

# Community Connections

St Thomas and Elgin County



A Resource Guide of Basic Needs Supports & Services

2016



YWCA ST. THOMAS - ELGIN

We are pleased to present the 2016 **Community Connections St Thomas and Elgin County**. **Community Connections** is also available at:  
[www.ywcastthomaselgin.org](http://www.ywcastthomaselgin.org) and [SouthWesthealthline.ca](http://SouthWesthealthline.ca).

## MAKE THE CONNECTION

### CALL 2-1-1



Call 211 to find your community services.

- Child care
- Parenting support
- Employment counselling
- Emergency utility help
- Entrepreneur programs
- Life skills coaching
- Food banks
- Financial literacy
- ESL classes
- Health services
- Family counselling and more....

Proudly supported by the United Way



When you don't know where to turn.™

FREE | CONFIDENTIAL | 150+ LANGUAGES | LIVE ANSWER

## SouthWesthealthline.ca

Your local online source for health and social service listings, news, careers, events and more! Visit our online directory

[www.southwesthealthline.ca](http://www.southwesthealthline.ca)

Follow us on Twitter at: @THLIme

This guide is for informational purposes only. Information contained in this publication has been gathered through websites, flyers and/or contact with organizations. The information has not been independently verified. For confirmation of the information listed, or any additional information on a program, please contact the organization or program provider directly.

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# ADDICTION

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

10 Mondamin St, Ste 109, St Thomas      [www.adstv.on.ca](http://www.adstv.on.ca)  
Monday to Friday 8:30am-4:30pm. Outreach office providing assessment and treatment services for people with substance abuse and problem gambling issues. No fees. By appointment only.

## **CLINIC 217**      **519-631-9040**

475 Talbot St, St Thomas  
Monday, Tuesday, Thursday and Friday 9am-11am and 1pm-3pm.  
Methadone clinic for users of opiates. No fees.

## **COMMUNITY BASED DRUG TREATMENT PROGRAM FOR YOUTH IN ELGIN COUNTY**      **519-319-9553**

**Salvation Army**  
579 Talbot St, St Thomas  
Provides individual screenings and assessments as well as individual and group counselling. Also provides programs designed to deliver tools and resources for youth who are struggling with substance use/addiction. For youth 12 to 17.

## **COMMUNITY OPIOID ADDICTION PROGRAM**      **519-673-3242 ext 281**

**Addiction Services Thames Valley**  
10 Mondamin St, Ste 109, **St Thomas**  
424 Talbot St W, Main Fl, Room 144, **Aylmer**  
Offers direct services for people 12 and older who have current or historic opioid addictions by providing assessment, treatment planning, counselling and case management services. No fees. Services also available in West Lorne, call for more information. By appointment only.

## **CONNEXONTARIO.CA**

ConnexOntario provides free and confidential health services information for people experiencing problems with alcohol and drugs, mental illness or gambling. ConnexOntario operates 3 helplines:

<b>DRUG AND ALCOHOL REGISTRY OF TREATMENT (DART INFO LINE)</b>	<b>1-800-565-8603</b>
<b>MENTAL HEALTH HELP LINE</b>	<b>1-866-531-2600</b>
<b>ONTARIO PROBLEM GAMBLING HELP LINE</b>	<b>1-888-230-3505</b>

**N'AMERIND (LONDON) FRIENDSHIP CENTRE**    **519-672-0131**  
260 Colborne St, London    [www.namerind.on.ca](http://www.namerind.on.ca)  
Alcohol, drug or solvent abuse support to Aboriginal people and their families, through guidance counselling and referral.

**NEEDLE EXCHANGE & HARM REDUCTION PROGRAM (NEP)**    **519-631-9900 ext 1278**

**Elgin St Thomas Public Health**, 1230 Talbot St, St Thomas  
Monday to Friday 8:30am-4:30pm. Pick up supplies for yourself or a friend. Blood testing for HIV, Hepatitis B/C and Syphilis. Urine testing for Chlamydia and Gonorrhoea. Dispose of used equipment, and get help finding treatment or counselling. Free and confidential.

**SMOKING CESSATION CLINICS**

Free and confidential counselling and support to stop smoking, available by appointment. Reduced-cost nicotine replacement therapy, information and resources related to smoke-free homes, how to help someone quit, and volunteer youth leader program to help youth be tobacco free. Call and ask for more information or to sign up for STOP smoking support.

**Central Community Health Centre**    **519-633-7989**  
359 Talbot St, St Thomas

**Elgin St Thomas Public Health**    **519-631-9900 or 1-800-922-0096**  
1230 Talbot St, St Thomas

**Smokers Helpline**    **1-877-513-5333**

**West Elgin Community Health Centre**    **519-768-1715**  
153 Main St, West Lorne

**12 Step Programs**

**ALANON/ALATEEN**    **519-457-9393**

**ALCOHOLICS ANONYMOUS**    **519-633-0430**  
204 First Ave, St Thomas

**GAMBLERS ANONYMOUS**    **519-643-3242 ext 231**

**NARCOTICS ANONYMOUS**    **1-888-811-3887**  
[www.GLANA.ca](http://www.GLANA.ca)

**OVEREATERS ANONYMOUS**    **1-866-221-5061**  
[www.oa.org](http://www.oa.org)

**SEX AND LOVE ADDICTS ANONYMOUS**    **519-435-6486**  
[www.sexaddictionslondon.ca](http://www.sexaddictionslondon.ca)

# CHILD CARE

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Parents on limited income or in need may be eligible for financial help with child care costs through **St Thomas-Elgin Ontario Works Child Care Fee Subsidies.**

- To qualify for childcare fee subsidy you must be a resident of Elgin County, have legal status in Canada, and both parents or the single parent must be working, self-employed or going to school during the hours when your child would be in childcare.
- You must be in financial need, as determined by the most recent Income Tax Federal Notice of Assessment.
- You may also be considered to be in financial need if you are eligible for social assistance or your child is diagnosed with a special need.
- Call Ontario Works Monday-Friday from 8:30am to 4:30pm 519-631-9350 (choose option 3 on the phone).
- Parents are seen by appointment only. Appointments are usually scheduled 2 weeks in advance.

## Licensed Childcare & Early Education Centres

<b>CORNERVIEW YMCA CHILDCARE CENTRE</b>	<b>519-633-7900</b>
11 Park Ave, St Thomas	
<b>DUTTON CO-OPERATIVE CHILD CARE CENTRE</b>	<b>519-762-2399</b>
3 Lion's Rd, Dutton	
<b>EARLY LEARNING CENTRES</b>	<b>519-631-7018</b>
<b>Aylmer Centre</b> , 344 Talbot St, St Thomas	
<b>Continuous Care Centre (24 hr)</b> , 1 Aspen Ave, St Thomas	
<b>Dalewood Centre</b> , 575 Burwell Rd, St Thomas	
<b>Orchard Park</b> , 200 Peachtree Blvd, St Thomas	
<b>MILESTONES CHILDREN'S CENTRE</b>	<b>519-631-0952</b>
5 Shaw Valley Dr, St Thomas	
<b>NEXT TO MOM</b>	<b>519-644-0201</b>
231 College St, Belmont	
<b>ROBIN'S NEST</b>	<b>519-631-1658</b>
8 Hammond St, St Thomas	
Transportation available.	
<b>ST THOMAS CO-OPERATIVE NURSERY</b>	<b>519-631-7899</b>
158 1/2 Centre St, St Thomas	
<b>TINY TOTS CO-OPERATIVE NURSERY</b>	<b>519-785-2164</b>
217 Furnival Rd, Rodney	

# Licensed School Age Childcare including Before & After School

**CORNERVIEW YMCA:** **519-633-7900**

- June Rose Callwood PS
- Monsignor Morrison CS
- St Anne's CS

**YWCA ST THOMAS-ELGIN:** **519-631-9800**

- Elgin Court PS
- McGregor PS
- Mitchell Hepburn PS
- New Sarum PS
- Sparta PS
- Springfield PS
- Southwold PS
- Summers' Corners PS

**MILESTONES CHILDREN'S CENTRE:** **519-631-0952**

- Forest Park PS
- Pierre Elliot Trudeau PS
- Locke's PS
- John Wise PS
- Port Stanley PS

**DUTTON CO-OPERATIVE CHILD CARE:** **519-762-2399**

- Dunwich Dutton PS
- Aldborough PS

**NEXT TO MOM** **519-644-0201**

## Home Childcare Program

**ELGIN HOME CHILDCARE** **519-631-0897**

575 Burwell Rd, St Thomas

# **CLOTHING & HOUSEHOLD ITEMS**

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Many services in addition to those listed here arrange for clothing, furniture and other material to help assist whenever possible. See also *Emergency Shelter & Transitional Housing and Food*.

**MENNONITE COMMUNITY THRIFT STORE** **519-765-1356**

20 Talbot St E, Aylmer

Tuesday to Thursday 9am-5pm, Friday 9am-8pm and Saturday 9am-4pm. Secondhand clothing, furniture and household items at discounted prices. Emergency clothing available for those in need.

**BIBLES FOR MISSIONS THRIFT STORE** **519-633-7300**

7 First Ave, St Thomas

Monday to Friday 9am-5pm, Saturday 9am-3pm. Low cost clothing and household items.

**EASTWOOD FELLOWSHIP BAPTIST CHURCH** **519-633-4131**

**CLOTHING CUPBOARD**

400 Wellington St, St Thomas

Third Saturday of each month from 9am-10am. Free clothing to those in need.

