

United Way is creating real change

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

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

To make the most difference, United Way focuses on 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.

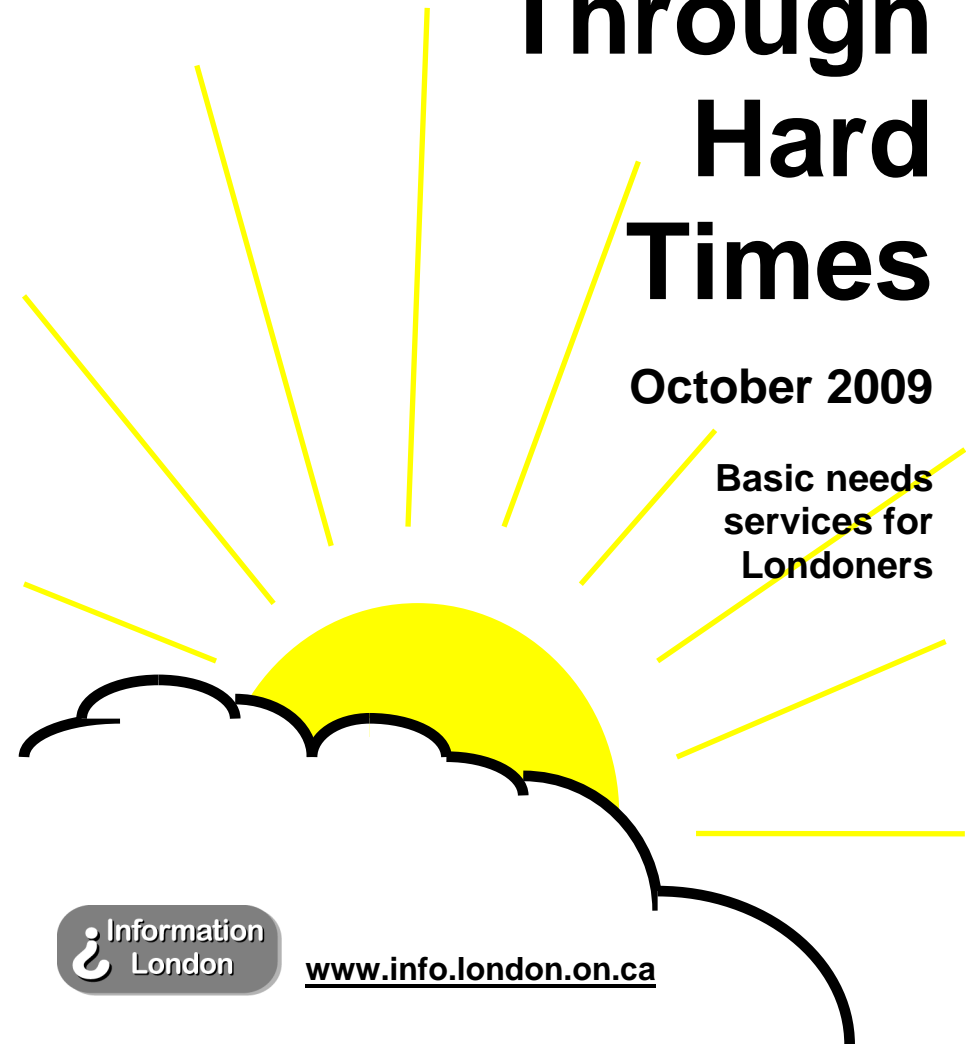


To learn more, please
visit www.uwlondon.on.ca
or call 519-438-1721.

Help Yourself Through Hard Times

October 2009

Basic needs
services for
Londoners



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



thehealthline.ca

www.info.london.on.ca

www.thehealthline.ca

Information London is supported by:



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

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

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

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

LONDON INTERCOMMUNITY HEALTH CENTRE
Dundas Site, 659 Dundas St E 519-660-0874
Huron Site, 1355 Huron St, Unit 7 NE 519-659-6399
Primary health care, social services and community support programs.

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

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

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

SOUTH LONDON NEIGHBOURHOOD RESOURCE CENTRE
Jalna Branch Library Building, 1119 Jalna Blvd SW 519-686-8600

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

Seniors Centres

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

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

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

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

**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 69674
Courses include English as a Second Language (ESL) and SE
preparation for Canadian Citizenship.

