

United Way is creating real change.

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

As the largest non-government funder of social services in London and Middlesex County, United Way is creating real, meaningful and lasting change in people's lives by:

- 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
- Helping seniors maintain their independence and dignity
- Promoting wellness and independence for people with disabilities and health concerns



United Way
of London & Middlesex

For a complete list of
United Way initiatives
and funded agencies,
please visit

www.uwlondon.on.ca
or call 519-438-1721.

Help Yourself Through Hard Times

October 2007

Basic needs
services for
Londoners



Information
London

www.info.london.on.ca

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

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

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

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

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

© 2007 by thehealthline.ca

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

- | | |
|--|---|
| EAST LONDON COMMUNITY CENTRE
2016 Dundas St E | 519-457-7659
E |
| EAST LONDON UNITED CHURCH OUTREACH CLUSTER
P.O. Box 1578, Station B
London N6A 5M3 | SE
(Huron Heights/Boulee) 519-434-7173
(Marconi) 519-451-3709 |
| FAMILIES FIRST CAPC
1119 Jalna Blvd | 519-649-1248
S |
| GLEN CAIRN COMMUNITY RESOURCE CENTRE
150 King Edward Ave | 519-668-2745
SE |
| LIMBERLOST CHAPLAINCY
1481 Limberlost Rd, Unit 135 and 136 | 519-472-2459
NW |
| LONDON INTERCOMMUNITY HEALTH CENTRE
Dundas Site , 659 Dundas St
Huron Site , 1355 Huron St, Unit 7
Primary health care and community support programs. | E 519-660-0874
NE 519-659-6399 |
| LUSO COMMUNITY SERVICES
1193 Oxford St E, Unit 2 | 519-452-1466
E |
| N'AMERIND (LONDON) FRIENDSHIP CENTRE
260 Colborne St
For members of the Aboriginal community. | 519-672-0131
C |
| NORTH EAST LONDON COMMUNITY HEALTH PARTNERSHIP DROP-IN
Church of Christ, 1750 Huron St | NE 519-663-5317 ext 2414 |
| 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' and Girls' Club of London
184 Horton St | 519-434-9114
C |
| KIWANIS SENIORS COMMUNITY CENTRE
78 Riverside Dr | 519-661-5740
C |

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

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

G.A. WHEABLE CENTRE FOR ADULT EDUCATION 519-452-2660
 70 Jacqueline St (ESL) ext 224
 Courses include English as a Second Language (ESL) and preparation for
 Canadian Citizenship. SE

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

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

WELCOME LONDON – WELCOME MIDDLESEX welcome.london.ca
 Website providing information to help immigrants 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' AND GIRLS' CLUB 519-434-9114
 184 Horton St C
 Recreational and social programs for children 7 years and over, and youth.
 Supper Club. Fee is based on ability to pay; subsidy available.

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

CONTENTS

FOOD	2
Food Banks.....	2
Neighbourhood Food Banks.....	3
Meal Programs (Lunch & Dinner).....	4
Breakfast Programs.....	6
Other Food Programs.....	6
EMERGENCY SHELTER & TRANSITIONAL HOUSING	7
AFFORDABLE HOUSING	8
Rights & Standards.....	9
LOST IDENTIFICATION	9
DROP-IN CENTRES & STREET OUTREACH	10
CLOTHING & HOUSEHOLD ITEMS	11
Sharing Shops & Thrift Stores	12
MONEY	13
Basic Income & Employment Supports	13
Emergency & Supplementary Assistance	13
Other Financial Assistance Programs for Children & Families.....	14
Tax Credits & Exemptions	15
Income Support for Contributors	16
Budget & Debt Counselling	16
1-800-O-CANADA	16
EMPLOYMENT ASSISTANCE	17
Employment Assistance for People with Disabilities	18
MENTAL HEALTH	18
ADDICTION	20
12 Step Programs.....	20
Residential Rehabilitation	20
HEALTH CARE	21
Parenting & Health Programs for Young Families.....	22
Dental Care.....	24
Family Counselling	24
FAMILY VIOLENCE & SEXUAL ASSAULT	25
ADVOCACY & LEGAL	26
Criminal Justice Outreach	27
NEWCOMER & IMMIGRANT SERVICES	27
NEIGHBOURHOOD CENTRES	28
Seniors Centres	29

FOOD

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 (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*.

