

**COMMUNITY**

**CONNECTIONS**

**St. Thomas & Elgin County**



**A Resource Guide to Basic  
Needs Supports & Services**



**2019**

We are pleased to present the  
**2019 edition of Community Connections**  
St Thomas and Elgin County.

**Community Connections** is also available at  
[www.ywcaste.ca](http://www.ywcaste.ca) and [SouthWesthealthline.ca](http://SouthWesthealthline.ca)



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.

**The 211 helpline makes asking for help easier**



**Call 2-1-1 or search [www.211ontario.ca](http://www.211ontario.ca) for social and community services near you.**



**Free | Confidential | 24/7 | Live answer  
Toll-Free: 1-877-330-3213 | 150+ Languages**

# ST THOMAS AND ELGIN COUNTY

<b>Addiction</b>	5
12 Step Programs	
<b>Childcare</b>	7
Licensed Childcare & Early Education Centres	
Licensed School Age Childcare (Before & Afterschool)	
Home Childcare Program	
<b>Clothing &amp; Household Items</b>	9
<b>Community</b>	10
Community Centres	
Libraries	
Senior's Centre	
<b>Domestic Violence &amp; Sexual Assault</b>	12
Child Abuse - Reporting	
<b>Education</b>	14
<b>Employment &amp; Training</b>	16
<b>Financial Support</b>	19
Budget & Debt Counseling	
<b>Food</b>	23
Food Banks	
Free, Low-Cost/Convenient Meal Options	
Collective Kitchen/Cooking Skills	
Community Supported Agriculture	
<b>Grief &amp; Bereavement</b>	27
<b>Health Care</b>	27
Dental Care	
Family Counseling, Parenting & Pregnancy	
<b>Housing</b>	36
Emergency Shelter & Transitional Housing	
Social and Public Housing	
Rights & Standards	
<b>Identification (ID: Birth Certificate, SIN)</b>	42
<b>Legal &amp; Advocacy</b>	43
Criminal Justice Supports	
<b>Mental Health</b>	44
<b>Newcomer, Immigrant &amp; Refugee Services</b>	46
<b>Transportation</b>	48
<b>Index</b>	49

# Addiction

## **Addiction Services of Thames Valley** 519-673-3242 ext. 234

10 Mondamin St. Ste 109, St Thomas

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

Outreach office providing assessment and treatment services for people with substance abuse and problem gambling, gaming, and internet issues. No fees. By appointment only. Outreach offices in Aylmer at the East Elgin Family Health Team and in West Elgin at the West Elgin Community Health Centre.

## **Clinic 217**

519-631-9040

475 Talbot St. St Thomas

Monday, Tuesday, Thursday and Friday (9:00-11:00am) and (1:00-3:00pm). Methadone and Suboxone treatment for opiate addiction. No fees.

## **Community Opioid Addiction Program**

### **Addiction Services Thames Valley**

519-673-3242 ext. 252

10 Mondamin St. Ste 109, St Thomas

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

**Aylmer:** 424 Talbot St. W. Main Fl. Room 144

**West Lorne:** 153 Main St.

Offers direct services for people 12 years and older who have current or previous opioid addictions by providing assessment, treatment planning, Counseling and case management services. No fees. Services also available in West Lorne. Call for more information. By appointment only.

## **ConnexOntario**

24 hour helpline: 1-866-531-2600

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

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

## **N'Amerind (London) Friendship Centre**

519-672-0131 ext 235

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

260 Colborne St, London

Support to urban First Nations people with an alcohol, drug, or gambling problem.

**Needle Exchange & Harm Reduction Program (NEP)**  
**Southwestern Public Health** 519-631-9900 ext. 1278  
1230 Talbot St, St Thomas [www.swpublichealth.ca/](http://www.swpublichealth.ca/)

Monday to Friday (8:30am-4:30pm). Safe place to get free, new needles and other injection drug use supplies. Safer inhalation kits including pipes, mouthpieces and screens also provided . Free disposal of used equipment. Private and confidential . Testing for bloodborne infections and STI's available. Talk to a Public Health Nurse. Free naloxone take-home kits - lifesaving medication that can restore breathing of a person who has overdosed on heroin or prescription opioid medication

**Elgin Mobile Outreach:** Every Wednesday the Elgin Mobile Outreach van will be out in Elgin County offering new needles or other drug use equipment. The van travels to different areas every Wednesday. Delivery and pick ups may be available. Please call Chelsea at 519-631-9900 ext. 1240

**Smoking Cessation**

Free and confidential, support information and resources to help you stop smoking. Reduced-cost nicotine replacement therapy may be available.

**Central Community Health Centre** 519-633-7989 ext. 406  
359 Talbot St, St Thomas  
CCHC Clients Only

**Pharmacy Smoking Cessation Program** 1-866-532-3161

**Smokers' Helpline** 1-877-513-5333  
**Canadian Cancer Society**

**12 Step Programs**

**Alanon & Alateen Family Group** 519-434-2613  
(Elgin County)

**Alcoholics Anonymous** 24 hour helpline: 519-633-0430

**Gamblers Anonymous** 519-434-8481

**Narcotics Anonymous** 1-888-811-3887  
[www.gлана.ca/](http://www.gлана.ca/)

**Overeaters Anonymous** 1-866-221-5062  
[www.oaontario.org/](http://www.oaontario.org/)

# Childcare

Families may be eligible for financial assistance with the cost of licensed child care through **Children's Services** of St. Thomas-Elgin Social Services. To qualify for childcare fee subsidy, you must be a resident of St. Thomas or Elgin County, be working or attending school, or have a therapeutic referral from a partnering agency. Families may also be eligible for financial assistance with childcare if they are an Ontario Works client. Contact St. Thomas-Elgin Social Services Intake Monday-Friday from 8:30 am to 4:00 pm at 519-631-9350 (choose option 3) to schedule an appointment. You must have your most recent Notice of Assessment from Revenue Canada. See the St. Thomas-Elgin Children's Services website for our online childcare waiting list and **coming in 2019** our online child care financial assistance application.