LONDON INTERCOMMUNITY HEALTH CENTRE
Dundas Site, 659 Dundas St E 519-660-0874
Huron Site, 1355 Huron St, Unit 7 NE 519-659-6399
Social and health services for newcomers including seniors' drop-in, women
of the world groups and multicultural diabetes program.

SOUTH LONDON NEIGHBOURHOOD RESOURCE CENTRE
Jalna Branch Library Building, 1119 Jalna Blvd SW 519-686-8600
Settlement services for landed immigrants and convention refugees,
including job search workshops, advocacy, information and referral.

SETTLEMENT.ORG www.settlement.org
Provides information and resources to help newcomers settle in Ontario.

WELCOME LONDON – WELCOME MIDDLESEX welcome.london.ca
Provides information to help newcomers settle in London and Middlesex
County.

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

NEIGHBOURHOOD CENTRES

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

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

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.
Free bus service to and from program.

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

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.....	15
Income Support for Contributors.....	16
Budget & Debt Counselling.....	16
EMPLOYMENT ASSISTANCE	16
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, WOMAN ABUSE & SEXUAL ASSAULT	24
ADVOCACY & LEGAL	26
Criminal Justice Outreach.....	27
NEWCOMER & IMMIGRANT SERVICES	27
NEIGHBOURHOOD CENTRES	28
Seniors Centres.....	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
9am-4pm Monday to Friday year round and 10am-12noon Saturdays,
September to April for UWO 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)
9:30am-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)
8:30am-3:45pm Monday to Friday. Baby food available. Appointment,
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.

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

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

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

LONDON EMPLOYMENT HELP CENTRE
114 Dundas St, 2nd Fl C 519-439-0501
1275 Highbury Ave N, Unit 102 NE 519-659-1400
Advice and paralegal representation about government benefits such as
EI, OW, ODSP and CPP.

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

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

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. Temporary 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

LONDON EMPLOYMENT HELP CENTRE
114 Dundas St, 2nd Fl C 519-439-0501
1275 Highbury Ave N, Unit 102 NE 519-659-1400
Services for foreign trained individuals.

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.

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.

ADVOCACY & LEGAL

COMMUNITY LEGAL SERVICES 519-661-3352
UWO, Faculty of Law Building, Rm 120
 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
 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
 Legal advice and representation in court on EI, OW, ODSP, CPP and tenant evictions to individuals who meet financial eligibility guidelines.

DISPUTE RESOLUTION CENTRE 519-661-3352
UWO, Faculty of Law Building
 Mediation services to work out fair and lasting solutions on disputes such as neighbourhood, landlord-tenant, employer-employee, and interpersonal conflicts. Does not offer help for disputes involving parental responsibility or criminal charges.

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

Neighbourhood Food Banks

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

LONDON AND AREA FOOD BANK 519-659-4045
Satellite Locations (serve areas within listed postal codes):

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

Richards Memorial United Church (across from Argyle Mall)	E
10am-3pm second Thursday of each month	N5V & N5W
St Lawrence Church, 910 Huron St	NE
11am-4pm third Wednesday of each month	N5V & N5Y
New Life Centre, 220 Adelaide St N	E
1-5pm third Thursday of each month	N6B, N5W & N5Z
Kinsmen Recreation Centre, Barrington Ave west of Wharncliffe Rd	W
11am-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
10am-4pm third Tuesday of each month	N6G & N6H

CHALMERS PRESBYTERIAN CHURCH 519-681-7242
 342 Pond Mills Rd (at Commissioners Rd E)
 1-2pm Tuesday and Thursday (1-2pm Wednesdays only in July, August and September). Appointment required.

CROUCH NEIGHBOURHOOD RESOURCE CENTRE 519-642-7630
 550 Hamilton Rd (near Egerton St)
 9am-12noon Tuesday, 9am-4pm Thursday and 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
 9:30am-4:30pm Monday to Friday. Baby food bank and emergency food cupboard. Please call first for supply availability.

GLEN CAIRN COMMUNITY RESOURCE CENTRE 519-668-2745
 150 King Edward Ave (at Thompson Rd)
 9am-4pm Monday to Friday. Baby food bank and emergency food kits.