**FIRST UNITED CHURCH** **519-631-7570**

7 Curtis St, St Thomas

Low-cost clothing and household items sold at annual rummage sales in April, May and October. Open to the public. Call for more information.

**SALVATION ARMY COATS FOR KIDS** **519-633-4509**

105 Edward St, St Thomas

Monday to Friday 9am-4:30pm. Free winter coats for those in need. All ages.

**SALVATION ARMY FAMILY SERVICES** **519-633-4509**

105 Edward St, St Thomas

Monday to Friday 9am-4:30pm.

Vouchers available for clothing and household items for those in need. Call to book an appointment. ID and proof of income required.



**SALVATION ARMY THRIFT STORE**

**519-631-3206**

105 Edward St, St Thomas

Monday to Friday 9am-5pm, Saturday 9am-4:30pm.

Offers low-cost used clothing and household items.

**TINY TOTS COOPERATIVE NURSERY SCHOOL 519-785-2164**

217 Furnival Rd, Rodney

Administration: Monday to Friday 9am-5pm.

**Tiny Tots Closet** - Gently used children's clothing and toy items at reasonable prices.

**Toy & Resource Lending Library** - Variety of educational and stimulating toys, games, puzzles, videos, DVDs, music, Leap Pad and much more for children. Items to be borrowed for up to 2 weeks at a time. \$40 annual fee.

**YWCA ST THOMAS-ELGIN**

**519-631-9800**

**Get Gorgeous for Grad**

**1-800-461-0954**

16 Mary St W, St Thomas

Free formal wear and accessories offered every spring for youth for graduation or prom. Private scheduled appointments available during boutique days.

# COMMUNITY

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## Community Centres

Community centres, libraries and seniors centres offer various programs and services, recreation and physical activities, community gatherings and events.

### ACTIVE ELGIN

[www.activeelgin.ca](http://www.activeelgin.ca)

Sport, Recreation and Leisure Guide for St Thomas and Elgin County.  
Activities for all ages and abilities.

### DUTTON DUNWICH COMMUNITY CENTRE

**519-762-2204**

1 Scotland St, Dutton  
Monday to Friday 8:30am-4:30pm.

### EAST ELGIN COMMUNITY COMPLEX

**519-773-5631**

531 Talbot St, Aylmer [www.eastelgincommunitycomplex.ca](http://www.eastelgincommunitycomplex.ca)  
Monday to Friday 8:30am-5pm.

### MALAHIDE COMMUNITY PLACE

**519-765-4755**

12105 Whittaker Rd, Springfield  
Administration: Monday to Friday 9am-4pm. Library: Monday and  
Saturday 2pm-5pm, Tuesday 2pm-8:30pm, Thursday 10am-8:30pm.

### SHEDDEN KEYSTONE COMPLEX

**519-764-2260**

35921 Talbot Line, RR 3, Shedden

### TALBOT TEEN CENTRE

**519-631-8820**

745 Talbot St, St Thomas  
Resource centre for youth 12 to 18 years old. Offers age appropriate programming in recreation, leadership, arts and culture, education, prevention and awareness. Volunteer opportunities available. College cooperative placements also available for a variety of programs.

### WEST ELGIN RECREATION CENTRE

**519-785-0560**

**Rodney Community Centre**  
135 Queens Line, Rodney

## COMPUTER ACCESS

Don't have access to a computer or the internet? Libraries are a great resource to access public computers. There are also many other service providers who offer free access to computers and the internet. If you are contacting a service to meet your needs, be sure to ask if there is access to a computer and/or the internet available.

## Libraries

### **AYLMER OLD TOWN HALL LIBRARY**

**519-773-2439**

38 John St S, Aylmer

Monday, Tuesday and Thursday 9:30am-8:30pm, Friday and Saturday 9:30am-5pm.

### **BELMONT LIBRARY**

**519-644-1560**

14134 Belmont Rd, Belmont

Monday and Thursday 1pm-8pm, Tuesday 10am-8pm, Friday 2pm-5pm, Saturday 10am-2pm.

### **FRED BODSWORTH PUBLIC LIBRARY**

**519-874-4754**

21 Pitt St, Port Burwell

Monday 2pm-5pm, Tuesday and Thursday 2pm-7pm, Saturday 10am-12noon.

### **JOHN KENNETH GALBRAITH REFERENCE LIBRARY**

**519-762-2780**

236 Shackleton St, Dutton

Monday and Tuesday 10am-8pm, Thursday 12noon-8pm, Friday and Saturday 10am-5pm.

### **PORT STANLEY LIBRARY**

**519-782-4241**

302 Bridge St, Port Stanley

Monday, Tuesday and Thursday 10am-8:30pm, Friday 1pm-5pm, Saturday 9am-1pm.

### **RODNEY LIBRARY**

**519-785-2100**

207 Furnival Rd, Rodney

Tuesday and Thursday 2pm-8pm, Friday 10am-5pm, Saturday 10am-12noon.

**SHEDDEN LIBRARY** **519-764-2081**  
9557 Union Rd, Shedden  
Tuesday 2:30pm-8:30pm, Thursday and Saturday 2pm-5pm, Friday  
10am-5pm.

**SPRINGFIELD LIBRARY** **519-765-4515**  
12105 Whittaker Rd, Springfield  
Monday and Saturday 2pm-5pm, Tuesday 2pm-8:30pm, Thursday 10am-  
8:30pm.

**STRAFFORDVILLE LIBRARY** **519-866-3584**  
9366 Plank Rd, Straffordville  
Monday, Tuesday and Thursday 10am-8pm, Friday 10am-5pm, Saturday  
1pm-4pm.

**ST THOMAS PUBLIC LIBRARY** **519-631-6050**  
153 Curtis St, St Thomas  
Monday to Friday 9am-8:30pm, Saturday 9am-5pm.

**WEST LORNE LIBRARY** **519-768-1150**  
160A Main St, West Lorne  
Tuesday 10am-8pm, Thursday 2pm-8pm, Friday 2pm-5pm, Saturday  
10am-12noon.

## **Seniors Centres**

**ST THOMAS SENIORS RECREATION CENTRE** **519-633-2850**  
225 Chestnut St, St Thomas  
Administration: Monday to Friday 8am-4pm.  
Offers recreational, social and educational programs, card games  
(bridge, euchre), crafts, fitness classes, dancing, bus trips and cafeteria  
luncheons and volunteer grief support. For adults 50 and older.

**SENIORS HELP LINE** **519-667-6600**  
London and District Distress Centre

**SENIORS SAFETY LINE** **1-866-299-1011**  
Elder Abuse Ontario

# CRIMINAL JUSTICE SUPPORTS

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## **ASK A LAWYER:**

[www.jfcy.org](http://www.jfcy.org)

## **JUSTICE FOR CHILDREN & YOUTH**

**1-866-999-5329**

Free confidential legal advice for youth under 18 and homeless youth under 25 in Ontario.

## **COMMUNITY ALTERNATIVES FOR YOUTH**

**519-633-4593**

### **Salvation Army**

539 Talbot St, St Thomas

Monday to Friday 8:30am-4:30pm. Correctional, justice and supportive legal services.

## **CROWN ATTORNEY'S OFFICE**

**519-631-1506**

### **Elgin County**

4 Wellington St, St Thomas

Prosecution of criminal cases. If you do not have legal or duty counsel, it is offered free of charge at the court house.

## **ELGIN-OXFORD LEGAL CLINIC**

**519-633-2638**

98 Centre St, St Thomas

Legal aid services and legal representation for those who cannot obtain legal aid. Assists with landlord-tenant matters, Ontario Works, Ontario Disability, Canada Pension Plan, Legal Aid Ontario and representation before the courts.

## **FAMILY LAW INFORMATION CENTRE**

**519-633-2160**

### **Elgin County**

Colin McGregor Justice Building, 145 Curtis St, St Thomas

Mondays 1pm-4pm. Legal Aid lawyers available on a drop-in basis to offer legal advice on family court matters. Information about community resources, family mediation and legal services, the court process, and how to find a lawyer. Service based on financial need.

## **JOHN HOWARD SOCIETY**

**519-438-4168**

601 Queens Ave, London

[www.jhslondon.on.ca](http://www.jhslondon.on.ca)

Not-for-profit organization that accepts responsibility for understanding and dealing with the problems of crime and the criminal justice system in order to help individuals and families who are at risk of, or who have come into conflict with, the law.

**LAWYER REFERRAL SERVICE****1-855-947-5255**

Referral to a lawyer in St Thomas-Elgin County based on the legal matter. 30 minute free consultation does not include legal advice.

**LEGAL AID ONTARIO****519-633-3770 or 1-800-668-8258**

1 Silver St, St Thomas

Legal representation and consultation. Income-based fees.

**VICTIM SERVICE ELGIN****519-631-3182**

146 Centre St, St Thomas

Trained volunteers respond on scene 24 hours a day to victims of crime or tragic circumstance by emergency service referral. Response includes assessment, crisis intervention, emotional and practical support, follow-up support, and information and referral. Alternatively, individuals or agencies can contact the office during business hours to receive service.

## **FAMILY VIOLENCE, WOMAN ABUSE & SEXUAL ASSAULT**

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**CHANGING WAYS****519-438-9869**

10 Mondamin St, Unit 113, St Thomas

Family violence control program for men 18 and older, and their families.