FANSHAWE COLLEGE 519-452-4282

Student Sharing Shop NE
1460 Oxford St E, Rm B1050
College students only. No fixed times, so call first or go to the Counselling and Student Life Centre at Room F2010 for assistance.

FIRST CHURCH OF CHRIST (DISCIPLES) 519-439-5651

Food Bank E
430 Elizabeth St (at Dundas St)
5pm-8pm second and third Wednesday of the month. One to two day supply, once a month.

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)
8:30-12noon and 12:30-3:30pm Monday to Friday. Baby food is distributed when available. Appointment and identification required.

SMART START FOR BABIES 519-646-2961

Baby Food Bank C
Call for an appointment.

UNIVERSITY OF WESTERN ONTARIO usc.foodbank@uwo.ca

24 hour anonymous food hamper system for UWO students only. E-mail request to above address. Baby food and food vouchers available.

FAMILY LAW INFORMATION CENTRE 519-660-3001

Court House, 80 Dundas St C
Drop-in information and resource centre. Duty counsel on site to answer questions.

FAMILY MEDIATION CENTRE (THE) 519-673-1219

651 Talbot St C
Court-attached mediation services for those with disputes in family law. Fee.

LIFE*SPIN 519-438-8676

866A Dundas St E
Advocacy, mediation and/or representation at appeal boards to help people on low income become self-sufficient.

LONDON UNEMPLOYMENT HELP CENTRE 519-439-0501

114 Dundas St, 2nd Fl C
Advice and paralegal representation regarding 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 LONDON AND REGION C

405 Dundas St 519-850-3777

SALVATION ARMY 519-432-9553

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

NEWCOMER & IMMIGRANT SERVICES

Help with settlement and accessing other services 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 E C
Information, referrals and settlement services including 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
Settlement services including employment and translation.

REGIONAL SEXUAL ASSAULT AND DOMESTIC VIOLENCE TREATMENT CENTRE (Office) 519-646-6100 ext 64224
 24-hour emergency and follow-up care for individuals, 12 years and over, 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
 Call for support and to report a situation of elder abuse.

SEXUAL ASSAULT CENTRE LONDON (Office) 519-439-0844
 379 Dundas, Unit 121 (Crisis Line) 519-438-2272
 24-hour crisis and support line and accompaniment/advocacy services 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 toward payment of legal costs for family court and child welfare cases and first appearance in criminal and young offender cases to eligible individuals.

NEIGHBOURHOOD LEGAL SERVICES 519-438-2890
 Market Tower, 151 Dundas St, Ste 507 C
 Legal advice and representation in court on Employment Insurance, Ontario Works, pensions and tenant evictions to individuals who meet financial eligibility guidelines.

DISPUTE RESOLUTION CENTRE 519-661-4044
UWO, Faculty of Law Building N
 Mediation services to 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.

YOUTH ACTION CENTRE 519-434-6500
 141 Dundas St (Lower) (near Richmond St) C
 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 when supplies are available.

Neighbourhood Food Banks

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

LONDON AND AREA FOOD BANK 519-659-4045
Satellite Locations:
 Richards Memorial United Church (across from Argyle Mall), E
 10-3pm second Thursday of each month
 St Lawrence Church, 910 Huron St, NE
 11-4pm third Wednesday of each month
 New Life Centre, 220 Adelaide St N, E
 2-7pm third Thursday of each month
 Kinsmen Recreation Centre, Barrington Ave west of Wharncliffe Rd, W
 11-4pm third Friday of each month
 Northwest London Resource Centre, 1225 Wonderland Rd N (in Sherwood Forest Mall across from Library) NW
 10-4pm third Tuesday of each Month
 (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
 1:30-2:30pm Tuesday and Thursday (11-12noon Wednesdays only in July and August). An appointment is 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
Baby Food Bank SE
 1043 Southdale Rd E (at Millbank Dr)
 9-4:30pm Monday to Friday. Please call first.

