Visit www.informationlondon.ca for a complete listing of community and social services in London and Middlesex.
ABOUT THIS GUIDE

People going through times of financial hardship or emotional or mental challenges need access to reliable and accurate information so they can receive supports to help them recover and thrive in our community. Help Yourself Through Hard Times has been a trusted resource in London and Middlesex County communities for over 20 years, putting information about basic material aids and social supports directly into the hands of people who need it.

Most services are listed alphabetically, but some topics have priority services listed first. Inclusion of a service does not imply endorsement by the publisher, nor does exclusion indicate a lack of endorsement. Availability and eligibility vary by service.

Help Yourself Through Hard Times is produced by thehealthline.ca Information Network. Thehealthline.ca Information Network supports information services in London and Middlesex by maintaining online directories of services on SouthWestthehealthline.ca and InformationLondon.ca. Additionally, we connect and engage with service providers to help them use our online tools to promote their news and events, and keep their organizations’ profiles up-to-date and accurate.

The guide is available to view online or download at www.informationlondon.ca. To request print copies of this publication for distribution, contact the City of London at 519-661-5336.

Information London is supported by:
CONTENTS

SERVICES IN LONDON AND AREA

FOOD........................................................................................................... 7
   Central Food Banks................................................................................... 7
   College/University Food Banks............................................................... 8
   Neighbourhood Food Banks................................................................. 8
   Breakfast Programs................................................................................. 10
   Lunch & Dinner Programs...................................................................... 11
   Other Food Programs.............................................................................. 13

EMERGENCY SHELTER & TRANSITIONAL HOUSING............................. 14

SOCIAL & AFFORDABLE HOUSING......................................................... 16
   Housing Rights & Standards.................................................................. 17

DROP-IN CENTRES, STREET OUTREACH & CRASHBEDS.................... 17

CLOTHING & HOUSEHOLD ITEMS......................................................... 21
   Sharing Shops & Thrift Stores................................................................ 21

MONEY.......................................................................................................... 23
   Basic Income & Employment Supports.................................................. 23
   Emergency & Supplementary Assistance............................................... 24
   Other Financial Assistance Programs for Children & Families.............. 24
   Tax Credits & Exemptions...................................................................... 26
   Income Support for Contributors.......................................................... 26
   Budget & Debt Counselling.................................................................... 26

EMPLOYMENT ASSISTANCE................................................................. 28
   Employment Assistance for People with Disabilities........................... 29

MENTAL HEALTH..................................................................................... 30
   Peer Support........................................................................................... 31
   Family Counselling.................................................................................. 32

ADDITIONS................................................................................................. 32
   12-Step Programs................................................................................... 34
   Alcohol & Drug Residential Programs.................................................. 34

HEALTH CARE............................................................................................ 35
   Find a Doctor.......................................................................................... 36
   Dental Care............................................................................................ 36
   Parenting & Health Programs for Young Families.................................. 37

DOMESTIC VIOLENCE & SEXUAL ASSAULT......................................... 39
   Children’s Services................................................................................ 41
   Seniors’ Services................................................................................... 41

LEGAL & ADVOCACY.............................................................................. 42
   Criminal Justice Outreach...................................................................... 43

LGBT2Q+ COMMUNITY SUPPORTS & RESOURCES.............................. 44

IMMIGRANT, NEWCOMER & REFUGEE SERVICES................................. 45
   Settlement Services................................................................................ 46

COMMUNITY CENTRES........................................................................... 47
   Family Centres...................................................................................... 49
   Seniors’ Centres.................................................................................... 49
   Libraries................................................................................................. 50

VETERANS’ SERVICES............................................................................. 51

SERVICES IN MIDDLESEX COUNTY

FOOD............................................................................................................ 52
   Food Banks............................................................................................. 52
   Lunch & Dinner Programs....................................................................... 53

CLOTHING & HOUSEHOLD ITEMS.......................................................... 53

EMERGENCY SHELTER & TRANSITIONAL HOUSING.......................... 54

SOCIAL & AFFORDABLE HOUSING......................................................... 54

DROP-IN CENTRES.................................................................................... 55

MONEY.......................................................................................................... 55
   Basic Income & Employment Supports.................................................. 55
   Emergency & Supplementary Assistance............................................... 56
   Other Financial Assistance Programs for Children & Families.............. 56
   Budget & Debt Counselling.................................................................... 57

EMPLOYMENT ASSISTANCE................................................................. 57
   Employment Assistance for People with Disabilities........................... 58

MENTAL HEALTH..................................................................................... 59

ADDITIONS................................................................................................. 59

HEALTH CARE............................................................................................ 60
   Parenting & Health Programs for Young Families.................................. 61
   Family Counselling.................................................................................. 61

DOMESTIC VIOLENCE & SEXUAL ASSAULT......................................... 62
   Children’s Services................................................................................ 62

LGBT2Q+ COMMUNITY SUPPORTS & RESOURCES.............................. 63

IMMIGRANT, NEWCOMER & REFUGEE SERVICES................................. 63

COMMUNITY CENTRES........................................................................... 63
   Family Centres...................................................................................... 64
   Seniors’ Centres.................................................................................... 64
   Libraries................................................................................................. 64

VETERANS’ SERVICES............................................................................. 64
Although most of these services are located in London, some serve residents of Middlesex County as well. A legend and map for London service locations and neighbourhoods is shown below:

**London service location codes:**

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

---

### Central Food Banks

Food items provided on an emergency basis, usually a one to three day supply, once a month to once every three months. Identification for all family members and proof of income and/or residency may be required.

**LONDON AND AREA FOOD BANK**
519-659-4045
926 Leathorne St (at Adelaide St) SE
9am-4pm Monday to Friday. Services available for Western University and Fanshawe College students from 10am-12noon on Saturdays (Sep-Apr). Baby food also available. Identification for all family members and proof of income required. For satellite locations, see **Neighbourhood Food Banks**.

**ALL SAINTS ANGLICAN CHURCH**
519-439-4611
Food Cupboard
249 Hamilton Rd C
Second Wednesday of each month from 1:30pm-3:30pm. Distributes non-perishable items.

**SALVATION ARMY COMMUNITY SERVICES**
519-661-0343 ext 227
Centre of Hope
281 Wellington St (at Horton St) C
9am-4:30pm Monday to Friday. 9am-6pm second and third Wednesday of each month. Closed in December.
Baby food, formula, and diapers also available. Identification, proof of income, and proof of address required. Clients may not visit both Centre of Hope and Salvation Army food banks.

**ST PAUL’S CATHEDRAL SOCIAL SERVICES**
519-434-8979
Food Bank
472 Richmond St (at Queens Ave) C
9:30am-12noon Monday to Friday. Baby food also available. Referral to other community agencies, as needed.

**YOUTH ACTION CENTRE (THE)**
226-777-0116
Youth Opportunities Unlimited (YOU)
332 Richmond St, Suite 102 (The Cornerstone, at York St) C
Open at 3pm on the 15th of each month until supplies last. Youth 16 to 24 years only. Baby food, while supplies available. Call ahead for supply availability.

---

### MEAL CALENDAR AND FOOD BANK LIST

A project of the Hunger Relief Action Coalition.

The monthly Meal Calendar gives the dates and locations of free or low-cost hot meals in London. The Food Bank List has food banks and food depots throughout the City of London.

View and print the current month online at Information London: meals.informationlondon.ca
College/University Food Banks

Food items provided on an emergency basis for registered students only.

FANSHAWE COLLEGE
The Sharing Shop 519-452-4109
1001 Fanshawe College Blvd, Rm B1050 NE
Hours vary due to availability of student volunteers. Not open on evenings, weekends, or during Reading Week. Students may visit shop up to three times per semester with valid student ID. Basic needs supplies, including food, toiletries, and cleaning supplies.

WESTERN UNIVERSITY
University Students' Council Food Support Service 519-661-3425
24-hour anonymous "food hamper" system for students. To request service, e-mail foodsupport@westernusuc.ca. Baby food and food vouchers available.

Neighbourhood Food Banks

Neighbourhood food banks serve people living in the immediate area. Proof of residency, income, and/or identification may be required.

LONDON AND AREA FOOD BANK 519-659-4045
Satellite locations (serves area within listed postal codes):
Note: You may not visit both the main Leathorne St site and a satellite location in the same month.

Argyle Food Bank Depot, Richards Memorial United Church
360 Edgeworth Ave (near Dundas St), Clarke Rd entrance 10am-3pm second Thursday of each month N5V, N5W
Impact Church Food Bank
220 Adelaide St N (near Hamilton Rd) 1pm-4pm third Thursday of each month N6B, N5W, N5Z
Northeast Food Bank Depot, Salvation Army Hillcrest
310 Vesta Rd (at Huron St, near Highbury Ave) 11am-3pm third Wednesday of each month N5V, N5Y
Northwest Food Bank Depot, Sherwood Forest Library, Room B, 1225 Wonderland Rd N, Unit 27A (at Gainsborough Rd) 10am-3:30pm third Tuesday of each month N6G, N6H (Operated by the Northwest London Resource Centre)

St George's Anglican Church
227 Wharncliffe Rd N (near Oxford St W) 11am-2pm third Friday of each month N6A, N6C, N6H, N6J

CHALMERS PRESBYTERIAN CHURCH 519-681-7242
342 Pond Mills Rd (at Commissioners Rd E) 1pm-2pm Tuesday. Appointment required. Runs September to June.

CROUCH NEIGHBOURHOOD RESOURCE CENTRE 519-642-7630
550 Hamilton Rd (in Crouch Library Branch, near Egerton St) 9am-5pm Tuesday, Wednesday, Friday. Call for availability. Also provides supports and referrals for people in need of housing or mental health and other supports for challenges related to living in poverty. Serves residents of N5B, N5Z, and N5W postal codes only.

EAST LONDON UNITED CHURCH OUTREACH 519-451-0600 (ELUCO) Gethsemane Gardens, 1461 Huron St (at Sanford St) 9:30am-12noon Wednesday and Friday. Appointment required.

FAMILIES FIRST COMMUNITY ACTION PLAN FOR CHILDREN (CAPC) 519-649-1248
Westminster, 1043 Southdale Rd E (at Millbank Dr) 9am-12noon Monday to Thursday. Call for appointment. Baby food bank and emergency food. For residents of Westminster area.

White Oaks, 1119 Jalna Blvd (at Bradley Ave) 10am-3pm Monday to Friday. Baby food bank and emergency food. Call ahead for supply availability. For residents of White Oaks area.

GLEN CAIRN COMMUNITY RESOURCE CENTRE 519-668-2745
244 Adelaide St S (near Commissioner Rd E) 9am-4pm Tuesday and Thursday. Emergency food kits and baby food bank for residents of Glen Cairn and Pond Mills community. Call ahead for availability.

LONDON COMMUNITY CHAPLAINCY
Southdale Chaplaincy, 977 Southdale Rd E 519-685-2771
Monday to Friday (hours may vary). Emergency food cupboard for residents of Southdale housing community. Baby food and basic needs supports also available.

Limberlost Chaplaincy, 1481 Limberlost Rd, Unit 136 519-472-2459
Monday to Friday (hours may vary). Emergency food cupboard for residents of Limberlost housing community. Baby food also available.
LUSO COMMUNITY SERVICES  519-452-1466
1100 Victoria Dr (beside Lord Elgin Public School) NE
8:30am-12noon Tuesday and Thursday. Baby food, diaper bank, community food, and clothing cupboards. Serves families in N5Y and N5Z postal codes.

NORTHWEST LONDON RESOURCE CENTRE (NWLRC)  519-471-8444
1225 Wonderland Rd N, Unit 27A (back of Sherwood Forest Mall) NW
Emergency Food Cupboard. Services for residents in N6G and N6H postal codes. Run by volunteers, and hours are subject to change. Call the centre or visit www.nwlrc.ca to confirm hours of service for the food cupboard. Please note: The NWLRC Food Cupboard is closed during the Northwest London Food Depot hours (third Tuesday of each month).

THE SALVATION ARMY, WESTMINSTER PARK  519-668-0025
1190 Southdale Rd E (at Millbank Dr) S
9am-3pm Monday (drop-in). Identification for all family members, proof of income, and proof of address required. Children 12 and younger must be accompanied by parent/guardian.

THE SALVATION ARMY, WESTMINSTER PARK  519-668-0025
1190 Southdale Rd E (at Millbank Dr) S
9am-10:30am Sunday. Runs September to May.

ST ALBAN THE MARTYR ANGLICAN CHURCH  519-455-5788
1350 Huron St (at Highbury Ave) NE
9am-10:30am third Saturday of each month.

ST ANDREW MEMORIAL ANGLICAN CHURCH  519-434-5281
55 Foxbar Rd St (at Wellington Rd) C
9am-11am last Saturday of each month.

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

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

ST LUKE’S ANGLICAN CHURCH  519-432-1270
1204 Richmond St (at Bernard Ave) N
9am-10:30am second Saturday of each month.

ST MARTIN OF TOURS CHURCH  519-433-8175
46 Cathcart St (at Elmwood Ave E) C
9am-10:30am fourth Saturday of each month.

WESLEY KNOX UNITED CHURCH  519-673-4803
91 Askin St (at Teresa St) C
8:45am-10:30am second Saturday of each month. Runs September to June.

YOUTH ACTION CENTRE (THE)  226-777-0116
332 Richmond St, Suite 102 (The Cornerstone, at York St) C
8am-10am Monday to Friday. Youth 16 to 24 years.

Lunch & Dinner Programs

ARK AID STREET MISSION  519-667-0322
696 Dundas St E (at Lyle St) E
7pm Monday to Saturday. Sunday times as posted, when available. Coffee and snacks available 1:30pm-3:30pm Monday to Friday. Closed holidays.