## Licensed Childcare & Early Education Centres

**Cornerview YMCA Childcare Centre** 519-633-7900  
11 Park Ave. St. Thomas

**Dutton Co-Operative Child Care Centre** 519-762-2399  
3 Lions Rd. Dutton

**Early Learning Centres** 519-631-7018  
**Aylmer Centre** - 344 Talbot St. St. Thomas  
**Continuous Care Centre** (24 hour) - 1 Aspen Ave. St. Thomas  
**Dalewood Centre** - 575 Burwell Rd. St. Thomas  
**Orchard Park** - 200 Peachtree Blvd. St. Thomas

**Milestones Children's Centre** 519-631-0952  
5 Shaw Valley Dr. St. Thomas

**Next to Mom** 519-644-0201  
231 College St. Belmont

**Robin's Nest** 519-631-1658  
8 Hammond St. St. Thomas  
Transportation Available

**St. Thomas Co-operative Nursery** 519-631-7899  
28 Southwick St. St. Thomas

**Tiny Tots Co-operative Nursery School**  
217 Furnival Rd. Rodney

**519-785-2164**

**Licensed School Age Childcare including  
Before & After School**

**Cornerview YMCA**

**519-633-7900**

- Assumption C.S
- June Rose Callwood P.S
- Monsignor Morrison C.S
- St. Anne's C.S

**Dutton Co-Operative Childcare**

**519-762-2399**

- Dunwich Dutton P.S
- Aldborough P.S

**Milestones Children's Centre**

**519-631-0952**

- Forest Park P.S
- Pierre Elliot Trudeau P.S
- Locke's P.S
- John Wise P.S
- Port Stanley P.S

**Next To Mom**

**519-644-0201**

**Robin's Nest**

**519-631-1658**

JK and SK only. Transportation available

**YWCA St. Thomas-Elgin**

**519-631-9800**

- Elgin Court P.S
- Éva Circé Côté French Immersion Public School
- McGregor P.S
- Mitchell Hepburn P.S
- New Sarum P.S
- Southwold P.S
- Springfield P.S
- Straffordville P.S
- Summers' Corners P.S

**Home Childcare Program**

**Elgin Home Childcare**

**519-631-7018**

575 Burwell Rd. St. Thomas



# Clothing & Household Items

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

**Mennonite Community Thrift Store** 519-765-1356  
**Mennonite Community Services** [www.mscon.org/](http://www.mscon.org/)

20 Talbot St. E. Aylmer

Monday (10:00am-5:00pm), Tuesday-Wednesday (9:00am-5:00pm), Thursday-Friday (9:00am-8:00pm) and Saturday (9:00am-4:00pm). Gently used clothing and household items at discounted prices.

**Mission Thrift Store** 519-633-7300  
[www.missionthriftstore.com/](http://www.missionthriftstore.com/)

7 First Ave. St. Thomas

Monday-Friday (9:00am-5:00pm) and Saturday (9:00am-3:00pm). Low cost clothing and household items.

**Eastwood Fellowship Baptist Church** 519-633-4131  
**Clothing Cupboard**

400 Wellington St. St. Thomas

3rd Saturday of each month from (9:00-10:00am). Free clothing to those in need. Please use west entrance (closest to Wellington & Fairview).

**First United Church** 519-631-7570

7 Curtis St. St. Thomas

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

**Fresh Start Maternity Supports** 519-637-7775  
[www.fsms.ca/](http://www.fsms.ca/)

118 Centre St. St. Thomas

Free infant and toddler clothing and accessories for those in need. Call for more information.

**St. Thomas Restore** 519-631-6868

**Habitat for Humanity Heartland Ontario**

280 Edward St. Unit 5, St. Thomas

Monday-Friday (9am-6pm) and Saturday (9am-4pm). Sells new and used building & renovating materials and supplies between 50-80% below regular cost.

**The Salvation Army**

105 Edward St. St. Thomas

**519-633-4509****Thrift Store: 519-631-3206****Coats for Kids** - Free winter coats (all ages) for those in need. Call for an appointment**Community and Family Services** - Emergency assistance provided in the form of clothing, food, accommodation, life skills training and counselling**Thrift Store** - Monday-Friday (9am-5pm) and Saturday (9am-3pm). Low cost used clothing and household items.**YWCA St. Thomas-Elgin****519-631-9800****Get Gorgeous for Grad****[www.ywcaste.ca/](http://www.ywcaste.ca/)**

16 Mary St. W. St. Thomas

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

# Community

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

## Community Centres

**Active Elgin****519-631-9900 x. 1304**

Online sport, recreation and leisure guide

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

for St. Thomas and Elgin County. Find activities for everyone.

**Dutton Dunwich Community Centre****519-762-2204**

1 Scotland St. Dutton

**[www.duttondunwich.on.ca/](http://www.duttondunwich.on.ca/)****East Elgin Community Complex****519-773-5631**

531 Talbot St. Aylmer

**[www.eecc.ca/](http://www.eecc.ca/)****Focus Fairview Community Centre****519-631-4363**

83 Fairview Ave. Ste 11, St. Thomas

**Malahide Community Place****519-765-4755**

12105 Whittaker Rd. Springfield

**Northside Neighbourhood Hub****519-631-5182**

114 Confederation Dr. St. Thomas

**[www.northsideneighbourhoodhub.com/](http://www.northsideneighbourhoodhub.com/)**

**Shedden Keystone Complex**  
35921 Talbot Line, RR3, Shedden

**519-764-2260**

**Talbot Teen Centre**

745 Talbot St. St. Thomas

**519-631-8820**

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

Resource Centre for youth 12-18 years old. Offers age appropriate programming in recreation, leadership, arts & culture, education, prevention and awareness. Volunteer opportunities available.

**West Elgin Recreation Centre  
Rodney Community Centre**

135 Queens St. Rodney

**519-785-0560**

**Libraries**

**Aylmer Old Town Hall**

38 John St. S. Aylmer

Hours: Monday, Tuesday and Thursday (9:30am-8:30pm), Friday and Saturday (9:30am-5:00pm)

**519-773-2439**

**Belmont Library**

14134 Belmont Rd. Belmont

Hours: Monday and Thursday (1:00-8:00pm), Tuesday (10:00am-8:00pm), Friday (2:00-5:00pm) and Saturday (10:00am-1:30pm)

**519-644-1560**

**Fred Bodsworth Public Library**

21 Pitt St. Port Burwell

Hours: Monday (2:00-5:00pm), Tuesday (2:00-7:00pm), Thursday (11:00am-5:00pm) and Saturday (10:00am-12:00pm)

**519-874-4754**

**John Kenneth Galbraith Reference Library**

236 Shackleton St. Dutton

Hours: Monday and Tuesday (10:00am-8:00pm), Thursday (12:00-8:00pm), Friday and Saturday (10:00am-1:00pm)

**519-762-2780**

**Port Stanley Library**

302 Bridge St. Port Stanley

Hours: Monday, Tuesday and Thursday (10:00am-8:30pm), Friday (1:00-5:00pm) and Saturday (9:00am-1:00pm)

**519-782-4241**

**Rodney Library**

207 Furnival Rd. Rodney

Hours: Tuesday and Thursday (2:00-8:00pm), Friday (10:00am-5:00pm) and Saturday (10:00am-12:00pm)