LIFE RESOURCE CENTRE 519-438-6788
St Lawrence Church, 910 Huron St (Basement)
 10am-12noon Tuesday (Except third Tuesday of month). Emergency food cupboard and clothing. Operated by North Park Community Church.

NORTHWEST LONDON RESOURCE CENTRE 519-471-8444
 Sherwood Forest Mall, 1225 Wonderland Rd N
 10am-5pm Tuesday to Thursday. Emergency food cupboard. Proof of income and address required.

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

SOUTHDALE CHAPLAINCY CENTRE 519-685-2771
 977 Southdale Rd E (at Millbank Dr) SE
 Baby food bank. Call ahead if requiring formula.

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

Lunch & Dinner Meal Programs

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

ARK AID STREET MISSION 519-667-0322
 696 Dundas St (at Lyle St) E
 6:45pm Monday to Saturday and 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 St off parking lot across C
 from the Market) 12noon-3pm Monday to Friday. Directed towards members of the Aboriginal community, although all are welcome.

WOTCH-MY SISTERS' PLACE 519-679-9570
Transitional Support Centre for Women C
 546 King St (near William St)
 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 519-434-6500
Youth Opportunities Unlimited C
 141 Dundas St (Lower) (at Richmond St)
 5pm Monday to Friday. For youth 16 to 24 years.

FAMILY VIOLENCE, WOMAN ABUSE & SEXUAL ASSAULT

ASSAULTED WOMEN'S HELPLINE (24-hour) 1-866-863-0511
 Confidential crisis line for women. Service is provided in many languages.

LONDON ABUSED WOMEN'S CENTRE 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
 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
 343 Richmond St, Ste 109 C (Crisis Line) 1-800-605-7477
 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.

BRISER LE SILENCE (24-hour) 1-877-336-2433
 Distress line mainly for French-speaking women.

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

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

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.

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

MUTUAL AID PARENTING PROGRAM (MAPP) 519-455-9000
Children's Aid Society, 1680 Oxford St E 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 519-672-0131
 260 Colborne St C
 Family support and prenatal programs for Aboriginal families.

SINGLE WOMEN IN MOTHERHOOD TRAINING PROGRAM
 Support and guidance to single mothers to help them have a safe and secure future for themselves and their families. 519-432-5454

SOUTHWEST ONTARIO ABORIGINAL HEALTH ACCESS CENTRE
Maternal and Child Health Program 519-672-4079
 425-427 William St C

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

Dental Care

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

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

Family Counselling

ARK AID COUNSELLING SERVICE 519-667-0322
 696 Dundas St E
 Individual, family, marital, career, financial, etc.

DAYA COUNSELLING CENTRE 519-434-0077
 141 Dundas St, 6th Fl C
 Individuals, couples, families and groups. Fee is based on ability to pay.

FAMILY SERVICE THAMES VALLEY 519-433-0183
 125 Woodward Ave W
 Individuals, couples, families and groups. Fee is based on ability to pay.

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

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 third Sunday of each month.

METROPOLITAN UNITED CHURCH 519-432-7189
 468 Wellington St (at Dufferin Ave) C
 5:30pm Friday.

NEW LIFE CENTRE 519-438-7036
 220 Adelaide St N (near Hamilton Rd) E
 6-7pm third Thursday of each month.

NEW ST JAMES PRESBYTERIAN CHURCH 519-434-1127
 280 Oxford St E (at Wellington St) C
 5:30pm Thursday, mid-September to May.

ROBINSON MEMORIAL UNITED CHURCH 519-438-4104
 1061 Richmond St (at Sherwood Ave) N
 5:30-7pm Tuesday.

SALVATION ARMY HILLCREST 519-659-8568
 310 Vesta Rd (near Huron St and Highbury Ave) NE
 11am-2pm Wednesday.

SALVATION ARMY WESTMINSTER PARK 519-668-0025
 1190 Southdale Rd E (at Millbank Dr) SE
 11am-12:30pm Wednesday.

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.

TRINITY UNITED CHURCH 519-455-2710
 76 Doulton St (at Hale St one block south of Dundas St) E
 5:30-6:30pm first Sunday of each month.

