

Help Yourself Through Hard Times

October 2008

Basic needs services for Londoners



 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 help individuals and families on limited incomes, who live in London, to cope during times of financial hardship. The focus is on services that provide immediate assistance in the form of basic material aid and/or emotional or social support. Many of the services listed will attempt to provide additional emergency and supplementary assistance when necessary. Services may also vary depending on the availability of items, special occasion or in case of emergency. Always check with the individual service. Basic services are offered free of charge unless otherwise noted.

The following codes are used to show where a service is located within the City of London:

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

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

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About Us

For over 35 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 at:



thehealthline.ca

www.info.london.on.ca

www.thehealthline.ca

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London
CANADA



United Way
of London & Middlesex

CONTENTS

FOOD	2
Central Food Banks	2
Neighbourhood Food Banks	3
Lunch & Dinner Meal Programs	4
Breakfast Programs	6
Other Food Programs	7
LOST IDENTIFICATION	7
EMERGENCY SHELTER & TRANSITIONAL HOUSING	8
AFFORDABLE HOUSING	9
Rights & Standards	9
DROP-IN CENTRES & STREET OUTREACH	10
CLOTHING & HOUSEHOLD ITEMS	12
Sharing Shops & Thrift Stores	12
MONEY	13
Basic Income & Employment Supports	13
Emergency & Supplementary Assistance	14
Other Financial Assistance Programs for Children & Families	14
Tax Credits & Exemptions	16
Income Support for Contributors	16
Budget & Debt Counselling	16
EMPLOYMENT ASSISTANCE	17
Employment Assistance for People with Disabilities	18
MENTAL HEALTH	18
ADDICTION	19
12 Step Programs	20
Residential Rehabilitation	20
HEALTH CARE	21
Parenting & Health Programs for Young Families	22
Dental Care	24
Family Counselling	24
FAMILY VIOLENCE & SEXUAL ASSAULT	24
ADVOCACY & LEGAL	26
Criminal Justice Outreach	27
NEWCOMER & IMMIGRANT SERVICES	27
NEIGHBOURHOOD CENTRES	28
Seniors Centres	29
1-800-O-CANADA	29

FOOD

Central Food Banks

Food banks provide food items on an emergency basis, usually a one to three day supply of food, once a month to once every three months, per individual or family. Identification for each family member and proof of income and/or residency may be required. Summer and holiday hours of service may be different than those shown below. Pick up a monthly food calendar at many of the services listed below or go to www.info.london.ca.

LONDON AND AREA FOOD BANK **519-659-4045**
 926 Leathorne St (at Adelaide St) **SE**
 9-4pm Monday to Friday year round and 10am-12noon Saturdays,
 September to April for University or Fanshawe students. Baby food is
 available and identification is required. 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)
 9:30-12noon Monday to Friday. Baby food is available.

SALVATION ARMY **519-661-0343 ext 227**
Community & Family Services **C**
Centre of Hope, 281 Wellington St (near Horton St)
 8:30-11:45 and 12:30-3:45pm Monday to Friday. Baby food available.
 Appointment and identification, proof of income and proof of address
 required for each visit.

YOUTH ACTION CENTRE **519-434-6500**
Youth Opportunities Unlimited **C**
 141 Dundas St (Lower) (near Richmond St)
 7-10am and 3-8pm Monday to Friday, 1-4pm Saturday from the 15th to the
 end of each month for youth 16 to 24 years. 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.foodbank@uwo.ca**
 UWO students only. 24-hour anonymous food hamper system. Baby food
 and food vouchers available. E-mail request to above address.

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):

Richards Memorial United Church (across from Argyle Mall)	E
10-3pm second Thursday of each month	N5V & N5W
St Lawrence Church, 910 Huron St	NE
11-4pm third Wednesday of each month	N5V & N5Y
New Life Centre, 220 Adelaide St N	E
2-7pm third Thursday of each month	N6B, N5W & N5Z
Kinsmen Recreation Centre, Barrington Ave west of Wharncliffe Rd	W
11-4pm third Friday of each month	N6A, N6C, N6G, N6H & N6J
Northwest London Resource Centre, 1225 Wonderland Rd N (in Sherwood Forest Mall across from Library)	NW
10-4pm third Tuesday of each Month	N6G & N6H

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

CHALMERS PRESBYTERIAN CHURCH 519-681-7242

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

CROUCH NEIGHBOURHOOD RESOURCE CENTRE 519-642-7630

550 Hamilton Rd (near Egerton St) SE
 9-4:30pm Tuesday 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
 8:30-4:30pm Monday to Friday. Baby food bank and emergency food cupboard. Please call first for supply availability.