GETHSEMANE UNITED CHURCH 519-451-0600
 1461 Huron St (at Sandford St) NE
 10-12noon Tuesday to Friday. An appointment is required.

GLEN CAIRN COMMUNITY RESOURCE CENTRE 519-668-2745
 150 King Edward Ave (at Thompson Rd) SE
 9-4:30pm Monday to Wednesday and Friday 12:30-4:30 Thursday. Baby food and diapers, and emergency food kits available.

NORTHWEST LONDON RESOURCE CENTRE 519-471-8444
 Sherwood Forest Mall, 1225 Wonderland Rd N NW
 10-4:30 Monday to Friday. Emergency cupboard. Call for information and to sign up.

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

WHITE OAKS UNITED CHURCH 519-681-3229
 1901 Jalna Blvd (at Southdale Rd E) SE
 9-1 Monday to Friday. An appointment is required.

Meal Programs (Lunch & Dinner)

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 during 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 can be issued for Mission Services of London.

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-2pm Monday to Friday. For members of the Aboriginal community.

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.

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

ST JOSEPH'S HOSPITALITY CENTRE 519-432-0660
 707 Dundas St (at Lyle St) E
 9:30-11am and 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 and 8-9:30pm Friday and Saturday (light meal). For youth 16 to 24 years.

FAMILY VIOLENCE & SEXUAL ASSAULT

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

LONDON ABUSED WOMEN'S CENTRE 519-432-2204
 217 York St, Ste 107 C
 Counselling and advocacy for women, 16 years and over, experiencing violence 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
 Provides 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
 Assists families in providing adequate care for their children. Investigates reports of child neglect or abuse. NE

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

MERRYMOUNT CHILDREN'S CENTRE (24 hours) 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 primarily for French-speaking women.

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
Westmount Shopping Mall, 785 Wharncliffe Rd S SW
(moving to 1019 Viscount Rd, late fall 2007)

London-Fanshawe 519-455-2791
1892 Dundas St E 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 are provided by dental students to eligible individuals.

Family Counselling

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

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

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

YOUTH ACTION CENTRE 519-434-6500
141 Dundas St (Lower) (at Richmond St) C
7-10am and 5:30pm Monday to Friday. For youth 16 to 24 years.

DUNDAS STREET CENTRE UNITED CHURCH 519-434-9173
482 Dundas St (at Maitland St) C
5:30-6:30pm Wednesdays, October 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. Clothing assistance offered.

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

ST JOHN THE EVANGELIST CHURCH 519-432-3743
280 St James St (at Wellington St) C
5-6pm Saturday.

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
 5:30-6:30 pm 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.

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

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 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.

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 needy people. A home visit by a volunteer to discuss individual needs can be arranged by contacting the secretary or priest of a nearby Catholic Church.

FAMILY NETWORKS
East London 519-455-4666
 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 with children birth to 16 years.

HEARTSPACE 519- 673-3242 ext 222
 256 Pall Mall St, Ste 101 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
 659 Dundas St E
 Expecting the Best, a prenatal program for families in East 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.

N'AMERIND (LONDON) FRIENDSHIP CENTRE 519-672-0131
 260 Colborne St C
 Family support program and prenatal program for Aboriginal families.

NORTH EAST LONDON COMMUNITY HEALTH PARTNERSHIP DROP-IN
 Church of Christ, 1750 Huron St NE 519-663-5317 ext 2414
 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
 achieve 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
 Additional Locations:
 Aids Committee of London, 388 Dundas St, Ste 120 C
 Youth Action Centre, 141 Dundas St, Lower Level C
 No identification is required.

SOUTHWEST ONTARIO ABORIGINAL HEALTH ACCESS CENTRE C
 425-427 William St 519-672-4079
 Primary health care, traditional healing, mental health care and other health programs for the aboriginal community.

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, counseling and treatment.

FAMILIES FIRST CAPC 519-649-1248

1119 Jalna Blvd S

Programs for families with children, birth to 6 years, who live in White Oaks.