**FAMILY SERVICE THAMES VALLEY****519-433-0183**

125 Woodward Ave, London

[www.family servicethamesvalley.com](http://www.family servicethamesvalley.com)

Counselling and group programs to help people address a range of concerns, including stressful life situations, times of transition, change, and loss, difficulties in personal, couple, and family relationships; emotional and psychological distress; and the impact of trauma or abuse.

**ONYOTA'A:KA FAMILY HEALING LODGE****519-652-0657**

1686 Elijah Rd, Southwold

[www.oneida.on.ca](http://www.oneida.on.ca)

Offers residential shelter for up to 120 days for individuals and their families who are at risk of or in a violent family situation.

**ST THOMAS-ELGIN SECOND STAGE HOUSING****519-637-2288**

15 Golding Place, St Thomas

[www.secondstagehousing.net](http://www.secondstagehousing.net)

Affordable housing and support services to women and their children who have left abusive relationships. All ages. Rent-geared-to-income.

**VICTIM SERVICES ELGIN****519-631-3182**

146 Centre St, St Thomas

Trained volunteers respond 24 hours to victims of crime or tragic circumstance by emergency service referral.

**VICTIM WITNESS ASSISTANCE PROGRAM****519-633-1920****Ontario Ministry of the Attorney General**

4 Wellington St, St Thomas

Monday to Friday 8:30am-4:30pm.

Provides information, assistance and support to victims and witnesses of crime.

**VIOLENCE AGAINST WOMEN SERVICES  
ELGIN COUNTY****519-633-0155****24-hour Crisis Line****1-800-265-4305**

300 Talbot St, Ste 26, St Thomas

Administration available Monday to Friday 9am-5pm.

Support centre for women who have been abused. 24/7 emergency shelter, crisis intervention, drop-in, short-term and long-term counselling.

Confidential and free. Emergency transportation to safety.

**Child Abuse Reporting****Family & Children's Services of St Thomas****519-631-1492****St Thomas & Elgin County**

99 Edward St, St Thomas

Daily 24 hour emergency service. Administration: Monday to Friday 8:30am-4:30pm. Children's Aid Society investigates allegations of child abuse or neglect under the Child and Family Services Act. Provides supports to children 18 and under, and their families, to help keep children with family or in other kin placements. Provides children brought into the care of the Society with temporary and long-term care through alternate placement. Supervision, counselling and group support to parents and families. No fees.

# FINANCIAL SUPPORT

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## CANADA CHILD BENEFITS

**1-800-387-1193**

**Canada Child Tax Benefit** - Tax-free monthly benefit based on annual family income to help families with the cost of raising children 18 and under.

**Universal Child Care Benefit** - Tax free monthly benefit per child under 6 years to assist with the cost of child care.

## DISABLED AND SENIORS IN THE COMMUNITY PROGRAM

**1-866-296-6722**

### **Municipal Property Assessment Corporation**

785 Wonderland Rd S, Upper Level, Unit 252, London

Property tax relief program for homes that are built or modified to accommodate seniors and persons with disabilities.

## ELGIN ST THOMAS PUBLIC HEALTH

**519-631-9900**

1230 Talbot St, St Thomas

**Children in Need of Dental Treatment (CINOT)** - Urgent dental treatment program for eligible children 17 and under. Requires a pre-screening with a Public Health Unit Dental Hygienist.

## FAMILY RESPONSIBILITY OFFICE

**1-888-815-2757**

Helps families in Ontario receive the financial support they are entitled to by enforcing court ordered responsibilities. All support orders made in Ontario are automatically registered, and support agreements filed with the courts can be registered at this office.

## GST TAX CREDIT

**1-800-959-1953**

### **Canada Revenue Agency**

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

## JUMPSTART

**1-844-937-7529**

### **St Thomas Residents**

**519-631-2418 ext 226**

### **East Elgin County Residents**

**519-773-5631**

National charitable program making it possible for children to participate in organized sport and recreation by removing financial barriers.

JumpStart will help cover the costs of registration, equipment and transportation for children 4 to 18 years old.



**ONTARIO DISABILITY SUPPORT PROGRAM (ODSP)**

**519-438-5111 ext 3601**

217 York St, London

Monday to Friday 8:30am-5pm.

Provides financial help for people with disabilities who are in financial need.

**ONTARIO WORKS**

**519-631-9350 or 1-800-265-4362**

423 Talbot St, St Thomas

Provides financial and employment assistance to people in need.

Income support for food, shelter, household and personal needs. Special allowances/health benefits may be available as a supplement to monthly allowance. Child care subsidy. Family support programs. Ages 16 and up. If you are in financial need, call the local office and choose option 3.

**Child Care Subsidy** - Financial assistance to parents of children from birth to age 12 who meet requirements, and to parents of children from birth to age 18 with a special need. See *Childcare section*.

**Discretionary Benefits** - Financial assistance may be available to participants who require medical items, emergency and preventative dental assistance, dentures, eye glasses, funeral and burial assistance, as well as other items which are reviewed on a case by case basis.

**Employment Assistance Program** - Financial assistance for Ontario Works recipients may be available to help with employability, depending on the employment activity for clothing, special equipment, supplies and services, transportation, tuition, and assessment fees.

**Family Support Program** - Assists Ontario Works recipients to obtain child and spousal support payments through support order and agreement.

**HELP (Housing Links For People)** - Provides immediate financial assistance to low-income households to prevent homelessness.

HELP assistance will pay for rent arrears, utility arrears, up to five days at a local hotel, costs to establish a permanent residence (such as transportation, furniture, first or last month's rent, storage), and daily living needs (food, food vouchers).

**ONTARIO MARCH OF DIMES**

**519-642-3700**

**Home and Vehicle Modification**

291 King St, 3rd Fl, London

Financial assistance toward the cost of home or vehicle modifications for eligible Ontario residents of any age living with a physical disability.

**SERVICE CANADA** **1-800-0-Canada (1-800-622-6232)**  
1010 Talbot St, Unit 34, St Thomas **www.servicecanada.gc.ca**  
Monday to Friday 8:30am-4pm, closed daily 12noon-12:30pm for lunch.

**Aylmer Scheduled Outreach Site**

Aylmer Community Services, 25 Centre St, Aylmer  
First and Third Tuesday of the month 9am-3:30pm, closed daily  
12:30pm-1pm for lunch.

**West Lorne Scheduled Outreach Site**

West Elgin Community Services, 160 Main St, West Lorne  
Second and Fourth Wednesday of the month 10am-3:15pm, closed  
daily 1pm-1:30pm for lunch.

Government information and resource centre providing in-person service for Federal programs and benefits, seniors pensions and employment programs. Employment Insurance, Social Insurance Number applications, Social Development Financial Benefits, Services for Business.

**Employment Insurance Program (EI)** - Basic income protection and re-employment benefits to unemployed workers, plus benefits for interruption of earnings due to illness, injury, pregnancy, compassion, adoption or parental leave.

**Income Security Programs** - Old Age Security Benefits and other benefits for seniors. Canada Pension Plan (CPP), including disability, survivors and death benefits, and international social security agreements.

**WORKPLACE SAFETY AND INSURANCE BOARD (WSIB)** **519-663-2331**

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

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

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

**VETERANS AFFAIRS CANADA** **1-866-522-2122**

417 Exeter Rd, London  
Monday to Friday 8:30am-4:30pm. Pensions and allowances for veterans and their dependents, including financial help for emergencies such as shelter and health care.

# Budget & Debt Counselling

## **BRIDGES OUT OF POVERTY**

**519-631-9800 ext 234**

### **YWCA St Thomas Elgin**

**1-800-461-0954**

16 Mary St W, St Thomas

Committed community leaders and volunteers whose mission it is to eliminate poverty by uniting the strengths and passions of those living in St Thomas and Elgin County.

## **CHRISTIANS AGAINST POVERTY**

**1-855-214-9191**

668 Talbot St, St Thomas

Debt counselling on Tuesdays and Thursdays. Call for an assessment and to book an appointment. No fees.

## **FAMILY SERVICE OF THAMES VALLEY**

**519-433-0159**

### **CREDIT COUNSELLING**

Counselling for those with debt, credit and/or financial difficulties. Offers financial assessment, review of options, budget counselling and debt management programs, third party mediation and bankruptcy counselling. Must complete monthly expense application form prior to making appointment. Fee of \$20 initial consultation. Fees based upon ability to pay.

#### **London Site**

125 Woodward Ave, London

Monday to Thursday 9am-8pm, Friday 9am-5pm.

#### **St Thomas Site**

16 Mary St W, St Thomas

By appointment only.

## **GETTING AHEAD**

**519-631-9800**

### **YWCA ST Thomas Elgin**

**1-800-461-0954**

16 Mary St, St Thomas

A program for people in poverty. The goal is to examine the impact that poverty has on individuals, families and their communities. Structured for individuals to reflect on and examine their lives, investigate new information that resonates with them, plan for their future, create ideas for building a prosperous community, and choose a team to help them on their path.

# FINDING A JOB & BEING YOUR OWN BOSS (EMPLOYMENT & BUSINESS ASSISTANCE)

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## **JOB BANK**

[www.jobbank.gc.ca](http://www.jobbank.gc.ca)

Website of employment opportunities across Canada.

## **ATN ACCESS FOR PERSONS WITH DISABILITIES**

**519-433-7950**

141 Dundas St, 5th Fl, Unit 504, London

Assistance for people with physical or learning barriers. Accommodations to help them reach their employment and education goals.