**519-785-2100**

**Southwold Township Library (Shedden)** 519-764-2081  
35921 Talbot Line, Shedden  
Hours: Tuesday (2:00-8:00pm), Thursday (2:00-7:00pm), Friday (10:00am-5:00pm) and Saturday (2:00-5:00pm)

**Springfield Library** 519-765-4515  
12105 Whittaker Rd. Springfield  
Hours: Monday (1:00-5:00pm), Tuesday (2:00-8:00pm), Thursday (10:00am-8:00pm), Saturday (2:00-5:00pm)

**Straffordville Library** 519-866-3584  
9366 Plank Rd. Straffordville  
Hours: Monday, Tuesday and Thursday (10:00am-8:00pm), Friday (10:00am-5:00pm), Saturday (1:00-4:00pm)

**St. Thomas Public Library** 519-631-6050  
153 Curtis St. St. Thomas [www.stthomaspubliclibrary.ca/](http://www.stthomaspubliclibrary.ca/)  
Hours: Monday-Friday (9:00am-8:30pm), Saturday (9:00am-5:00pm)

**West Lorne Library** 519-768-1150  
160A Main St. West Lorne  
Hours: Tuesday (10:00am-8:00pm), Thursday (2:00-8:00pm), Friday (2:00-5:00pm), Saturday (10:00am-12:00pm)

### Senior's Centres

**St. Thomas Seniors Recreation Centre** 519-633-2850  
225 Chestnut St. St. Thomas  
Hours: Monday-Friday (8:00am-4:00pm). Offers recreational, social and educational programs, card games (Bridge & Euchre), crafts, fitness classes, dancing, bus trips, cafeteria, luncheons and volunteer grief support. For adults 50 years old and older.

## Domestic Violence & Sexual Assault

**Changing Ways** 519-438-9869  
10 Mondamin St. Unit 113, St. Thomas  
12 week group education and counselling program on domestic violence and non-abusive ways of resolving conflict. Victims/partners of the offender provided with support including safety planning, referrals to community resources and information on offender's progress.

**Elder Abuse Elgin****519-857-5171**

Addresses elder abuse through education, advocacy and liaison with community resources. Multidisciplinary case consultation, training and resources for professionals and the general public available upon request. Assistance with referrals.

**Onyota'a:ka Family Healing Lodge****519-652-0657**

2212 Elm Ave. Southwold

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

Offers emergency shelter for up to 6 weeks for people and families who are at risk of or in a violent family situation. Offers supports, outreach, referrals and advocacy. Activities for children. Assistance with goal planning and safety planning. Year round workshop training and information sessions.

**Seniors Safety Line****24 hour hotline: 1-866-299-1011****Elder Abuse Ontario**

Free, confidential support line for seniors suffering abuse, including physical, mental, sexual, neglect and financial abuse.

**St. Thomas-Elgin Second Stage Housing****519-637-2288**

15 Golding Place, St. Thomas

**Toll Free: 1-877-396-2288**

Affordable housing and support

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

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

**[www.victimserviceselgin.org/](http://www.victimserviceselgin.org/)**

On-site early intervention and crisis intervention, safety planning, referrals to community services. Enhanced support for vulnerable victims

**Victim Quick Response Program (VQRP)** - Immediate assistance with emergency expenses related to the incident, including emergency home safety, accommodation, meals, transportation, dependent care costs, counselling, cellular phones, vision care, crime scene cleanup and funeral expenses. Additional assistance for victims of human trafficking include replacement of government documents, storage locker, dental, tattoo removal and treatment at a recovery facility. No direct reimbursement to victims.

**Victim Witness Assistance Program****519-633-1920****Ontario Ministry of the****Toll Free: 1-866-633-1920****Attorney General**

4 Wellington St. 2nd Floor, 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**

300 Talbot St. Ste. 26, St. Thomas

**519-633-0155**

**24 Hour Crisis Line: 1-800-265-4305**

**[www.vawsec.on.ca/](http://www.vawsec.on.ca/)**

**Satellite Offices:**

**Aylmer:** 24 John St. N.

**West Lorne:** 160 Main St.

Support Centre for women who have been abused. Emergency shelter off-site, crisis intervention, drop-in. short term and long term counselling. Confidential and free. Emergency transportation to safety.

## Child Abuse Reporting

**Family and Children's Services  
Of St. Thomas and Elgin County**

410 Sunset Dr. St. Thomas

**519-631-1492**

**Toll Free: 1-800-260-6960**

**[www.caseelgin.on.ca/](http://www.caseelgin.on.ca/)**

Daily 24 hour emergency service. Administration: Monday to Friday (8:30am-4:30pm). Investigates allegations of child abuse or neglect under the Child, Youth and Family Services Act. Provides supports to children and families to maintain the children with family or in other kin placements. Provides children with temporary and long-term care through alternate placement. Supervision, counselling and group support to parents and families. Handles adoptions and adoption disclosure. Transportation to programs and services available for clients if needed

## Education

**Apprenticeship Network** [www.theapprenticeshipnetwork.com/](http://www.theapprenticeshipnetwork.com/)

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

**Contact North**

**1-855-451-7516**

**c/o Employment Services Elgin**

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

Education network that provides access to literacy, secondary education, general training, Ontario college and university programs and courses through online (distance) education. Distance education technologies available, such as audio-conferencing, videoconferencing, web conferencing, computer workstations and high-speed internet. Information on programs and courses, assistance with registration and financial aid options, referrals for academic advising and counselling, referrals to community and employment agencies.

**Fanshawe College** 519-633-2030  
**St. Thomas/Elgin Regional Campus** Toll Free: 1-800-717-4412  
120 Bill Martyn Pkwy. St. Thomas [www.fanshawec.cs/stthomas](http://www.fanshawec.cs/stthomas)  
Community College satellite campus offering many diploma and certificate programs, continuing education courses, apprenticeship training and corporate training services. Ages 16 and up. Fees vary by program.

**Learning, Earning and Parenting (LEAP) Program** 519-631-9350  
Toll Free: 1-800-265-4362  
**St. Thomas-Elgin Social Services**  
423 Talbot St. St. Thomas

Supports to help parents complete high school, enhance their parenting skills, and prepare them to enter the workforce. **Learning** - Promotes high school graduation. Requires participants to regularly attend an educational program that leads to a high school diploma. **Earning** - Encourages participants to enter school co-op programs and well as part-time or summer employment. **Parenting** - Supports parents to become effective caregivers. Provides list of available parenting programs. Participants in the program may be eligible for: financial assistance with school activities, planned parenting activities, subsidized child care, transportation cost assistance. \$500 incentive upon graduation.