BETH EMANUEL CHURCH  519-433-4311
430 Grey St (at Colborne St) C
Meal: 12noon-1pm Monday to Thursday. Drop-in services continue until 2pm on Monday and Tuesday and until 3pm on Wednesday and Thursday. Holidays as announced. Identification required. Soup & Pray - 5pm Thursdays.
DUNDAS STREET CENTRE UNITED CHURCH  519-434-9173
482 Dundas St (at Maitland St)  C
5:30pm-6:30pm every Wednesday. Runs October to May.

FIRST BAPTIST CHURCH  519-679-2521
568 Richmond St (at Angel St)  C
5:30pm-6:30pm second Thursday of each month.

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

MY SISTERS’ PLACE  519-679-9570
566 Dundas St (at Adelaide St N)  C
12noon-1pm Monday to Friday. Women 16 years and older.

 Rowntree Memorial United Church  519-432-8075
156 Elliott St (at Cheapside St)  NE
5:30pm-7pm Tuesday.

The Salvation Army, Ontario Great Lakes Division
Centre of Hope, 281 Wellington St (near Horton St)  C  519-661-0343
4:45pm-6pm Wednesday and Sunday.

Citadel, Operation Mobilizing Hope (multiple locations)  519-472-2500
My Sisters’ Place (566 Dundas St), 5:45pm-6:10pm Tuesday. For women only.
London Coffee House (371 Hamilton Rd), 6:15pm-6:45pm Tuesday.
Covent Garden Market (130 King St), 7pm-7:30pm Tuesday.
Hillcrest, 310 Vesta Rd (at Huron St/Highbury Ave)  NE  519-659-8568
11am-1pm Wednesday. Runs September to early June.
Westminster Park, 1190 Southdale Rd E (at Millbank Dr)  S  519-668-0025
5pm-5:30pm Monday. Runs September to November, and January to May, excluding holidays.

ST GEORGE’S ANGLICAN CHURCH  519-438-2994
227 Wharncliffe Rd (at Oxford St W)  W
5pm-6pm second and fourth Friday of each month.

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

ST JOSEPH’S HOSPITALITY CENTRE  519-432-0660
707 Dundas St (at Lyle St)  E
12noon-2pm Monday to Friday. Minimal fee. Free for children. Identification required.

ST MARTIN OF TOURS CHURCH  519-433-8175
46 Cathcart St (at Elmwood Ave E)  C
5pm-6pm third Sunday of each month.

ST MICHAEL’S ROMAN CATHOLIC PARISH  519-433-6689
511 Cheapside St (at Maitland St)  N
5:30pm-6:30pm Monday. Runs September to May. Holidays excluded.

ST PAUL’S CATHEDRAL FELLOWSHIP CENTRE  519-434-3225
472 Richmond St (at Queens Ave)  C
11:30am-12:30pm Monday and Wednesday. Adults 20 years and older.

Streetlight Bus, London Youth For Christ
First Baptist Church, 568 Richmond St (at Albert St)  C
7pm-9pm Tuesday and Thursday. Youth 16 to 25 years.

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

WESLEY KNOX UNITED CHURCH  519-673-4803
91 Askin St (at Teresa St)  C
5pm-6pm fourth Sunday of each month. Runs September to June.

YOUTH ACTION CENTRE (THE)  226-777-0116
332 Richmond St, Suite 102 (The Cornerstone, at York St)  C
3pm-6pm Monday to Friday. Youth 16 to 24 years.

Other Food Programs

City of London Community Gardens  519-661-5336
17 community gardens located on municipally owned land that provide residents with access to healthy and low-cost food. Registration for the 2019 gardening season opens on January 7, 2019. To register, call 519-661-5575 or visit www.london.ca/residents/Recreation/Registration/Pages/Registration.aspx.

Christmas Hamper Program  519-661-1359
The Salvation Army Centre Of Hope  C
Western Fair District, Agriplex Arena, 845 Florence St (at Rectory St)
Provides gift cards and food needed to prepare a traditional holiday dinner and toys for children up to 12 years. Identification for all household members, proof of income, and proof of address required when registering. Registration and distribution dates: 9am-4pm December 13th, 14th, and 17th-19th, 2018.

Christmas Hamper Program  519-438-7036
Impact Church  E
220 Adelaide St N (at Hamilton Rd)
Provides food to people and families in need during the holiday season. Available only through referrals from Crouch Neighbourhood Resource Centre and local schools.

East London United Church Outreach  519-451-3709
(ELUCO) 267 Marconi Blvd (at Noel Ave)  E
Community lunches for school children in East London. Wednesday 12noon for preschoolers and 1pm for school-age children.
**LONDON COMMUNITY RESOURCE CENTRE**  519-432-1801
Gardening and cooking workshops for the community that focus on skill development and using whole foods.

**LUSO COMMUNITY SERVICES**  519-452-1466
Breakfast Program  
1100 Victoria Dr (at Lord Elgin Public School)  NE  
8:30am-10:30am Monday to Friday during March Break and July to August only. Children living in postal codes N5Y and N5Z.

**MIDDLESEX-LONDON HEALTH UNIT**  519-663-5317 ext 2353
Harvest Bucks  
201 Queens Ave, 4th Floor (at Clarence St)  C  
Vouchers that can be used to purchase fresh vegetables and fruit at participating locations in London. Visit www.healthunit.com/harvest-bucks for details.

**ONTARIO STUDENT NUTRITION PROGRAM**  226-235-4977
Breakfast, lunch, and snacks provided to children in elementary and secondary schools in London and Middlesex. For more information and list of community partners, visit www.osnp.ca/contact_london_middlesex.

**SOCIETY OF ST VINCENT DE PAUL - LONDON PARTICULAR COUNCIL**
Food or clothing vouchers. Call any Catholic Church to arrange a home visit with a volunteer to discuss individual needs.

**THE VILLAGE TABLE**  226-289-1757
Meals On Wheels London (East Depot)  
630 Dundas St (near Adelaide St N)  E  
8:30am-4:30pm Monday to Friday. Retail space for direct sales of meals and other social good products. Nutrition and other educational programs.

**EMERGENCY SHELTER & TRANSITIONAL HOUSING**

Shelters offer emergency short-term accommodation and meals.

Transitional housing provides longer-term accommodation for residents with supports to assist them with independent living.

**ANOVA**
Crisis  519-642-3000 or 1-800-265-1576  
Office  519-642-3003

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

**Clarke Rd Shelter**, 450 Clarke Rd (at Dundas St)  E  
**Second Stage Housing**, 1416 Ernest Ave (at Bradley Ave)  S  
**Wellington Rd Shelter**, 101 Wellington Rd (at McClary Ave)  C

**LONDON CARES HOUSING STABILITY PROGRAM**  519-667-2273  
186 King St, Unit 107 (at Richmond St)  C  
Housing Stability Workers provide case management support to individuals that have experienced persistent homelessness who are now housed.

**MEN'S MISSION AND REHABILITATION CENTRE**  519-672-8500
Mission Services of London  
459 York St (at Maitland St)  
Emergency shelter and transitional housing for homeless men 16 years and older. Services include life skills programs, resource centre, in-shelter case workers, rehabilitation, crisis counselling and food. Daily registration begins at 3:30pm. Daily 24-hour emergency admission.

**ROTHOLME WOMEN’S AND FAMILY SHELTER**  519-673-4114
Mission Services of London  
42 Stanley St (at Wharncliffe Rd S)  
Emergency shelter for parents and their children, and single women who are homeless with no other shelter options. Services include support and counselling, advocacy, and referrals to community agencies. Daily 24-hour emergency admission.

**THE SALVATION ARMY**  519-661-0343
Centre of Hope, 281 Wellington St (at Horton St)  C  
Emergency shelter (up to 30 days) and short-term housing (transitional, up to one year, reviewed on a case-by-case basis) for single men and women 16 years and older. Services for residents include clinic, medication distribution, referrals, counselling, outreach, spiritual care, and case management. Food, clothing, and other material aid provided as necessary.

**UNITY PROJECT FOR RELIEF OF HOMELESSNESS IN LONDON**  519-433-8700 ext 0
717 Dundas St E (at Lyle St, rear building)  C  
Emergency shelter and transitional housing for men and women 18 years and older. Services include food, clothing, crisis intervention, advocacy, and housing support. 24-hour support, counselling, and emergency admission.

**YOUTH OPPORTUNITIES UNLIMITED (YOU)**  226-777-0116
The Cornerstone, 332 Richmond St (at York St)  C  
8am-9pm Monday to Friday (Admin hours)  
Housing support for youth. Services include assessment and individual action plans, life skills training, pre-employment preparation, and educational planning support.

**ZHAAWANONG WOMEN’S SHELTER**
Crisis 1-800-605-7477  
At^lohsa Family Healing Services  519-432-2270  
256 Hill St (at Wellington St)  C  
Emergency shelter for abused women and their children belonging to the First Nations community.
SOCIAL & AFFORDABLE HOUSING

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

CANADA MORTGAGE AND HOUSING CORPORATION
Assistance Programs 1-800-668-2642
Funds affordable housing programs (repairs, renovations, and/or adaptations) for older adults, people with disabilities, Indigenous people, and low-income Canadians.

DISABLED AND SENIORS EXEMPTION PROGRAM
The Municipal Property Assessment Corporation 1-866-296-6722
Property tax relief program for homes built or modified to accommodate older adults and persons with disabilities.

FIRST NATIONS HOUSING CO-OP 519-645-2549
665 Lorne Ave E firstnationscoop@rogers.com
Helps low-income First Nations households living in urban areas obtain affordable rental housing.

HOME AND VEHICLE MODIFICATION PROGRAM 1-877-369-4867
March Of Dimes Canada
291 King St, 3rd Fl (at Wellington St) C
Financial assistance towards the cost of required home or vehicle modifications for eligible Ontario residents of any age who have a long-term physical disability.

HOUSING ACCESS CENTRE (HAC) 519-661-0861
City of London, Housing Division hac@london.ca
355 Wellington St, 2nd Floor (Citi Plaza) C
Information and applications for London and Middlesex Housing Corporation units, nonprofit housing, cooperative housing, subsidy, rent supplement, and rent-geared-to-income programs in London and Middlesex.

LIFE*SPIN 519-438-8676
Community Housing Initiative
866A Dundas St E (at Ontario St) E
Assists low-income people secure permanent, affordable housing. Also assists guardians, support workers, Ontario Works and Ontario Disability Support Program administrators assign housing to those who qualify.

LONDON AND MIDDLESEX HOUSING CORPORATION 519-434-2765
1299 Oxford St, Unit 5C5 (Oxbury Mall, at Highbury Ave N) NE
Provides rent-geared-to-income housing accommodation at 32 properties across London. Information and list of properties available at www.lmhc.ca.

Housing Rights & Standards
See Legal & Advocacy for more services that help tenants.

BY-LAW ENFORCEMENT AND PROPERTY STANDARDS 519-661-4660
City of London, Development and Compliance Services
300 Dufferin Ave, 7th Fl (at Wellington St) C
Addresses structural or unsafe conditions under Property Standards (e.g., walls, floors, roofs, or electrical problems). Enforcement officers investigate landlord/tenant issues regarding property standards (e.g., heat, insects, and hazards). Provides heating regulations.

CENTRE FOR EQUALITY RIGHTS IN ACCOMMODATION (CERA) 1-800-263-1139
www.equalityrights.org/cera
Public education, advocacy, litigation support, mediation, advice and research regarding discrimination in housing.

LANDLORD AND TENANT BOARD 1-888-332-3234
Southwestern Regional Office
150 Dufferin Ave, Suite 400 (at Richmond St) C
Tenant and landlord rights, dispute resolution, and rent increase regulation information. Access to the Residential Tenancies Act.

ONTARIO TENANTS RIGHTS www.ontariotenants.ca
Tenants’ rights, social justice, and rental housing issues information.

DROP-IN CENTRES, STREET OUTREACH & CRASHBEDS

Drop-in centres provide social and recreational activities, snacks, information, support and in some cases, counselling. Showers and laundry facilities may be available. Street outreach programs provide relief and transitional support to individuals living on the street. Crashbeds provide a place to stay overnight as an alternative to emergency shelters.

ARK AID STREET MISSION 519-667-0322
696 Dundas St E (at Lyle St) E
9am-9pm Monday to Friday, 6:45pm-9pm Saturday. Drop-in centre. Services include counselling, job support, computer literacy, and basic skills, social activities, and outreach.

LIFE*SPIN "LIVING ROOM" RESOURCE CENTRE 519-438-8676
866A Dundas St E (at Ontario St) E
9:30am-12noon and 1pm-4:30pm Monday to Wednesday. Services and programming for people living with low income or affected by poverty.
LONDON CARES HOMELESS 519-667-2273 (CARE)
RESPONSE SERVICES
Housing First service aimed at improving the health and housing outcomes of individuals experiencing homelessness. Services include street outreach, mobile unit, housing stability program, and housing selection.
Street Outreach and Mobile Unit – Services operate 24 hours a day, 7 days a week. Please contact London Cares if you are concerned for someone’s well-being who may be experiencing homelessness.

LONDON COFFEE HOUSE PROGRAM 519-204-4719
Canadian Mental Health Association (CMHA) Middlesex
371 Hamilton Rd (at Redan St) E
9am-11am and 5:30pm-7:30pm Monday to Friday. 11am-2pm Saturday and Sunday. Drop-in centre for adults 16 years and older with limited social and/or financial resources, including adults with mental health issues.

LONDON INTERCOMMUNITY HEALTH CENTRE
Outreach and health programming for people experiencing or at risk of homelessness. Services include health care, addiction assessments, screenings, referrals to treatment, harm reduction education and support, Naloxone training, counselling, advocacy, outreach, and crisis intervention.
Dundas St Site, 659 Dundas St E (at Lyle St)  E  519-660-0874
Huron St Site, 1355 Huron St, Unit 7 (at Highbury Ave) NE  519-659-6399
Clinical Services for both sites: 9am-5pm Monday and Friday. 9am-9pm Tuesday and Wednesday. 10:30am-5pm Thursday. Closed the fourth Thursday of each month from 9am-12noon.