## **COMMUNITY LIVING ELGIN**

**519-631-9222**

400 Talbot St, St Thomas

Community-based support services for people with an intellectual disability, including accommodations, day programs, respite care, planning and family supports.

## **ELGIN BUSINESS**

**519-633-7597 or 1-877-450-2128**

## **RESOURCE CENTRE**

[www.elginbusinessresourcecentre.com](http://www.elginbusinessresourcecentre.com)

Provides financial resources and support to new and existing businesses in Elgin County and St Thomas. Some programs include the Self Employment Benefit Program, the Summer Company Program for Students, and the Innovation Centre for Entrepreneurs (a mixed-use business incubator for small and growing businesses to get the support and resources they need to prosper).

300 South Edgeware Rd, **St Thomas**

516 John St N, **Aylmer**

199 Currie Rd, **Dutton**

## **ELGIN BUSINESS WOMEN'S NETWORK**

[www.ebwn.ca](http://www.ebwn.ca)

Meeting location varies in St Thomas

A business and professional women's organization offering networking and business support to members and guests.

## **EMPLOYMENT SERVICES ELGIN**

A variety of free services and programs, including access to funded programs, are offered to those who are unemployed, under-employed or to employers looking to recruit.

### **St Thomas Office**

**519-631-5470**

400 Talbot St, St Thomas

Monday and Friday 8:30am-4:30pm, Tuesday to Thursday 8:30am-6pm.

### **Aylmer Community Services**

**519-765-2082**

25 Centre St, Aylmer

Monday, Wednesday to Friday 9am-4:30pm, Tuesday 9am-6pm.

Services available in Low German.

### **West Elgin Support Services**

**519-768-0020**

160 Main St, West Lorne

Monday to Friday 9am-5pm.

## **FANSHAWE COLLEGE**

**519-432-1220**

155 Clarke Rd, London

Monday to Friday 8:30am-4:30pm.

Comprehensive employment and job search services for anyone, including people with jobs, those who are under-employed, people looking for work, students, apprentices, internationally trained individuals and employers.

## **LEADS EMPLOYMENT SERVICES**

**519-439-0352**

171 Queens Ave, Unit 410, London

Monday to Thursday 8:30am-5:30pm, Friday 8:30am-4:30pm. Provides employment and skills development programs for people with disabilities and/or barriers.

## **ONTARIO WORKS**

**519-631-9350**

423 Talbot St, St Thomas

Social assistance program that provides employment assistance and financial support for basic needs.

**Employment Placement** - For Ontario Works recipients to broaden job skills while being paid. Speak to your caseworker.

**Self Employment Activity** - For Ontario Works recipients who are interested in building a successful business. Participants must develop a viable business plan and be willing to work towards expanding the business until they are self-sufficient.

**ONTARIO MARCH OF DIMES****519-642-3999**

920 Commissioners Rd E, London

Monday to Friday 8:30am-4:30pm

Assists persons with disabilities or barriers to employment to secure gainful employment.

**YOUTH ENGAGEMENT PROJECT****519-631-9800****YWCA St Thomas-Elgin****1-800-461-0954**

16 Mary St W, St Thomas

Employability skills program for youth ages 15 to 30 who are out of school, out of work and have barriers to employment. Program includes employability skills training and paid work experience.

**FOOD**

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**Food Banks**

Food items provided to people on an emergency basis, usually a 1-3 day supply. Identification for all family members and proof of income and/or residency may be required. Summer and holiday hours may vary. For a listing of local food banks, visit [www.elginhealth.on.ca](http://www.elginhealth.on.ca).

**THE CARING CUPBOARD****519-633-5308****St Thomas Elgin Food Bank**

803 Talbot St, St Thomas

Monday and Thursday 9:30am-3pm, Tuesday 12noon-3:30pm. Access once every 60 days.

**CARING CUPBOARD FOOD BANK****519-785-2026**

Calvary United Church, 221 Stinson St, Rodney

Access once every 2 months. Call for appointment. Arrangement for pick-up and delivery made on an individual basis by telephone. Proof of address, income and identification required.

**CORNER CUPBOARD FOOD BANK****519-773-5162****East Elgin Community Assistance Program**

29 John St N, Aylmer

Tuesday 9am-12noon and 3pm-5pm. No appointment, drop-in only.

**PORT STANLEY FOOD BANK** **519-782-3122**  
**Christ Anglican Church, Basement**  
283 Colborne St, Port Stanley  
Third Tuesday of each month from 3:30pm-6pm, and the following  
Thursday from 10am-12noon. Food items and food voucher for Port  
Stanley Foodland. Access once every 30 days.

**SALVATION ARMY COMMUNITY SERVICES** **519-631-3206**  
105 Edward St, Unit 3, St Thomas  
Access once every 2 months.

**WEST ELGIN DAFFODIL AUXILIARY FOOD** **519-762-5757**  
**BANK**  
183 Main St, Dutton  
Call and leave message. Access once a month. Arrangements for pick-  
up made on a per-case basis.

## **Free, Low Cost/Convenient Meal Options**

**COMMUNITY BREAKFAST** **519-631-2414**  
**Knox Presbyterian Church**  
55 Hincks St, St Thomas  
Free community breakfast held on the second and fourth Saturday of  
each month from 9am-10am. Open to everyone.

**COMMUNITY FELLOWSHIP MEALS** **519-631-7000**  
**Trinity Anglican Church**  
55 Southwick St, St Thomas  
Free lunch and dinner meal service for families or people who are  
experiencing difficulty making ends meet, who are on a limited or fixed  
income, or feel alone or isolated.  
**Lunch** - Second Friday of each month at 12noon.  
**Dinner** - Third Friday of each month at 5pm.

**COMMUNITY LUNCH** **519-773-7152**  
**St Paul's United Church**  
5 Queen St N, Aylmer  
Free community lunch held on Tuesdays from 11:30am-12:30pm. Open  
to everyone.

## **MEALS ON WHEELS**

Hot or frozen meals are delivered to your home as per schedule. Low fat/sodium/diabetic diets available.

<b>Aylmer and East Elgin</b>	<b>519-765-2995</b>
<b>St Thomas and Central Elgin</b>	<b>519-637-6408</b>
<b>West Elgin</b>	<b>519-768-1715 ext 2210</b>
<b>MEALS TO GO, West Elgin</b>	<b>519-762-6984</b>

## **OUTREACH LUNCH**

**519-631-3052**

### **Holy Angels Roman Catholic Parish**

502 Talbot St, St Thomas

Free lunch held on the fourth Tuesday of each month from 11:30am-12:30pm. Served in the church hall (enter through the East door next to the elevators).

## **STONE SOUP MEAL**

**519-207-2676**

### **Destination Church**

668 Talbot St, St Thomas

Every Thursday at 6pm. Bring one ingredient and make a meal to enjoy with others. Open to anyone.

## **STREET MISSION & SOUP KITCHEN**

**519-773-5686**

### **The Grace Cafe**

10 Queen St, St Thomas

Free coffee, soup and lunches served Monday to Saturday 9am-2pm. Also supplies free mitts, socks, and scarves, as available.

## **SENIORS CONGREGATE**

**519-768-1715 ext 2210**

### **DINING PROGRAM**

153 Main St, West Lorne

Group meals and social activities held the first and third Tuesday of each month. A meal is offered off-site on the fourth Wednesday of the month. Guest speakers and musical entertainment. For transportation, call West Elgin Transportation Network at 519-768-0020. Fees vary by location.

## **SOUP'S ON**

**519-768-1715 ext 2210**

153 Main St, West Lorne

First and Third Tuesday of the month. Program for lunch, education, and fellowship. Donations are appreciated.



**ST THOMAS SENIORS RECREATION  
CENTRE**

**519-633-2850**

225 Chestnut St, St Thomas

'Dining Room' lunch served Monday to Friday from 11:30am-12:30pm.

**VON CONGREGATE DINING**

Group gathering for a nutritious meal at various locations. Geared for seniors 55 and older and adults with a disability. Fees vary by location.

**East Elgin**

**519-765-2999**

**St Thomas**

**519-637-6408**

## **Collective Kitchens/Cooking Skills**

**REAL CANADIAN SUPERSTORE**

**519-637-2791**

1063 Talbot St, St Thomas

What's for Dinner? A cooking school chef demonstrates an easy-to-make meal every Tuesday from 1:30pm-2:30pm, and the last Thursday of every month from 6pm-7pm. \$10 per session includes a \$10 gift card.

**ST THOMAS FOOD WORKS CENTRE**

**519-631-9800**

668 Talbot St and 16 Mary St W, St Thomas

**1-800-461-0954**

Offers food focused programs with hands on learning experiences and nutritional education.

**WEST ELGIN COMMUNITY HEALTH CENTRE**

**519-768-1715**

153 Main St, West Lorne

A variety of free cooking programs for people of all ages. Please call to inquire about a class that will suit your needs.

## **Growing Food**

Grow your own food at a local community garden. Community gardens are shared pieces of land where plots are rented to grow vegetables, fruits, herbs and flowers.

**COMMON GROUND FARM**

**519-630-2312**

6986 Middle River Rd, St Thomas

Various fruits and vegetables available weekly from June to October.

## **COMMUNITY GARDEN PLOTS**

\$25 plot rental fee per season, includes water and organic composting.

