovery home with prevention services for men 18 to 60 years who have graduated from an addictions treatment program. Annexes at 440 and 479 Maitland St for aftercare stays of up to one year.

TEEN CHALLENGE CANADA **519-652-0777**
 9340 Sharon Rd (near Westdel Bourne) SW
 Rehabilitation program for men 18 years and over with drug and/or alcohol addictions.

TURNING POINT INCORPORATED
 612 Mornington Ave E **(Women's Residence) 519-659-2250**
 225 Wharncliffe Rd N C **(Men's Residence) 519-439-9034**
 Residential recovery homes for individuals 16 years and over.

HEALTH CARE

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

MINISTRY OF HEALTH AND LONG-TERM CARE

Assistive Devices and Home Oxygen Programs **1-800-268-6021**

Assistive Devices Program (ADP) - 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 Program (HOP) - Assists with the cost of oxygen and equipment for individuals on long-term oxygen therapy.

Health Care Services, OHIP **1-800-267-8097**

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.

Telehealth Ontario **1-866-797-0000**

Registered nurses provide 24-hour health information by telephone.

SOUTH WEST COMMUNITY CARE ACCESS CENTRE

ACCESS CENTRE (CCAC)

519-473-2222

356 Oxford St W (at Beaverbrook Ave)

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.

MIDDLESEX-LONDON HEALTH UNIT **519-663-5317**

50 King St (at Ridout St) C

Information and services to promote health and prevent disease. *See page 32 for more information.*

SOUTHWEST ONTARIO ABORIGINAL

HEALTH ACCESS CENTRE

519-672-4079

427 William St (between Dundas St and Queens Ave) C

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

LONDON INTERCOMMUNITY HEALTH CENTRE

Dundas St Site, 659 Dundas St E

E 519-660-0874

Huron St Site, 1355 Huron St, Unit 7

NE 519-659-6399

Wellington St Site, Centre of Hope, 281 Wellington St C **519-645-2348**

Primary health care, health promotion and community programs.

OPTIONS CLINIC – ANONYMOUS HIV TESTING

No identification required. By appointment only. Results in 20 minutes. Pre and post-test counselling and information.

London InterCommunity Health Centre, 659 Dundas St **519-673-4427**
9am-5pm Monday, Tuesday, Friday. 9am-9pm Wednesday. 10:30am-5pm
Thursday.

Regional HIV/AIDS Connection, 186 King St Unit 30 **519-434-1601**
3-5pm Wednesday and Friday.

Youth Action Centre Options Clinic, 332 Richmond St **519-434-6500**

Central Spa (Bathhouse), 728 York St **519-438-2625**

Men with male partners only. 11:30am-1:30pm Monday. 6-9pm Thursday.

REGIONAL HIV/AIDS CONNECTION

519-434-1601

186 King St, Ste 30 (Richmond St and Clarence Ave)

C

Counselling, referrals, prevention services and practical supports for people living with or affected by HIV/AIDS and Hepatitis C. Outreach services across the South West region. CounterPoint Needle Exchange. London CARES partner. Open Closet - A support group for gay, lesbian, bisexual and transgender youth.

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 family health care provider with doctors/nurse practitioners accepting new patients.

LONDON AND DISTRICT ACADEMY OF MEDICINE

519-673-0950

Website that lists doctors who are accepting new patients.

www.ldam.ca/

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 at 50 King St, London

Birth control options, testing and treatment of sexually transmitted infections, free needle exchange.	519-663-5446
Breastfeeding Clinics, by appointment in London and Strathroy. Call for an appointment.	519-850-2280
Well Baby/Child & Breastfeeding Clinics (drop-in), call or visit our website for full schedule.	519-850-2280
Dental Clinic, free for children 0-17 years of families who receive Ontario Works benefits, Healthy Smiles Ontario and CINOT Program.	519-663-5449 519-663-5317 ext 2231
Family Health Clinic – A nurse practitioner sees families with children 6 and under, and high school students without a family doctor. No health card required. Call for appointment. Email: familyhealthclinic@mlhu.on.ca.	519-663-5317 ext 2317
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 and postnatal nutrition 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 info.	519-850-2280