LONDON YOUTH FOR CHRIST 519-686-0093
254 Adelaide St S (at Commissioners Rd E) SE
Administration available Monday through Friday 8:30am to 4:30pm.
Christian outreach for youth.

Streetlight
First Baptist Church, 568 Richmond St (at Albert St) C
7pm-9pm Tuesday and Thursday. Mobile drop-in centre for youth 24 years and younger.
The Collective - Drop-in centre for high school students 14 to 19 years old.
The Hub - 3pm-7pm Tuesday to Thursday. Students in grades 7 through 12 can use the games room, cafe and gym. $2 per person/visit.

MISSION SERVICES OF LONDON 519-433-2807
797 York St, Unit 4 (at Rectory St) E
Community Mental Health Programs (Switchboard) 519-672-8500
457 York St (at Maitland St) C
Crash Bed Program 519-439-0239
457 York St (at Maitland St, use west door) C
9pm-7am daily. Adults 18 years and older who are homeless or at risk of being homeless due to mental health issues. Beds available on a first-come, first-served basis. Gender-separated beds available with separate entrances.

Resource Centre 519-518-6032
457 York St (at Colborne St, entrance at the back southwest corner) C
8:30am-11:30am and 12:30pm-3pm Monday to Friday. Drop-in centre for adults and youth 16 years and older. Services include a safe day space, showers, laundry, vocational, social, leisure and educational programming and addiction assessment and treatment referrals. Resource Centre provides access to computer lab and telephones.

Streetscape 519-439-7700
457 York St (at Maitland St, west end of building) C
7am-4pm Monday to Friday. Advocacy and support for adults and youth 16 years and older people experiencing or at risk of homelessness due to mental health issues. Assertive Outreach Team assists with transitional supports and referrals.

MY SISTERS’ PLACE 519-679-9570
Canadian Mental Health Association (CMHA) Middlesex
566 Dundas St (at Adelaide St N) C
9:30am-8pm Monday to Friday. 10am-3pm Saturday and Sunday. Drop-in support centre for women 16 years and older. Services include information and referral, a nutritious meal, shower and laundry services, counselling, computer and phone access, day beds, harm reduction, basic needs, CounterPoint needle exchange program, case management, Indigenous women’s program, and nurse practitioner clinic. Cooling/warming centre during Middlesex-London Health Unit extreme weather alert.

SAFE SPACE LONDON safespacelondon@gmail.com
96 Rectory St (at Hamilton Rd) E
6pm-11pm Monday and Tuesday. Volunteer-run support centre for sex workers, allies, and women in crisis. Provides harm reduction supplies, HIV and STI educational resources, cosmetics, clothes, hygienic goods, first aid, coffee, and tea.
CLOTHING & HOUSEHOLD ITEMS

Many services listed in this booklet arrange for clothing, furniture, and other material aid to help clients whenever possible. Sharing Shops offer used goods for free or for purchase or exchange of another item. Thrift Stores sell used clothing, furniture, and/or household articles.

CLOTHINGWORKS 519-850-9000
Goodwill Career Centre, 255 Horton St E (at Wellington St) C
Provides professional clothing for people with limited resources who are seeking employment and going through the interview process. Requires referral from participating agencies.

KOATS FOR KIDS 519-434-9114
Boys & Girls Club of London, 184 Horton St E (at Richmond St N) C
Winter coats for children 18 years and under. Children’s identification required. Until supplies last.

Sharing Shops & Thrift Stores

CLOTHING & HOUSEHOLD ITEMS

Many services listed in this booklet arrange for clothing, furniture, and other material aid to help clients whenever possible. Sharing Shops offer used goods for free or for purchase or exchange of another item. Thrift Stores sell used clothing, furniture, and/or household articles.

CLOTHINGWORKS 519-850-9000
Goodwill Career Centre, 255 Horton St E (at Wellington St) C
Provides professional clothing for people with limited resources who are seeking employment and going through the interview process. Requires referral from participating agencies.

KOATS FOR KIDS 519-434-9114
Boys & Girls Club of London, 184 Horton St E (at Richmond St N) C
Winter coats for children 18 years and under. Children’s identification required. Until supplies last.

Sharing Shops & Thrift Stores

ARKWARE CLOTHING OUTLET 519-667-0322
696 Dundas St E (at Lyle St) E
1:30pm-3:30pm Tuesday, Wednesday, Thursday. Clothing available for free or for a token donation.

BETH VALUES THRIFT STORE 519-433-4311
207 Wellington St (at Simcoe St) C
12noon-5pm Tuesday to Saturday. Sells low-cost clothing and household items. Purchases payable by cash only (no credit or debit).

GOODWILL INDUSTRIES, ONTARIO GREAT LAKES
255 Horton St E (at Wellington St) C 519-850-9000
1044 Adelaide St N (Goodwill Bookstore) NE 519-433-2665
1165 Oxford St E (west of Highbury Ave N) NE 519-433-2409
1225 Wonderland Rd N (Sherwood Forest Mall) NW 519-472-1959
979 Wellington Rd (Goodwill Bookstore) S 519-668-7509
3410 White Oak Rd (Goodwill Outlet – By the Pound) S 519-685-5389
9am-8pm Monday to Friday. 9am-6pm Saturday. 10am-5pm Sunday. Community stores sell used, low-cost clothing, furniture, housewares, media, electronics, and books. Bookstores sell books and media.

HABITAT FOR HUMANITY HEARTLAND ONTARIO
Adelaide ReStore, 317 Adelaide St S SE 519-659-1949 ext 281
Pacific ReStore, 40 Pacific Ct, Unit 5 NE 519-659-1949 ext 225
9am-6pm Monday to Friday. 9am-4pm Saturday. (12noon-4pm Sunday, Adelaide site only). Sells new and used building and renovating materials below regular cost.
LIFE RESOURCE CENTRE 519-438-6788
1750 Huron St (near Clarke Rd) NE
Call ahead, as hours vary. Community outreach program offering emergency food cupboard and clothing.

LIFE*SPIN FREE STORE 519-438-8676
872 Dundas St E (at Ontario St) E
10am-2pm Monday and Wednesday, 3pm-7pm Tuesday. Clothing and household article exchange. Provides new backpacks and school supplies seasonally.

MAY COURT SHOP 519-439-4811
May Court Club of London, 594 Dundas St (at Adelaide St) C
10am-4pm Tuesday to Friday. 11am-2pm Saturday. July: 10am-4pm Tuesday to Thursday. Closed during the month of August. Sells gently used clothing on consignment.

MINE101 519-453-5550
Anova
900 Oxford St E, Unit 3 (at Gammage St) NE
10am-6pm Monday to Wednesday. 10am-9pm Thursday and Friday. 10am-6pm Saturday. 12noon-4pm Sunday. Low-cost clothing and accessories, and thrift store items. Social enterprise of Anova.

MISSION STORE 519-438-3056
Mission Services of London
797 York St, Unit 4 (at Rectory St) E
Store hours: 9am-7pm Monday to Friday. 9:30am-5pm Saturday.
Voucher Program: 9:30am-3pm Monday to Friday.
Gently used clothing, footwear, linens, books, toys, kitchenwares, electronics, media and small appliances. Sales tax not charged. Distributes articles free of charge through voucher system (vouchers provided by partnering agencies and churches).

MISSION THRIFT STORE 519-473-8025
2020 Hyde Park Rd (at Fanshawe Park Rd) NW
10am-5pm Monday to Friday. 10am-4pm Saturday. Sells low-cost clothing and household items.

MY NEIGHBOUR’S CLOSET 519-451-4334
476 Clarke Rd (north of Dundas St) NE
10am-4:30pm Monday to Friday. 10am-4pm Saturday. Sells donated items such as clothing, shoes, toys, sporting goods, and household articles.

NEARLY NEW SHOP 519-660-6198
Church of St Jude, 1537 Adelaide St N (at Fanshawe Park Rd) N
10am-12noon Tuesday. 9am-12noon Saturday. Sells low-cost, gently used clothing for all ages.

THE SALVATION ARMY THRIFT STORE 519-451-0178
1960 Dundas St (near Clarke Rd) NE
9am-9pm Monday to Friday. 9am-6pm Saturday. Thrift store. Sells low-cost, gently used clothing, household items, and toys.

SOCIETY OF SAINT VINCENT DE PAUL, LONDON PARTICULAR COUNCIL
York St location, 585 York St (at Adelaide St) C 519-438-7071
9am-5pm Monday to Friday. 9am-4pm Saturday.
Elias St location, 1005 Elias St (east of Quebec St) E 519-433-9210
11am-4pm Monday to Friday.
Sells low-cost, gently used clothing, furniture, and small appliances.

WHAT2WEAR CLOTHING STORE 519-668-2745
Glen Cairn Community Resource Centre
244 Adelaide St S (at Commissioners Rd E) SE
10am-2pm Tuesday and Thursday. Low-cost, gently-used clothing and accessories shop for men and women.

MONE Y
A variety of programs are available to help with financial matters, including basic income support, budgeting advice, and purchasing necessary items. See Social & Affordable Housing, Legal & Advocacy, and Health Care for additional financial assistance services.

Basic Income & Employment Supports

ONTARIO WORKS (OW)
City of London, Social Services www.ontario.ca/socialassistance
General Inquiries 519-661-5432
Applications 519-661-4520 ext 3

Short-term income support for food, shelter, household, and personal needs, along with help finding employment. Special allowances/health benefits may be available as a supplement to the monthly cheque.

Citi Plaza, 355 Wellington St, Suite 248 C
Glen Cairn Community Resource Centre, 244 Adelaide St S (at Commissioners Rd E) SE
Northland Mall, 1275 Highbury Ave N, Unit 107 (at Huron St) NE
London East, 1835 Dundas St E (at Clarke Rd) E
South London Community Centre, 1119 Jalna Blvd (at Bradley Ave) S
Westmount Shopping Centre, 785 Wonderland Rd S (at Viscount Rd) W
ONTARIO DISABILITY SUPPORT PROGRAM (ODSP)  519-438-5111
Ontario Ministry of Community and Social Services
217 York St, Suite 203 (at Clarence St)  C
Income supports for adults 18 years and older with a physical disability or mental health issue that is continuous or recurrent and expected to last longer than one year. Employment supports are available and provided by community service providers.

Emergency & Supplementary Assistance

DISCRETIONARY BENEFITS  519-661-5910 option 1
City of London, Social Services  C
355 Wellington St, 2nd Fl (at King St)
Special fund for social assistance recipients and Londoners with low income to pay for necessary medical goods and related items (e.g., dentures, emergency dental, essential furniture, funerals, and burials).

HOUSING STABILITY BANK  519-964-3663 ext 300
The Salvation Army, Centre of Hope, Housing Support Services
281 Wellington St (at Horton St)  C
Financial assistance to low income Londoners to obtain and retain housing, and for those at risk of homelessness. Assists eligible consumers with application for the Ontario Electricity Support Program (OESP).

Rental Assistance Program – If you are behind in your rent and have received an eviction notice, or need to move to a new home in London, you may be eligible for the interest-free loan program.

Emergency Utility Assistance – Offers grants and interest-free loans to people who’s utilities (including gas, water, or electricity) are at risk of being disconnected, or have already been disconnected.

ONTARIO ELECTRICITY SUPPORT PROGRAM (OESP)  1-855-831-8151
Ontario Energy Board  www.OntarioElectricitySupport.ca
Monthly credit applied directly to the electricity bill of eligible applicants, based on the number of people living in the home, and on annual household income. Energy intensive households and First Nations and Métis people may be eligible for a higher level of assistance.

Other Financial Assistance Programs for Children & Families

CANADA CHILD BENEFIT (CCB)  1-800-387-1193
Canada Revenue Agency
Tax-free payment made to eligible families on a monthly basis. Benefits paid to help with cost of raising children. Eligibility determined from income tax returns. Child disability benefit and provincial programs may be included in this benefit.

CHILD CARE FEE SUBSIDY PROGRAM  519-661-4834
City of London, Neighbourhood, Children & Fire Services
Citi Plaza, 355 Wellington St, Suite 248  C
Financial assistance to parents of children birth to 12 years, who have low income or receive social assistance, and to parents of children between 12 and 18 years with a special need. Apply online. Application forms also available from child care centres and the City of London.

FAMILY RESPONSIBILITY OFFICE  1-800-267-7263
Ontario Ministry of Community and Social Services
Helps families get the financial support they are entitled to by enforcing court ordered responsibilities and domestic contracts, including out of area agreements.

FAMILY SUPPORT PROGRAM  519-661-5550
City of London, Social Services
The following six Ontario Works office locations can be contacted regarding the Family Support Program: Citi Plaza, East London, Glen Cairn Community Centre, Northland Mall, South London Community Centre and Westmount Shopping Centre (see back cover).

ONTARIO CHILD BENEFIT
Ontario Ministry of Finance  1-800-387-1193
Monthly benefit to help with child care costs to parents of children under 18 years of age, who have low or middle income. Parents must have filed income tax returns for the previous year, and registered their child(ren) for the federal Canada Child Benefit (CCB).

ONTARIO MINISTRY OF CHILDREN, COMMUNITY AND SOCIAL SERVICES  519-438-5111
217 York St, Suite 203 (at Clarence St)  C
Assistance for Children with Severe Disabilities – Financial support for parents or legal guardians who have a child under 18 years with a severe disability who lives at home. Must meet income level criteria.

Special Services at Home – Supports families caring for children 18 and under with a physical or developmental disability who live at home.
**Tax Credits & Exemptions**

**CANADA REVENUE AGENCY**

**GST/HST Credit for Individuals**  1-800-387-1193

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

**Persons with Disabilities**  1-800-959-8281

Persons with disabilities, their supporting family members and caregivers may be eligible for tax credits and tax exemptions. Includes Disability Tax Credit, tax credits for medical expenses, Disability Supports Deductions, Child Disability Benefit, Registered Disability Savings Plan, and Home Accessibility Tax Credit.