Kains St, St Thomas

Marry Ellen **519-872-9269**

First Ave, St Thomas

Marg **519-709-0033**

## **MCSMITHS ORGANIC FARM**

**519-631-0279**

42828 Shorelea Line, St Thomas

Certified organic meats, eggs, grains and vegetables. Open year-round Saturdays from 10am-2pm.

## **ORCHARD HILL FARM COMMUNITY GARDEN** **519-775-2670**

45415 Fruit Ridge Line, RR 5, St Thomas

Consumers pay an annual fee to purchase fresh, organically grown produce at affordable prices. Working-share options available as alternative to total cash payment.

## **OMAGARDEN**

**519-691-6595**

23104 Johnston Line, Rodney

Produce and herbs grown without the use of chemicals. Available from June to October.

## **TALBOTVILLE BERRY FARM**

**519-615-1164**

11054 Sunset Rd, St Thomas

[www.talbotvilleberryfarm.com](http://www.talbotvilleberryfarm.com)

Open May through December from 9am-7pm daily. Consumers buy 'shares' in a farm's harvest in advance.

## **TRIPLE CORD**

**519-773-8154 ext 4**

Aylmer

Consumers pay an annual fee for a weekly share of produce. Available May through October.

## **GOING TO SCHOOL & LEARNING**

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### **APPRENTICESHIP NETWORK** [www.theapprenticeshipnetwork.com](http://www.theapprenticeshipnetwork.com)

Provides accurate apprenticeship information to employers, youth and job seekers in cities, towns and counties of Elgin, Middlesex and Oxford.

### **CONTACT NORTH**

**1-855-451-7516**

400 Talbot St, St Thomas

[www.contactnorth.ca](http://www.contactnorth.ca)

Provides access to literacy, secondary education, general training, Ontario college and university programs and courses through online (distance) education.

## **FANSHAWE COLLEGE, ST THOMAS-ELGIN**

120 Bill Martyn Pkwy, St Thomas

**519-633-2030**

424 Talbot St W, Aylmer

**519-633-2030 ext 242**

Community College satellite campus offering many diploma and certificate programs, continuing education courses, GED, apprenticeship training and corporate training services. Ages 16 and up. Fees based on service. Outreach in Aylmer and West Lorne.

## **LEARNING, EARNING AND PARENTING (LEAP) PROGRAM**

**519-631-9350**

### **Ontario Works**

423 Talbot St, St Thomas

Supports to help parents between 16 and 21 complete high school, enhance their parenting skills, and prepare them to enter the workforce. Participants in the program may be eligible for financial assistance with school activities, planned parenting activities, subsidized child care, transportation cost assistance and a \$500 incentive upon graduation.

## **THAMES VALLEY DISTRICT SCHOOL BOARD**

[www.tvdsb.ca](http://www.tvdsb.ca)

### **ASPIRE, EAST ELGIN SECONDARY SCHOOL**

**519-773-3174 ext 67354**

362 Talbot St W, Aylmer

An independent, flexible study program for students ages 14-21 who wish to work towards their Ontario Secondary School Diploma.

### **BALACLAVA STREET ADULT AND ALTERNATIVE EDUCATION CENTRE**

**519-631-0231**

20 Balaclava St, St Thomas

Adult, alternative and continuing education centre that provides opportunities for adults to upgrade literacy/numeracy skills, obtain credits to earn high school diploma, learn English as a Second Language (ESL), and/or start a new career with pre-apprenticeship Hairstyling Certificate or Personal Support Worker accredited cooperative education program.

### **MERRYMOUNT - ST THOMAS**

**226-235-7419**

579 Talbot St, St Thomas

Secondary School education program for pregnant women or new parents ages 14-21. No fees. Thursday classes 9:30am-11:30am.

## **YWCA ST THOMAS-ELGIN**

**519-631-9800**

Programs for adult learners who wish to improve their literacy and numeracy skills in order to achieve goals of further education and training, employment or increased independence.

## **HEALTH CARE**

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For a list of walk-in and other medical clinics and health information, go to **[www.southwesthealthline.ca](http://www.southwesthealthline.ca)**. Services may not require a valid health card. Check with provider.

### **CENTRAL COMMUNITY HEALTH CENTRE**

**519-633-7989**

359 Talbot St, St Thomas

Monday, Wednesday and Thursday 8am-7pm, Tuesday and Friday 8am-5pm. Community health centre offering primary health care, counselling, health promotion and illness prevention programs and community support services. Most services covered by OHIP.

### **CANADIAN RED CROSS**

**519-631-1611**

141 Wellington St, St Thomas

Monday to Friday 8:30am-4:30pm, closed daily 12noon-1pm for lunch. Delivers local community-based programs that help vulnerable people. Medical equipment rental. Transportation services. Safety services. Personal disaster assistance. Fees vary per service.

### **EAST ELGIN FAMILY HEALTH TEAM**

**519-773-3715**

424 Talbot St W, Aylmer

After-hours walk-in clinic available Monday to Thursday 5pm-7:30pm and Saturday 9am-11:30am for registered patients. Primary health care team offering ultrasound facilities, pharmacy, chiropractic, physiotherapy, midwifery, mental health and social services.

### **ELGIN AUDIOLOGY CONSULTANTS**

Advanced diagnostic hearing testing for all ages. Fees based on service.

**St Thomas Site, 66 West Ave 519-637-5925**

Monday, Wednesday to Friday 9am-5pm, Tuesday 9am-7pm.

**Aylmer Site, 17 King St, Ste 5**

**519-773-3838**

Tuesday and Thursday 9am-5pm.

**West Lorne Site**

**1-888-815-2306**

Heritage Homes Community Hub, 146 Munroe St  
Every second Thursday of the month 9am-5pm.



Please call to ask for more information on the clinics and services described on the next pages.

## **Clinics and Services in Elgin-St Thomas**

**Baby and Me** - Drop-in well baby clinics are available to parents of children ages 0-1. Meet other new parents, have your baby weighed, speak to a Public Health Nurse about breastfeeding, infant feeding and parenting.

**St Thomas Site**, Ontario Early Years Centre, 7 Morrison Dr  
First and Third Tuesday of each month from 1pm–2:30pm.

**Aylmer Site**, Ontario Early Years Centre, 24 John St  
Second and last Tuesday of each month from 9:30am-11:30am.

**Breastfeeding Support** - Speak to a public health nurse to receive support and assistance with breastfeeding concerns. ***Call and ask to speak with a Public Health Nurse.***

**Car Safety Seat Check-Ups** - Car safety seat check-ups by a trained technician offered, on average, once per month. ***Call and ask about check-up locations and schedule, or to book an appointment.***

**Certified Food Handler Classes** - Classes are offered throughout the year at the health unit, online, and at our partner agencies. Certification is valid for 5 years. Locations and times vary, registration is required. ***Call and ask about class options and schedules, or to register.***

**Dental Services** - Free dental services are available for eligible children and youth from birth to age 17, or by appointment. ***Call and ask for more information on dental services and eligibility.***

**Healthy Babies Healthy Children** - Home visiting program and information for families who are pregnant or have children from birth until school age. Free, voluntary program provides support and information on topics such as pregnancy, breastfeeding, healthy eating, baby care, growth and development, and post-partum depression. ***Call and ask for more information, or ask to speak with a Public Health Nurse.***

**Immunization Clinics** - Free drop-in clinics are available, offering publicly funded vaccines for eligible persons.

**St Thomas**, 1230 Talbot St

Thursdays 1:30pm-5pm, and the third Thursday of each month extended hours from 1:30pm-7pm.

**Aylmer**, 424 Talbot St W, Unit L7

First Tuesday of every month 1:30pm-7pm.

Influenza (flu) shot is free at designated clinic times, or by appointment.

**Call and ask for more information on publicly funded vaccines or clinics.**

**Prenatal Classes and Teen Prenatal Classes** - Prenatal classes are available to expectant families to provide information on labour and birth, physical and emotional changes after the birth, breastfeeding, and parenting and baby care. **Call and ask for more information, or to register.**

**Sexual Health** - Free and confidential sexual health services are available through drop-ins and by appointment. Services include low-cost birth control options, pregnancy testing and counseling, emergency contraception, STI testing and treatment, and free needle exchange program.

**St Thomas**, 1230 Talbot St

Drop-ins Mondays and Fridays from 9am-4pm and Tuesday and Wednesdays from 1pm-4pm.

**Port Stanley**, 239 Colborne St, South upper entrance

Drop-ins on the first and third Wednesday of each month from 2pm-4pm. **Call and ask for more information on sexual health services, or to make an appointment.**

**Smoking Cessation Service** - Free and confidential counselling and support to stop smoking available by appointment. Reduced-cost nicotine replacement therapy, information and resources related to smoke-free homes, how to help someone quit, and preventing youth from starting to smoke. **Call and ask for more information, or to sign up for STOP smoking support.**

**TB Testing** - Free and confidential drop-in for TB skin testing.

**St Thomas** - 1230 Talbot St

Tuesday from 9:30am-12:30pm.

No appointment or health card needed. Clients must return to the health unit on the Wednesday of the same week as the skin test, no sooner than 48 hours after test administration, to have the TB skin test results read by a Public Health Nurse. **Call and ask for more information.**

## Phone Services

**Intake** - A Public Health Nurse is available for consultation, referral, and support by phone or drop-in.

1230 Talbot St, St Thomas

Monday to Friday 8:30am-12noon and 1pm-4:30pm. ***Call and ask to speak with a Public Health Nurse.***

**Emergency Preparedness** - Public Health Inspectors provide on-call coverage and responses for urgent public health situations including: enteric and respiratory disease incidents and outbreaks, rabies calls, and adverse drinking water lab reports for community drinking water systems.