Clinic Services at Kenwick Mall, 51 Front St E, Strathroy

Immunization Clinic, 3:30-7:30pm first Tuesday of each month.	519-245-3230
Birth Control, testing & treatment of sexually transmitted infections. Call for an appointment.	519-663-5446
Breastfeeding Clinics, by appointment in Strathroy and London, visit. Call for an appointment.	519-850-2280
Well Baby/Child & Breastfeeding Clinics (drop-in), Call or visit our website for full schedule.	519-850-2280
Family Health Clinic – A nurse practitioner sees families with children 6 and under, and high school students without a family doctor. No health card required. Call for an appointment. Email: familyhealthclinic@mlhu.on.ca	519-663-5317 ext 2317

Phone Services

Communicable Disease Information Line	519-663-5317 ext 2330
Immunization Records	519-663-5317 ext 2452
Food Safety, Water Quality, Air Quality & Tobacco Enforcement Questions/Complaints	519-663-5317 ext 2300
Prenatal Classes Registration	519-663-5317 ext 2772
Health Connection, health information for families, 8:30am-4:30pm Mon-Fri	519-850-2280
tykeTALK, speech and language services for children birth to five years	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, 4:30-10pm Monday to Friday. 10am-8pm weekends and holidays	519-675-8444

Dental Care

DENTAL CLINIC, MIDDLESEX-LONDON HEALTH UNIT 519-663-5449
Oral Health Team, 50 King St (at Ridout St) C

Emergency dental care at no cost for Ontario Works adult clients and other eligible individuals.

Children in Need of Treatment (CINOT) 519-663-5317 ext 2231

No-cost dental care for eligible children with urgent treatment needs.

Healthy Smiles Ontario (HSO) – No cost dental care for eligible children and youth 17 and under.

DENTAL CLINIC, SCHULICH MEDICINE AND DENTISTRY

Western University, Dental Sciences Building 519-661-3326

Low-cost dental treatment provided to adults by dental students.

Children's Dental Clinic 519-661-3329

Children 2 to 12 years.

Dental Outreach Community Service (DOCS) 519-661-3326

Free dental care to families with low income and no access to dental insurance. Prescreening by a participating agency.

Parenting & Health Programs For Young Families

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

MIDDLESEX-LONDON HEALTH UNIT 519-850-2280

50 King St (at Ridout St) C

Family Health Services **Infantline: 519-675-8444**

Information and advice about family health, parenting and infant care.

Referrals to the Health Unit and community programs. *See page 32 for more information.*

IPARENT.NET www.iparent.net

Website with information on parenting resources in London and Middlesex.

CROUCH NEIGHBOURHOOD RESOURCE CENTRE 519-642-7630

Child and Youth Programs ext 228

550 Hamilton Rd (near Egerton St) SE

Leadership opportunities, nutrition, recreation, education and after school programs for children and youth 10 to 17 years.

FAMILIES FIRST COMMUNITY ACTION PLAN FOR CHILDREN

(CAPC), WHITE OAKS 519-649-1248

1119 Jalna Blvd (near Bradley Ave) S

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

LONDON CRISIS PREGNANCY CENTRE (Crisis) 519-432-7098
261 Piccadilly St (at Richmond St) C 519-432-2073
Practical, emotional and spiritual support to individuals in distress during and following 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) E
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) NE
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, prenatal and postnatal programs for First Nations and Aboriginal individuals and families.

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

ST LEONARD'S COMMUNITY SERVICES 519-850-3777
Youth Community Services
405 Dundas St (at Colborne St) C
Peer counselling and social, behavioural and educational programs for youth 12 to 18 years.

SINGLE WOMEN IN MOTHERHOOD 519-432-5454
Training Program, 296 Horton St, Ste 4 (at Wellington St) C
Support and guidance to single mothers and their families.

VANIER CHILDREN'S SERVICES
871 Trafalgar St (near Hamilton Rd) (Intake and Crisis) 519-433-0334
Children's mental health centre offering community-based SE
assessment, counselling and treatment.

CHILDREACH 519-434-3644
265 Maitland St (at Hamilton Rd) C
Parent and child resource centre with education, outreach and information.
Parent Connect - Free telephone support and counselling for people in London with questions about parenting and children.

Lost Your Identification?