COLLECTIVE KITCHENS NETWORK & COMMUNITY GARDENS PROJECT 519-432-1801 ext 223
London Community Resource Centre
 People meet to cook nutritious and economical meals together. Learn about healthy eating, budgeting and meal planning while enhancing cooking skills. Grow your own vegetables and fruits by renting a garden plot at one of many locations across London.

SALVATION ARMY 519-661-0343

Christmas Hamper Program

Centre of Hope, 281 Wellington St (near Horton St) C

Starting in early December, food baskets and toys are distributed 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.

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 person obtains the supports they will need to live independently.

CENTRE OF HOPE HOSTELS 519-661-0343

Salvation Army

281 Wellington St C

Hostels for single men, women and youth and apartments for families. Health services available. Fee is based on ability to pay.

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

Emergency and longer-term accommodation is available to men 16 years and over. A life skills program is offered to residents. Fee is based on ability to pay.

ROTHOLME WOMEN'S AND FAMILY SHELTER 519-673-4114
Mission Services of London
 42 Stanley St C
 Serves women 16 years and over, who are single or with children. A life skills program is offered to residents. Fee is based on ability to pay.

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
 Emergency shelter and second stage housing for abused women and their children. Crisis line and counselling services. S and E

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 to single women.
Zhaawanong Shelter - transitional housing for abused women and their children. C

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 has a website with information about social and other affordable housing in London and Middlesex, including a directory of housing. 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-g geared-to-income, non-profit and co-operative, as well as rent supplement and subsidy programs in London and Middlesex. Applications forms and additional information are on the website housing.london.ca.

LONDON HOUSING REGISTRY 519-434-3344 C
 379 Dundas St, Ste 203
 Assistance for individuals on fixed or limited income to locate affordable housing within the private sector.

DISABLED AND SENIORS IN THE COMMUNITY PROGRAM
The Municipal Property Assessment Corporation 1-866-296-6722
 4380 Wellington Rd S S
 Property tax exemption for home renovation to accommodate individuals with physical or mental disabilities.

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
 Talk to registered nurses trained to help you decide about appropriate options for care as well as provide health advice and information.

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

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

MIDDLESEX-LONDON HEALTH UNIT 519-663-5317 C
 50 King St
 Information and services to promote health and prevent disease. Clinics include communicable disease and 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 physical disabilities lasting six months or longer. There are specific eligibility criteria for each device category.
Home Oxygen Program – assists with the cost of oxygen and equipment for individuals requiring long-term oxygen therapy.

AIDS COMMITTEE OF LONDON 519-434-1601 C
 388 Dundas St, Ste 120
 Counselling, referrals and practical supports for people living with or affected by HIV/AIDS. Open Closet, a support group for gay, lesbian, bisexual and transgender youth. Counterpoint Needle Exchange.

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

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

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

ADDICTION

DRUG AND ALCOHOL REGISTRY OF TREATMENT (DART)

Confidential information and referral to drug and alcohol treatment resources. **1-800-565-8603**

ONTARIO PROBLEM GAMBLING HELPLINE **1-888-230-3505**

Confidential information and referral to gambling treatment resources.

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

256 Pall Mall St, Ste 200 **C**
Assessment, treatment planning and referral for alcohol, drugs and gambling.

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

260 Colborne St **C**
Helps people of aboriginal ancestry and their families. Treatment for alcohol and drugs.

12 Step Programs

ALCOHOLICS ANONYMOUS **519-438-1122**

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

NARCOTICS ANONYMOUS **519-661-0119**

GAMBLERS ANONYMOUS **519-649-1178**

OVEREATERS ANONYMOUS www.OvereatersAnonymous.org

Residential Programs for Alcohol and Drugs

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**

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**

CANADA MORTGAGE AND HOUSING CORPORATION **1-800-704-6488**

Assistance Programs

The Residential Rehabilitation Assistance Program offers forgivable or repayable loans to upgrade low-income housing to livable standards. Other programs are available to help low-income and older adults, people with disabilities and native peoples live in decent, affordable housing.