**STEAM Education Centre** 226-212-0048  
168 Curtis St. St Thomas [www.steameducation.ca/](http://www.steameducation.ca/)  
Education and Innovation Centre for young and old emphasizing science, technology, engineering, art and math. Workshops for children, teens, adults and educators. Day camps. Member drop-in hours to access library of tools and supplies. School field trips and in-class programming. Set fees. Subsidies may be available.

**Thames Valley District School Board** 519-452-2000  
[www.tvdsb.ca/](http://www.tvdsb.ca/)

**Aspire, East Elgin Secondary School** 519-773-3174 ext. 67357  
362 Talbot St. W. Aylmer  
Alternative program operating at East Elgin Secondary School. Flexible and culturally sensitive program for students wishing to work towards their Ontario Secondary School Diploma (OSSD). Engages and welcomes students with emphasis on Locally Developed, Applied, and Academic levels, as well as English as Second Language (ESL) and experiential learning. Alternate site locations include Port Burwell Public School, home visits, and public libraries in the area.

**Balaclava Street Adult and  
Alternative Education Centre**

**519-631-0231**

20 Balaclava St. St. Thomas

Adult, alternative and continuing education centre that provides opportunities 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 programs.

**Merrymount Family Support  
And Crisis Centre**

**519-631-2321**

579 Talbot St. St. Thomas

Program designed to assist secondary school-aged students who are either pregnant or new parents continue with their education while learning to cope with their new responsibilities. Babies/infants welcome, but no childcare provided. No fees. Classes: Tuesdays (10:00am-12:30pm), Thursdays (9:00am-12:00pm).

**YWCA St. Thomas-Elgin**

**519-631-9800**

16 Mary St. W. St. Thomas

**[www.ywcaste.ca](http://www.ywcaste.ca)**

Upgrade your skills for employment, education, GED, apprenticeship, and independence. Facilitators will meet with each learner and develop a personalized plan that works for you! This plan will be reviewed and updated as you progress and gain confidence in reaching your goal.

## **Employment & Training**

**ATN Access for Persons with Disabilities**

**519-433-7950**

141 Dundas St. 5th Floor, Unit 504, London

**[www.atn.ca](http://www.atn.ca)**

Helps people with disabilities find employment, reach educational goals and improve quality of life through assessments, skills upgrading, and personal development services. Technology and computer assisted learning courses and programs to help people with disabilities or learning barriers gain skills and/or prepare for employment.

**Aylmer Community Services  
Mennonite Community Services**

**519-765-3020**

**[www.mcson.org/](http://www.mcson.org/)**

16 Talbot St. E. Aylmer

Open Tuesdays & Wednesdays (10:00am-5:00pm), Thursdays (10:00am-12:30pm and 1:00-8:00pm) and Friday (10:00am-5:00pm). Newcomers, Settlement Services and Outreach - Assessment, information, and referral services to newcomers. Assists newcomers to settle in Elgin County. Interpretation services to help newcomers understand and access community services.



## **Career and Employment Services**

### **Fanshawe College, St. Thomas-Elgin**

**St. Thomas:** Elgin Mall, 417 Wellington St.

**519-637-9876**

**Aylmer:** Aylmer Community Services  
25 Centre St.

**519-765-2082**

Monday, Wednesday to Friday (7:30am-4:30pm) and Tuesday (9:00am-6:00pm). Employment and job search services including resume help, career information, local labour market and employment/training opportunities. On-the-job training, work experience, help in maintaining employment. Information and referral to other employment and community services .

### **Community Living Elgin**

**519-631-9222**

400 Talbot St. St. Thomas

**[www.communitylivingelgin.com/](http://www.communitylivingelgin.com/)**

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**

#### **Resource Centre**

**Toll Free: 1-877-450-2128**

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

Provides financial resources and support to new and existing businesses in Elgin County including micro loans, counselling, self employment, training and the Summer Company Program for students. Also runs the Innovation Centre for Entrepreneurs (a mixed-use business incubator for small and growing businesses to get the support and resources need to prosper).

**St. Thomas** - 300 South Edgeware Rd.

**Aylmer**—516 John St. N

**Dutton** - 199 Currie Rd.

### **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**

**[www.employmentserviceselgin.ca/](http://www.employmentserviceselgin.ca/)**

#### **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:** 400 Talbot St.

**519-631-5470**

Monday, Tuesday, Thursday, Friday (8:30am-4:30pm) and  
Wednesday (8:30am-6:00pm)

**West Lorne:** West Elgin Support Services

**519-768-0020**

160 Main St. Monday-Friday (9:00am-4:30pm)

**Job Bank**[www.jobbank.gc.ca/](http://www.jobbank.gc.ca/)**Government of Canada**

Website of employment opportunities across Canada.

**Leads Employment Services****519-633-7597**

300 Edgeware Rd. Ste 121, St. Thomas

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

Monday - Thursday (8:30am - 4:30pm) &amp; Friday (8:30am - 4:00pm).

Provides employment and skills development programs for people with disabilities who are unemployed.

**St. Thomas - Elgin Social Services****519-631-9350**

423 Talbot St. St. Thomas

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

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

**Community Placement** - Unpaid community service activity under the sponsorship of communities and public or non-profit organizations that allows people to gain new skills that could transfer to other future employment positions.

**Employment Placement** - For St. Thomas - Elgin Social Services recipients to broaden job skills while being paid. Contact your Caseworker.

**St. Thomas - Elgin Social Services****519-631-1680 ext. 4503****Self-Employment Program**[www.sbecinnovation.ca/](http://www.sbecinnovation.ca/)**Elgin / St. Thomas Small Business Enterprise Centre**

10 Mondamin St. St. Thomas

Program for Social Services recipients who are interested in starting their own business. Provides business planning workshops and advisory supports. Referrals made through St. Thomas - Elgin Social Services.

**Ontario March of Dimes****519-642-3999**

920 Commissioners Rd. E. London

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

Monday to Friday (8:30am-4:30pm). Assists people with disabilities or mental health challenges needing supports to enter or return to work.

**Youth Engagement Project****519-631-9800****YWCA St. Thomas-Elgin****1-800-461-0954**

16 Mary St. W. St. Thomas

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

Assists youth aged 15 to 30 who are out of school, out of work and have barriers to employment. Provides life skills training, coaching and mentoring on and off the job, and a 24 week paid placement. Program includes employability skills training and paid work experience with transition to the workforce and gaining hands-on job-related skills.

# Financial Support

## **Canada Child Benefit**

**1-800-387-1193**

## **Canada Revenue Agency**

**[www.canada.ca/](http://www.canada.ca/)**

Tax-free payment made to eligible families on a monthly basis. Benefits paid to help offset the cost of raising children under the age of 18. Eligibility determined from income tax returns. Child disability benefit and provincial programs may be included in this benefit.