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

www.serviceontario.ca

London Locations

920 Commissioners Rd E, Ste 118	S	519-649-2461
100 Dundas St, Main Fl	C	1-800-267-8097
1790 Dundas St E, Unit 18	E	519-455-1600
2295 Wharnclyffe Rd S	S	519-652-3222
217 York St, 5th Fl	C	1-800-267-8097

FAMILY VIOLENCE, WOMAN ABUSE & SEXUAL ASSAULT

REGIONAL SEXUAL ASSAULT AND DOMESTIC VIOLENCE TREATMENT CENTRE

(Crisis) 519-646-6100 ext 0
(Office) 519-646-6100 ext 64224

24-hour emergency and follow-up care for females or males who have been sexually or physically assaulted, plus domestic violence services. 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 and Sunday) and ask to speak to the on-call nurse.

SEXUAL ASSAULT CENTRE LONDON (Crisis) 519-438-2272

225 Horton St E, 5th Fl, Ste 5 C (Administration) 1-800-529-2772

24-hour crisis and support telephone line and advocacy service for people who have experienced sexual violence as adults or as children.

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

Confidential telephone crisis line for women.

LONDON ABUSED WOMEN'S (Helpline) 519-642-3000

CENTRE (Administration) 519-432-2204

797 York St, Unit 5 (at Rectory St) C

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

AT^LOHSA NATIVE FAMILY HEALING SERVICES

343 Richmond St, Ste 109

C (Crisis) 1-800-605-7477
(Office) 519-438-0068

Help for healing and recovery from violence for the First Nations community.
London CARES partner.

Family Support Unit - Intervention and prevention of family violence through group and individual counselling, traditional teaching circles and advocacy.

Zhaawanong Shelter

519-432-2270

Emergency shelter for women experiencing abuse and their children.

CHANGING WAYS (LONDON)

519-438-9869

825 Bradley Ave (east of Wellington Rd)

C

Family violence control program for men 18 years and over and their families.

MUSLIM RESOURCE CENTRE FOR SOCIAL SUPPORT AND INTEGRATION

519-672-6000

111 Waterloo St, Ste 211 (at Hill St)

C

Family violence prevention and intervention services for Muslim and Arabic families.

FAMILY SERVICE THAMES VALLEY

519-433-0183

Sexual Abuse Services Program

125 Woodward Ave (near Oxford St W)

W

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

WOMEN'S COMMUNITY HOUSE

(Crisis) 519-642-3000

101 Wellington Rd (south of Grand Ave)

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

450 Clarke Rd (at Dundas St)

E (Office) 519-642-3003 ext 0

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

FEM'AIDE-LIGNE DE SOUTIEN POUR FEMMES TOUCHÉES PAR LA VIOLENCE

(24-hour) 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.

CARREFOUR DES FEMMES DU SUD-OUEST DE L'ONTARIO CONFIDENTIAL SERVICES FOR FRENCH-SPEAKING WOMEN

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

C 1-888-858-0954

Support, awareness, education programs and referrals to community services for Francophone women dealing with violence and 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 and promotes the healthy development of children, families and communities.

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

KIDS HELP PHONE (24-hour) 1-800-668-6868
Telephone information and counselling for troubled or abused children/youth. Online counselling: www.kidshelpphone.ca

Seniors Services

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

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 120, 1151 Richmond St (at University Dr) N
9am-4:15pm 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.

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 offer help for disputes involving parental responsibility.

SMALL CLAIMS COURT PROJECT PRO BONO STUDENTS CANADA
Western University, Faculty of Law 519-661-3352
Assistance with small claims court forms and procedures. Appointments held 5:30-8:30pm Wednesday at the London Public Library, Central Branch.

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 eligible individuals. Assists with immigration and refugee claims.

FAMILY MEDIATION CENTRE (THE) 519-673-1113
651 Talbot St (at John St) C
Court-attached mediation services for those with disputes in family law.

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.

LAW SOCIETY REFERRAL SERVICE 1-800-268-8326
Law Society of Upper Canada
9am-5pm Monday to Friday. Telephone referral to registered lawyers or paralegals based on client needs, law required and geographic area.

NEIGHBOURHOOD LEGAL SERVICES 519-438-2890
Market Tower, 151 Dundas St, Ste 507 (at Richmond St) C
Legal advice and representation in court on EI, OW, ODSP, CPP and tenant evictions to individuals who meet financial eligibility guidelines.

LIFE*SPIN 519-438-8676
Public Legal Education
866A Dundas St E (at Ontario St) SE
Advocacy, mediation and/or representation at appeal boards to help individuals who have a low income.