GETHSEMANE UNITED CHURCH 519-451-0600

1461 Huron St (at Sandford St) NE
 10-12noon Tuesday to Friday. Appointment required.

GLEN CAIRN COMMUNITY RESOURCE CENTRE 519-668-2745

150 King Edward Ave (at Thompson Rd) SE
 9-4:30pm Monday and Wednesday to Friday, 11:30-7 Tuesday. Baby food bank and emergency food cupboard.

LIFE RESOURCE CENTRE 519-438-6788

St Lawrence Church, 910 Huron St (Basement) NE
 10-12noon Tuesday. 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
 10-4:30 Monday to Friday. Emergency food cupboard. Appointment and proof of income and address required.

SALVATION ARMY WESTMINSTER PARK 519-668-0025

1190 Southdale Rd E (at Millbank Dr) SE
 12noon-1 Wednesday.

SOUTHDALE CHAPLAINCY CENTRE 519-685-2771

983 Southdale Rd E (at Millbank Dr) SE
 Baby food bank.

WHITE OAKS UNITED CHURCH 519-681-3229

1901 Jalna Blvd (at Southdale Rd E) SE
 9-1 Monday to Friday. Emergency food cupboard. Appointment required.

Lunch & Dinner Meal Programs

A sit-down meal is provided to individuals and families. Some programs operate for a part of the year only, as indicated. Schedules may change or special meals may be held during holiday seasons or the summer.

ARK AID STREET MISSION 519-667-0322

696 Dundas St (at Lyle St) E
 6:45pm Monday to Saturday and 2pm Sunday (closed on Sundays during summer months). Clothing vouchers issued for Mission Services of London if appropriate.

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

343 Richmond St, Ste 109 (entrance on King Street off parking lot across from the Market) C
 12noon-3pm Monday to Friday. Directed towards members of the Aboriginal community, although all are welcome.

MY SISTER'S PLACE 519-679-9570

546 King St (near William St) C
 12noon-1pm Monday to Friday. Women 16 years and over only.

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 Wednesday (meal) and 8-9:30pm Friday and Saturday (light meal). For youth 16 to 24 years.

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

519-434-6500
 C

DUNDAS STREET CENTRE UNITED CHURCH
 482 Dundas St (at Maitland St)
 5:30-6:30pm Wednesday, October to May.

519-434-9173
 C

FIRST ST ANDREW'S UNITED CHURCH
 350 Queens Ave (at Waterloo St)
 5:30pm Monday.

519-679-8182
 C

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

NEW LIFE CENTRE
 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-October to April.

519-434-1127
 C

ROBINSON MEMORIAL UNITED CHURCH
 1061 Richmond St (at Sherwood Ave)
 5:30-7pm Tuesday.

519-438-4104
 N

SALVATION ARMY HILLCREST
 310 Vesta St (near Huron St and Highbury Ave)
 11-2 Wednesday.

519-659-8568
 NE

SALVATION ARMY WESTMINSTER PARK
 1190 Southdale Rd E (at Millbank Dr)
 11-12:30 Wednesday.

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

WELLINGTON STREET UNITED CHURCH
 156 Wellington St (at Grey St)
 5:30pm second Sunday of each month.

519-439-9206
 C

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
 1100 Victoria Rd (beside Lord Elgin Public School)
 8:30-10am Monday to Friday, July and August.
 Breakfast for children in postal codes areas 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

SALVATION ARMY WESTMINSTER PARK
 1190 Southdale Rd E (at Millbank Dr)
 9-9:30am Sunday.

519-668-0025
 SE

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 519-432-1270
1204 Richmond St (north of UWO Gate on Richmond St) N
9-11am second Saturday of each month.

ST MARTIN OF TOURS 519-433-8175
46 Cathcart St (at Elmwood Ave E) S
9-11am fourth Saturday of each month.

YOUTH ACTION CENTRE 519-434-6500
Youth Opportunities Unlimited
141 Dundas St (Lower) (at Richmond St) C
7-10am 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
Issues food or clothing vouchers to people in need. A home visit by a volunteer to discuss individual needs can be arranged by *contacting the secretary or priest of a nearby Catholic Church.*

COLLECTIVE KITCHENS NETWORK 519-432-1801 ext 223
& COMMUNITY GARDENS PROJECT
London Community Resource Centre
Cook nutritious and economical meals together in a group while learning about healthy eating, budgeting and meal planning. Grow your own vegetables and fruits by renting a garden plot at one of many locations across London. Rent is geared to income.

SALVATION ARMY 519-661-0343
Christmas Hamper Program
Centre of Hope, 281 Wellington St (near Horton St) C
Distributes food baskets and toys starting in early December to registered individuals and families. Pre-register in November at the Wellington St office. Identification for each family member is required.