**Food Safety & Safe Water** - Conducts regulatory inspections of all food retail, service, and institutional food premises. Monitors all community drinking water systems, public bathing beaches and provides information on water quality testing and potential health effects.

**Beach hotline** - Provides up-to-date beach water quality information.

**Small drinking water system** - Public health inspectors conduct risk assessments of identified small drinking water systems that service public facilities.

**Public swimming pools and spas** - Inspect public swimming pools and public spas to ensure they meet requirements.

### **FOUR COUNTIES HEALTH SERVICES**

**519-693-4441**

1824 Concession Dr, Newbury

12-bed acute care hospital with emergency department. Medical, day surgery, therapy, ambulatory care and community support services.

### **HEALTH CARE CONNECT**

**1-800-445-1822**

Referral service connecting people without a family health care provider to a family doctor or a nurse practitioner who is accepting new patients in their community.

### **ONTARIO POISON CONTROL**

**1-800-268-9017**

Provides telephone information and advice about potential or real exposures to poisonous substances.

### **REGIONAL HIV/AIDS CONNECTION**

**519-434-1601**

186 King St, Unit 30, London

Counselling, referrals and practical supports for people living with or affected by HIV/AIDS.

**Open Closet** - A support group for gay, lesbian, bisexual and transgender youth.

**SERENITY HOUSE HOSPICE****519-637-3034**

20 Flora St, St Thomas

Outpatient mental health services for people of all ages. No fees.

**ST THOMAS-ELGIN GENERAL HOSPITAL****519-631-2020**

189 Elm St, St Thomas

24-hour emergency services. 166-bed acute and continuing care hospital with emergency department. Offers medical, mental health, obstetrics, surgery, therapy and ambulatory care services.

**ST THOMAS-ELGIN MEDICAL ASSOCIATION****519-631-1450**

Recorded telephone service listing doctors in St Thomas and Elgin County who are accepting new patients.

**SOUTH WEST COMMUNITY CARE ACCESS CENTRE (CCAC)****519-631-9907**

1063 Talbot St, Unit 70, St Thomas

Inquiries/Support: Daily 8am-8pm. Individuals of all ages who are facing the challenges of age, illness, injury or disability. Provides access to community care. Links people to a wide range of community services and supports. Care is delivered to the client in various community settings, including home, school, residential facility and at flex clinics.

**TELEHEALTH ONTARIO****1-866-797-0000**

Free, confidential telephone service to get health advice or general health information from a Registered Nurse.

**TILLSONBURG DISTRICT MEMORIAL HOSPITAL****519-842-3611**

167 Rolph St, Tillsonburg

45-bed acute and continuing care hospital with emergency department. Medical, surgery, therapy and ambulatory care services. Care Coordinators from the South West Community Care Access Centre available on-site.

**WEST ELGIN COMMUNITY HEALTH CENTRE****519-768-1715**

153 Main St, West Lorne

Monday, Wednesday and Friday 8:30am-5pm, Tuesday and Thursday 8:30am-9pm. Provides primary care, health promotion and community support services.



## Dental Care

### **ELGIN ST THOMAS PUBLIC HEALTH CENTRE 519-631-9900**

Provides free dental services for eligible children 17 and under.

### **SCHULICH MEDICINE AND DENTISTRY**

**Adult: 519-661-3326**

**Children: 519-661-3329**

#### **Western University, Dental Sciences Building**

Monday to Friday 9am-12noon, 2pm-5pm. Services not available September through June, March Break and most of December. Low-cost dental treatment, cleaning, and preventative services provided by dental students. By appointment only.

## Family Counselling, Parenting & Pregnancy

### **BIRTHRIGHT LONDON**

**1-800-550-4900**

854 Richmond St, Lower Rear, London

Monday to Friday 10am-2pm and after-hours by appointment. Crisis pregnancy service for expectant mothers. Information and referral in medical, emotional, financial and legal matters and childbirth education. All ages. No fees.

### **CHILD & PARENT RESOURCE INSTITUTE**

**519-858-2774**

600 Sanatorium Rd, London

Assessment, consultation, education, research and short-term services for children and youth 18 and under with complex emotional and behavioural disorders. An integrated, clinical interdisciplinary approach for families. Medical referral required for psychiatric assessment.

### **COMMUNITY SERVICES COORDINATION NETWORK (CSCN)**

**519-438-4783**

**1-877-480-2726**

171 Queens Ave, Ste 750, London

Service coordination with children and youth who have a developmental disability and/or complex multiple needs. Single point of access to residential-based treatment services funded by Ministry of Children and Youth Services.

### **ELGIN COUNSELLING & MEDIATION CENTRE 519-633-4423**

19 Queen St, St Thomas

Monday to Friday 9am-5pm, evening and weekend appointments by request. Individual, relationship/marital/family and youth justice counselling, educational support and critical incident stress management. Mediation/arbitration services. Set fee. subsidy may be available.

**FAMILY & CHILDREN'S SERVICES OF  
ST THOMAS AND ELGIN COUNTY**

**519-631-1492**

410 Sunset Dr, St Thomas

Daily 24 hour emergency service. Administration: Monday to Friday 8:30am-4:30pm. Children and youth 18 and under, and their families. Children's Aid Society investigates allegations of child abuse or neglect under the Child and Family Services Act. Provides supports to children and families to maintain the children with family or in other kin placements. Provides children brought into the care of the Society with temporary and long-term care through alternate placement. Supervision, counselling and group support to parents and families. Handles adoptions and adoption disclosure. No fees.

**FAMILY EDUCATION & SUPPORT PROJECT  
OF AYLMEER (FESPA)**

**519-773-3689**

Mennonite Community Services, 16 Talbot St E, Aylmer

Assists families in adapting to Canada by offering health classes, nutrition programs, parenting classes, healthy relationship classes, preschool programs, ESL classes for women, driver's education, transportation, interpretation and making appointments. English and Low German.

**FAMILY SERVICE THAMES VALLEY**

**519-433-0183**

125 Woodward Ave, London

Monday to Thursday 9am-8pm, Friday 9am-5pm.

Provides individual, couples, family and group counselling and support services. Fees vary by program. Outreach in St Thomas by appointment.

**FRESH START MATERNITY SUPPORTS**

**519-637-7775**

118 Centre St, St Thomas

Available daily 24 hours. Administration: Monday to Friday 8:30am-4:30pm or by appointment. For women experiencing crisis pregnancies (any age) or with a newborn baby. Offers a safe home and extensive supports for dealing with challenges. Based on ability to pay.

**MERRYMOUNT FAMILY SUPPORT &  
CRISIS CENTRE**

**519-631-2321**

579 Talbot St, St Thomas

Support, transition and crisis care for children and families designed to strengthen and support family life and the well-being of children.

## **MOTHERISK**

**1-877-439-2744**

[www.motherisk.org](http://www.motherisk.org)

Information regarding prescription and over the counter drugs, chemical effect, xrays, chronic disease and infections on unborn, newborn and breastfed children, for women who are pregnant, planning to become pregnant and/or are breastfeeding.

## **MOTHER REACH**

**519-672-4673**

Post-partum depression support and information. [www.helpformom.ca](http://www.helpformom.ca)

## **ONTARIO EARLY YEARS CENTRE**

**St Thomas Site**, 7 Morrison Dr

**519-631-9496**

Administration: Monday to Friday 8:30am-4:30pm.

**Aylmer Site**, 24 John St

**519-773-3447**

Parents and caregivers with children 6 and under. Provides answers to questions about parenting, programs and services that are available for young children, and an opportunity to talk to early years professionals or network with other parents and caregivers in the community. Set fee for some programs.

### **Play & Learn:**

**St Thomas** - Monday to Wednesday 9am-12noon and 1pm-4pm, Thursday 9am-12noon, 1pm-4pm and 5pm-7:30pm, Friday and Saturday 9am-12noon.

**Aylmer** - Monday, Wednesday, Friday 9am-11:30am, Tuesday 9:30am-11:30am (Baby time).

## **OXFORD-ELGIN CHILD & YOUTH CENTRE**

**1-877-539-0463**

99 Edward St, St Thomas

**Crisis Services** - Daily 24 hours.

**Administration** - Monday to Thursday 8:30am-4:30pm and Friday 8:30am-4pm.

**Walk-in Counselling Service** - Every Thursday from 10am-6pm.

Children and family mental health centre. Outpatient community mental health centre serving children and youth 18 and under. Assessment, counselling, treatment, specialized and group programs. Free.

## **ST THOMAS RIGHT TO LIFE**

**519-633-5433**

1 Southwick St, St Thomas

Every Wednesday from 1pm-4pm. Resource centre for information, counselling and supports for pregnant women, unmarried parents, and families for whom the birth of a child looms as a burden.

**TALBOT CREEK MIDWIVES****519-637-2224**

66 West Ave, St Thomas

Monday to Thursday 9am-4pm, Friday 9am-12noon. Provides care throughout pregnancy, labour, delivery and post-partum.