WELLINGTON STREET UNITED CHURCH 519-439-9206
 156 Wellington St (at Grey St) C
 5:30pm second Sunday of each month.

WESLEY KNOX UNITED CHURCH 519-673-4803
 91 Askin St (at Theresa St) SW
 5:30-6:30pm fourth Sunday of each month (except in July and August).

Breakfast Programs

BISHOP CRONYN COFFEE HOUSE 519-432-9348
 442 William St (at Queens Ave) C
 9-11am Tuesday. Coffee and light snacks.

CALVARY UNITED CHURCH 519-434-5526
 290 Ridout St S (at Garfield Ave) SW
 9-11am third Saturday of each month.

CHRIST ANGLICAN CHURCH 519-438-1171
 138 Wellington St (at Hill St) C
 9-11am last Saturday of each month except July and August.

EAST LONDON ANGLICAN MINISTRIES 519-451-7780
 2060 Dundas St E E
 7:30-10:30am third Tuesday of the month.

ELMWOOD AVENUE PRESBYTERIAN CHURCH 519-438-3492
 111 Elmwood Ave E (at Cathcart St) S
 9-11am fifth Saturday of the month.

LUSO COMMUNITY SERVICES 519-425-1466
Summer Breakfast Program NE
 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.

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

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

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

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.

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
Intake Office 284 Central Ave, Lower Level C 519-858-3700
East London East London Y, 2016 Dundas St E E 519-455-5666
North-East London Beacock Library, 1280 Huron St NE 519-455-2555
North-East London LIHC, 1355 Huron St NE 519-659-6399 ext 404
 Neighbourhood-based support service for families struggling with poverty, violence, abuse or mental health issues with children, birth to 16 years, including Children's Aid Society clients.

HEARTSPACE 519-673-3242 ext 222 C
 Thames Valley Addiction Services, 200 Queens Ave, Ste 260
 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 E 519-660-0874
Huron Site, 1355 Huron St, Unit 7 NE 519-659-6399
 Prenatal and postnatal programs and health and social services to registered clients of the health centre.

LONDON CRISIS PREGNANCY CENTRE 519-432-2073
261 Piccadilly St (Crisis Line) 519-432-7098
 Provides confidential support services to adults and youth affected by crisis pregnancy including post-abortion women.

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

MERRYMOUNT CHILDREN'S CENTRE 519-434-6848 NE
 1064 Colborne St
 Services to support families who are going through a crisis or transition.

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

CENTRE OF HOPE FAMILY HEALTH TEAM **519-661-0343 ext 225**
281 Wellington St C
Medical clinic providing primary health care, mental health care, social work and counselling services.

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

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

Parenting & Health Programs for Young Families

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

MIDDLESEX-LONDON HEALTH UNIT **519-663-5317**
50 King St C

Family Health Services Helplines

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

Health Connection Line **519-663-5317 ext 2280**
8:30am-4:30pm Monday to Friday.

Infantline **519-675-8444**
4:30-10pm Monday to Friday and 10am-8pm weekends and holidays.

Breastfeeding & Well Baby Child Clinics **519-663-5317 ext 3179**
Talk to a Public Health Nurse. All clinics are free. No appointment needed.

Family Health Clinic **519-663-5317 ext 2317**

For families with children 0 to 6 years of age and high school students who do not have a family doctor. No health card necessary. Call for appointment.

Smart Start for Babies **519-646-2961**
Prenatal and postnatal nutrition and support program.

YOUTH ACTION CENTRE **519-434-6500**
Youth Opportunities Unlimited C
141 Dundas St (Lower) (at Richmond St)
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**
& COMMUNITY GARDENS PROJECT
London Community Resource Centre
Cook nutritious and economical meals in a group while learning about healthy eating, budgeting and meal planning. Rent a garden plot to grow vegetables and fruits at one of many locations across London. Rent is geared to income.

SALVATION ARMY **519-661-0343**
Christmas Hamper Program C
Centre of Hope, 281 Wellington St (near Horton St)
Distributes food baskets and toys starting in early December. 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 residents obtain the supports they need to live independently.