SCHOOL NUTRITION PROGRAMS offer breakfast and/or lunch to hungry children and are 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 the resident obtains the supports they will need to live independently.

CENTRE OF HOPE HOSTELS 519-661-0343
Salvation Army
281 Wellington St C
Shelter and transitional housing for single men, women and youth. Offers health and social services to residents.

CRASH BEDS PROGRAM 519-439-0239
Mission Services of London
459 York St (women use front entrance, men rear entrance) C
Beds are available on a first come, first serve basis from 9pm to 7am daily for men and women 16 years and over with a serious mental illness.

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

AT^LOHSA NATIVE FAMILY HEALING SERVICES 519-438-0068
343 Richmond St, Ste 109 (Office) (Crisis Line) 1-800-605-7477
Tahsahtawayah Shelter - overnight shelter and food for single women.
Zhaawanong Shelter - 519-432-2270 - transitional housing for abused women and their children. C

ROTHOLME WOMEN'S AND FAMILY SHELTER 519-673-4114
Mission Services of London
42 Stanley St C
Shelter for women 16 years and over who are single or with children. Offers a life skills program to residents.

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.

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

AFFORDABLE HOUSING

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

The City of London's Housing Website has information about social and affordable housing and a directory for London and Middlesex.

housing.london.ca

HOUSING ACCESS CENTRE

519-661-0861

379 Dundas St, Ste 116

C

Information on and applications for social housing programs such as rent-gear-to-income, non-profit and co-operative, as well as rent supplement and subsidy programs in London and Middlesex. Application forms and additional information are on the housing.london.ca website.

LONDON HOUSING REGISTRY

519-434-3344

379 Dundas St, Ste 203

C

Helps individuals on fixed or limited income to 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 low-income housing to livable standards. Other programs help low-income and older adults, people with disabilities and native peoples live in decent, affordable housing.

ONTARIO MARCH OF DIMES

519-642-3700

Home and Vehicle Modification

291 King St, 3rd Fl

C

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 the *Advocacy & Legal* section for more services that help tenants.

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

300 Dufferin Ave, 7th Fl

C

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

A health inspector assesses squalid living conditions and refers to organizations that can help.

DROP-IN CENTRES & STREET OUTREACH

Services to help people 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. Street outreach programs provide relief and transitional support to people on the street, where they live.

LONDON CAREs

(24 hour) 519-661-CARE (2273)

(London Community Addiction Response Strategy)

Community partners provide services for those living with addictions and homelessness. Services include foot and mobile outreach, safe havens, sex work exit supports and safe needle collection.

ARK AID STREET MISSION

519-667-0322

696 Dundas St E

E

Adult Centre – 8am-9pm Monday to Friday, 7pm-9pm Saturday and 2-4pm Sunday.

Teen Centre – same hours as adult centre with 24-hour phone support. For youth 12 to 19 years.

Youth Focus – street outreach, serving East London and downtown areas.

AT^LOHSA NATIVE FAMILY HEALING SERVICES

519-438-0068

343 Richmond St, Ste 109 (entrance on King Street off parking lot across from the Market)

C

Drop-in centre. 11-3 Monday to Friday. Directed towards members of the Aboriginal community, although all are welcome. London CAREs Partner.

THE GATHERING PLACE

519-439-7700

Mission Services of London

459 York St (entrance at back of building, southwest corner)

C

Drop-in centre. 7:30am-9pm daily. London CAREs Partner.

JOHN HOWARD SOCIETY

519-438-4168

601 Queens Ave

C

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

LONDON COFFEE HOUSE PROGRAM 519-439-9000
538 Dundas St E C
Drop-in centre mainly for adults 20 years and over. 8am-12noon and 6:30-9pm Monday to Thursday and 8am-12noon and 2-4:30pm 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.

MOBILE VAN OUTREACH 519-439-7700
Mission Services of London
London CARES Partner.

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

OPERATION GO HOME (24-hour) 1-800-668-4663
Telephone helpline for street youth. Helps to reunite families with their children.

SALVATION ARMY 273 519-661-0343
273 Wellington St (beside Centre of Hope) C
Drop-in centre. 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 Wednesday and Sunday. London CARES Partner.

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

STREETSCAPE 519-439-7700
Mission Services of London C
459 York St (west end of building)
Advocacy and support to people, 16 years and over, with mental health issues. Morning drop-in, 7:30-9am weekdays and 7:30-10am weekends.

UNITY PROJECT 519-433-8700
717 Dundas St E
Outreach services. London CARES Partner.

WESTERN AREA YOUTH SERVICES (WAYS) C
714 York St (Intake and Crisis) 519-433-0334
Youth mental health centre offering community-based and residential assessment, overnight respite, counselling and treatment.