**ONTARIO MINISTRY OF FINANCE**  1-866-ONT-TAXS (8297)

Services include tax credits and exemptions for persons with a disability (e.g., Ontario Motor Vehicle Tax Rebate and Ontario Retail Sales Tax Exemption).

**Income Support for Contributors**

**EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA (ESDC)**

**London Service Canada Centre, 457 Richmond St (at Queens Ave)**  C

**Employment Insurance Program (EI)**  1-800-206-7218

Basic income protection and re-employment benefits to unemployed workers. Benefits for temporary interruption of earnings due to shortage of work, layoff, illness or injury, compassionate care leave, pregnancy, adoption, and parental leave.

**Public Pensions & Disability Benefits**  1-800-277-9914

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

**VETERANS AFFAIRS CANADA - LONDON DISTRICT OFFICE**

**417 Exeter Rd (at White Oak Rd)**  SE  1-866-522-2122

Pensions and allowances for veterans and their dependents in Canada, including financial help for emergencies, such as shelter and health care, and funeral and burial assistance.

**Budget & Debt Counselling**

**CREDIT COUNSELLING**  519-433-0159

**Family Service Thames Valley**

125 Woodward Ave (between Oxford St W and Riverside Dr)  W

Budget counselling, debt management programs, third party mediation, and bankruptcy counselling.

**OFFICE OF THE COMMUNITY ADVOCATE**  519-438-8676

**LIFE*SPIN**

866A Dundas St E (at Ontario St)  E

Assistance with completion of forms for ODSP, OAS, GIS, subsidized housing, and assistive devices. Issues vouchers for Mission Store (clothing/linens), Sleep Country (mattresses) and Health Access Vouchers (non-prescription) drug items. Volunteer income tax program available to assist with filing tax returns for previous years. Help with savings plans (RDSP and RESP).

**WORKPLACE SAFETY AND INSURANCE BOARD (WSIB)**

148 Fullarton St, 7th Fl (at Richmond St)  C

Insurance benefits in case of injury or death occurring at work.

**Workplace Compensation** - Provides wage loss benefits, medical coverage and assistance getting back to work to those that were injured on the job.

**OFFICE OF THE SUPERINTENDENT OF BANKRUPTCY CANADA**

**Innovation, Science & Economic Development Canada**  1-877-376-9902

451 Talbot St, Ste 303 (at Queens Ave)  C

Supervises administration of estates in bankruptcy. Individuals or businesses who want to declare bankruptcy must first contact a Bankruptcy Trustee. Appointment required for meeting.
EMPLOYMENT ASSISTANCE

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

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

EMPLOYMENT ONTARIO
(Hotline) 1-800-387-5656
Helps people in Ontario get job training skills and the experience they need to find employment.

Collège Boréal, Employment Options
519-672-1562
Citi Plaza, 355 Wellington St, Ste 279 (at King St) C

Fanshawe College, Community Employment Services
431 Richmond St, 2nd Fl C 519-452-4430 ext 6501
Nelson Plaza, 155 Clarke Rd (at Trafalgar St) E 519-432-1220

Goodwill Industries, Ontario Great Lakes
519-850-9000
255 Horton St E, 2nd Fl (at Wellington St) C

Goodwill Industries, Ontario Great Lakes
519-850-9000
Shaword Forest Job Connection
519-474-7846
1225 Wonderland Rd N (Sherwood Forest Mall) NW

Leads Employment Services
519-439-0352
171 Queens Ave, Ste 410 (at Richmond St)

London Employment Help Centre
519-439-0501
150 Dufferin Ave, Main Fl, Ste 100 (at Richmond St) C

London Training Centre
519-685-4331
317 Adelaide St S, Unit 110 (Commissioners Rd E) SE

Nokke Kwe
519-667-7088
1069 Wellington Rd S, Unit 104 (at Bradley Ave) S

WIL Employment Connections
519-663-0774
The Skill Centre, 141 Dundas St, 4th Fl (at Richmond St) Y0uth

Opportunities Unlimited (YOU)
519-432-1112
The Skill Centre, 141 Dundas St, 2nd Fl (at Richmond St) C

ACCESS CENTRE FOR REGULATED EMPLOYMENT
519-858-2348
171 Queens Ave, Suite 320 (at Richmond St) C
Information and application assistance for internationally trained individuals seeking licensure or related employment in Ontario’s regulated professions.

ATN ACCESS FOR PERSONS WITH DISABILITIES
Employment Resource Centre
519-433-7950 ext 253
The Skill Centre, 141 Dundas St, 5th Fl, Unit 504 (at Richmond St) C
Assists people with disabilities find employment, reach educational goals, and improve quality of life through assessments, skills upgrading and personal development services.

LINKS 2 WORK
www.links2work.on.ca

LONDON CROSS CULTURAL LEARNER CENTRE (CCLC)
519-432-1133
Job Search Workshop for Newcomers ext 238
505 Dundas St E (at Adelaide St N) C
Participants learn together as a group and then meet with a Job Search Workshop Facilitator for one-on-one assistance in developing resumes, cover letters, references, and determining next steps towards securing employment.

OVER 55 (LONDON)
519-438-1111
Kiwanis Seniors’ Community Centre
78 Riverside Dr (at Wharncliffe Rd S) W

PATHWAYS SKILL DEVELOPMENT AND PLACEMENT CENTRE
519-667-7795
205 Horton St E (at Clarence St) C
Assists people overcome barriers to meaningful employment. Offers programs and services to help employment seekers unlock potential and improve skills.

Employment Assistance for People with Disabilities

ATN ACCESS FOR PERSONS WITH DISABILITIES
519-433-7950
The Skill Centre, 141 Dundas St, 5th Fl, Unit 504 C
Technology and computer assisted learning courses and programs to help people with disabilities or learning barriers gain skills and/or prepare for employment.

CANADIAN HEARING SOCIETY, LONDON REGION
1-866-518-0000
181 Wellington St (at Grey St) C
Career counselling and job search training for people with hearing loss.

COMMUNITY LIVING LONDON
519-673-5600
379 Dundas St, Suite 120 (at Colborne St) C
Assists people with a disability to achieve their employment goals through resume writing, job searches, development with potential employers and work site job coaching.
YOUTH MENTAL HEALTH SERVICES (Crisis & Intake) 519-433-0334
Centralized crisis and intake services for Craigwood Youth Services, Vanier Children’s Services, and WAYS Mental Health Support.

CANADIAN MENTAL HEALTH ASSOCIATION (CMHA) MIDDLESEX
Queens Ave Site, 534 Queens Ave (at William St) C 519-668-0624
Information and referral to community and professional resources. Education support groups on a variety of topics. Community programs. Crisis services, including mobile outreach, residential crisis support beds, drop-ins, outreach, women’s resources, and housing advocacy and support services.
Support Line 519-601-8055 or 1-855-668-0624
Daily 24 hours. Confidential telephone support for people feeling anxious, isolated, sad, lonely, stressed or need someone to talk to. Callers speak to trained and caring volunteers and can receive information about community services.

REACH OUT CRISIS LINE 519-433-2023 or 1-866-933-2023
Daily 24 hours. Mental health and addictions crisis and support phone line.

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

MARCH OF DIMES CANADA
Employment Services 519-642-3999
600 Sanatorium Rd (at Oxford St W) W
Mental health resource centre providing specialized services for children and youth under 18 years, and their families, guardians, and caregivers.

MENTAL HEALTH
Community mental health programs help people who have a mental illness live safely in the community. If you are at immediate risk of harm to yourself or others as a result of a crisis, go to the Crisis Centre, emergency department or call 911. See also Drop-in Centres for services to people who are experiencing homelessness.

MENTAL HEALTH AND ADDICTIONS CRISIS CENTRE 519-434-9191
Canadian Mental Health Association (CMHA) Middlesex
648 Huron St (near Adelaide St) NE
Daily 24 hours. Supports for adults experiencing personal distress and symptoms of mental health and addictions. Emotional trauma assessment, crisis intervention, and links to longer-term services.
Crisis Mobile Team – Crisis support and stabilization in the community.

Mental health services and resources for the Aboriginal community.

Peer Support

CAN-VOICE (CONSUMER SURVIVOR COMMUNITY SUPPORT SERVICES)
450 Spruce St (near Dundas St) E
9am-4pm Monday to Friday. Works to educate and empower consumers and survivors of the mental health system that are 16 years and older.
CITY ART CENTRE
519-433-0991
652 Elizabeth St, 2nd Fl (at Oxford St E)
11:30am-4pm Monday to Thursday. Art studio and gallery space. Peer support, fellowship, and encouragement. Focus on creative expression and skill development.

CONNECT FOR MENTAL HEALTH
519-679-4040
Weekly social and recovery support groups. www.connectformh.ca

MINDYOURMIND
www.mindyourmind.ca
Website for youth and young adults 14 to 24 that provides support through a peer forum and shared resources, information, and skill building tools about mental health and stress management.

Family Counselling
ARK AID STREET MISSION
519-667-0322
696 Dundas St E (at Lyle St)
Individual, family, marital, career, and financial counselling and coaching.

DAYA COUNSELLING CENTRE
519-434-0077
The Skill Centre, 141 Dundas St, 6th Fl (at Richmond St)
Counselling for individuals, couples, and families 16 years and older. Set fee. Sliding scale available for people who qualify.

FAMILY SERVICE THAMES VALLEY
519-433-0183
125 Woodward Ave (between Oxford St W and Riverside Dr)
Counselling for individuals, couples, and families. Fees are based on ability to pay (sliding scale). Locations in Middlesex County. Call for information. Walk-In counselling services available at main office Tuesday 1-6pm.

JOHN HOWARD SOCIETY OF LONDON AND DISTRICT
519-438-4168
601 Queens Ave (at Adelaide St)
Individual, couple, family, and group counseling for people involved in the justice system, or people at risk of becoming involved in the justice system, their families, and high-risk youth.

Mental Health and Addictions Crisis Centre
648 Huron St (near Adelaide St) NE (Office) 519-434-9191
Daily 24 hours. Supports for adults experiencing personal distress and symptoms of a mental health and/or addiction condition needing assessment and stabilization. De-escalation to prevent relapse. Supports mental health and addictions needs to prevent hospitalization. Emotional trauma assessment, crisis intervention, and links to longer-term services. Crisis Mobile Team – Crisis support and stabilization in the community.

REACH OUT CRISIS LINE
519-433-2023 or 1-866-933-2023
Daily 24 hours. Mental health and addictions crisis and support line.

ADDICTION SERVICES OF THAMES VALLEY
intake@adstv.ca
Reach Out Crisis Line 519-433-2023 or 1-866-933-2023
200 Queens Ave, Suite 260 (at Clarence St) C 519-673-3242
Assessment, treatment planning, and referral for alcohol, drugs, internet, gaming, and problem gambling issues. Mental Health and Addictions Crisis Centre partner.

N’AMERIND (LONDON) FRIENDSHIP CENTRE
519-672-0131 ext 235
260 Colborne St (at Horton St E)
Alcohol, drug abuse, and gambling support for First Nations community members, and their families.

ADDICTIONS
LONDON CARES
519-667-2273 (CARE)
Housing First service aimed at improving the health and housing outcomes of individuals experiencing homelessness. Services include street outreach, mobile unit, housing stability program, and housing selection.

If you or someone you care about is looking for addiction and mental health services information, contact ConnexOntario daily 24/7 at 1-866-531-2600.
12-Step Programs
These groups hold meetings and support groups at various locations in London and area. Call or look online for locations and times.

AL-ANON/ALATEEN 519-457-9393
ALCOHOLICS ANONYMOUS 519-438-1122 (24 hour helpline)
ATLOHSA NATIVE FAMILY HEALING SERVICES 519-438-0068
GAMBLERS ANONYMOUS 519-434-8481
NARCOTICS ANONYMOUS 1-888-811-3887
OVEREATERS ANONYMOUS www.oa.org

Alcohol & Drug Residential Programs
WITHDRAWAL MANAGEMENT 519-432-7241
Centre of Hope, Salvation Army (The), Ontario Great Lakes Division
281 Wellington St (at Horton St) C
Non-medical, co-ed, residential acute detoxification facility for adults 16 years and older. Call ahead or drop in. 24-hour admission.

QUINTIN WARNER HOUSE 519-434-8041
Mission Services of London
477 Queens Ave (at Maitland St) C
Residential alcohol and drug addictions treatment centre for men 18 years and older. Annexes at 440 and 479 Maitland St for aftercare and relapse prevention stays for up to one year.

TEEN CHALLENGE CANADA 519-652-0777
London Men’s Centre, 9340 Sharon Rd (near Westdel Bourne) SW
Residential, faith-based rehabilitation program for men 18 years and older with drug and/or alcohol addictions.

TURNING POINT
Men’s Residence, 225 Wharncliffe Rd N W 519-439-9034
Women’s Residence, 612 Mornington Ave NE 519-659-2250
Residential recovery homes for individuals 16 years and older.

HEALTH CARE
Community care, public health, and government health care programs are listed here. Some services do not require a valid Ontario Health Insurance Plan (OHIP) card. Check with the provider. For a list of walk-in and other medical clinics, visit www.SouthWesthealthline.ca.

MINISTRY OF HEALTH AND LONG-TERM CARE
Ontario Health Insurance Plan (OHIP) (ServiceOntario) 1-800-267-8097
Health cards allow eligible persons to receive certain health care services free of charge. To apply for OHIP coverage, visit any London and Middlesex ServiceOntario counter.

Assistive Devices Program (ADP) 1-800-268-6021
Assists with the cost of authorized devices and supplies for persons with a physical disability lasting 6 months or longer. Specific eligibility criteria for each device category.