Criminal Justice Outreach

JOHN HOWARD SOCIETY OF LONDON AND DISTRICT
Bail Verification and Supervision Program 519-438-4168 ext 34
601 Queens Ave (at Adelaide St) C
Alternative to incarceration for individuals while waiting for court deposition.

ST LEONARD'S COMMUNITY SERVICES LONDON AND REGION
Main Office, 405 Dundas St C 519-850-3777
Residential staff assists federal and provincial offenders.

NEWCOMER & IMMIGRANT SERVICES

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

CITIZENSHIP AND IMMIGRATION CANADA**1-888-242-2100**

417 Exeter Rd (at Chalkstone Dr)

SW

Government information about settling in Canada and citizenship.

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

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

**YMAP-YMCA MAPPING THE WAY FOR
NEWCOMER YOUTH****519-860-0907**

Youth Room, 382 Waterloo St (at King St)

C

For high-school aged permanent residents and convention refugees.

**ACROSS LANGUAGES TRANSLATION AND
INTERPRETATION****519-642-7247**

129/131 Wellington St (at Hill St)

C

Interpreter and translator services available to service providers.

WIL EMPLOYMENT CONNECTIONS**519-663-0774****The Skill Centre**, 141 Dundas St, 4th Fl (at Richmond St)

C

MUSLIM FAMILY SUPPORT SERVICE**519-433-0183 ext 8213****Family Service Thames Valley**

125 Woodward Ave (at Oxford St W)

**ASSOCIATION CANADIENNE-FRANÇAISE DE L'ONTARIO
REGIONAL BOARD OF LONDON-SARNIA****519-850-2236**

495 Richmond St, Unit 200 (at Dufferin Ave)

NE

Support, employment and translation services for the Francophone community.

MUSLIM RESOURCE CENTRE FOR SOCIAL SUPPORT AND INTEGRATION 519-672-6000

111 Waterloo St, Ste 211 (at Hill St)

C

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).

LONDON CROSS CULTURAL LEARNER CENTRE 519-432-1133

505 Dundas St E (at Adelaide St N)

NE

Also temporary accommodation for immigrants and refugees.

LUSO COMMUNITY SERVICES 519-452-1466

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

E

SOUTH LONDON NEIGHBOURHOOD RESOURCE CENTRE 519-686-8600

1119 Jalna Blvd (at Bradley Ave)

SW

LONDON & MIDDLESEX COUNTY IMMIGRATION PORTAL www.immigration.london.ca/

Settlement and information services website about living in London and Middlesex County.

SETTLEMENT.ORG www.settlement.org/

Information website to help newcomers settle in Ontario.

ACQUISITION CENTRE FOR THE TALENTS AND COMPETENCIES OF FRANCOPHONE IMMIGRANTS IN SOUTHWESTERN ONTARIO (CACTIFO) 226-973-5259

1365 Huron St (at Highbury Ave)

NE

For immigrants and newcomers who speak French.

COMMUNITY CENTRES

Services offered may include information, 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 (near Egerton St)

SE

EAST LONDON UNITED CHURCH OUTREACH (ELUCO) 216 Marconi Blvd (at Noel Ave)	519-451-3709 SE
FAMILIES FIRST COMMUNITY ACTION PROGRAM FOR CHILDREN (CAPC), WHITE OAKS South London Neighbourhood Resource Centre, 1119 Jalna Blvd	519-649-1248 SW
GLEN CAIRN COMMUNITY RESOURCE CENTRE 244 Adelaide St S (at Commissioners Rd E) Ontario Works caseworkers on site.	519-668-2745 SE
LONDON COMMUNITY RESOURCE CENTRE 255 Horton St, 3rd Fl, Ste 1 (at Wellington St)	519-432-1801 C
LONDON MILITARY FAMILY RESOURCE CENTRE Wolseley Barracks, 701 Oxford St E (at Elliott St) E	1-800-866-4546 (Office) 519-660-5366
LUSO COMMUNITY SERVICES 1193 Oxford St E, Unit 2 (at Mornington Ave)	519-452-1466 E
N'AMERIND (LONDON) FRIENDSHIP CENTRE 260 Colborne St (at Horton St E) For members of the Aboriginal and First Nations community.	519-672-0131 C
NORTHWEST LONDON RESOURCE CENTRE Sherwood Forest Mall , 1225 Wonderland Rd N (at Gainsborough Rd)	519-471-8444 NW
SOUTH LONDON NEIGHBOURHOOD RESOURCE CENTRE 1119 Jalna Blvd (at Bradley Ave) Ontario Works caseworkers on site.	519-686-8600 SW

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.