YOUTH ACTION CENTRE 519-434-6500
Youth Opportunities Unlimited, 141 Dundas St, Lower Level C
Drop-in centre and street outreach for youth 16-24 years. 7-10am and 3-8pm Monday to Friday and 1-4pm Saturday. London CARES Partner.

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 the *Emergency Shelter & Transitional Housing* and the *Food Bank* sections.

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 at an annual event held for one week in mid-November. Proof of family size may be requested.

ST VINCENT DE PAUL SOCIETY
Issues food or clothing vouchers to needy people. Arrange a home visit to discuss individual needs with a volunteer *by contacting the secretary or priest of a nearby Catholic Church.*

Sharing Shops & Thrift Stores

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

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

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. 10-2pm Thursday.

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

HEAVENLY HAMPER OUTREACH 519-685-1920
London Gospel Temple, 262 Commissioners Rd W SW
Register at the church, 288 Commissioners Rd W, before using the store on the day of visit. Open 10am-1pm Tuesday.

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

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 PLACE www.susans-place.com
London Christian Academy, 85 Charles St W
Sells used children's clothing and footwear on consignment.

MONEY

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

Basic Income & Employment Supports

ONTARIO WORKS 519-661-4520 Press 3
City of London, Community Services Department
151 Dundas St, 2nd Fl C
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 519-438-5111
Ontario Ministry of Community and Social Services
217 York St, Ste 203 C
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.

Emergency & Supplementary Assistance

DISCRETIONARY BENEFITS 519-661-5910
City of London, Community Services Department
151 Dundas St, 2nd Fl C
Special fund to pay for necessary medical goods and related items (e.g., dentures, emergency dental, essential furniture and funerals and burials) for low-income individuals and social assistance recipients.

CHILDREN'S EMERGENCY BENEFIT 519-434-9117
Boys' & Girls' Club of London, 184 Horton St C
One-time financial assistance for families on social assistance with children. Recipients must live in London, have dependents under 18 years listed on the OW/ODSP Drug Benefit Card, and be receiving Ontario Works or Ontario Disability for the period September 1 to December 31, 2008 (end of program).

HOUSING SUPPORT SERVICES 519-661-0343 ext 300
Salvation Army, Centre of Hope
281 Wellington St C
The Heat and Warmth Program (THAW) – Emergency financial assistance for payment of overdue utility bills. Applicants can apply every other year and are eligible to receive a maximum of \$350/utility (\$550 for electric heat).
The Rent Bank – A one-time, interest free loan up to \$1300 for tenants facing eviction.

Water Filter Fund – Financial assistance to pregnant women and low-income parents with children, birth-6 years, living in households with elevated lead levels.

RENTAL OPPORTUNITY FOR ONTARIO FAMILIES (ROOF)
Ministry of Municipal Affairs and Housing 1-888-544-5101
Box 624, Oshawa, ON L1H 8H8
Monthly housing allowance of \$100 for eligible low-income families.

Other Financial Assistance Programs for Children & Families

CHILD CARE SUBSIDY PROGRAM 519-661-4834
City of London, Community Services Department
151 Dundas St, 4th Fl 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 through the City of London and child care centres.

FAMILY SUPPORT PROGRAM 519-661-5550

City of London, Department of Community Services
151 Dundas St, 4th Fl C
Assists Ontario Works recipients to obtain child and spousal support payments.

CANADA CHILD BENEFITS 1-800-387-1193

Canada Revenue Agency
451 Talbot St C
Canada Child Tax Benefit – tax-free monthly benefit based on annual family income to help families with the cost of raising children.
Universal Child Care Benefit – tax-free monthly benefit of \$100 for parents with children under 6 years to assist with the cost of child care.

ONTARIO CHILD BENEFIT 1-888-789-4199

Financial assistance based on annual family income to help with the cost of raising children. Families must be registered for the Canada Child Tax Benefit to qualify (see above).

LEAP (Learning, Earning and Parenting) 519-434-9115 ext 255

Boys' & Girls' Club of London, 184 Horton St C
Supports such as subsidized child care, free parenting activities, school supplies, help with school clothing and transportation costs to parents under 22 years who wish to finish their high school education and are on Ontario Works or have a child on Ontario Works.

FAMILY RESPONSIBILITY OFFICE 1-800-267-2757

Ontario Ministry of Community and Social Services
Box 220, Toronto, ON M3M 3E9 (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.

ONTARIO CHILD CARE SUPPLEMENT FOR WORKING FAMILIES

Ontario Ministry of Revenue 1-877-533-2188
33 King St W, Oshawa, ON L1H 8H5
Monthly supplement to help with child care costs for low and middle income families. Parents may be either working, in school or at home. Apply annually.