Home Oxygen Therapy Program 1-800-268-6021
Assists with the cost of oxygen and equipment for individuals on long-term oxygen therapy.

Telehealth Ontario 1-866-797-0000
Registered nurses provide free, confidential 24-hour health information by telephone.

Trillium Drug Program 1-800-575-5386
Assists with the cost of certain prescription drugs for eligible Ontario residents.

MIDDLESEX-LONDON HEALTH UNIT 519-663-5317
50 King St (at Ridout St) C
Health agency that addresses public health issues and promotes healthy living. Clinical services, health education programs, and information on healthy living.

LONDON INTERCOMMUNITY HEALTH CENTRE
Dundas St Site 519-660-0874
659 Dundas St E (at Lyle St) E
Huron St Site 519-659-6399
1355 Huron St, Unit 7 (at Highbury Ave) NE
Primary health care, health promotion, and community programs.

Anonymous HIV/AIDS Testing – Options Clinic 519-673-4427
659 Dundas St E (at Lyle St) E
9am-5pm Monday, Tuesday and Friday. 9am-9pm Wednesday. 10:30am-5pm Thursday. No referral or identification required. Appointments preferred. Pre- and post-test counselling and information. Rapid testing available for eligible groups at higher risk of contracting HIV. Outreach services and information across the City of London.
MARCH OF DIMES CANADA
Assistive Devices Program  519-642-3700 or 1-866-765-7237
291 King St, 3rd Fl (at Wellington St)  C
Assists with the cost to buy, repair, and maintain a wide variety of mobility equipment or devices that increase functional independence. Installation, delivery, and set-up fees not included.

REGIONAL HIV/AIDS CONNECTION  519-434-1601 or 1-866-920-1601
186 King St, Suite 30 (between Richmond St and Clarence St)  C
Counselling, referrals, prevention services and practical supports for people living with or affected by HIV/AIDS and/or Hepatitis C. Outreach services across the South West region.

SOUTHWEST ONTARIO ABORIGINAL HEALTH
ACCESS CENTRE (SOAHAC)  519-672-4079
London Site, 425-427 William St (between Dundas St/Queens Ave)  C
Chippewas of the Thames Site, 77 Anishinaabeg Dr, Muncey 519-289-0352
Health and mental health services combining traditional healing and Western medical practices to the Aboriginal community.

SOUTHWEST LOCAL HEALTH INTEGRATION NETWORK
Home and Community Care  1-800-811-5146
356 Oxford St W (at Beaverbrook Ave)  W
Information about community health and support services. Coordinates access to publicly-funded home health care and long-term care homes.

Find a Doctor
HEALTH CARE CONNECT  1-800-445-1822
Ministry of Health and Long-Term Care  www.ontario.ca/healthcareconnect
Telephone referral service connecting people in Ontario without a regular family health care provider with doctors and nurse practitioners accepting new patients.

Dental Care
MIDDLESEX-LONDON HEALTH UNIT  519-663-5317 ext 2231
Dental Clinic, 50 King St (at Ridout St)  C
Smile Clean - Preventive dental services for eligible adults 18 years of age and older. The cost of a dental appointment is $30 (cash) and must be paid at the time of booking the appointment.
Healthy Smiles Ontario (HSO) - Free dental treatment for eligible children and youth 17 years and younger.

DENTAL CLINIC, SCHULICH MEDICINE AND DENTISTRY
Western University, Dental Sciences Building  NW  519-661-3326
Low-cost dental treatments provided to adults by dental students.

Children's Dental Clinic  519-661-3329
Low-cost dental treatments provided to children 2 to 12 years by dental students.

Dental Outreach Community Service (DOCS)  519-661-3326
Free dental care for low-income families who do not have dental insurance. Services include examinations, x-rays, cleanings, and basic fillings. Prescreening conducted by a participating agency.

Parenting & Health Programs for Young Families
See also Community Centres and Family Centres for more programs.

MIDDLESEX-LONDON HEALTH UNIT  519-663-5317
50 King St (at Ridout St)  C
Healthy Start Programs  519-663-5317 ext 2280
Programming for parents and families before pregnancy, during pregnancy, after baby is born, and until child starts school.

Health Connection
8:30am-4:30pm Monday to Friday. Free confidential information from a Public Health Nurse about pregnancy, self-care, parenting and infant care.

Smart Start for Babies  519-646-2961
Prenatal nutrition and support program for pregnant women and teens, and their partner or support person.

CHILDREACH  519-434-3644
265 Maitland St (at Hamilton Rd)  C

Parent Connect – Free telephone, in-person, and email support for people in London with questions about parenting and children. For email support, send to parentconnect@childreach.on.ca.

CRAIGWOOD YOUTH SERVICES (Crisis and Intake)  519-433-0334
520 Hamilton Rd (at Chesley Ave)  E (Office)  519-432-2623
Administrative Hours: 8:30am-4:30pm Monday to Friday. Services and supports for youth with emotional, behavioural, and psychological difficulties, and their families.

CROUCH NEIGHBOURHOOD RESOURCE CENTRE  519-642-7630
Child and Youth Programs  ext 223
550 Hamilton Rd (in Crouch Library Branch, near Egerton St)  E
Leadership opportunities, nutrition, recreation, education, after school, and summer programs for children and youth 7 to 17 years.
FAMILIES FIRST COMMUNITY ACTION PLAN FOR CHILDREN (CAPC)
Westminster, 1043 Southdale Rd E (at Millbank Dr)  S  519-649-1248
White Oaks, 1119 Jalna Blvd (at Bradley Ave)  S  519-649-1248
Information and programs that enhance the healthy development of families with young children, birth to 6 years, living in White Oaks and Westminster.

GLEN CAINR COMMUNITY RESOURCE CENTRE  519-668-2745
244 Adelaide St S (at Commissioners Rd E) SE
Services for children, youth, and families, including nutrition, leadership opportunities, events, and community development.

LONDON PREGNANCY AND FAMILY SUPPORT CENTRE  Crisis 1-800-665-0570
Office 519-432-7098
261 Piccadilly St (at Richmond St) C
Practical, emotional, and spiritual support to individuals in crisis situations related to unplanned pregnancy. Provides support during and following the pregnancy, as well as for post-abortive women. Community referrals and parent support groups.

LUSO COMMUNITY SERVICES  519-452-1466
Children and Youth Services
1193 Oxford St E, Unit 2 (at Mornington Ave) NE
Literacy and education-based programs for school age children, and recreational and social-based programs for youth.

MERRYMOUNT FAMILY SUPPORT AND CRISIS CENTRE  519-434-6848
1064 Colborne St (at Huron St) N
Services to support children under 13 years, and their families, who are going through a crisis or transition.

N’AMERIND (LONDON) FRIENDSHIP CENTRE  519-672-0131
260 Colborne St (at Horton St E) C
Family support, parenting classes, and prenatal and postnatal support for people of Aboriginal and First Nations ancestry, and their families.

EARLYON CHILD AND FAMILY CENTRES
Argyle, Lord Nelson PS, 1990 Royal Cres  519-455-2791
Carling-Thames, 355 Belfield St  519-432-0488
Fanshawe, Cedar Hollow PS, 1800 Cedarhollow Blvd  519-452-0362
Fox Hollow, Sir Arthur Currie PS, 2435 Buroak Dr  519-474-0190
Westminster, 690 Osgoode Dr  519-649-1248
Westmount, 1019 Viscount Rd  519-473-2825
White Oaks, 565 Bradley Ave  519-685-1400
296 Horton St, Suite 4 (at Wellington St) C
Support and guidance to single mothers and their families.

VANIER CHILDREN’S SERVICES  Crisis and Intake 519-433-0334
871 Trafalgar St (near Hamilton Rd)  E  Office 519-433-3101
8:30am-7:30pm Monday to Thursday, 8:30am-4:30pm Friday. Crisis Line 24 hours. Children’s mental health centre offering community-based assessment, counselling, and treatment for children and families.

DOMESTIC VIOLENCE & SEXUAL ASSAULT

ANOVAA Crisis/24-hour 519-642-3000
255 Horton St E, 3rd Floor C Office 519-642-3003
Crisis line, drop-in counselling centre at all locations, emergency shelters, individual and group counselling and transitional housing support services for female-identified or gender non-conforming individuals who have experienced sexual or domestic violence and their children.

Sexual Assault Centre  Crisis/24 hour 519-438-2272 or 1-877-529-2272
24-hour crisis and support telephone line and advocacy service for people who have experienced sexual violence as adults or as children.

Clarke Rd Shelter, 450 Clarke Rd (at Dundas St)  E
Second Stage Housing, 1416 Ernest Ave (at Bradley Ave)  S
Wellington Rd Shelter, 101 Wellington Rd (at McClary Ave)  C
Community Group Program for Children and their Moms – Group program to help children understand the abuse that happened in their family.

Counselling and Support Centre (at all locations) – Onsite counsellors provide support and information. Drop-in or call for support.

Family Court Support Worker Program – Direct support for victims of domestic violence who are involved in the family court process.

ASSAULTED WOMEN’S HELPLINE Crisis/24-hour 1-866-863-0511
24-hour telephone crisis line for women. Confidential and anonymous.

AT^LOHSA NATIVE FAMILY HEALING SERVICES
Crisis/24-hour 519-432-0122 or 1-800-605-7477
343 Richmond St, Suite 109 (at York St)  C  Office 519-438-0088
Help for healing and recovery from violence for the First Nations community.

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

Zhaawanong Shelter  519-432-2270
256 Hill St (at Wellington St)  C
Emergency shelter for women experiencing abuse, and their children.

CARREFOUR DES FEMMES Crisis/24-hour Helpline 1-888-858-0954
285 King St, 2nd Fl (at Wellington St)  C
Confidential support, awareness, programs, and referrals to community services for Francophone women dealing with violence and sexual assault.

DU SUD-OUEST DE L’ONTARIO Office 519-858-0954
285 King St, 2nd Fl (at Wellington St)  C
Confidential support, awareness, programs, and referrals to community services for Francophone women dealing with violence and sexual assault.
CHANGING WAYS (LONDON)  519-438-9869
825 Bradley Ave (east of Wellington Rd)  S
Family violence control programs, including group counselling for men 18 years and older, and their families. Women as Partner program for women affected by abuse.

CRISIS INTERVENTION AND VICTIM SUPPORT UNIT  519-661-5636
London Police Services
On-site crisis intervention, safety planning, and referrals to community services for victims of crime and tragic circumstances. Self-referral or referral by police, emergency services, or other service providers.

FEM'AIDE – LIGNE DE SOUTIEN POUR FEMMES TOUCHÉES PAR LA VIOLENCE  Crisis/24-hour Helpline 1-877-336-2433
Distress line for Francophone women who have experienced violence, are dealing with violence in an intimate relationship, and/or have been sexually assaulted. Confidential and anonymous.

LONDON ABUSED WOMEN’S CENTRE  Crisis/24-hour Helpline 1-866-863-0511
797 York St, Unit 5 (at Rectory St)  E  Office 519-432-2204
Counselling, support, and advocacy for women, 12 years and older, experiencing violence and abuse in their intimate relationships.

MUSLIM RESOURCE CENTRE FOR SOCIAL SUPPORT AND INTEGRATION  519-672-6000
111 Waterloo St, Suite 312 (at Hill St)  C
9am-4pm Monday to Friday. Family violence prevention and intervention services for Muslim and Arabic families.

REGIONAL SEXUAL ASSAULT AND DOMESTIC VIOLENCE TREATMENT PROGRAM  Crisis/24-hour 519-646-6100 ext 0
Office 519-646-6100 ext 64224
24-hour emergency services and follow-up care for women, children, or men experiencing sexual assault and/or domestic violence.
If you have been physically or sexually assaulted, go to the closest emergency room, or visit the Urgent Care Centre at St. Joseph’s Hospital, 268 Grosvenor St (8am-6pm Monday to Friday. 8am-4pm Saturday, Sunday, and holidays), and ask to speak to a member of the program team.

RESEAU-FEMMES DU SUD-OUEST DE L’ONTARIO  519-679-4200
LONDON OFFICE 920 Huron St (at Barker St)  NE
Support services for French-speaking women who are victims of violence or at risk of experiencing violence or abuse. Prevention work related to all forms of violence against women and their children.

SEXUAL ABUSE SERVICES
Family Service Thames Valley  519-433-0183
125 Woodward Ave (between Oxford St W and Riverside Dr)  W
Short-term strengths-based counselling for women who have experienced sexual abuse or sexual assault.

Children’s Services

CHILDREN’S AID SOCIETY OF LONDON & MIDDLESEX  519-455-9000
1680 Oxford St E  NE  After-hours Emergency 519-858-5998
Protects and cares for children at risk of abuse and neglect, and promotes the healthy development of children, families, and communities.

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

KIDS HELP PHONE  1-800-668-6868
Website/Online Counselling  www.kidshelpphone.ca
Text “CONNECT” to 686868

Daily 24 hours. Confidential, anonymous telephone and internet (chat) counselling, and referrals for troubled or abused children/youth.  
BroTalk - Daily 24 hours. Confidential, anonymous telephone and internet counselling service for teen guys and teens who identify as male, primarily 14 to 18 years of age. Live Chat available.  
Good2Talk  1-866-925-5454
Helpline

Daily 24 hours. Confidential, anonymous telephone counselling service for mental health and addiction information, serving postsecondary students.

Seniors’ Services

ELDER ABUSE LONDON MIDDLESEX  519-685-8500 ext 75511
www.ealm.ca
Promotes awareness of elder abuse, assists with ongoing research, and supports the development of an overall community response to elder abuse.
LEGAL & ADVOCACY

Advocacy services support the enforcement of laws that protect and promote the rights and interests of people. Community legal clinics offer assistance in matters related to disability support, pensions, and other government programs.

