

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.



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

Help Yourself Through Hard Times

October 2008

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 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

Information London is supported by:



London
CANADA



United Way
of London & Middlesex

- | | |
|--|---|
| 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

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

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

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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.

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.

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.

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.

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.

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 519-434-3644
Childreach, 265 Maitland St C

London West 519-473-2825
1019 Viscount Rd SW

London-Fanshawe 519-455-2791
1892 Dundas St 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 (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.

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.

YOUTH ACTION CENTRE 519-434-6500
Youth Opportunities Unlimited
141 Dundas St (Lower) (at Richmond St) C
5pm Monday to Friday. For youth 16 to 24 years.

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

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 St (near Huron St and Highbury Ave) NE
11-2 Wednesday.

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

SALVATION ARMY WESTMINSTER PARK 519-668-0025
 1190 Southdale Rd E (at Millbank Dr) SE
 9-9:30am Sunday.

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.

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

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

North-East London 519-659-6399 ext 404
 LIHC Huron Site, 1355 Huron St, Unit 7 NE
 Neighbourhood-based support service for families struggling with poverty, violence, abuse or mental health issues with children, birth to 16 years.

HEARTSPACE 519-673-3242 ext 222
 200 Queens Ave, Ste 260 C
 Prevention, education and treatment for women who are pregnant, parenting and substance-involved and their children birth to 6 years.

LONDON INTERCOMMUNITY HEALTH CENTRE 519-660-0874
Dundas Site, 659 Dundas St 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 519-434-6848
 1064 Colborne St NE
 Services to support families who are going through a crisis or transition.

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.

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

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
 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

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
Middlesex-London Health Unit, 50 King St C
 Prenatal and postnatal nutrition and support program.

BETHESDA CENTRE 519-438-8371
Salvation Army
 54 Riverview Ave SW
 Residential and day program for pregnant and parenting teens. Fee is
 based on ability to pay; subsidy may be available.

CRAIGWOOD YOUTH SERVICES (Intake and Crisis) 519-433-0334
 520 Hamilton Rd SE
 Youth mental health centre offering community-based and residential
 assessment, counselling and treatment.

FAMILIES FIRST CAPC 519-649-1248
 1119 Jalna Blvd S
 Information and programs that enhance the healthy development of families
 with young children, birth to 6 years, who live in White Oaks.

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

HEALTH CARE

For a list of walk-in and other medical clinics, go to www.thehealthline.ca or see the yellow pages thehealthline.ca 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**

217 York St, 5th Fl C
Issues health cards that allow eligible persons to receive certain health care services free of charge.

TRILLIUM DRUG PROGRAM **1-800-575-5386**

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

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

50 King St C
Information and services to promote health and prevent disease. Clinics include communicable disease, sexual health and immunization.

ASSISTIVE DEVICES AND HOME OXYGEN PROGRAMS

5700 Yonge St, 7th Fl, Toronto, ON M2M 4K5 **1-800-268-6021**

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

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

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.

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, 1:15-3:30 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 C
 260 Colborne St
 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 C
 281 Wellington St
 Acute detoxification for adults and youth, 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 SW
 9340 Sharon Rd (Lambeth)

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 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 C
 379 Dundas St, Ste 116

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 C
 379 Dundas St, Ste 203

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 S
 4380 Wellington Rd 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 the *Advocacy & Legal* section for more services that help tenants.

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

SPECIAL RISK CITIZENS 519-663-5317 ext 2300
Middlesex-London Health Unit
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 E
696 Dundas St 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 C
343 Richmond St, Ste 109 (entrance on King Street off parking lot across from the Market)
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 C
Mission Services of London
459 York St (entrance at back of building, southwest corner)
Drop-in centre. 7:30am-9pm daily. London CARES Partner.

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

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. 11:30-4 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 C
Provides mental health services to the aboriginal community.

WOMEN'S MENTAL HEALTH RESOURCES OF LONDON 519-642-7630 SE
Crouch Neighbourhood Resource Centre
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.

NOKEE KWE 137 Dundas St, 2nd Fl	519-667-7088 C
PATHWAYS SKILL DEVELOPMENT 210 Dundas St, 2nd Fl 1295 Highbury Ave N, Unit 7	C 519-667-7795 NE 519-913-0200
SPRINGBANK EMPLOYMENT AND LEARNING CENTRE Youth Opportunities Unlimited 360 Springbank Dr, Unit 7	519-474-4946 SW
WIL EMPLOYMENT CONNECTIONS 141 Dundas St, 4th Fl	519-663-0774 C
YOUTH EMPLOYMENT CENTRE Youth Opportunities Unlimited 141 Dundas St, 2nd Fl For youth 15-24 years.	519-432-1112 C

Employment Assistance for People with Disabilities

ATN ACCESS INC 141 Dundas St, Ste 504	519-433-7950 C
ETAC EMPLOYMENT RESOURCE CENTRE 141 Dundas St, Ste 509	519-858-4500 C
LEADS EMPLOYMENT SERVICES 171 Queens Ave, Ste 410	519-439-0352 C
ONTARIO MARCH OF DIMES Employment Services 700 Richmond St, Ste 310	519-642-3999 ext 235 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 SENIORS HELPLINE Help by telephone is offered 24-hours daily. London CARES partner.	519-667-6711 519-667-6600
LONDON MENTAL HEALTH CRISIS SERVICE 862 Richmond St 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.	(24-hour Crisis Line) 519-433-2023 N

LONDON COFFEE HOUSE PROGRAM 538 Dundas St E 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.	519-439-9000 C
LONDON INTERCOMMUNITY HEALTH CENTRE 659 Dundas St Provides health care, screenings, counselling, advocacy, referrals, outreach and crisis intervention for people who are homeless.	519-660-0874 E
MOBILE VAN OUTREACH Mission Services of London London CARES Partner.	519-439-7700
MY SISTER'S PLACE Transitional Support Centre for Women 546 King St Drop-in centre for women, 16 years and over. 10-3 Monday to Friday. Outreach to sex workers program. London CARES Partner.	519-679-9570 C
OPERATION GO HOME Telephone helpline for street youth. Helps to reunite families with their children.	(24-hour) 1-800-668-4663
SALVATION ARMY 273 273 Wellington St (beside Centre of Hope) Drop-in centre. London CARES Partner.	519-661-0343 C
STREET CONNECTION 258 Horton St Drop-in centre for street youth, 16 to 24 years. 8pm-12midnight Friday and Saturday and 5-10pm Wednesday and Sunday. London CARES Partner.	519-438-7300 C
STREETLIGHT London Youth for Christ Mobile bus drop-in centre located on King St under Galleria overpass, 7-11pm Tuesday and Thursday.	519-686-0093 C
STREETSCAPE Mission Services of London 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.	519-439-7700 C
UNITY PROJECT 717 Dundas St E Outreach services. London CARES Partner.	519-433-8700 E
WESTERN AREA YOUTH SERVICES (WAYS) 714 York St Youth mental health centre offering community-based and residential assessment, overnight respite, counselling and treatment.	(Intake and Crisis) 519-433-0334 C

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 E
 Clothes and household article exchange. 10-2pm Thursday.

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

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.		

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		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.