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

CRASH BEDS PROGRAM 519-439-0239
Mission Services of London C
 459 York St (women use front entrance, men rear entrance)
 Beds are available on a first come, first serve basis from 9pm-7am daily for 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 C
 459 York St
 Shelter and transitional housing for homeless men, 16 years and over. A life skills program is available to residents.

ROTHOLME WOMEN'S AND FAMILY SHELTER 519-673-4114
Mission Services of London C
 42 Stanley St
 Shelter for adults or parents and their children. A life skills program is available to residents.

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

UNITY PROJECT 519-433-8700
 717 Dundas St E E
 Shelter and transitional housing for men and women, single and couples, 18 years and over.

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

HEALTH CARE

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

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

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

ONTARIO HEALTH INSURANCE PLAN (OHIP) 519-675-6700
 217 York St, 5th Fl C
 Issues health cards that allow eligible persons to receive certain health care services free of charge.

TRILLIUM DRUG PROGRAM 1-800-575-5386
 Assists with the cost of certain prescription drugs for eligible people.

MIDDLESEX-LONDON HEALTH UNIT 519-663-5317
 50 King St C
 Information and services to promote health and prevent disease. Clinics include communicable disease, sexual health and immunization.

ASSISTIVE DEVICES AND HOME OXYGEN PROGRAMS 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.

HEALTH CARE CONNECT 1-800-445-1822
 Referral service connecting people without a family health care provider with physicians and nurse practitioners who are accepting new patients

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

LONDON INTERCOMMUNITY HEALTH CENTRE
Dundas Site, 659 Dundas St E 519-660-0874
Huron Site, 1355 Huron St, Unit 7 NE 519-659-6399
 Primary health care, health promotion and community programs. Serves East and Northeast London.

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

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, 1:15-3:30pm 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 families.

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

SYRINGE RECOVERY - NEEDLE PICK UP 519-434-1601
AIDS Committee of London - CounterPoint and Peer Syringe Recovery
London CARES Partner.

London Harm Reduction Coalition 519-936-0706
Equipment distribution and recovery service. (Crisis Line) 519-520-5636

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.aa.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 C
281 Wellington St
Acute detoxification for adults 16 years and over. 24-hour admission.

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

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

AFFORDABLE HOUSING

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

The City of London's Housing Website has information about social and other 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 locate privately owned affordable housing.

WOTCH COMMUNITY MENTAL HEALTH SERVICES 519-668-0624
534 Queens Ave C
Residential and independent housing for adults with serious mental illness.

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 C
291 King St, 3rd Fl
Financial assistance toward the cost of home or vehicle modifications for eligible Ontario residents of any age who have a physical disability.

Rights & Standards

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

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

ONTARIO LANDLORD AND TENANT BOARD – SOUTHWESTERN REGIONAL OFFICE 1-888-332-3234 C
150 Dufferin Ave, Ste 400
Tenant and landlord rights information, dispute resolution, rent increase regulation and access to the Residential Tenancies Act.

PROPERTY STANDARDS OFFICE 519-661-4660 C
City of London
300 Dufferin Ave, 7th Fl
Investigates structural or unsafe conditions and landlord/tenant issues about property standards (e.g. heat, insects, hazards).

SPECIAL RISK CITIZENS 519-663-5317 ext 2300
Middlesex-London Health Unit
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. Showers and laundry facilities may be available. 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 E
696 Dundas St E
Adult Centre – 8am-9pm Monday to Friday, 7-9pm 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 C
343 Richmond St, Ste 109 (entrance on King Street off parking lot across from the Market) Drop-in centre. 11am-3pm Monday to Friday.
Directed towards members of the Aboriginal community, although all are welcome. London CARES Partner Safe Haven.

CANADIAN MENTAL HEALTH ASSOCIATION 519-434-9191 NE
648 Huron St
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 E
450 Spruce St
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 E
Wolseley Barracks, 652 Elizabeth St, 2nd Fl
Peer support for adults with a focus on artistic expression and skill development. 11:30am-4pm Monday to Friday.

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

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

COMMUNITY MENTAL HEALTH PROGRAM 519-672-8500 C
Life Skills Program
Men's Mission and Rehabilitation Centre, 457 York St
Budget management, medication management, personal care and social skills to help residents return to the community.