COMMUNITY LEGAL SERVICES 519-661-3352
Western University, Faculty of Law
Faculty of Law Building, Rm 126, 1151 Richmond St (at University Dr) N 8:30am-4pm Monday to Friday. Legal assistance and representation for small claims court, landlord-tenant issues, summary conviction criminal matters, simple wills, and powers of attorney. Assistance is provided by law students under the direct supervision of a lawyer. Eligibility is subject to client's financial means. Only represents clients who are not eligible to receive a legal aid certificate from the Legal Aid Ontario local area office.

DISPUTE RESOLUTION CENTRE 519-661-4044
Western University, Faculty of Law
Faculty of Law Building, Rm 126, 1151 Richmond St (at University Dr) N Mediation for disputes such as neighbourhood, landlord-tenant, employer-employee, and interpersonal conflicts. Does not mediate family law disputes or criminal charges, or disputes involving clients of Community Legal Services.

FAMILY LAW INFORMATION CENTRE 519-660-3001
Court House, 80 Dundas St (at Ridout St N) C Drop-in information and resource centre. Lawyer advice available 9am-4pm Monday to Friday. Referrals to duty counsel, mediation service and social worker.

FAMILY MEDIATION CENTRE (THE) 519-673-1219
142 Dundas St, 2nd Floor C Court-attached mediation services for those with disputes in family law.

LAW SOCIETY REFERRAL SERVICE 1-855-947-5255
Law Society of Upper Canada www.findlegalhelp.ca 9am-5pm Monday to Friday. Online and telephone referral to registered lawyers or paralegals based on client needs, law required, and geographic area.

LEGAL AID ONTARIO 519-433-8179
London District Office, 150 Dufferin Ave, Ste 802 (at Richmond St) C Issues certificates to pay for legal costs for family court and child welfare cases, and appearance in criminal and young offender cases, to financially eligible individuals. Assists with immigration and refugee claims. Legal resources and referrals to other social assistance agencies.

LIFE*SPIN 519-438-8676
Public Legal Education
866A Dundas St E (at Ontario St) E Plain-language information and training materials regarding poverty issues and legislative changes. Public presentations and consultations related to legal low-income issues. Western Law Community Workshops Program run September to March.

LONDON EMPLOYMENT HELP CENTRE 519-914-1737
Advocacy Services
150 Dufferin Ave, Main Fl, Suite 100 (at Richmond St) C Advice and paralegal representation to assist people accessing government benefits.

NEIGHBOURHOOD LEGAL SERVICES LONDON AND MIDDLESEX 519-438-2890
Market Tower, 151 Dundas St, Suite 507 (at Richmond St) C Legal advice and representation in court on OW, ODSP, CPP, EI, and tenant evictions to low-income residents of London and Middlesex County who meet financial eligibility guidelines.

SMALL CLAIMS COURT PROJECT, PRO BONO STUDENTS CANADA 519-661-3352
London Public Library, Central Branch, 251 Dundas St (at Wellington St) C 5:30pm-8:30pm Wednesday. Appointments held at London Public Library, Central Branch. Assistance with small claims court forms and procedures.

Criminal Justice Outreach

CORRECTIONAL AND JUSTICE SERVICES 519-432-9553
Salvation Army (The), Ontario Great Lakes Division Centre of Hope, 281 Wellington St (at Horton St) C Education programs and practical services designed to inform and help clients with the criminal justice system, courtroom procedures, and community integration.

JOHN HOWARD SOCIETY OF LONDON AND DISTRICT 519-438-4168
601 Queens Ave (at Adelaide St) C Information, referral and counselling to offenders, at-risk of offending and family members. Aids with pardon applications and walk-in assistance.

Bail Verification and Supervision Program (BVSP)
570 Queens Ave 519-518-5420 ext 100 C Alternative to incarceration for individuals while waiting for court deposition. Provides community supervision for eligible people who do not have the financial or social supports to meet bail requirements.
ST LEONARD’S COMMUNITY SERVICES LONDON AND REGION
Main Office, 405 Dundas St (at Colborne St) C 519-850-3777
Adult criminal justice services. Residential and non-residential services and supports to assist federal and provincial offenders, and those at risk of becoming involved with the criminal justice system

LGBT2Q+ COMMUNITY SUPPORTS & RESOURCES

Community supports, support groups, and health-related information and services for lesbian, gay, bisexual, transgender, transsexual, 2-spirited, queer and questioning (LGBT2Q+) people offered in inclusive environments.

FAMILY SERVICE THAMES VALLEY 519-433-0183
125 Woodward Ave (at Oxford St W) W
Coming Out Over Coffee – 6:30pm-8pm second and fourth Tuesday of each month. Facilitated drop-in discussion and support group for LGBT2Q+ identified people ages 19 and older.

LESBIAN GAY BI TRANS YOUTHLINE 1-800-268-9688
www.youthline.ca askus@youthline.ca
4pm-9:30pm Sunday to Friday. Confidential telephone peer support, resources, and referral database for youth. Support also available via online chat, texting (647-694-4275) and email.

LONDON CROSS CULTURAL LEARNER CENTRE 519-432-1133 ext 237
505 Dundas St E (at Adelaide St N) E
Settlement services and social support group for LGBT2Q+ newcomers to the London area. Call or email rainbow@lclc.org for LGBT2Q+ Social Support Group meeting dates.

LONDON INTERCOMMUNITY HEALTH CENTRE 519-660-0875 ext 225
659 Dundas St E (at Lyle St) E
Trans Health Team – Medical and support services for individuals transitioning genders.

Gender Journeys – Support group for people to discuss social, emotional, and physical aspects of gender change.

MIDDLESEX-LONDON HEALTH UNIT 519-663-5446
Sexual Health Clinic
50 King St (at Ridout St) C
LGBTQ2+ Resources – www.healthunit.com/lgbtq-resources

PFLAG CANADA - LONDON 519-686-7691
Telephone support and information to anyone with questions or concerns about sexual orientation and/or gender identity issues.

Peer Support Meetings – 7pm-9pm third Monday of each month at Middlesex-London Health Unit, 50 King St, London.

RAINBOW HEALTH ONTARIO www.rainbowhealthontario.ca
Province-wide program working to improve the health and well-being of LGBT2Q+ people in Ontario through education, research, outreach, and public policy advocacy. Resource database and services directory online.

REGIONAL HIV/AIDS CONNECTION 519-434-1601
186 King St, Suite 30 (between Richmond St and Clarence St) C
Gay Men’s HIV Prevention Worker 519-434-1601 ext 250
Safer sex information and referrals to services. Provides outreach and social supports in the community.

Open Closet – 7pm-9pm Friday. Social support group for LGBT2Q+ youth ages 14 to 18.

YOUTH OPPORTUNITIES UNLIMITED (YOU) 226-777-0116
Youth Action Centre, The Cornerstone, 332 Richmond St (at York St) C
YOU Belong – 6pm-8pm Wednesday. Informal social group provides a safe space for youth ages 16 to 24 who identify as LGBT2Q+ or as an ally. Call or e-mail info@YOU.ca for more information.

IMMIGRANT, NEWCOMER & REFUGEE SERVICES

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

IMMIGRATION, REFUGEES AND CITIZENSHIP CANADA 1-888-242-2100
London District Office, 417 Exeter Rd (at Chalkstone Dr) S
Government information about immigrating to and settling in Canada, and Canadian citizenship.

ACROSS LANGUAGES TRANSLATION AND INTERPRETATION 519-642-7247
129/131 Wellington St (at Hill St) C
Interpreter and translator services available to service providers.

IMMPLY 226-884-9167
The Skill Centre, 141 Dundas St, 4th Fl (at Richmond St) C
Links employers to tools and resources for recruiting, hiring and retaining skilled immigrants.

ISLAMIC CENTRE OF SOUTHWEST ONTARIO 519-668-2269
951 Pond Mills Rd (south of Hwy 401) S
Religious organization that offers social and educational programs to help immigrants and newcomers.
LONDON AND MIDDLESEX LOCAL IMMIGRATION PARTNERSHIP (LMLIP) PORTAL
Website providing information to help immigrants settle in London and Middlesex County. Includes information on settlement services, language training, employment, education, and health services.

LONDON INTERCOMMUNITY HEALTH CENTRE
Dundas St Site, 659 Dundas St E (at Lyle St) E 519-660-0874
Huron St Site, 1355 Huron St, Unit 7 (at Highbury Ave) NE 519-659-6399
Social and health services for newcomers, including the Newcomer Clinic, Women of the World groups, and multicultural diabetes program.

MUSLIM FAMILY SUPPORT SERVICE 519-672-6000
Muslim Resource Centre for Social Support and Integration
111 Waterloo St, Suite 312 (at Hill St) C
Culturally integrative outreach service with the purpose of connecting Muslim people and families to local supports, services and resources.

RECEPTION, ORIENTATION AND ASSESSMENT CENTRE (ROAC)
Thames Valley District School Board (TVDSB)
Montcalm Secondary School, 1350 Highbury Ave N (at Jensen Rd) NE
Provides newcomer assistance and settlement support for newcomer families to transition to the community and TVDSB schools.

SETTLEMENT.ORG www.settlement.org
Information website to help newcomers settle in Ontario.

WELCOME CENTRE FOR NEW FAMILIES 519-675-4704
TO CANADA
London and District Catholic School Board (LDCSB)
Catholic Central High School, 450 Dundas St (at Colborne St) C
Provides newcomer assistance and settlement support for newcomer families to transition to the community and LDCSB schools.

WIL EMPLOYMENT CONNECTIONS 519-663-0774
The Skill Centre, 141 Dundas St, 4th Fl (at Richmond St) C
Specialized employment counselling services, and career development programs for immigrants and Canadian newcomers.

Settlement Services
Settlement services to immigrants and refugees include information and referral to community services, job search workshops, and Settlement Workers in Schools Program (SWIS).

COLLÈGE BORÉAL - LONDON ACCESS CENTRE 519-451-5194
Settlement and Entrepreneurial Services for Immigrants
Citi Plaza, 355 Wellington St, Suite 279 (at King St) C

LONDON CROSS CULTURAL LEARNER CENTRE (CCLC) 519-432-1133
505 Dundas St E (at Adelaide St N) C
Assistance for new immigrants or refugees to settle, adapt and integrate into London.

Joseph’s House - Provides temporary accommodation for newly arrived refugee claimants.

LUSO COMMUNITY SERVICES 519-452-1466
1193 Oxford St E, Unit 2 (at Mornington Ave) NE
Community programs and services for children, youth, families and older adults of culturally diverse and ethnic backgrounds.

SOUTH LONDON NEIGHBOURHOOD RESOURCE CENTRE 519-686-8600
Jalna Library, 1119 Jalna Blvd (at Bradley Ave) S
Direct and essential services to newcomers to help them integrate into their new society.

YMCA OF WESTERN ONTARIO
YMAP - Mapping the Way for Newcomer Youth 519-860-0907
Centre Branch, 382 Waterloo St (at King St) C
For high-school aged permanent residents and convention refugees.

Settlement Services for Newcomers to Canada 519-645-7553 ext 1008
165 Elmood Ave E (at Wortley Rd) C
Information on permanent residency, citizenship, sponsorship, work and visitor permits, government programs, and community services. Assistance with accessing information on health cards, driver’s licenses, social insurance numbers, housing, banking, employment, and social services.

COMMUNITY CENTRES

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

AL-MAHDI ISLAMIC COMMUNITY CENTRE 519-649-1812
91 Meg Dr (at Exeter Rd) S

BOYS & GIRLS CLUB OF LONDON 519-434-9114
184 Horton St E (at Richmond St N) C

BOYLE MEMORIAL COMMUNITY CENTRE 519-661-2489 ext 2447
530 Charlotte St (at Princess Ave) E

BYRON OPTIMIST COMMUNITY CENTRE 519-661-5575
1306 Norman Ave (between Brock St and Byron Blvd) W

CARLING HEIGHTS OPTIMIST COMMUNITY CENTRE 519-661-2523
656 Elizabeth St (at Oxford St E) NE
### Family Centres

London's Child and Youth Network has created a network of Family Centres that are a neighbourhood connection to parenting, early learning programs, early childhood education, public health and wellness, recreation, leisure activities, information, referral, and resources.

**FAMILY CENTRE ARGYLE**
1990 Royal Cres (at Clarke Rd)
519-455-2791
E

**FAMILY CENTRE CARLING-THAMES**
355 Belfield St (at Kipps Lane)
519-432-0488
NE

**FAMILY CENTRE FANSHAWE**
Cedar Hollow Public School, 1800 Cedarhollow Blvd
519-452-0362
NE

**FAMILY CENTRE FOX HOLLOW**
Sir Arthur Currie Public School, 2435 Buroak Dr
519-474-0190
NW

**FAMILY CENTRE WESTMINSTER**
690 Osgoode Dr (at Adelaide St S)
519-649-1248
S

**FAMILY CENTRE WESTMOUNT**
1019 Viscount Rd (at Woodcrest Blvd)
519-473-2825
W

**FAMILY CENTRE WHITE OAKS**
565 Bradley Ave (between Jalna St and Ernest Ave)
519-685-1400
S

### Seniors' Centres

**SENIORS’ SATELLITE CENTRES**
519-661-2489 ext 5769

**CITY OF LONDON**
Recreation and leisure programs that enhance the lives of older adults, aged 55 years and older, living in the community. Call to verify hours.

**Argyle Seniors’ Satellite**
East London Library, 2016 Dundas St (at Clarke Rd)
11am-2pm Wednesday. 1pm-4pm Thursday.

**Beacock Seniors’ Satellite**
Beacock Library, 1280 Huron St (at Preston St)
1pm-4pm Friday.

**Berkshire Seniors’ Satellite**
Berkshire Club, 500 Berkshire Dr (at Springbank Dr)
11am-4pm Tuesday.

**Boyle Seniors’ Satellite**
Boyle Memorial Community Centre, 530 Charlotte St (at Princess Ave)
11am-2pm Monday.

**Chalmers Seniors’ Satellite**
Chalmers Presbyterian Church, 342 Pond Mills Rd (at Commissioners Rd)
9am-12noon Friday.

**Trinity Seniors’ Satellite**
Trinity United Church, 76 Doulton St (at Hale St)
11am-2pm Monday.

**Westminster Seniors’ Satellite**
Westminster Park Church, 1190 Southdale Rd E (at Millbank Dr)
1pm-4pm Tuesday.
LIBRARIES

HAMILTON ROAD SENIORS’ CENTRE  519-661-5758  E
525 Hamilton Rd (at Smith St)
8:30am-4:30pm Monday to Friday.