CARLING–THAMES FAMILY CENTRE 355 Belfield St (at Kipps Lane)	519-432-0488 NE
WESTMOUNT FAMILY CENTRE 1019 Viscount Rd (at Woodcrest Blvd)	519-473-2825 W
WHITE OAKS FAMILY CENTRE 565 Bradley Ave (between Jalna St and Ernest Ave)	519-685-1400 S

Seniors Centres

HAMILTON ROAD SENIORS CENTRE 519-661-5758
525 Hamilton Rd (at Smith St) SE

HORTON STREET SENIORS CENTRE 519-434-9114
Boys & Girls Club of London, 184 Horton St E (at Richmond St N) C

NORTH LONDON OPTIMIST COMMUNITY CENTRE
1345 Cheapside St (at Highbury Ave N) N 519-661-2500 ext 5198

KIWANIS SENIOR'S COMMUNITY CENTRE 519-661-5740
78 Riverside Dr (at Wharnccliffe Rd N) C

Libraries

LONDON PUBLIC LIBRARY 519-661-4600
Branch locations across London. Visit www.londonpubliclibrary.ca for more information.

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

Call or visit website for outreach location dates and times.

Middlesex County

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



FOOD

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 Main St, Ailsa Craig
10am-5pm Monday to Saturday.

SALVATION ARMY FAMILY SERVICE CENTRE

519-245-5398

71 Maitland Terrace, Strathroy
10am-12noon, 1-3pm Monday, Wednesday and Friday.

**WOMEN'S RURAL RESOURCE CENTRE
OF STRATHROY AND AREA**

519-246-1526

145 Beech St, Strathroy

Food cupboard. Non-perishable food items/produce available as needed.

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.

ST VINCENT DE PAUL ECONOMY SHOP

209 Main St, Glencoe

519-287-3500

9:30am-5pm Monday to Friday, 9:30am-3pm Saturday

71 Richmond St, Strathroy

519-245-0810

9:30am-5pm Monday to Saturday.

SALVATION ARMY

519-245-5371

71 Maitland Terrace, Strathroy

9:30am-5pm Monday to Saturday.

Thrift store. Sells used clothing and furniture.

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

519-246-1526

145 Beech St, Strathroy

(Crisis) 1-800-265-5390

Emergency shelter and transitional housing for women and their children.

SOCIAL & AFFORDABLE HOUSING

HOUSING ACCESS CENTRE (HAC)

519-661-0861

City of London, Housing Division

Email: hac@london.ca

379 Dundas St, Ste 116, London

Information and applications for social and affordable housing programs, services, management and subsidy programs in London and Middlesex.

LONDON AND MIDDLESEX HOUSING CORPORATION 519-434-2765
379 Dundas St, Ste 207, London
Provides rent-geared-to-income housing accommodation.

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
32 Front St W, Strathroy
9am-4:30pm Monday to Friday. Drop-in centre for youth 12 to 30 years.
Employment workshops, counselling and recreational resources.

MONEY

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

Basic Income & Employment Supports

ONTARIO WORKS (OW) (Application) 519-661-4520 Option 3
Middlesex County (General Information) 519-434-7321 ext 2235
Social Services
399 Ridout St N, London
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, 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).

LEAP EMERGENCY FINANCIAL ASSISTANCE 519-245-5398
Salvation Army Family Services
71 Maitland Terrace, Strathroy
One-time emergency financial assistance towards electricity bills up to \$500.
Middlesex County

Other Financial Assistance Programs For Children & Families

CHILD CARE SUBSIDY PROGRAM **Middlesex County Social Services**

(Applications) 519-661-4520

399 Ridout St N, 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. Application forms available from child care centres.

Budget & Debt Counselling

CREDIT COUNSELLING THAMES VALLEY **Family Service Thames Valley**

519-433-0159

Counselling located at Strathroy General Hospital, 395 Carrie St
Budget counselling, debt management programs, third party mediation and bankruptcy counselling. Application and assessment required.