**THAMES VALLEY CHILDREN'S CENTRE****519-685-8700**

779 Base Line Rd E, London

Help for children and youth 19 and under with physical, communication or developmental needs. Services include assessment, diagnosis, direct therapy (physiotherapy, occupation therapy and speech therapy), consultation, counselling, parent education and support groups. Services provided in a variety of settings and locations depending on needs. Free. Referral required.

**THAMES VALLEY MIDWIVES****519-433-5855**

434 Maitland St, London

Call for details around hours of service in Aylmer. Midwifery care offering experienced care for pregnancy, delivery and post-partum.

**TYKE TALK****519-633-6388****Thames Valley Children's Centre****Intake: 519-633-0273**

34 Churchill Cres, St Thomas

**1-877-818 TALK (8255)**

Offers free programs for families with children under 5 with speech and/or language difficulties.

**VON FAMILY SUPPORTS****519-637-6408**

175 South Edgeware Rd, St Thomas

**Family Home Program** - Provides an opportunity for people 18 and older who have a developmental disability to live in a family environment. Individuals are matched to families. The program provides planning for all aspects of a client's life while seeking to enhance their quality of life.

**Passport Program** - This program provides service to adults over the age of 18 who have a developmental disability and who receive Passport funding through the Ontario government. VON matches individuals with support workers to provide community participation support and caregiver respite.

**Special Services At Home** - Special Services at Home is a respite program for children up to the age of 18 that have a developmental disability and/or a physical disability. This service offers respite and support that helps improve the quality of life for caregivers and facilitates the growth and development of those supported.

**WEST ELGIN COMMUNITY HEALTH CENTRE**      **519-768-1715**  
153 Main St, West Lorne  
Prenatal classes, breast pump rentals, groups and supports for moms and their children.

**YOUTH IN TRANSITION PROGRAM**      **519-631-9800**  
**YWCA St Thomas-Elgin**      **1-800-461-0954**  
153 Main St, West Lorne  
Provides support to youth ages 16 to 24 who were, or are crown wards, transitioning into adulthood. No fee.

## HOUSING

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### **Emergency Shelter & Transitional Housing**

Shelters offer emergency short-term accommodation along with other supports, such as counselling, meals, recreation and emergency transportation. Transitional housing provides longer-term accommodation while residents obtain the supports they need to live independently.

**Need a place to crash? We can help...call 2-1-1.**

**CENTRE OF HOPE**      **519-661-0343**  
**The Salvation Army**  
281 Wellington St, London  
Emergency shelter (up to 30 days) for youth and adults. Specialized staff trained in working with youth. Ages 16 and older. No fees.

**CANADIAN MENTAL HEALTH ASSOCIATION**      **519-633-1781**  
**Elgin Branch**      **Crisis Line: 519-631-2180**  
110 Centre St, St Thomas  
Emergency crash beds for periods of 1 to 5 days. Ages 16 and older. No fees.

**CRASH BEDS PROGRAM**      **519-672-8500**  
**Mission Services of London**  
459 York St, London  
Beds are available on a first come first serve basis, daily from 9pm-7am, for adults experiencing mental health and/or substance use issues.  
Women please use front entrance, men please use rear entrance.

**FRESH START MATERNITY SUPPORTS** **519-637-7775**

118 Centre St, St Thomas

Maternity home and affordable housing to women in need of prenatal and postnatal support. May stay for the duration of pregnancy or until ready (up to 2 years) to move to supportive housing or into the community.

**INN OUT OF THE COLD** **519-207-5707**

135 Wellington St, St Thomas

**Shelter: 519-637-9898**

Daily 6pm-8am. Shelter open during the winter months only. Includes overnight accommodation, a hot shower, laundry facilities, clothing and hot meals.

**ONYOTA'A:KA FAMILY HEALING LODGE** **519-652-0657**

Offers residential shelter for individuals and their families who are at risk of, or are in a violent family situation, for up to 120 days.

**MEN'S MISSION & REHABILITATION CENTRE** **519-672-8500**

**Mission Services of London**

459 York St, London

Shelter and transitional housing for homeless men 16 years and older. A life skills program is available.

**VIOLENCE AGAINST WOMEN SERVICES,** **519-633-0155**  
**ELGIN COUNTY** **24-hour Crisis Line: 1-800-265-4305**

Counselling for women 16 years and older who have been abused or need assistance in finding housing. Legal and financial information. Assistance with safety planning.

**YWCA ST THOMAS ELGIN** **519-631-9800**

16 Mary St W, St Thomas

Emergency housing for women 16 and older. Women who access the emergency shelter are provided with necessary items to prepare breakfast and a hot supper.

## Affordable Housing

Rent-geared-to-income housing is subsidized housing calculated depending on your source and level of income. If you are receiving Ontario Works (OW) or Ontario Disabilities Support Program (ODSP), your rent is calculated in accordance with the scales detailed in the Housing Services Act, 2011, O. Reg. 298, Tables 3, 4 and 5. If you are not in receipt of social assistance (OW or ODSP), or are above the threshold for these sources of income, rent is calculated at 30% of your “gross” monthly income (before deductions are made for such things as taxes, CPP, EI, garnishments, etc.). Elgin St Thomas Housing Corporation (ESTHC) operates the Centralized Waiting List system on behalf of 11 social housing providers in St Thomas and Elgin County. Subsidized housing is available in Aylmer, Dutton, Port Burwell, Rodney, St Thomas and West Lorne.

Applications for most socially assisted housing are accepted and processed by ESTHC.

### **ELGIN-ST THOMAS HOUSING CORPORATION 519-631-4580**

9 Princess Ave, Unit 5, St Thomas

**1-800-324-4474**

Monday to Friday 8:30am-12noon, 1pm-4:30pm

[www.esthc.ca](http://www.esthc.ca)

Provides and administers geared-to-income housing for families, adults and seniors. Must be 16 years and older, a permanent resident of Canada (people with refugee status are eligible with supporting documentation), and able to live independently.

**The following Housing Providers are not part of the Centralized Waiting List System. These Housing Providers keep their own waiting lists.** Please contact the Housing Provider directly at the number listed.

### **CANADA-ONTARIO AFFORDABLE HOUSING**

Rent for Canada-Ontario Affordable Housing locations are set at 80% of average market rent and tenants are income tested.

#### **Brown St, Park Ave & Steele St Apartments 519-633-9746**

One and two-bedroom apartments in Aylmer and St Thomas.

#### **Caledonia Two 519-762-0089**

One and two-bedroom apartments in Dutton.

#### **Fairview Apartments 519-633-9642**

Two-bedroom apartments in St Thomas.

#### **Heritage House 519-768-3474**

One and two-bedroom apartments in West Lorne.

#### **Highview & Scott St Apartments 519-631-8487**

One and two-bedroom apartments in St Thomas.

**CANADIAN MENTAL HEALTH ASSOCIATION**      **519-633-1781**

**Elgin, Supportive Housing Program**

Affordable, supported housing for people with a serious mental illness. Units are available county-wide.

**CHERRY STREET**      **519-866-3751**

15 single-family homes and duplexes in Aylmer and area.

**COMMUNITY LIVING ELGIN**      **519-631-9222**

400 Talbot St, St Thomas

Housing services and supports for people with a developmental disability and their families. All ages. Fees based on service.

**EFBC NON-PROFIT HOUSING CORPORATION**      **519-633-5375**

Apartments and seniors apartments in St Thomas.

**HERITAGE PLACE**      **519-765-4242**

**Aylmer and Area Christian Community Association**

110 Caverly Rd, Aylmer

29 non-profit seniors-only apartments, including 2 accessible units.

**KETTLE CREEK RESIDENCE**

Apply through Homes for Special Care:      **519-455-5110 ext 47242**

58 George St, St Thomas

A home for people with cognitive difficulties or psychiatric illnesses requiring help with cleaning, cooking, finances, medications, personal care, and other household chores. Private and semi-private beds. Adults 18 and older. Set fees.

**KETTLE CREEK VILLA**      **519-631-4860**

**Central Elgin Municipal Non-Profit Housing Corporation**

289 Frances St, Port Stanley

18 one-bedroom units and 12 two-bedroom units for older adults.

Elevator on-site.

**NEW BEGINNINGS RESIDENCE**      **519-631-4937**

38 Chester St, St Thomas

Assisted living home for adults 18 and older with a mental illness who are relatively stable or in remission, people with a brain injury, developmental issue or dual diagnoses. No fees.



## **PORT BRUCE MANOR**

Apply through Homes for Special Care: **519-455-5510 ext 47242**

3253 Levi St, Aylmer

Assisted living for people 18 and older living with a mental illness.

Services include medical care, housekeeping, transportation, etc.

## **RURAL & NATIVE HOUSING PROGRAM 1-866-391-1061**

Geared-to-income rental and homeowner housing units available in Bayham, Central Elgin, Dutton Dunwich, Malahide and West Lorne.

## **ST THOMAS-ELGIN SECOND STAGE HOUSING 519-637-2288**

12 Golding Place, St Thomas

Affordable housing and support services to women and their children who have left abusive relationships. All ages. Rent-geared-to-income.

## **VIOLENCE AGAINST WOMEN SERVICES, 519-633-0155 ELGIN COUNTY 24-hour Crisis Line: 1-800-265-4305**

Short-term, residential crisis/emergency shelter for abused women 16 and older, and their children.

## **WALLIS RESIDENTIAL HOMES**

Apply through Homes for Special Care: **519-455-5510 ext 47242**

31 Southwick St, St Thomas

Supportive housing for people with psychiatric illnesses and adults 18 years and older with disabilities. Set fee.