ONTARIO MINISTRY OF CHILDREN AND YOUTH SERVICES C

217 York St, Ste 203 519-438-5111
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.

Tax Credits & Exemptions

GST TAX CREDIT 1-800-959-1953

Canada Revenue Agency,
451 Talbot St C
Tax-free payment based on annual family income to help individuals and families offset the cost of GST.

LONDON REGIONAL TAX OFFICE 519-433-3901

Ontario Ministry of Revenue
130 Dufferin Ave, Ste 400 C
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 Social Development Canada
London Service Canada Centre, 457 Richmond St C
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.

INCOME SECURITY PROGRAMS 1-800-277-9914

Human Resources and Social Development Canada
London Service Canada Centre, 457 Richmond St C
Old Age Security Benefits (OAS) and other benefits for low-income 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
750 Base Line Rd E, Ste 301 S
Pensions and allowances for veterans and their dependants including financial help for emergencies such as shelter and health care.

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.

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.

EMPLOYMENT ASSISTANCE

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

LONDON SERVICE CANADA CENTRE 519-645-5944
457 Richmond St C
Federal employment services.

JOB BANK www.jobbank.gc.ca
Website of employment opportunities across Canada.

LINKS2WORK www.links2work.on.ca
Website of local employment and training resources.

EMPLOYMENT RESOURCE CENTRES at the London Public Library
Central Library, Galleria London, 251 Dundas St C 519-661-5100 ext 5834
Beacock Library, 1280 Huron St NE 519-661-5100 ext 7415
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

ASSOCIATION CANADIENNE-FRANÇAISE DE L'ONTARIO - REGIONAL BOARD OF LONDON-SARNIA 519-675-3816
Employment Resources Centre
920 Huron St NE

CENTRE FOR LIFELONG LEARNING 519-432-8807
Job Search Strategies
Royal Bank Building, 383 Richmond St, 11th Fl, Rm 1108 C

FANSHAWE JOB CONNECT 519-432-1220
Galleria London, 355 Wellington St, Unit 114 C
Mainly for youth 16-24 years.

GOODWILL'S CAREER CENTRE
390 King St C 519-850-9675
171 Queens Ave, Ste 604 C 519-675-1113
Passport to Employment (Employment Referral Services) 519-660-6888

G.A. WHEABLE EMPLOYMENT RESOURCE CENTRE 519-452-2697
70 Jacqueline St SE

LONDON CROSS CULTURAL LEARNER CENTRE 519-432-1133
Job Search Workshops for Newcomers
505 Dundas St E C

LONDON EMPLOYMENT HELP CENTRE 519-439-0501
114 Dundas St, 2nd Fl C

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

NOKEE KWE 519-667-7088
137 Dundas St, 2nd Fl C

PATHWAYS SKILL DEVELOPMENT
210 Dundas St, 2nd Fl C 519-667-7795
1295 Highbury Ave N, Unit 7 NE 519-913-0200

SPRINGBANK EMPLOYMENT AND LEARNING CENTRE 519-474-4946
Youth Opportunities Unlimited
360 Springbank Dr, Unit 7 SW

WIL EMPLOYMENT CONNECTIONS 519-663-0774
141 Dundas St, 4th Fl C

YOUTH EMPLOYMENT CENTRE 519-432-1112
Youth Opportunities Unlimited
141 Dundas St, 2nd Fl C
For youth 15-24 years.

Employment Assistance for People with Disabilities

ATN ACCESS INC 519-433-7950
141 Dundas St, Ste 504 C

ETAC EMPLOYMENT RESOURCE CENTRE 519-858-4500
141 Dundas St, Ste 509 C

LEADS EMPLOYMENT SERVICES 519-439-0352
171 Queens Ave, Ste 410 C

ONTARIO MARCH OF DIMES 519-642-3999 ext 235
Employment Services
700 Richmond St, Ste 310 C

MENTAL HEALTH

Community mental health programs help people who have a serious 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.

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

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. 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.

CAN-VOICE 519-434-8303
 450 Spruce St E
 Counselling, peer support and social activities for adults 18 years and over. 12noon-4pm Monday to Thursday. Group home.

CITY ART CENTRE 519-433-0991
 Wolseley Barracks, 652 Elizabeth St, 2nd Fl E
 Peer support for adults with a focus on artistic expression and skill development. 11:30-4 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.

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

MISSION SERVICES OF LONDON 519-672-8500
Life Skills Program
Men's Mission and Rehabilitation Centre, 459 York St C
 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

WOMEN'S MENTAL HEALTH RESOURCES OF LONDON 519-642-7630
 Crouch Neighbourhood Resource Centre SE
 550 Hamilton Rd
 Group support, crisis intervention, counselling, referrals and advocacy to residents of East London.