ONTARIO MARCH OF DIMES **519-642-3700**

Home and Vehicle Modification

291 King St, 3rd Fl **C**
Financial assistance toward the cost of modifications for people with physical disabilities.

Rights & Standards

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

ONTARIO LANDLORD AND TENANT BOARD – SOUTHWESTERN

REGIONAL OFFICE **1-888-332-3234**

150 Dufferin Ave, Ste 400 **C**
Tenant and landlord rights information, dispute resolution, rent increase regulation and access to the Residential Tenancies Act.

PROPERTY STANDARDS OFFICE **519-661-4660**

City of London **C**
300 Dufferin Ave, 7th Fl
Investigates property standards issues such as health hazards (insects) or lack of heat.

SPECIAL RISK CITIZENS **519-663-5317 ext 2300**

Middlesex-London Health Unit

A health inspector is available to assess squalid living conditions and make referrals to organizations that can provide assistance.

Lost Your Identification?

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

ServiceOntario Centre – **519-873-4000**

80 Dundas St (moving to 100 Dundas St, Fall 2007)

www.serviceontario.ca

DROP-IN CENTRES & STREET OUTREACH

Services to help people who are homeless or at risk of homelessness and may have a mental health issue. 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.

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

696 Dundas St E E

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

Teen Centre – same hours as adult centre with 24-hour phone support.

Serves youth 12 to 19 years.

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

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

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

Drop-in centre. 12noon-2 Monday to Friday. For members of the Aboriginal community.

JOHN HOWARD SOCIETY **519-438-4168**

601 Queens Ave C

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

LONDON COFFEE HOUSE PROGRAM **519-439-9000**

538 Dundas St E C

Drop-in centre primarily 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

Health outreach for people who are homeless, including mental health supports.

MY SISTER'S PLACE **519-679-9570**

Transitional Support Centre for Women

534 Queens Ave C

Drop-in centre for women, 16 years and over. 10-3 Monday to Friday.

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

707 Dundas St E

Drop-in centre. 9:30-11am and 12noon-2pm Monday to Friday.

LONDON MENTAL HEALTH CRISIS SERVICE

862 Richmond St **(24-hour Crisis Line) 519-433-2023**

Telephone and face-to-face crisis assistance, safe beds and peer support for individuals 16 years and over who are or have been involved in the mental health system. N

CANADIAN MENTAL HEALTH ASSOCIATION **519-434-9191**

648 Huron St NE

Information and referral to community and professional resources. Support groups on a variety of topics. Direct service to individuals who have a serious mental illness. Intake for WOTCH community programs.

CAN-VOICE **519-434-8303**

450 Spruce St E

Counselling, peer support and social activities for adults 18 years and over. 12noon-4pm Monday to Thursday. Group home.

CITY ART CENTRE **519-433-0991**

Wolseley Barracks, 652 Elizabeth St, 2nd Fl E

Peer support for adults with a focus on artistic expression and skill development. 11:30-4 Monday to Friday.

MISSION SERVICES OF LONDON **519-672-8500**

Life Skills Program

Mens' Mission and Rehabilitation Centre, 459 York St C

Helps individuals, over 16 years, who are living in shelters or the community increase their self-esteem and improve their life skills.

WOMEN'S MENTAL HEALTH RESOURCES OF LONDON **519-642-7630**

Crouch Neighbourhood Resource Centre

550 Hamilton Rd SE

Group support, crisis intervention, counselling, referrals and advocacy to residents of East London.

MINDYOURMIND.CA www.mindyourmind.ca

Website for youth providing a peer forum for shared resources, information and experience about mental health and stress management.

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.

LUSO COMMUNITY SERVICES 1193 Oxford St E, Unit 2	519-452-1466 E
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 Serves 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.	519-667-6711 519-667-6600
---	--

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

STREETLIGHT London Youth for Christ Mobile bus drop-in centre. Temporarily located at First Baptist Church, 568 Richmond St while the Galleria mall overpass on King St is being repaired. 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 program from 7:30-9am weekdays and 7:30-10am weekends.	519-439-7700 C
--	--------------------------

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

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

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

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 141 Dundas St, Lower Level Job-ready clothing for men and women who are going to job interviews or starting a new job. Referral by a vocational training service and appointment required.	519-672-3780 C
---	--------------------------

KOATS FOR KIDS 519-434-9114
Boys' and Girls' Club, 184 Horton St C
 Distributes coats to needy children at an annual event held in November.
 Proof of family size may be requested. Adult coats also available.