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

WOTCH COMMUNITY MENTAL HEALTH SERVICES 519-668-0624
534 Queens Ave.
WOTCH-My Sisters' Place 546 King St
Crouch Neighbourhood Resource Centre, 550 Hamilton Rd
Group support, crisis intervention, counselling, referrals and advocacy.

ADDICTION

LONDON CAREs (24 hour) 519-661-CARE (2273)
(London Community Addiction Response Strategy)
London's collaborative drug strategy using a five pillar (harm reduction, prevention, enforcement, treatment and integration) approach to address substance use and health community issues. Services delivered through community partnerships for those living with addictions and homelessness in the broader downtown area. Current components include street & mobile outreach, safe havens, sex work exit supports, safe needle collection.

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

COMMUNITY LIVING LONDON 519-686-3000
379 Dundas St, Ste 120 C

HUTTON HOUSE 519-472-6381
654 Wonderland Rd N NW

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

ONTARIO MARCH OF DIMES 519-642-3999 ext 235
Employment Services 920 Commissioners Rd E C

MENTAL HEALTH

Community mental health programs help people who have a mental illness live safely in the community. If you are at immediate risk of harm to yourself or others as a result of a mental health crisis, go to the emergency department at London Health Sciences Centre, Victoria Hospital at Commissioners and Wellington Roads or call 911.

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

LONDON CARES HELPLINE 519-661-CARE (2273)
Help by telephone is offered 24-hours daily to those living with addictions and homelessness.

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 N
support for individuals 16 years and over who are or have been
involved in the mental health system. 9:30am-4pm Monday to Friday

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

THE GATHERING PLACE 519-439-7700
Mission Services of London C
457 York St (entrance at back of building, southwest corner)
Drop-in centre. 7:30am-3pm daily. London CARES Partner Safe Haven.

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 519-661-CARE (2273)
Mission Services of London
London CARES Partner.

WATCH-MY SISTERS' PLACE 519-679-9570
Transitional Support Centre for Women C
546 King St (at William St)
Drop-in centre for women, 16 years and over. 10am-3pm Monday to Friday.
Outreach to sex workers program. London CARES Partner Safe Haven.

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

SALVATION ARMY 273 519-661-0343
273 Wellington St (beside Centre of Hope) C
Drop-in centre. 3pm-11pm Wednesday to Sunday. London CARES Partner
Safe Haven.

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 C
Mobile bus drop-in centre located on King St under Citi Plaza overpass,
7-11pm Tuesday and Thursday.

STREETSCAPE 519-439-7700
Mission Services of London C
457 York St (west end of building)
Advocacy and support to people, 16 years and over, with mental health
issues.

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

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

YOUTH ACTION CENTRE 519-434-6500
Youth Opportunities Unlimited, 141 Dundas St, Lower Level C
Drop-in centre, street outreach and CounterPoint needle exchange for youth
16-24 years. 7-10am and 3-8pm Monday to Friday and 1-4pm Saturday.
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 *Emergency Shelter & Transitional Housing* and *Food Banks*.

CLOTHINGWORKS 519-672-3780
141 Dundas St, Lower Level C
Interview clothing for men, women and young adults. Appointment and referral from vocational training service required.

KOATS FOR KIDS 519-434-9114
Boys' & Girls' Club of London, 184 Horton St C
Distributes coats to children in need 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 offer used goods for purchase or exchange of another item.

CROUCH NEIGHBOURHOOD RESOURCE CENTRE 519-642-7630
550 Hamilton Rd SE
Clothing exchange. Open September, November, March and June.

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

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

ASSOCIATION CANADIENNE-FRANÇAISE DE L'ONTARIO - REGIONAL BOARD OF LONDON-SARNIA 519-675-3816
Employment Resources Centre 920 Huron St NE
EMPLOYMENT RESOURCE CENTRES at the London Public Library
Central Library, Citi Plaza, 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

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

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

FANSHAWE JOB CONNECT 519-432-1220
Citi Plaza, 355 Wellington St, Unit 114 C
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 519-452-2660
70 Jacqueline St SE ext 69662

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

LONDON EMPLOYMENT HELP CENTRE
114 Dundas St, 2nd Fl C 519-439-0501
1275 Highbury Ave N, Unit 102 NE 519-659-1400

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

LONDON REGIONAL TAX OFFICE 519-433-3901
Ontario Ministry of Revenue C
 130 Dufferin Ave, Ste 400
 Tax credits and exemptions for persons with a disability, such as the Ontario Motor Vehicle Tax Rebate and Ontario Retail Sales Tax Exemption.