ADDICTION

LONDON CARES (24 hour) 519-661-CARE (2273)
 (London Community Addiction Response Strategy)
 London's collaborative drug strategy using a four pillar (harm reduction, prevention, enforcement, and treatment) approach to address substance use and related community issues. Services delivered through community partnerships for those living with addictions and homelessness in the broader downtown core area. Current components include street and mobile outreach, safe havens, sex work exit supports, 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. Walk-in intake for substance abuse concerns, 1:15-3:30 Monday and Thursday. 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 their families.

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

SYRINGE RECOVERY - NEEDLE PICK UP (London CARES Partners)
AIDS Committee of London - Counterpoint 519-434-1601
AIDS Committee of London - Peer Syringe Recovery 519-434-1601
London Harm Reduction Coalition 519-936-0706 or 519-520-5636
Youth Opportunities Unlimited 519-434-6500

12 Step Programs

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.OvereatersAnonymous.org
SEX AND LOVE ADDICTS ANONYMOUS 519-675-3725

Alcohol & Drug Residential Programs


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

QUINTIN WARNER HOUSE (Men) 519-434-8041
Mission Services of London
 477 Queens Ave C

TEEN CHALLENGE FARM (Men) 519-652-0777
 9340 Sharon Rd (Lambeth) SW

TURNING POINT INC
 612 Mornington Ave E (Women's Residence) 519-659-2250
 225 Wharncliffe Rd N C (Men's Residence) 519-439-9034

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.” 

TELEHEALTH ONTARIO 1-866-797-0000
Registered nurses provide health advice and information by phone.

ONTARIO HEALTH INSURANCE PLAN (OHIP) 519-675-6700 C
217 York St, 5th Fl
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 C
50 King St
Information and services to promote health and prevent disease. Clinics include communicable disease, sexual health and immunization.

ASSISTIVE DEVICES AND HOME OXYGEN PROGRAMS 1-800-268-6021
5700 Yonge St, 7th Fl, Toronto, ON M2M 4K5
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.

AIDS COMMITTEE OF LONDON 519-434-1601 C
186 King St, Ste 30
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 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. Serves East and Northeast London.

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

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.

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

Parenting & Health Programs for Young Families

See also *Neighbourhood Centres* for more services that offer programs to families.

FAMILY HEALTH SERVICES HELPLINES
Middlesex-London Health Unit
Call a public health nurse for information and advice about family health, parenting, infant care and referral to Health Unit and community programs.
Health Connection Line 519-850-2280
8:30-4:30pm Monday to Friday.
Infantline 519-675-8444
4:30-10pm Monday to Friday and 10am-8pm weekends and holidays.

SMART START FOR BABIES 519-646-2961 C
Middlesex-London Health Unit, 50 King St
Prenatal and postnatal nutrition and support program.

BETHESDA CENTRE 519-438-8371
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 SE
520 Hamilton Rd
Youth mental health centre offering community-based and residential assessment, counselling and treatment.

FAMILIES FIRST CAPC 519-649-1248 S
1119 Jalna Blvd
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

519-455-5666

E

North-East London

Beacock Library, 1280 Huron St

519-455-2555

NE

North-East London

LIHC Huron Site, 1355 Huron St, Unit 7

519-659-6399 ext 404

NE

Neighbourhood-based support service for families struggling with poverty, violence, abuse or mental health issues with children, birth to 16 years.

HEARTSPACE

200 Queens Ave, Ste 260

519- 673-3242 ext 222

C

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

LONDON INTERCOMMUNITY HEALTH CENTRE

Dundas Site, 659 Dundas St

519-660-0874

E 519-660-0874

Huron Site, 1355 Huron St, Unit 7

NE 519-659-6399

Prenatal and postnatal programs to families in East and Northeast London.

MADAME VANIER CHILDREN'S SERVICES

871 Trafalgar St

(Intake and Crisis) 519-433-0334

Children's mental health centre offering community-based assessment, counselling and treatment.

SE

MERRYMOUNT CHILDREN'S CENTRE

1064 Colborne St

519-434-6848

NE

Services to support families who are going through a crisis or transition.

MUTUAL AID PARENTING PROGRAM (MAPP)

Children's Aid Society, 1680 Oxford St E

519-455-9000

NE

Self-help program promoting parenting skills and educational development for low-income parents and their children. Spanish group also available.

N'AMERIND (LONDON) FRIENDSHIP CENTRE

260 Colborne St

519-672-0131

C

Family support and prenatal programs for Aboriginal families.