## **Disabled and Seniors in the Community**

**1-866-296-6722**

## **Program - 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/or persons with disabilities.

## **Family Responsibility Office**

**1-800-267-7263**

## **Ministry of Children, Community and Social Services**

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

## **GST/HST Credit**

**1-800-387-1193**

## **Canada Revenue Agency**

**[www.canada.ca/](http://www.canada.ca/)**

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

## **Canadian Tire Jumpstart**

**1-844-937-7529**

National charitable program making it possible for children to participate in organized sports and recreation by removing financial barriers. Jumpstart will help cover the costs of registration, equipment and transportation for children 4-18 years of age.

**St. Thomas**

**519-631-2418 ext. 226**

**East Elgin Community Residents**

**519-773-5631**

**Apply On-line**

**[www.jumpstart.canadiantire.ca/](http://www.jumpstart.canadiantire.ca/)**

## **Ontario Electricity Support Program**

**1-855-831-8151**

## **(OESP) Ontario Energy Board [www.ontarioelectricitysupport.ca/](http://www.ontarioelectricitysupport.ca/)**

The OESP is an Ontario Energy Board (OEB) program that lowers electricity bills for lower-income households. The OESP provides a monthly credit to eligible customers based on household income and household size. The OESP credits are applied directly to eligible customers' bills.

**Ontario Disability Support Program  
(ODSP) Ontario Ministry of  
Community and Social Services**

217 York St. 3rd Floor, London  
Monday to Friday (8:30am-5:00pm)

The Ontario Disability Support Program Income Support helps people with disabilities who are in financial need pay for living expenses, like food and housing.

**519-438-5111**  
**Toll Free: 1-800-265-4197**  
[www.mcass.gov.on.ca/](http://www.mcass.gov.on.ca/)

**St. Thomas Elgin Social Services**

423 Talbot St. St. Thomas  
Monday - Friday (8:30am - 4:30pm)

**519-631-9350**  
**Toll Free: 1-800-265-4362**  
[www.stthomas.ca/](http://www.stthomas.ca/)

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 years and older can apply for assistance. 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.

**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. Reviewed on a case-by-case basis.

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

**HeLP (Housing Links for People)** - HeLP funds are available for those at immediate risk of homelessness and for those transitioning from homelessness to a sustainable housing situation within St. Thomas and Elgin County.

**Satellite Offices**

**Aylmer Community Services** - 25 Centre St. Aylmer  
Monday to Friday (8:30am - 4:30pm)

**West Elgin Support Services** - 160 Main St. West Lorne  
Tuesdays and Thursdays (8:30am - 4:30pm)

**March of Dimes Canada**

291 King St. 3rd Floor, London

Monday to Friday (9:00am-4:30pm)

**1-877-369-4867****[www.marchofdimes.ca/](http://www.marchofdimes.ca/)****Home and Vehicle Modification**

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

**Assistive Devices Program**

Assists adults with a disability with funding for the purchase, repair and maintenance of a wide variety of mobility or assistive devices such as wheelchairs or scooters. Installation, delivery and set-up fees not included.

**Service Canada Centre**

1010 Talbot St. Unit 34, St. Thomas

Monday to Friday (8:30am - 4:30pm - closed from 12:00-12:30pm for lunch). Government information and resource centre providing

in-person service for federal programs and benefits, senior's pensions and employment programs. Employment insurance, Social Insurance Number applications, Social Development Financial Benefits, Services for Businesses.

**1-800-O-Canada (1-800-622-6232)****[www.servicecanada.gc.ca/](http://www.servicecanada.gc.ca/)**

**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.

**Aylmer Scheduled Outreach Site**

Aylmer Community Services, 25 Centre St. Aylmer

First and Third Tuesday of each month (9:00am-3:30pm - closed from 12:30-1:00pm for lunch)

**West Lorne Schedule Outreach Site**

Community Complex, 160 Main St. West Lorne

Second and Fourth Wednesday of each month (10:00am-3:15pm - closed from 1:00-1:30pm for lunch)

**Workplace Safety and Insurance Board (WSIB)**

148 Fullarton St. 7th Floor, London

Monday to Friday (8:30am-4:30pm). As part of Ontario's no-fault workplace insurance for employers and their workers, they provide disability benefits, monitor quality of care, and assist in the safe return to work for workers injured on the job or who contract an occupational disease.

**1-800-387-0750****[www.wsib.on.ca/](http://www.wsib.on.ca/)**

## **Veterans Affairs Canada**

417 Exeter Rd. London

Monday to Friday (8:30am-4:30pm). Local office providing access to services and benefits for veterans and their dependents, including financial help for emergencies such as shelter and health care.

**1-866-522-2122**

**[www.veterans.gc.ca/](http://www.veterans.gc.ca/)**

## **Budget & Debt Counselling**

### **Bridges out of Poverty**

**YWCA St. Thomas - Elgin**

16 Mary St. W. St. Thomas

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

**519-631-9800**

**1-800-461-0954**

**[www.ywcaste.ca/](http://www.ywcaste.ca/)**

**Getting Ahead** - A program for people in poverty. The goal is to examine the impact that poverty has on individuals, families and their communities. Structured for people 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.

**Circles** - Weekly meetings offering a community of support to build supportive, intentional relationships between people (leaders) in generational poverty and middle class volunteers (allies). The goal is to unite strengths in our community to create life changes for those living in poverty to permanent self-sufficiency and to advocate for changes in the system barriers that keep poverty in place.

### **Family Service Thames Valley**

**Credit Counselling**

**[www.familyservicethamesvalley.com/](http://www.familyservicethamesvalley.com/)**

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. Fees based upon ability to pay.

**London Site** - 125 Woodward Ave.

Monday to Thursday (9:00am-6:00pm), Friday (9:00am-4:00pm)

**St. Thomas Site** - YWCA St. Thomas - Elgin, 16 Mary St. W.

Please call to book an appointment.

**519-433-0159**

# Food

## 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 programs and services, visit [www.swpublichealth.ca/](http://www.swpublichealth.ca/)

**St. Thomas Elgin Food Bank** **519-633-5308**

**The Caring Cupboard** [www.stthomaselginfoodbank.org/](http://www.stthomaselginfoodbank.org/)

803 Talbot St. St. Thomas

Monday and Thursday (9:30am-3:00pm) and Tuesday (12:00-3:30pm).

Food Bank to assist those in need of food, hygiene items, baby food, formula, and baby diapers.

**Caring Cupboard Food Bank** **519-785-2026**

**Calvary United Church**

221 Stinson St. Rodney

Provides a one week supply of groceries and non-perishable food items to eligible low-income people and families once every 60 days. Does not provide diapers or baby supplies.