## **YWCA ST THOMAS-ELGIN 1-800-461-0954**

16 Mary St W, St Thomas

**519-631-9800**

**Women's Residence** - 21-bed facility which offers emergency, transitional and long-term housing.

**Second Story** - Men's supportive housing unit offering private rooms.

**Harmony House** - Transitional homes for females 16 to 24. Offers private rooms, life skills workshops, and one-on-one support.

**Fairwinds** - Transitional homes for males 16 to 24. Offers private rooms, life skills workshops, and one-on-one support.

## **Rights & Standards**

### **ELGIN OXFORD LEGAL CLINIC 1-866-611-2311**

98 Centre St, St Thomas

**519-633-2638**

Satellite offices in Aylmer and West Lorne. Assistance with landlord-tenant matters, Ontario Works and Ontario Disability, Canada Pension Plan, Legal Aid Ontario, representation before courts or tribunals, summary legal advice, and referrals to other agencies who can help.

## ONTARIO TENANTS RIGHTS

[www.ontariotenants.ca](http://www.ontariotenants.ca)

Resources on tenants' rights, social justice and rental housing issues.

## LANDLORD & TENANT BOARD

**1-888-332-3234**

### Southwestern Regional Office

150 Dufferin Ave, Ste 400, London

Tenant and landlord rights, dispute resolution, and rent increase regulation information. Access to the Residential Tenancies Act.

## IDENTIFICATION

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### List of Common Pieces of Identification and Information to Bring to Appointments:

Health Card, Income Statement, Pay Stub, Social Insurance Number, Bank Statement, Piece of Mail with Current Address.

### Lost your identification?

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

[www.serviceontario.ca](http://www.serviceontario.ca)

## SERVICE ONTARIO

**General Inquiry: 1-800-267-8097**

**Health Card Inquiry: 1-888-376-5197**

**Driver & Vehicle Inquiry: 1-800-387-3445**

Provides access to Government of Ontario services and documentation for drivers, vehicles, health, outdoor activities, home/land/personal property, identification and certificates, education and training. Set fee for some services.

### **Aylmer Outreach**

615 John St N, Aylmer

Monday to Friday 8:30am-5pm. Health card services available by appointment.

### **Dutton Outreach**

199 Currie Rd, Dutton

Monday to Friday 8:30am-4:30pm.

### **Rodney Outreach**

217 Furnival Rd, Rodney

Monday to Friday 9am-5pm and Saturday 9am-12noon.

### **St Thomas Outreach**

41 Mondamin St, Unit 6, St Thomas

Monday to Friday 9am-5pm, Saturday 9am-1pm.

**CENTRAL COMMUNITY HEALTH  
CENTRE**

**519-633-7989 ext 406**

359 Talbot St, St Thomas

Support in applying for lost or damaged identification, including Birth Certificate, Health Card and Social Insurance Number.

**MENTAL HEALTH**

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**ALZHEIMER SOCIETY OF ELGIN-ST THOMAS 519-633-4396**

450 Sunset Dr, St Thomas

Monday to Friday 9am-4pm. Provides client and caregiver support services, advocacy, information, referral, public education and training. Fees vary per program.

**CANADIAN MENTAL HEALTH  
ASSOCIATION, ELGIN**

**519-633-1781**

**1-855-633-1781**

**Mental Health Crisis Line**

**519-631-2180**

**Intervention Line**

**1-888-631-2180**

110 Centre St, St Thomas

**Satellite Office:** 113 Sydenham St E, Aylmer

Monday to Friday 8:30am-4:30pm. 24-hour support through Short-Term Crisis Response Team. Mental health centre offering a full range of services for persons with a serious mental illness. 24-hour support provided through telephone contact and/or mobile assistance to individuals who are experiencing a mental health crisis. Referrals to community services, crisis follow-ups, and overnight safe bed accommodations for short-term stays. No fees. English and Low German services available.

**ELGIN ACTT**

**519-631-5354 or 519-631-4787**

**(ASSERTIVE COMMUNITY TREATMENT TEAM)**

294 Talbot St, Unit 1, St Thomas

Monday to Friday 8am-8pm, Saturday and Sunday 8am-4pm. Assertive Community Treatment. Community care for adults 20 and older living with a severe mental illness.

**ELGIN COUNSELLING & MEDIATION CENTRE 519-633-4423**

19 Queen St, St Thomas

Provide counselling and mental health services to youth ages 12 to 17 on probation, as well as individual, family and relationship counselling for all ages.

**MENTALHEALTH4KIDS**[www.mentalhealth4kids.ca](http://www.mentalhealth4kids.ca)

Website for youth, parents, educators and health care providers that provides information about mental health related services.

**MINDYOURMIND**[www.mindyourmind.ca](http://www.mindyourmind.ca)**Family Services Thames Valley**

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

**MENTAL HEALTH HELPLINE****Connex Ontario****1-866-531-2600**

24-hour confidential telephone information and referral service for mental health services and supports in Ontario.

**OXFORD ELGIN CHILD & YOUTH CENTRE****1-877-539-0463****CRISIS LINE**

99 Edward St, St Thomas

Walk-in Clinic open Thursdays 10am-6pm

Provides a service that children and youth under the age of 17 in Oxford and Elgin Counties can turn to at any time if they are dealing with a crisis situation.

**ST THOMAS ELGIN GENERAL HOSPITAL****519-631-2020**

189 Elm St, St Thomas

The Mental Health Care Program provides inpatient and outpatient care to adults 18 and older living with a mental illness.

**SERENITY HOUSE HOSPICE****519-637-3034**

St John's Anglican Church, 20 Flora St, Lower Level, St Thomas

Outpatient mental health services. All ages. No fees.

**WEST ELGIN COMMUNITY HEALTH CENTRE****519-768-1715**

153 Main St, West Lorne

Free and confidential counselling services for all ages. Self-referrals accepted.

# NEWCOMER & IMMIGRANT SERVICES

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## **MENNONITE COMMUNITY SERVICES**

**519-765-3020**

16 Talbot St E, Aylmer

Tuesday, Wednesday, Friday 10am-5pm, Thursday 10am-8pm. Offers family and senior services and assistance with citizenship applications, immigration, social services and offers volunteer transportation. Services available in Low German.

## **SETTLEMENT.ORG**

[www.settlement.org](http://www.settlement.org)

Provides information and resources to help newcomers settle in Ontario.

## **THAMES VALLEY DISTRICT SCHOOL BOARD**

English as a Second Language (ESL) classes for adults who need to develop their English language skills.

### **Balacava Street Adult & Alternative Education Centre**

**519-631-0231**

20 Balacava St, St Thomas

Monday to Friday 8am-3:30pm

### **Summers' Corners Public School**

**519-773-8106**

50576 Talbot Line, Aylmer

Monday to Friday 9am-2:30pm

### **McGregor Public School**

**519-773-3362**

204 John St, Aylmer

Thursdays 6:30pm-9pm

## **YWCA ST THOMAS-ELGIN SETTLEMENT SERVICES**

**519-631-9800**

16 Mary St W, St Thomas

Monday to Thursday 9am-4pm, Friday 9am-12noon. 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.

**Language Instruction for Newcomers to Canada (LINC)** - English language classes offered free for Permanent Residents 18 and older. Small, multi-level classes will improve English language and communication skills for daily living, employment, and can provide necessary certification for Canadian citizenship applications.

Transportation support may be available. Daytime classes in St Thomas, evening classes in Aylmer.

# TRANSPORTATION

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Many providers offer transportation support to access their services. Ask if this support is available.

**CANADIAN RED CROSS** **519-631-1611**

Provides transportation to the frail, elderly and disabled in the community who are unable to use public transportation or private means. For people 17 and older. Fees based on distance traveled.

**CITY OF ST THOMAS, TRANSIT & PARATRANSIT SERVICES** **519-631-1680 ext 4161**  
**Reservations: 519-631-0001**

Registered users who are unable to board the public transit system.

**FOUR COUNTIES TRANSIT BUS** **1-800-724-3401**

Services West Lorne, Rodney, Newbury and surrounding areas. Accessible transportation. \$5 each way. Fees vary for special trips.

**MENNONITE COMMUNITY SERVICES** **519-765-3020**

Volunteer drivers available for medical appointments.

**MS SOCIETY** **1-800-268-7582 ext 3129**

Transportation to medical appointments for those with MS. Provides financial assistance, if required.

**VON (VICTORIAN ORDER OF NURSES) MIDDLESEX-ELGIN** **St Thomas: 519-637-6408**  
**East Elgin: 519-765-2999**

East and Central Elgin and Southwold Township. Seniors and adults with disabilities are eligible. Prices vary. Must book 24 to 48 hours in advance.

**VOYAGEUR TRANSPORTATION SERVICES** **519-455-4579**

Services Elgin County. Some mobility requirements apply. Fees vary.

**WEST ELGIN TRANSPORTATION NETWORK** **519-768-0020**

Western Elgin County. Adults with disabilities. Prices vary. Must book 24 to 48 hours in advance.

# NOTES & RESOURCES

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## Special Thanks to Community Partners

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Ontario Early Years Centres



*A Place for Parents And Their Children.*



**ELGIN**  
BUSINESS RESOURCE CENTRE  
A Community Futures Development Corporation



**FRESH START**  
MATERNITY SUPPORTS  
operated by Rehoboth Girls' Home of Refuge and Support