NORTH EAST LONDON COMMUNITY HEALTH PARTNERSHIP DROP-IN

Church of Christ, 1750 Huron St

NE 519-659-6399 ext 405

1-4pm Mondays. Discuss your family's health needs with a public health nurse and outreach worker. Khmer (Cambodian) and Vietnamese interpretation available. French service available last two Mondays of the month.

SINGLE WOMEN IN MOTHERHOOD TRAINING PROGRAM

Support and guidance to single mothers to help them

519-432-5454

have 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

WELL BABY AND CHILD CLINICS

519-663-5317 ext 1122

Public health nurses examine the health of children birth to 4 years, and offer advice and information to parents. Clinics are held throughout the city on a drop-in basis.

ONTARIO EARLY YEARS CENTRES

London North Centre

Childreach, 265 Maitland St

519-434-3644

C

London West

1019 Viscount Rd

519-473-2825

SW

London-Fanshawe

1892 Dundas St E

519-455-2791

E

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

University Of Western Ontario

Dental Sciences Building

Low-cost dental treatment, cleaning and preventive services provided by dental students.

(Adults) 519-661-3326

(Children) 519-661-3329

N

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

519-434-0077

C

FAMILY SERVICE THAMES VALLEY

125 Woodward Ave

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

519-433-0183

W

FAMILY VIOLENCE & 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 519-432-2204
217 York St, Ste 107 C
Counselling and advocacy for women, 16 years and over, experiencing violence and abuse in their intimate relationships.

WOMEN'S COMMUNITY HOUSE (Office) 519-642-3003
101 Wellington Rd (24-hour Abused Women's Helpline) 519-642-3000
450 Clarke Rd (near Dundas)
Crisis line, counselling, emergency shelter and transitional housing for abused women and their children. S and E
Second Stage Housing – affordable housing for up to one year.

AT^LOHSA NATIVE FAMILY HEALING SERVICES
(Office) 519-438-0068; (Crisis Line) 1-800-605-7477
343 Richmond St, Ste 109 C
Help for healing and recovery from violence for the First Nations community.
Zhaawanong Shelter (Office) 519-432-2270
(Crisis Line) 519-432-0122
Transitional housing for abused women and their children.

CHANGING WAYS (LONDON) 519-438-9869
388 Dundas St, Ste 302B C
Family violence control program for men, 18 years and over, and their families.

CHILDREN'S AID SOCIETY 519-455-9000
1680 Oxford St E (After Hours Emergency) 519-432-5987
Protects and cares for children at risk and promotes the healthy development of children, families and communities. NE

KIDS HELP PHONE (24-hour) 1-800-668-6868
Information, referral and counselling for troubled or abused children and youth.

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 flexcare for children birth to 12 years.

OASIS CENTRE DES FEMMES (24-hour) 1-877-336-2433
Distress line mainly for French-speaking women.

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 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. N

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

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 have experienced sexual violence as adults or as children. C

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 1-800-268-8326
9am to 5pm Monday to Friday. Free referral to lawyers by telephone offered to individuals in domestic violence situations, shelters or in custody. Fee for all other individuals (\$6 per call): 1-900-565-4577

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 CPP and ODSP disability, Ontario Works and tenant evictions to individuals who meet financial eligibility guidelines.

DISPUTE RESOLUTION CENTRE 519-661-3352
UWO, Faculty of Law Building N
Mediation services to solve minor disputes inexpensively such as consumer-merchant conflicts, landlord and tenant disputes, employment-related disputes, etc. Does not offer help for disputes involving parental responsibility and criminal charges or disputes over the small claims limit.

FAMILY LAW INFORMATION CENTRE 519-660-3001
Court House, 80 Dundas St C
Drop-in information and resource centre. Duty counsel on site to answer questions.

FAMILY MEDIATION CENTRE (THE) 519-673-1219
651 Talbot St C
Court-attached mediation services for those with disputes in family law. Fee.

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 519-439-0501
 114 Dundas St, 2nd Fl C
 Advice and paralegal representation about government benefits such as Employment Insurance, Ontario Works and Canada Pension Plan.

Criminal Justice Outreach

JOHN HOWARD SOCIETY 519-438-4168
 601 Queens Ave C

ST LEONARD'S COMMUNITY SERVICES 519-850-3777
 405 Dundas St C

SALVATION ARMY 519-432-9553
Correctional and Justice Services
 Centre of Hope, 281 Wellington St C

NEWCOMER & IMMIGRANT SERVICES

Help with settlement and other supports is available to immigrants, refugees and newcomers. See also *Neighbourhood Centres* for more services.