HORTON STREET SENIORS’ CENTRE  519-434-9114  C
Boys & Girls Club of London, 184 Horton St E (at Richmond St N)
7:30am-3pm Monday to Friday.

KIWANIS SENIORS’ COMMUNITY CENTRE  519-661-5740  W
78 Riverside Dr (at Wharncliffe Rd N)
8:30am-4:30pm Monday to Friday.

LONDON PUBLIC LIBRARY  519-661-4600
www.londonpubliclibrary.ca

Branch Locations:

Beacock, 1280 Huron St (at Vesta Rd)  519-451-8140
Bostwick, 501 Southdale Rd W (at Bostwick Rd)  519-473-4708
Byron, 1295 Commissioners Rd W (at Sanatorium Rd)  519-471-4000
Carson, 465 Quebec St (near Dufferin Ave)  519-438-4287
Central, 251 Dundas St (near Clarence St)  519-641-4600
Cherryhill, 301 Oxford St W (at Cherryhill Blvd)  519-439-6456
Crouch, 550 Hamilton Rd (at Sackville St)  519-673-0111
East London, 2016 Dundas St (at Forest Lawn Ave)  519-451-7600
Glanworth, 2950 Glanworth Dr (near Bradish Rd)  519-681-6797
Jalna, 1119 Jalna Blvd (at Renny Cres)  519-685-6465
Lambeth, 717 Beattie St (at Colonel Talbot Rd)  519-652-2951
Landon, 167 Wortley Rd (at Bruce St)  519-439-6240
Masonville, 30 North Centre Rd (near Masonville Place)  519-660-4646
Pond Mills, 1166 Commissioners Rd E (at Deveron Cres)  519-685-1333
Sherwood, 1225 Wonderland Rd N (at Gainsborough Rd)  519-473-9965
Stoney Creek, 950 Sunningdale Rd E (at Adelaide St N)  519-930-2065

VETERANS’ SERVICES

Services may include pensions for disability or death, economic support in the form of allowances, health care benefits, and services to veterans and their families.

CANADIAN ARMED FORCES  519-660-5275 ext 5332
Integrated Personnel Support Centres
Program that helps Canadian Armed Forces personnel, veterans and their families through: Return to Duty coordination, Transition Planning Assistance, Casualty Tracking, outreach, leadership and supervision, advocacy services, Designated Assistant disengagement and support to families.

LONDON CARES HOMELESS  519-667-2273 (CARE)
RESPONSE SERVICES
Works to improve health and housing outcomes for people experiencing chronic and persistent homelessness.

ROYAL CANADIAN LEGION
Assists veterans and dependents with services, pensions, and benefits such as: moral and financial support, assistance with claims for disability pensions to government agencies, sponsorship of other community organizations, coordination of youth, sports and seniors programs, funding for medical equipment and educational bursaries.

Branch 145, 30 Grand Ave Unit 2, London  519-473-2250
Branch 263 & 317, 311 Oakland Ave, London  519-455-2331
Branch 501, 7097 Kilbourne Road, Lambeth  519-652-3412
Branch 533, 1276 Commissioners Rd W, London  519-472-3300

SOUTHWESTERN ONTARIO MILITARY  519-660-5275 ext 5005
FAMILY RESOURCE CENTRE
The Veteran Family Program extends the Military Family Services Program to medically-released Veterans and their families during their release and transition into the civilian world.

VETERANS AFFAIRS CANADA  1-866-522-2122
London District Office, 417 Exeter Rd S (at Whiteoaks Rd)
Provides access to services and benefits for Veterans and their dependents, including financial help for emergencies such as shelter and health care.
This section highlights services for Middlesex County residents that are primarily located in Middlesex County and on First Nations reserves.

**FOOD**

Food Banks

Food items provided on an emergency basis, usually a one to three day supply, once a month to once every three months. Identification for all family members and proof of income and/or residency may be required.

**AILSA CRAIG AND AREA FOOD BANK**
519-293-3637

161 Ailsa Craig Main St (at Jameson St), Ailsa Craig
10am-5pm Tuesday to Saturday.

**MT BRYDGES CARING CUPBOARD FOOD BANK**

St Jude's Anglican Church
639 Bowan St (near Adelaide Rd), Mount Brydges
10am-12noon Friday. Southwest Middlesex residents only.

**AILSA CRAIG AND AREA THRIFT STORE**
519-293-3637

161 Ailsa Craig Main St (at Jameson St), Ailsa Craig
Tuesday to Saturday 10am-5pm. Sells low-cost, gently used clothing and household items.

**BETHEL BAPTIST CHURCH**
519-245-2320

Clothesline Program - 10am-3pm first Thursday of each month. Free clothing and bedding.

**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.

**WOMEN’S RURAL RESOURCE CENTRE OF STRATHROY AND AREA**
519-246-1526

145 Beech St (near McKellar St), Strathroy
Food cupboard for women and their families. Perishable food, non-perishable food and toiletries available at no cost.

**Lunch & Dinner Programs**

A sit-down meal is provided to individuals and families. Meals are provided free-of-charge or for a nominal fee. Schedules may change or special meals may be held during holidays or the summer.

**ALL SAINTS CATHOLIC CHURCH**
519-245-0644

124 Front St E (at Head St N), Strathroy
11:30am-1pm third and fifth Thursday of each month.

**BETHEL BAPTIST CHURCH**
519-245-2320

264 Princess St (at Erie St), Strathroy
11am-2pm first Thursday of each month.

**ST JOHN THE EVANGELIST ANGLICAN CHURCH**
519-245-2131

34 Head St N (between Front St E and Metcalfe St E), Strathroy
5pm-6:30pm second Thursday of each month.

**STRATHROY UNITED CHURCH**
519-245-0276

92 Maria St (at Front St W), Strathroy
5pm-6pm fourth Thursday of each month.
GOODWILL COMMUNITY STORE - STRATHROY  519-246-1623
Goodwill Industries, Ontario Great Lakes  
351 Caradoc St S (at Ontario St), Strathroy
9am-8pm Monday to Friday, 9am-6pm Saturday. 10am-5pm Sunday.
Thrift store that sells low-cost, gently used clothing, furniture, and household items.

SALVATION ARMY COMMUNITY AND FAMILY SERVICES  519-245-5371
71 Maitland Terrace (near Adelaide St), Strathroy
9:30am-5pm Monday to Saturday. Thrift store that sells gently used clothing and furniture.

ST VINCENT DE PAUL ECONOMY SHOP  519-287-3500
209 Main St (at McKellar St), Glencoe
9:30am-5pm Monday to Friday, 9:30am-3pm Saturday.

EMERGENCY SHELTER & TRANSITIONAL HOUSING

Shelters offer emergency short-term accommodation and meals. All shelters provide 24-hour admission, unless otherwise indicated. Transitional housing provides longer-term accommodation for residents with supports to assist them with independent living.

WOMEN’S RURAL RESOURCE CENTRE OF STRATHROY AND AREA
24-hour/Crisis 1-800-265-5390
145 Beech St (near McKellar St), Strathroy  Office 519-246-1526
Emergency shelter and transitional housing for women, with or without children, who have decided to leave an abusive relationship or need respite.

SOCIAL & AFFORDABLE HOUSING

HOUSING ACCESS CENTRE (HAC)  519-661-0861
City of London, Housing Division  hac@london.ca
Citi Plaza, 355 Wellington St, 2nd Floor
Information and applications for London and Middlesex Housing Corporation units, nonprofit housing, cooperative housing, subsidy, rent supplement, and rent-geared-to-income programs in London and Middlesex.

LONDON AND MIDDLESEX HOUSING CORPORATION  519-434-2765
1299 Oxford St, Unit 5C5 (Oxbury Mall, at Highbury Ave N)  NE
Provides rent-geared-to-income housing accommodation. Information and list of properties available at www.lmhc.ca.

DROP-IN CENTRES

Services to help individuals who are homeless or at risk of homelessness, and who may have mental health and/or addiction issues. Drop-in centres provide a place to go for friendship, recreation, meals, life skills, and other support. Showers and laundry facilities may be available.

NEXT WAVE YOUTH CENTRE  519-245-4272
Youth Opportunities Unlimited (YOU)  519-245-5371
32 Front St W (at Frank St), Strathroy
9am-5pm Monday to Friday. Drop-in resource centre for youth 12 to 30 years. Employment workshops, counselling, life skills training, and recreational resources.

MONEY

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

Basic Income & Employment Supports

CHIPPEWAS OF THE THAMES FIRST NATION  519-289-5621
Ontario Works (OW)  519-289-5621
328 Chippewa Rd, Muncey
Income support for food, shelter, household, and personal needs, along with help finding employment. Emergency support or discretionary benefits for special items of extreme need.

ONTARIO WORKS (OW)  519-434-7321 ext 2235
Middlesex County, Social Services  519-434-7321
399 Ridout St N (at Dundas St), London
Short-term income support for food, shelter, household, and personal needs, along with help finding employment. Special allowances/health benefits may be available as a supplement to the monthly cheque.

MUNSEEE-DELAWARE NATION  519-289-5396
Ontario Works (OW)  519-289-5396
289 Jubilee Rd, Muncey
Income support for food, shelter, household, and personal needs, along with help finding employment. Emergency support or discretionary benefits for special items of extreme need.

ONEIDA NATION OF THE THAMES
ONTARIO WORKS (OW)  519-652-1055
2110 Ballpark Rd, Southwold
Income support for food, shelter, household, and personal needs, along with help finding employment. Emergency support or discretionary benefits for special items of extreme need.
Emergency & Supplementary Assistance

MIDDLESEX COUNTY, SOCIAL SERVICES
399 Ridout St N (at Dundas St), London

Burial Assistance 519-434-7321 ext 2236
Assistance may be available for families that are unable to meet the cost of a funeral and burial. Application form available online at www.middlesex.ca/departments/social-services.

Emergency Energy Fund 519-434-7321 ext 2235
One-time emergency financial assistance towards electricity bills for people who are at risk of disconnection of a utility service. Must currently have received a disconnection notice, or have been disconnected. For families in Middlesex County who are not receiving other forms of social assistance. Application form available online at www.middlesex.ca/departments/social-services.

LEAP (Learning, Earning and Parenting) - A program provided to eligible Ontario Works (OW) clients. All parents in receipt of OW who are 18 and under must participate. Parents between 18 and 25 may volunteer to participate. Participants who successfully complete the program are eligible to receive a $500 bursary. Must be referred by a caseworker.

SALVATION ARMY COMMUNITY AND FAMILY SERVICES 519-245-5398
71 Maitland Terrace (near Adelaide St), Strathroy


Ontario Electricity Support Program (OESP) – Monthly credit applied directly to the electricity bill of eligible applicants, based on the number of people living in the home, and on annual household income. Energy intensive households and First Nations and Métis people may be eligible for a higher level of assistance.

Other Financial Assistance Programs for Children & Families

CHILD CARE SUBSIDY PROGRAM 519-434-7321 ext 2289 or 2265
Middlesex County, Social Services
399 Ridout St N (at Dundas St), London
Financial assistance to parents of children, birth to 12 years, who have low income or receive social assistance, and to parents of children, birth to 18 years with special needs. May be a waitlist situation - call for information.

Budget & Debt Counselling

CREDIT COUNSELLING 519-433-0159
Family Service Thames Valley
Strathroy Middlesex General Hospital, 395 Carrie St, Strathroy
Budget counselling, debt management programs, third party mediation, and bankruptcy counselling. Assessment and monthly expense application required. Call to pre-book appointment.

EMPLOYMENT ASSISTANCE

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

EMPLOYMENT ONTARIO Hotline 1-800-387-5656
TTY Hotline 1-866-533-6339
Helps people in Ontario get job training skills and the experience they need to find employment.

Community Employment Choices 519-245-4500 or 1-888-478-2111
16 B Second St (at Centre Rd), Strathroy

Dorchester Employment Resource Centre 519-268-1045
Dorchester Public Library, 2123 Dorchester Rd, Dorchester

Leads Employment Services 519-245-3900 or 1-866-955-3237
Kenwick Mall, 51 Front St E (at Caradoc St N), Strathroy

Lucan Employment Resource Centre 519-227-4682
Lucan Public Library, 270 Main St (near Chestnut St), Lucan

Parkhill Employment Resource Centre 519-294-6583
Parkhill Public Library, 229 B Main St (at King St), Parkhill

Strathroy Employment Resource Centre 519-245-1290
Strathroy Public Library, 34 Frank St (at James St), Strathroy

CHIPPEWAS OF THE THAMES 519-289-5555 or 1-866-550-5539
Employment and Training
320 Chippewa Rd, RR 1, Muncey
8:30am-4:30pm Monday to Friday. Services (including telephone, fax, and photocopy services, a resource library, job board, career upgrading and counselling) are available to anyone needing assistance with employment.
MUNSEE-DELAWARE NATION
Employment and Training  519-289-5396 ext 229
279 Jubilee Rd, Muncey
8:30am-4:30pm Monday to Friday. Job search programs for those seeking employment assistance. Training programs, summer career placements, start-up funds, employment assistance, on-the-job training, and financial assistance for training programs.

NEXT WAVE YOUTH CENTRE  519-245-4272
Youth Opportunities Unlimited (YOU)
32 Front St W (at Frank St), Strathroy
9am-5pm Monday to Friday. Employment assistance for youth ages 12 to 30 years.