EMPLOYMENT ASSISTANCE

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

EMPLOYMENT ONTARIO

(Hotline) 1-800-387-5656
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 Services

1-888-478-2111

16 B Second St E, Strathroy

Leads Employment Services

226-777-0916 ext 101

51 Front St, Strathroy

Dorchester Employment Resource Centre

519-268-1045

Dorchester Public Library, 2123 Dorchester Rd, Dorchester

Strathroy Employment Resource Centre

519-245-1290

Strathroy Public Library, 34 Frank St, Strathroy

AUSABLE COMMUNITY CENTRE

519-227-1453

183 Main St, Lucan

Free employment services for employers and job seekers.

YOUTH OPPORTUNITIES UNLIMITED (YOU)**519-245-4272****Next Wave Youth Centre**

32 Front St W, Strathroy

QUEST CENTRE (THE)**519-287-2726**

3851 Concession Dr, 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 services in Middlesex County.

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

13570 Elginfield Rd, Lucan

Training and vocational opportunities for adults 18 years and over with developmental disabilities and/or serious mental health issues.

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)

21 Richmond St, Strathroy

(Crisis) 1-866-933-2023**(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 over with mental health issues.

LONDON AND DISTRICT DISTRESS CENTRE**519-667-6709**

Help by telephone offered 24-hours daily.

Distress Line:**519-667-6711****Crisis Response Line:****1-866-933-2023 or 519-433-2023****Seniors Helpline:****519-667-6600****MIDDLESEX COMMUNITY LIVING****519-245-1301**

82 Front St W, Strathroy

Employment services and independent living opportunities for adults 18 years and over with intellectual disabilities.

CREST SUPPORT SERVICES**519-227-6766**

13570 Elginfield Rd, Lucan

Support program for adults with a serious mental illness or developmental disability.

STRATHROY-MIDDLESEX ASSERTIVE COMMUNITY TREATMENT TEAM**519-245-3106****St Joseph's Health Care**

51 Front St, Ste W-7, Strathroy

Community mental health treatment program. Assists individuals to live independently.

HEALTH CARE

Community care, public health and government health care programs are listed here. Some services do not require a valid Ontario health 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, Newbury

Acute care hospital with emergency department offering medical, day surgery, therapy and ambulatory care. South West CCAC Care Coordinators on site.

STRATHROY MIDDLESEX GENERAL HOSPITAL**519-245-5295**

395 Carrie St, Strathroy

Community hospital with emergency department offering inpatient and ambulatory care services. South West CCAC Care Coordinators on site.

SOUTH WEST COMMUNITY CARE ACCESS CENTRE (CCAC)

395 Carrie St, Ste 311, Strathroy

519-473-2222

Information about community health and support services. Coordinates access to publicly-funded home health care and long-term care homes.

MIDDLESEX-LONDON HEALTH UNIT**519-245-3230**

Kenwick Mall, 51 Front St E, Strathroy

Information and services to promote health and prevent disease.

Communicable disease, sexual health and immunization clinics. *See page 32 for more information.*

SOUTHWEST MIDDLESEX HEALTH CENTRE**519-264-2800**

22262 Mill Rd, Mount Brydges

Community health clinic offering dental care services, social work counseling, diabetes information sessions and laboratory services.

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

74 Front St E, Strathroy

Medical clinic offering social work counseling, diabetes information sessions, pharmacy and laboratory services.

VICTORIAN ORDER OF NURSES (VON)**519-245-3170****Middlesex-Strathroy Office**, 274 Head St N, Strathroy

8:30am-4:30pm Monday to Friday. Programs to improve health and support independent living for seniors and adults with disabilities.

Parenting & Health Programs For Young Families

WELL BABY, CHILD AND BREASTFEEDING CLINICS**Middlesex-London Health Unit****519-850-2280**

Ontario Early Years Centre, 80 Frank St, Strathroy

Family health services, infant and child care and community resources. *See page 32 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**, Leisure Centre, 176 Broadway St**519-245-8879****Strathroy**, 80 Frank St**519-245-8879**

Family Counselling

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

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.

JOHN HOWARD SOCIETY OF LONDON AND DISTRICT**519-438-4168****Middlesex County Youth Outreach**

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

FAMILY VIOLENCE, WOMAN ABUSE & SEXUAL ASSAULT

VICTIM SERVICES OF MIDDLESEX COUNTY

519-245-6660

85 Zimmerman St S, Unit 2, Strathroy

Support services for individuals and families who have experienced violent crime. Contact any Middlesex Police Service.