LONDON CROSS CULTURAL LEARNER CENTRE 519-432-1133
 505 Dundas St C
 Information, referral and settlement services include job search workshops, translation, and Language Instruction for Newcomers to Canada (LINC) assessments. Accommodation for immigrants and refugees.

LUSO COMMUNITY SERVICES 519-452-1466
 1193 Oxford St E, Unit 2 E
 Support, information and orientation to newcomers and refugees who have been in Canada for 5 years or less.

CANADA IMMIGRATION CENTRE 1-888-242-2100
Citizenship and Immigration Canada
 417 Exeter Rd S

ASSOCIATION CANADIENNE-FRANÇAISE DE L'ONTARIO – REGIONAL BOARD OF LONDON-SARNIA 519-675-3809
 920 Huron St NE
 Support, employment and translation services for the French-speaking community.

G.A. WHEABLE CENTRE FOR ADULT EDUCATION 519-452-2660
 70 Jacqueline St (ESL) ext 224
 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.

LONDON EMPLOYMENT HELP CENTRE 519-439-0501
 114 Dundas St, 2nd Fl C
 Services for foreign trained individuals.

SETTLEMENT.ORG www.settlement.org
 Website provides newcomers with information and resources to help them settle in Ontario.

WELCOME LONDON – WELCOME MIDDLESEX welcome.london.ca
 Website provides newcomers with information to help them settle in London and Middlesex County.

ACROSS LANGUAGES TRANSLATION AND INTERPRETATION C
 515 Richmond St, Ste 3 519-642-7247
 Interpreter services available to [service providers](#).

NEIGHBOURHOOD CENTRES

A variety of services are offered at these centres including information, social and educational programs, family support, counselling, advocacy, food and clothing, newcomer assistance, and more. There may be a fee for some programs.

BOYS' & GIRLS' CLUB OF LONDON 519-434-9114
 184 Horton St C
 Recreational and social programs for children and youth, 7-18 years. Supper Club provides daily hot meal, 4-6:30pm. Fee, subsidy available.

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

ARGYLE COMMUNITY RESOURCE CENTRE 519-457-7659
 2016 Dundas St E E

EAST LONDON UNITED CHURCH OUTREACH CLUSTER SE
 P.O. Box 1578, Station B (Huron Heights/Boullee) 519-434-7173
 London N6A 5M3 (Marconi) 519-451-3709

FAMILIES FIRST CAPC 519-649-1248
 1119 Jalna Blvd S

GLEN CAIRN COMMUNITY RESOURCE CENTRE 150 King Edward Ave	519-668-2745 SE
LIMBERLOST CHAPLAINCY 1481 Limberlost Rd, Unit 135 and 136	519-472-2459 NW
LONDON INTERCOMMUNITY HEALTH CENTRE Dundas Site , 659 Dundas St Huron Site , 1355 Huron St, Unit 7 Primary health care and community support programs.	E 519-660-0874 NE 519-659-6399
LUSO COMMUNITY SERVICES 1193 Oxford St E, Unit 2	519-452-1466 E
N'AMERIND (LONDON) FRIENDSHIP CENTRE 260 Colborne St For members of the Aboriginal community.	519-672-0131 C
NORTH EAST LONDON COMMUNITY HEALTH PARTNERSHIP DROP-IN Church of Christ , 1750 Huron St	519-663-5317 ext 2414 NE
NORTHWEST LONDON RESOURCE CENTRE Sherwood Forest Mall , 1225 Wonderland Rd N	519-471-8444 NW
SOUTH LONDON NEIGHBOURHOOD RESOURCE CENTRE Jalna Branch Library Building , 1119 Jalna Blvd	SW 519-686-8600
SOUTHDALE CHAPLAINCY 983 Southdale Rd E	519-685-2771 SE

Seniors Centres

HAMILTON ROAD SENIORS CENTRE 525 Hamilton Rd	519-661-5758 SE
HORTON STREET SENIORS' CENTRE Boys' & Girls' Club of London 184 Horton St	519-434-9114 C
KIWANIS SENIORS COMMUNITY CENTRE 78 Riverside Dr	519-661-5740 C

Service Canada

Service Canada has information on federal government programs, benefits, seniors' pensions and employment programs.

London Service Canada Centre
519-645-5944 or 1-800-O-Canada (622-6232)

Dominion Public Building, 457 Richmond St (at Queens Ave)
www.servicecanada.gc.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, investing over \$26 million into community programs and services in the last five years alone.

To make the most difference, United Way focuses on four priority areas:

- strengthening families who are struggling with poverty, violence and/or mental health issues
- preparing children and youth for future success
- building the capacity of neighbourhoods and local communities
- enabling Aboriginal people and newcomers to be successful participants in community life

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
of London & Middlesex

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