**Corner Cupboard Food Bank** **519-773-5773**

**East Elgin Community Assistance Program**

29 John St. N. Aylmer

September - June: Tuesdays (9:00am-12:00pm and 3:00-5:00pm).

July: Tuesdays (9:00am-12:00pm). Closed in August. Provides food items, baby food and formula. Sometimes able to assist with utilities.

**Port Stanley Community Cupboard** **519-782-3122**

**Christ Anglican Church**

283 Colborne St. Port Stanley

Third Tuesday of each month (3:30-6:00pm) and the following

Thursday (10:00am-12:00pm). Food items and food voucher for Port Stanley Foodland. Access once every 30 days.

**The Salvation Army** **519-631-3206**

105 Edward St. Unit 3, St. Thomas [www.thesalvationarmystthomas.ca](http://www.thesalvationarmystthomas.ca)

**Community and Family Services** - Emergency assistance provided in the form of clothing, food, accommodation, life skills training and counselling.

**Grocery Store Gift Card** - may be provided once every 4 months. People in need must make an appointment at 105 Edward St, Unit 3 to receive any assistance.

**West Elgin Daffodil Auxiliary Food Bank****519-762-5757**

185 Currie Rd. 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****[www.knoxstthomas.ca](http://www.knoxstthomas.ca)**

55 Hincks St. St. Thomas

Free community breakfast held on the second and fourth Saturday of each month (9:00-10:00am). Open to everyone.

**Community Fellowship Meals****519-631-7000****Trinity Anglican Church****[www.trinitychurchstthomas.com/](http://www.trinitychurchstthomas.com/)**

55 Southwick St. St. Thomas

Free lunch and dinner meal service for families or people who are experiencing difficulty with income or feeling alone/isolated.

**Lunch** - Second Friday of each month (12:00pm)**Dinner** - Third Friday of each month (5:00pm)**Community Lunch****519-773-71524****St. Paul's United Church****[www.stpaulsunitedchurch.ca/](http://www.stpaulsunitedchurch.ca/)**

5 Queens St. N. Aylmer

Free community lunch held on Tuesdays (11:30am-12:00pm). Open to everyone.

**Good Food Box Elgin-St. Thomas**

For \$15.00 per month (plus a one time \$10 membership fee), you can get a box of various produce, cheese, yogurt and other food items. You can order from the following locations:

**Aylmer: Aylmer Full Gospel Church****519-200-3890****St. Thomas:****Destination Church****519-207-2676****Northside Neighbourhood Hub****519-631-5182****YWCA St. Thomas-Elgin****519-631-9800****West Lorne: West Elgin Community****Health Centre****519-768-1715****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 (11:30am-12:30pm). Served in the church hall. Enter through the East door next to the elevators.



## **Meals on Wheels**

Hot or frozen meals delivered by volunteers on weekdays. Special diet types available. Delivery includes security check and quick visit.

Grocery delivery also available. Soup/dessert packages also available.

**VON (Victorian Order of Nurses)** [www.vonme.ca/](http://www.vonme.ca/)  
**Middlesex-Elgin**

**Aylmer and East Elgin** **519-765-2999**

**St. Thomas and Central Elgin** **519-637-6408**

**West Elgin Community Health Centre** [www.wechc.on.ca/](http://www.wechc.on.ca/)  
**519-768-1715 ext. 2210**

**Stone Soup Meal** **519-207-2676**

**Destination Church** [www.destinationchurch.ca/](http://www.destinationchurch.ca/)

668 Talbot St. St. Thomas

Every Thursday (6:00pm). Bring one ingredient and make a meal to enjoy with others. Open to everyone.

**Street Mission & Soup Kitchen** **519-860-2513**

**The Grace Café** [www.thegracecafe.ca/](http://www.thegracecafe.ca/)

323 Talbot St. St. Thomas

Free coffee, soup and lunches served Monday to Saturday (8:00am-1:00pm).

**Soup's On** **519-768-1715 ext. 2210**

**West Elgin Community Health Centre** [www.wechc.on.ca/](http://www.wechc.on.ca/)

146 Munroe St. West Lorne

First and Third Tuesday of the month (11:30am-1:00pm). 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 (11:30am-12:30pm).

Minimal Fee for lunch.

## **VON Congregate Dining**

Group gathering for a nutritious meal and social activities at various locations. For adults 55 years and older and adults with a disability.

Fees vary by location.

**St. Thomas** **519-637-6408**

**East Elgin** **519-765-2999**

## Collective Kitchens/Cooking Skills

### **Real Canadian Superstore**

**519-637-2791**

1063 Talbot St. St. Thomas

Various cooking programs available. Call for times and fees.

### **Southwestern Public Health**

**519-631-9900**

1230 Talbot St.

**[www.swpublichealth.ca](http://www.swpublichealth.ca)**

A cooking program designed to develop the skills and confidence needed to prepare healthy and tasty recipes safely. This program has been developed for different age groups and populations.

### **West Elgin Community Health Centre**

**519-768-1715**

153 Main St. West Lorne

**[www.wechc.on.ca](http://www.wechc.on.ca)**

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

## Community Supported Agriculture

Community Supported Agriculture programs are programs that allow people to purchase an annual share or weekly fees to receive fresh farm food boxes, usually every week. Food may be delivered to your home or picked up at the farm.

### **Bee Loved Gardens**

**226-926-2395**

33399 Fifth Line, Iona Station

**[www.beelovedgardens.com/](http://www.beelovedgardens.com/)**

Offers a wide range of vegetables and herbs. Available in summer, fall and winter. Pick up at farm or at pre-designated location in St. Thomas

### **Common Ground Farm**

**519-630-2312**

6986 Middle River Rd. St. Thomas

**[www.commongroundfarm.ca/](http://www.commongroundfarm.ca/)**

Offers vegetables and fruit CSA program. Pick up at farm.

### **Orchard Hill Farm**

**519-775-2670**

45415 Fruit Ridge Line, St. Thomas

**[www.orchardhillfarm.ca/](http://www.orchardhillfarm.ca/)**

Offers fruit and vegetable CSA's during the summer and fall. Work-share (working on farm for several hours in exchange for a discount)

# Grief & Bereavement

## Hospice Outreach Program of Elgin (HOPE)

141 Wellington St.

226-721-5901

Toll Free: 1-888-389-3655

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

**Monday to Friday (9:30am-4:00pm).** Appointments may be available outside of office hours if necessary. End-of-life social, psychological, cultural, emotional, spiritual and practical supports. Care plans are customized to the client and family's goals, wishes and priorities. Support, education and consultation to community service providers, including basic and advance palliative-care training. Grief or caregiver support and education. One-on-one and groups for adults and children.