SEXUAL ABUSE SERVICES PROGRAM

519-433-0183

Family Service Thames Valley

Strathroy Middlesex General Hospital, 395 Carrie St, Strathroy

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

WOMEN'S RURAL RESOURCE CENTRE OF STRATHROY AND AREA

(24-hour) 1-800-265-5390

145 Beech St, Strathroy

Education, prevention, and support services for women and families impacted by abuse.

Children's Services

CHILDREN'S AID SOCIETY (CAS)

519-455-9000

51 Front St E, Strathroy

(After Hours Emergency) 519-858-5998

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

NEWCOMER & IMMIGRANT SERVICES

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

LONDON & MIDDLESEX COUNTY IMMIGRATION PORTAL

www.immigration.london.ca/

Settlement and information website about living in London and Middlesex.

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

QUEST CENTRE (THE) **519-287-2726**
3851 Concession Dr, Glencoe
9am-7:30pm Monday. 9am-4pm Tuesday to Thursday. 1-5pm Friday.

Seniors Centres

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

STRATHROY AND AREA SENIORS CENTRE **519-245-8950**
137 Frank St, Strathroy
9am-8pm Monday to Wednesday. 9am-4pm Thursday and Friday.

Lost Your Identification?

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

www.serviceontario.ca

Middlesex County Locations

4179 Hamilton Rd, Dorchester	519-268-3447
186 Main St, Lucan	519-227-4827
229 Main St, Parkhill	519-294-0351
323 Carodoc St S, Strathroy	519-245-3280

Libraries

MIDDLESEX COUNTY LIBRARY

Visit www.middlesex.library.on.ca for more information.

Branch Locations:

Ailsa Craig, 147 Main St	519-293-3441
Coldstream, 10227 Ilderton Rd	519-666-1201
Delaware, 29 Young St	519-652-9978
Dorchester, 2123 Dorchester Rd	519-268-3451
Glencoe, 178 McKellar St	519-287-2735
Ilderton, 40 Heritage Dr	519-666-1599
Komoka, 1 Tunks Lane	519-657-1461
Lucan, 261 Main St	519-227-4682
Melbourne, 6570 Longwoods Rd	519-289-2405
Mount Brydges, 22501 Adelaide Rd	519-264-1061
Newbury, 22894 Hagerty St	519-693-4275
Parkhill, 229 B Main St	519-294-6583
Strathroy, 34 Frank St	519-245-1290
Thorndale, 21790 Fairview Rd	519-461-1150
Wardsville, 21935 Hagerty St	519-693-4208

FIRST NATION RESERVES

Munsee-Delaware Nation

HEALTH CENTRE

519-289-2220

289 Jubilee Rd, Muncey

Health centre offering prenatal and postnatal care, addiction programs, immunization services and health education.

KIIKEEWANNIIKAAN SOUTHWEST REGIONAL (Crisis) 519-289-9090

HEALING LODGE

275 Jubilee Rd, Muncey

Eagle Watch Crisis Intervention

Support, counselling and community workshops.

Healing Lodge

(Office) 519-289-0148

Emergency housing and support services for native women who have experienced family violence.

Chippewas of the Thames First Nation

HEALTH CENTRE

519-289-5641

322 Chippewa Rd, Muncey

Health centre offering 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.

DISCRETIONARY BENEFITS **519-289-5555**
320 Chippewa Rd, Muncey
Short-term income support for shelter and basic needs. Emergency support or discretionary benefits for special items of extreme need.

CHIPPEWA LIBRARY **519-289-2176**
328 Chippewa Rd, Muncey

Oneida Nation of the Thames

HEALTH CENTRE **519-652-0500**
2213 Elm Ave, Southwold
Health centre offering prenatal and postnatal care, addiction programs, immunization services and health education.

ONTARIO WORKS (OW) **519-652-1055**
2213 Elm Ave, Southwold
Income support for food, shelter, household and personal needs along with help finding employment.

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

ASSISTANCE PROGRAM **519-652-3244**
2212 Elm Ave, Southwold
Manages donations and expenses directed towards emergency situations within the Oneida community.

ONYOTA'A:KA FAMILY HEALING LODGE **519-652-0657**
1686 Elijah Rd, Southwold
Residential shelter for individuals and families who are at risk of, or in a violent family situation.

Notes

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.
- 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 CASC**

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

SouthWesthealthline.ca



SouthWesthealthline.ca



United Way
London & Middlesex
Change starts here.