Income Support for Contributors

EMPLOYMENT INSURANCE PROGRAM (EI) 1-800-206-7218
Human Resources and Skills Development Canada C
 London Service Canada Centre, 457 Richmond St
 Basic income protection and re-employment benefits to unemployed workers, plus benefits for interruption of earnings due to illness, injury, pregnancy, compassion, adoption or parental leave.

INCOME SECURITY PROGRAMS 1-800-277-9914
Human Resources and Skills Development Canada C
 London Service Canada Centre, 457 Richmond St
 Old Age Security Benefits (OAS) and other benefits for 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 S
 750 Base Line Rd E, Ste 301
 Pensions and allowances for veterans and their dependants including financial help for emergencies such as shelter and health care.

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

LONDON SERVICE CANADA CENTRE 1-800-622-6232
 457 Richmond St C
 Federal employment services.

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

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

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

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

HEAVENLY HAMPER OUTREACH 519-685-1920
London Gospel Temple, 288 Commissioners Rd W SW
 Register at the church 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 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. 3:30-5pm Tuesday and 9am-12noon first Saturday of month.

MONEY

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

Basic Income & Employment Supports

ONTARIO WORKS (OW) 519-661-4520 Press 3
City of London, Community Services Department C
 151 Dundas St, 2nd Fl
 Income support for food, shelter, household and personal needs, along with

help to find employment. Special allowances/health benefits may be available as a supplement to the monthly cheque.

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

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

Emergency & Supplementary Assistance

DISCRETIONARY BENEFITS 519-661-5910
City of London, Community Services Department C
151 Dundas St, 2nd Fl

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.

HOUSING SUPPORT SERVICES 519-661-0343 ext 300
Salvation Army, Centre of Hope C
281 Wellington St

The Heat and Warmth Program (THAW) – emergency financial assistance for payment of overdue utility bills. Applicants can apply every other year and are eligible to receive a maximum of \$350/utility (\$550 for electric heat).
The Rent Bank – an interest free loan for tenants facing eviction.

Other Financial Assistance Programs for Children & Families

CHILD CARE SUBSIDY PROGRAM 519-661-4834
City of London, Community Services Department C
151 Dundas St, 4th Fl

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 C
151 Dundas St, 4th Fl

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

CANADA CHILD BENEFITS 1-800-387-1193
Canada Revenue Agency C
451 Talbot St

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

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 1-866-789-7770
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.

LEAP (Learning, Earning and Parenting) 519-434-9115 ext 255
Boys' & Girls' Club of London, 184 Horton St C
Supports include subsidized child care, free parenting activities, school supplies, school clothing and transportation for parents 25 years and under finishing their high school education and receiving Ontario Works (OW) or have a child on OW. LEAP is mandatory for parents age 16 and 17 receiving OW.

FAMILY RESPONSIBILITY OFFICE 1-888-815-2757
Ontario Ministry of Community and Social Services
Box 220, Toronto, ON M3M 3A3 (correspondence only)
Helps families in Ontario receive the financial support they are entitled to by enforcing court ordered responsibilities. All support orders made in Ontario are automatically registered and support agreements filed with the courts can be registered at this office.

ONTARIO CHILD CARE SUPPLEMENT FOR WORKING FAMILIES
Ontario Ministry of Revenue 1-866-668-8297
33 King St W, Oshawa, ON L1H 8H5
Monthly supplement to help with child care costs for low and middle income families with children under the age of 7. Parents may be either working, in school or at home. Apply annually.

ONTARIO MINISTRY OF CHILDREN & YOUTH SERVICES 519-438-5111
217 York St, Ste 203 C

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

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

Tax Credits & Exemptions

GST TAX CREDIT 1-800-959-1953
Canada Revenue Agency C
451 Talbot St

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