## Serenity House Hospice

519-637-3034

20 Flora St, Lower Level, St. Thomas [www.serenityhousehospice.ca/](http://www.serenityhousehospice.ca/)

Physical, emotional, social and spiritual support through service, information and education for families dealing with life-threatening illnesses. Referral agency for palliative care services in Elgin County.

# Health Care

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

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

Monday and Thursday (8:30am—7:00pm), Tuesday and Friday (8:30am-5:00pm), Wednesday (2:00-7:00pm). Community Health Centre offering primary health care, counselling, health promotion and illness prevention programs and community support services. Most services are covered under OHIP.

## East Elgin Family Health Team

519-773-3715

424 Talbot St. Suite 1, Aylmer

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

After-hours walk-in clinic available Monday to Thursday (5:00-7:30pm) and Saturday (9:00-11:30am) for registered patients. Primary health care team offering ultrasound facilities, pharmacy, chiropractic, physiotherapy, midwifery, mental health and social services.

**Straffordville Site** - 9254 Plank Rd.

Monday to Friday (8:00am-4:30pm). For registered patients only.

## Elgin Audiology Consultants

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

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

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

Monday, Wednesday to Friday (9:00am-5:00pm)  
and Tuesday (9:00am-5:00pm)

**Aylmer Site** - 17 King St. E. Suite 5 **519-773-3838**

Tuesday (9:00am-6:00pm) and Thursday (9:00am-7:00pm)

**West Lorne Site** - Heritage Homes **1-888-815-2306**

Community Hub, 146 Munroe St. By appointment only.

## 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.

### Southwestern Public Health

**519-631-9900**

#### St. Thomas site

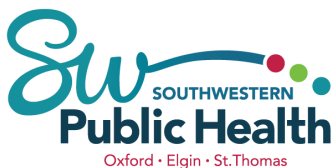
**1-800-922-0096**

1230 Talbot St. St. Thomas

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

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

Health agency that addresses public health issues and promotes healthy living. Services include but are not limited to: immunization and screening for communicable diseases, family and child health, breastfeeding and infant care



support, dental health, sexual health, injury prevention, environmental health, physical activity, public health standards enforcement, research and population-based health research, food safety

### Southwestern Public Health Clinics and Services for Elgin and St. Thomas.

**Baby and Me** - Drop-in Well Baby Clinics are available to parents with children under 12 months. Meet other new parents, speak to a Public Health Nurse about breastfeeding, infant feeding and parenting.

**St. Thomas:** 1st Tuesday of each month (1:00-2:30pm) at EarlyON Child & Family Centre, 7 Morrison Dr.

Thursdays (10:00-11:30am) at Northside Neighbourhood Hub, 114 Confederation Dr. Unit 2

**Aylmer:** Last Monday of each month (1:30-3:00pm) at McGregor Public School, 204 John St. South

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

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

**Family Health Line** - Call or drop-in to speak to a Public Health Nurse during business hours.

**Healthy Babies Healthy Children** - offers support to pregnant women and families with children from birth to six years. Provides support and information on topics such as pregnancy, breastfeeding, healthy eating, baby care, growth and development, discipline, as well as many other issues. Call for more information.

**Prenatal Classes (In-person and On-line)** - Prenatal classes available for expectant families to provide information on a variety of topics. Call for more information.

**Immunization Clinics** - Offering publicly funded vaccines for eligible persons. **Appointments need to be made at all sites.** Call **519-631-9900 ext. 1350** to book your appointment or visit the Southwestern Public Health website to book your appointment online.

**St. Thomas:** 1230 Talbot St. Clinics take place on the first Thursday of each month (2:30-5:00pm) and third Thursday of each month (2:30-7:00pm).

**Aylmer:** 424 Talbot St. W. Unit L7C. Clinics take place first Tuesday of each month from May to October (2:30-5:00pm). Influenza (flu) shot is free at designated clinic times or by appointment. Call and ask for more information on publicly funded vaccines.

**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 counselling, emergency birth control, STI testing and treatment and free needle exchange program.

**St. Thomas:** Southwestern Public Health, 1230 Talbot St. Monday - Friday (8:30am-4:30pm). Central Community Health Centre, 359 Talbot St. Monday and Thursday (8:30am-5:00pm) and Wednesday (1:00-7:00pm).

**West Lorne:** West Elgin Community Health Centre, 153 Main St. Monday, Wednesday and Friday (8:30am-4:00pm), Tuesday and Thursday (8:30am-7:30pm)

**Ministry of Health and  
Long-Term Care - Ontario  
Ontario Health Insurance Plan  
(OHIP) Service Ontario**

[www.health.gov.on.ca/](http://www.health.gov.on.ca/)  
**1-866-532-3161**

Health cards allow eligible persons to receive certain health care services free of charge. To apply for OHIP coverage visit any St. Thomas or Elgin County ServiceOntario counter.



**Assisted Devices Program 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.

**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 are accepting new patients in their community.

**Home Oxygen Therapy Program 1-800-268-6021**

Assists with the cost of oxygen and equipment for individuals on long term oxygen therapy.

**Refugee HealthLine 1-866-286-4770**

Temporary toll-free, multi-lingual telephone line to connect refugees to health care providers.

**Telehealth Ontario 1-866-797-0000**

Free, confidential access to registered nurses trained to help people decide about appropriate options for care. Provides health advice or general health information on topics including: breastfeeding, medications and drug interactions, depression, suicide and other mental health concerns, teen health and issues, food and healthy living, illnesses and injuries that need medical care or are consistent.

**Trillium Drug Program 1-800-575-5386**

Assists with the cost of certain prescription drugs for eligible Ontario residents.

**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

**Toll Free: 1-866-920-1601**

Counselling, referrals and practical

**[www.hivaidconnection.ca](http://www.hivaidconnection.ca)**

supports for people living with or affected by HIV/AIDS. Monday to Friday (9:00am-5:00pm).

**Open Closet:** Drop-in social support group for lesbian, gay, bisexual, trans\*, two-spirit, queer and questioning (LGBTQ2+) youth between the ages of 14 and 18.

**South West Local Health****519-631-9907****Integration Network****Toll Free: 1-800-811-5146**

1063 Talbot St. Unit 70

**[www.healthcareathome.ca/southwest](http://www.healthcareathome.ca/southwest)**

St. Thomas

Inquiries/Support: Daily (8:00am-8:00pm). Provides access to community care for people of all ages who are facing the challenges of age, illness, injury or disability. Links people to a wide range of community setting including home, school, residential facility and at clinics.

**South West Ontario Aboriginal Health****519-289-0352****Access Centre (SOAHAC)****1-877-289-0381****Chippewas of the Thames Site****[www.soahac.on.ca](http://www.soahac.on.ca)**

77 Anishinaabeg Dr. Muncey

Monday, Tuesday, Thursday, Friday (8:30am-4:30pm) and Thursday (8:00am-7:00pm). Aboriginal Health Access Centre providing

integrated services for Indigenous people, families and communities.