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
 Free store.

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

HEAVENLY HAMPER OUTREACH 519-685-1920
London Gospel Temple, 262 Commissioners Rd W SW
 You must register at the church, 288 Commissioners Rd W, first before using the store. Open 10am-1pm Tuesdays.

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.

THE MISSION STORE 519-438-3056
Mission Services of London, 300 William St C
 Accepts mission vouchers for items from churches and agencies.

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 providing access to 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
 Primarily serves 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 UNEMPLOYMENT HELP CENTRE 519-439-0501
 114 Dundas St, 2nd Fl C

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 who have contributed to the program and meet other eligibility criteria. Also 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, the 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.

1-800-O-Canada (622-6232)

The London Service Canada Centre has information on Canadian federal government programs and benefits including employment programs and senior's pensions.

London Service Canada Centre – 519-645-5944

Dominion Public Building
 457 Richmond St (at Queens Ave)
www.servicecanada.gc.ca

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

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
 Provides 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.

NATIONAL CHILD BENEFIT EMERGENCY FUND 519-434-9117

Boys' and Girls' Club, 184 Horton St C
 Funds to help out with shelter, food, furniture, telephone, transportation, school/job search activities, clothing/personal care items and other emergency needs to recipients of Ontario Works or the Ontario Disability Support Program who reside in London and have a dependent child or children under the age of 18 years.

HOUSING SUPPORT SERVICES 519-661-0343 ext 300
Salvation Army, Centre of Hope
281 Wellington St (near Horton St) C
The Heat and Warmth Program (THAW) – Emergency financial assistance for payment of overdue utility bills which could result in disconnection of services. The program is subject to available funds.
The Rent Bank – Provides a one time, interest free loan for tenants facing eviction.

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. Starts January 2008.

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 help with child care costs to parents of a child or children, birth to 12 years, who are on low income or in receipt of social assistance, or have a child with a special need, birth to 18 years. Application forms are available at the above office or at many child care centres in London.

FAMILY SUPPORT PROGRAM 519-661-5550
City of London, Community Services Department
151 Dundas St, 4th Fl C
Assists Ontario Works recipients, or those who are in the process of applying, 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
Benefit based on annual family income to help families with the cost of raising children. Initial payments started in July 2007 with monthly payments starting July 2008. Family must be registered for the Canada Child Tax Benefit (see above).

LEAP (Learning, Earning and Parenting) 519-434-9115 ext 255
Boys' and Girls' Club, 184 Horton St C
Provides a variety of supports to help parents finish their high school education, such as financial assistance for school related activities, help to get employment and/or volunteer experience and access to parenting activities. Young parents 21 years and under who have not completed high school and who are on Ontario Works or have a child on Ontario Works are eligible.

FAMILY RESPONSIBILITY OFFICE 1-800-267-2757
Ontario Ministry of Community and Social Services
Box 220, Toronto, ON M3M 3E9 (correspondence only)
Handles child and spousal support payments and enforces in cases where payment is not being made. 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
A tax-free monthly supplement to help with child care costs for eligible low and middle income families with children under 7 years. Parents may be either working, in school or at home. Apply annually.

ONTARIO MINISTRY OF CHILDREN AND YOUTH SERVICES C
217 York St, Ste 203 519-438-5111
Assistance for Children with Severe Disabilities – help with ongoing extraordinary costs arising from a disability. Parents who have a child, 18 years and under, with a severe disability who lives at home, and who meet income level criteria are eligible.
Special Services at Home – supports families in caring for a family member with a physical or developmental disability living within their home.

Tax Credits & Exemptions

GST TAX CREDIT 1-800-959-1953
Canada Revenue Agency,
451 Talbot St C
Tax-free payment based on annual family income to help individuals and families offset the cost of GST.

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