ONEIDA NATION OF THE THAMES
Employment and Training  519-652-9350
8:30am-4:30pm Monday to Friday. Oneida Resource and Training Centre, 2110 Ballpark Rd, Unit 2, Southwold
Business, economic development, and employment assistance services.

QUEST CENTRE (THE)  519-287-2726
3581 Concession Dr (west end of Glencoe District High School), Glencoe
9am-7pm Monday, 9am-4pm Tuesday to Thursday, 9am-5pm Friday. Resource centre with job search assistance and resources.

SERVICE CANADA  EMPLOYMENT INSURANCE 1-800-206-7218
Strathroy Outreach Site
Middlesex County Library, 34 Frank St, Strathroy
10am-12noon and 12:30pm-3:30pm Tuesdays. Assistance with career planning and counselling, including resume and interview assistance, and student and youth services. Access to online Job Bank.

Employment Assistance for People with Disabilities

ATN ACCESS FOR PERSONS WITH DISABILITIES  519-433-7950
Technology training and computer-assisted learning for individuals with developmental disabilities. Call for Outreach Program in Middlesex County.

CONNECTIONS  519-227-6766
Crest Support Services
13570 Elginfield Rd, RR1, Lucan
Training and vocational opportunities for adults 18 years and older with a serious mental health issue and/or developmental disabilities.

LEADS EMPLOYMENT SERVICES  519-245-3900
Kenwick Mall, 51 Front St E (at Caradoc St N), Strathroy
Employment services for people with disabilities who are unemployed.

MEANTHEALTH
Community mental health programs help people who have a mental illness live safely in the community. If you are at immediate risk of harm to yourself or others as a result of a mental health crisis, go to the emergency department at your closest hospital or call 911.

CANADIAN MENTAL HEALTH ASSOCIATION (CMHA) MIDDLESEX
21 Richmond St (at Maitland St), Strathroy  519-245-0120
8:30am-4:30pm Monday to Friday. Transitional case management services, counselling, crisis response, group and activity programs, information and referral services for adults 16 years and older experiencing serious and ongoing mental health issues.

Support Line 519-601-8055 or 1-855-668-0624
Confidential telephone support from trained volunteers for people feeling anxious, isolated, sad, stressed or who just need someone to talk to.

REACH OUT CRISIS LINE  519-433-2023 or 1-866-933-2033
Daily 24 hours. Mental health and addictions crisis and support phone line.

CREST SUPPORT SERVICES  519-227-6766
13570 Elginfield Rd, RR1, Lucan
Support services for adults living with a serious mental illness and/or a developmental disability.

MIDDLESEX COMMUNITY LIVING  519-245-1301
82 Front St W (at Thomas St), Strathroy
Employment services and independent living opportunities for adults 18 years and older with developmental disabilities.

MUNSEE-DELAWARE NATION
Employment and Training  519-289-5396 ext 229
279 Jubilee Rd, Muncey
8:30am-4:30pm Monday to Friday. Job search programs for those seeking employment assistance. Training programs, summer career placements, start-up funds, employment assistance, on-the-job training, and financial assistance for training programs.

ADDITIONS

ADDITION SERVICES THAMES VALLEY  intake@adstv.on.ca
Crisis 519-433-2023 or 1-866-933-2023
21 Richmond St, Strathroy
Assessment, treatment planning, and referral for alcohol, drugs, internet, gaming and problem gambling issues.

CHIPPEWAS OF NAWASH UNCEDED FIRST NATION  519-534-3710
National Native Alcohol and Drug Abuse Program
Chippewas of Nawash Health Centre, 247 Prairie Rd, Neyaashiinigmiing

NIMKEE NUPIGAWAGAN HEALING CENTRE  519-264-2277
20850 Muncey Rd, Muncey
Solvent addiction treatment centre for First Nations youth 12 to 17 years.
HEALTH CARE

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

CHIPPEWAS OF THE THAMES FIRST NATION 519-289-5641
Health Services
322 Chippewa Rd, Muncey
Health centre offering family medical care, health education, and counselling.

MUNSEE-DELAWARE NATION 519-289-2957
Health Services
533 Thomigo Rd, Muncey
Health centre offering prenatal and postnatal care, chronic and infectious disease prevention programs, addiction programs, immunization services, and health education.

ONEIDA NATION OF THE THAMES 519-652-0500
Health Services
2213 Elm Ave, Southwold
Community health services and education programs, prenatal and postnatal care, mental health and addiction programs, diabetes services, and immunization services.

FOUR COUNTIES HEALTH SERVICES 519-693-4441
1824 Concession Dr (east of Hagerty Rd), Newbury
Acute care hospital with emergency department offering medical, day surgery, therapy, and ambulatory care services. South West LHIN Care Coordinators onsite.

MIDDLESEX-LONDON HEALTH UNIT 519-245-3230
Kenwick Mall, 51 Front St E (at Caradoc St N), Strathroy
Health agency that addresses public health issues and promotes healthy living. Clinical services, health education programs, and information on healthy living.
Immunization Clinic 519-663-5317 ext 2330, option 4
Sexually Transmitted Infections Clinic 519-663-5446, option 3

SOUTHWEST MIDDLESEX HEALTH CENTRE 519-264-2800
22262 Mill Rd, RR 5 (at Hwy 81), Mount Brydges
Community health clinic offering medical care, dental care, occupational and respiratory therapy services, social work counselling, diabetes information sessions, pharmacy, and laboratory services. For registered patients of the Thames Valley Family Health Team only.

SOUTHWEST ONTARIO ABORIGINAL HEALTH 519-289-0352
ACCESS CENTRE (SOAHAC)
Chippewas of the Thames Site, 77 Anishinaabeg Dr, Muncey
Health and mental health services combining traditional healing and Western medical practices to the Aboriginal community.

STRATHROY MEDICAL CLINIC 519-245-0430
74 Front St E (at Head St N), Strathroy
Medical clinic offering social work counselling, diabetes information sessions, and pharmacy and laboratory services. For registered patients of the Thames Valley Family Health Team only.

STRATHROY MIDDLESEX GENERAL HOSPITAL 519-245-1550
395 Carrie St (south of Saulsbury St), Strathroy
Family-centred hospital with emergency department and a range of diagnostic and ambulatory services, as well as primary and secondary care. South West LHIN Care Coordinators onsite.

VICTORIAN ORDER OF NURSES (VON) - MIDDLESEX-ELGIN
Programs to improve health and support independent living for seniors and adults with disabilities.

Middlesex-Dorchester Office 519-268-7028
2066 Dorchester Rd, Dorchester. 8am-4pm Monday to Friday.
Middlesex-Strathroy Office 519-245-3170
274 Head St N, Strathroy. 8am-4:30pm Monday to Friday.

Parenting & Health Programs for Young Families

INFANT GROWTH/DEVELOPMENT AND BREASTFEEDING DROP-INS
Middlesex-London Health Unit 519-663-5317 ext 2280
Family health services, infant and child care, and community resources. Various locations.

EARLYON CHILD AND FAMILY CENTRES
Early learning and literacy programs, parenting support, information services, and links to other community programs.
Glencoe, Glencoe Presbyterian Church, 177 Main St 519-245-8879
Ilderton, Middlesex County Library, 40 Heritage Dr 519-666-3227
Parkhill, Parkhill Library, 229B Main St 519-245-8879
Strathroy, 80 Frank St 519-245-8879

Family Counselling

FAMILY SERVICE THAMES VALLEY 519-433-0183
Strathroy Middlesex General Hospital, 395 Carrie St, Strathroy
Counselling for individuals, couples, families, and groups. Fee is based on ability to pay. Services provided in outreach locations in Lucan, Parkhill, and Glencoe. Call for times and locations.
DOMESTIC VIOLENCE & SEXUAL ASSAULT

VICTIM SERVICES OF MIDDLESEX COUNTY  519-661-5636
c/o London Police Station, 601 Dundas St (Wellington Rd)
Support services for individuals and families who have experienced violent crime. Contact any Middlesex Police Station.

WOMEN’S RURAL RESOURCE CENTRE OF STRATHROY AND AREA  519-246-1526
145 Beech St (near McKellar St), Strathroy
Education, prevention, outreach, individual, and group counselling, and support services for women and families impacted by abuse.

ONEIDA NATION OF THE THAMES
ONYOTA’A:KA FAMILY HEALING LODGE  519-652-0657
2212 Elm Ave, Southwold
Residential shelter for up to 6 weeks for individuals and families who are at risk of, or in, a violent family situation. Provides support, referrals, and advocacy and activities for children.

SEXUAL ABUSE SERVICES  519-433-0183
Family Service Thames Valley
Strathroy Middlesex General Hospital
395 Carrie St (south of Saulsbury St), Strathroy
Short-term, strengths-based counselling for women who have experienced sexual abuse or sexual assault.

Children’s Services

CHILDREN’S AID SOCIETY OF LONDON & MIDDLESEX  519-455-9000
After-hours Emergency 519-858-5998
Kenwick Mall, 51 Front St E (at Caradoc St N), Strathroy
Protects and cares for children at risk of abuse and neglect, and promotes the healthy development of children, families, and communities.

LGBT2Q+ COMMUNITY SUPPORTS & RESOURCES

Community supports, support groups, and health-related information and services for lesbian, gay, bisexual, transgender, transsexual, 2-spirited, queer, and questioning (LGBT2Q+) people offered in inclusive environments.

MIDDLESEX-LONDON HEALTH UNIT
Sexual Health Clinic  519-663-5446 press 3
Kenwick Mall, 51 Front St E (at Caradoc St N), Strathroy
LGBT2Q+ Resources - www.healthunit.com/lgbtq-resources

NEXT WAVE YOUTH CENTRE  519-245-4272
Youth Opportunities Unlimited (YOU), 32 Front St W (at Frank St), Strathroy
Drop-in resource centre for youth 12 to 30 years. Can provide information, support, and referrals to community programs and services.

IMMIGRANT, NEWCOMER & REFUGEE SERVICES

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

LONDON AND MIDDLESEX LOCAL IMMIGRATION PARTNERSHIP (LMLIP) PORTAL
Website providing information to help immigrants settle in London and Middlesex County. Includes information on settlement services, language training, employment, education, and health services.

COMMUNITY CENTRES

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

THE QUEST CENTRE  519-287-2726
3581 Concession Dr (west end of Glencoe District High School), Glencoe
9am-7pm Monday. 9am-4pm Tuesday to Thursday. 9am-5pm Friday.
Seniors' Centres

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

STRATHROY AND AREA SENIORS' CENTRE  519-245-8950
137 Frank St (at North St), Strathroy
9am-4pm Monday to Friday.

Libraries

MIDDLESEX COUNTY LIBRARY  www.library.middlesex.ca

Branch Locations:
Ailsa Craig, 147 Ailsa Craig Main St (at Craig St)  519-293-3441
Coldstream, 10227 Ilderton Rd (east of Quaker Line)  519-666-1201
Delaware, 29 Young St (east of York St)  519-652-9978
Dorchester, 2123 Dorchester Rd (north of The Pkwy)  519-268-3451
Glencoe, 178 McKellar St (at Victoria St)  519-287-2735
Ilderton, 40 Heritage Dr (at Hyde Park Rd)  519-666-1599
Komoka, 1 Tunks Lane (at Glendon Dr)  519-657-1461
Lucan, 270 Main St (at Chestnut St)  519-227-4682
Melbourne, 6570 Longwoods Rd (at Melbourne Rd)  519-289-2405
Mount Brydges, 22501 Adelaide Rd (near Bowan St)  519-264-1061
Newbury, 22894 Hagerty Rd (near Dundas St)  519-693-4275
Parkhill, 229 B Parkhill Main St (at King St)  519-294-6583
Strathroy, 34 Frank St (at James St)  519-245-1290
Thorndale, 21790 Fairview Rd (at King St)  519-461-1150
Wardsville, 21935 Hagerty Rd (at William St)  519-693-4208

Veterans' Services

Services may include pensions for disability or death, economic support
in the form of allowances, health care benefits, and services to veterans
and their families.

ROYAL CANADIAN LEGION  519-268-8538
Branch 513, 1227 Donnybrook Dr, Dorchester
Assists veterans and dependents with services, pensions, and benefits
such as: moral and financial support, assistance with claims for disability
pensions to government agencies, sponsorship of other community orga-

SOUTHWESTERN ONTARIO MILITARY  519-660-5275 EXT 5005
FAMILY RESOURCE CENTRE
Extends the Military Family Services Program to medically-released
Veterans and their families during ir release and transition into the civilian
world.

VETERANS AFFAIRS CANADA  1-866-522-2122
London District Office, 417 Exeter Rd S (at Whiteoaks Rd)  S
Provides access to services and benefits for Veterans and their de-
pendents, including financial help for emergencies such as shelter and
health care.
APPLYING FOR ONTARIO WORKS

TWO WAYS TO APPLY FOR ONTARIO WORKS

PHONE: 519-661-4520 ext 3
(Monday - Friday 8:30am - 4:00pm)

ONLINE: www.ontario.ca/socialassistance

THE ONLINE APPLICATION IS:
• Available 24 hours a day, 7 days a week
• Available in English & French
• Accessible for people with disabilities
• Confidential & Convenient

If you have trouble using the Online Application for Social Assistance please call Service Ontario 1-855-221-1255

SOCAIL SERVICES (ONTARIO WORKS PROGRAM) LONDON LOCATIONS

Citi Plaza
320 Wellington St, Suite 248
London ON, N6A 3N7

Northland Mall
1279 Highbury Ave N
London ON, N5Y 1A8

Westmount Shopping Centre
785 Wonderland Rd S
London ON, N6K 1M6

South London Community Centre
1119 Jalino Blvd
London ON, N6E 3B3

Glen Cairn Community Resource Centre
240 Adelaide St S
London ON, N6Z 3L1