Health professionals assess and treat non-life-threatening injuries or illnesses. Health promotion, traditional healing, mental health and

addiction services provided. Dental clinic. Referrals to other local health services and personal development groups available on and off

reserves. Culturally safe, accessible services that combine traditional Indigenous and Western medical practices

**St. Thomas Elgin General Hospital****519-631-2020**

189 Elm St. St. Thomas

**[www.stegh.on.ca](http://www.stegh.on.ca)**

157-bed acute and continuing care hospital with emergency department

Medical, obstetrics, surgery, therapy and ambulatory care services.

Case managers from the South West Local Health Integration

Network available on site

## **West Elgin Community Health Centre**

**519-768-1715**

153 Main St. West Lorne

**[www.wechc.on.ca/](http://www.wechc.on.ca/)**

Monday, Wednesday, Friday (8:30am-5:00pm), Tuesday and Thursday (8:30am-9:00pm). Health centre focused on family and community health, illness prevention and health promotion. Health professionals assess and treat non-life-threatening injuries or illnesses. Health professionals provide primary care services and referrals to other local health and community services and personal development groups.

## **Dental Care**

### **Southwestern Public Health**

**519-631-9900**

#### **St. Thomas site**

**1-800-922-0096**

1230 Talbot St. St. Thomas

**[www.swpublichealth.ca/](http://www.swpublichealth.ca/)**

Free dental services (Healthy Smiles Program) are available for eligible children and youth from birth to age 17. By appointment. Call and ask for more information on dental services and eligibility. Southwestern Public Health also provides dental hygiene services at 3 clinic locations throughout Elgin County. Access to dental screening, dental hygiene treatment, oral hygiene education. Call for more information.

### **Schulich Medicine and Dentistry**

**Adult: 519-661-3326**

#### **Dental Clinic - Western University**

**Children: 519-661-3329**

Dental Sciences Building

**Emergency Clinic: 519-661-3331**

**[www.schulich.uwo.ca/dentistry](http://www.schulich.uwo.ca/dentistry)**

General dental treatment and a teaching facility for dental students who are supervised by faculty members,. By appointment only.

## **Family Counselling, Parenting & Pregnancy**

### **Birthright London**

**519-432-7197**

854 Richmond St. Lower Rear, London

**[www.birthright.org/london](http://www.birthright.org/london)**

Monday, Tuesday, Thursday (10:00am-2:00pm) and Wednesday (2:00-5:00pm). Crisis pregnancy service offering confidential support and friendship to help clients carry their babies to term and offers alternatives to abortion. Information and referral in medical, emotional, financial and legal matters and childbirth education. Pregnancy tests. Maternity and baby clothes, diapers and toiletries available.



## **Community Services**

**519-438-4783**

### **Coordination Network (CSCN)**

**Toll Free: 1-877-480-2726**

171 Queens Ave. Suite 750, London

**[www.cscn.on.ca/](http://www.cscn.on.ca/)**

Service coordination for children and youth with complex needs who may require a response from more than one service provider.

Single point of access for children and adolescents who require access to residential-based mental health treatment services (funded by the Ministry of Children, Community and Social Services).

## **Elgin Counselling & Mediation Centre**

**519-633-4423**

19 Queen St. St. Thomas

**[www.mediationcentre.on.ca/](http://www.mediationcentre.on.ca/)**

Monday to Friday (9:00am-5:00pm). Evening and weekend appointments available upon 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 and Children's Services**

**519-631-1492**

### **Of St. Thomas & Elgin County**

**Toll Free: 1-800-260-6960**

410 Sunset Dr. St. Thomas

**[www.caselgin.on.ca/](http://www.caselgin.on.ca/)**

Office Hours: Monday to Friday (8:30am-4:30pm). 24 hours services available. Investigates allegations of child abuse or neglect under the Child, Youth and Family Services Act. Provides supports to children and families to maintain the children with family or in other kin placements. Provides children with temporary and long-term care through alternate placement. Supervision, counselling and group support to parents and families. Handles adoptions and adoption disclosure.

## **Family Education and Support Project**

**226-545-1050**

### **Of Aylmer (FESPA)**

**[www.mcson.org/](http://www.mcson.org/)**

### **Mennonite Community Services**

16 Talbot St. E. Aylmer

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

## **Fresh Start Maternity Supports**

**519-637-7775**

118 Centre St. St. Thomas

**After Hours/Crisis: 519-637-0845 ext. 3**

Administration: Monday-Friday (8:00am-4:00pm). Offers a supportive transitional group home for women in need of prenatal support or support with a newborn. Provides medical care, life skills, education, counselling, recreation and aftercare for mothers and babies. Based on ability to pay.

**LA LECHE LEAGUE CANADA****1-800-665-4324****[www.lllc.ca/lllc-st-thomas-elgin/](http://www.lllc.ca/lllc-st-thomas-elgin/)**

All breastfeeding, chestfeeding or pregnant parents; and supporters who are women. Adjusting to & Overcoming Challenges of a breastfed baby. Typically meets the last Wednesday of each month (9:30am) at Southwestern Public Health - St Thomas Public Health Unit, 1230 Talbot St. St. Thomas.

**Merrymount Family Support and Crisis Centre****519-637-1667****[www.merrymount.on.ca/](http://www.merrymount.on.ca/)**

579 Talbot St. St. Thomas

Assisting families going through separation and divorce who are having difficulties over custody and access arrangements.

**Supervised Visits** - provide an opportunity for non-custodial or non-residential parents to spend time with their children on-site while custody issues are being resolved.

**Supervised Exchanges** - Provide non-confrontational transfer of children between parents for off-site access time.

**Mother Reach****519-434-6868****Reach Out 24h Line: 1-866-933-2023****[www.healthunit.com/mother-reach](http://www.healthunit.com/mother-reach)**

Post-partum depression support and information. Telephone hotline available. Drop-in support at Merrymount (London) each Thursday (1:00-3:00pm). Childminding available.

**Motherisk****1-877-439-2744****Alcohol and Substance Information: 1-877-327-4636**

Information regarding prescription

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

and over-the-counter medications, natural products, chemicals, infections, radiation, cigarettes and recreational drugs in pregnancy or breastfeeding.

**EarlyON Child and Family Centre****[www.ontarioearlyyearsml.com/](http://www.ontarioearlyyearsml.com/)**

For parents and caregivers with children under 6 years of age.

Provides answers to your questions about parenting, programs and services that are available for young children. Opportunity to talk to early years professionals or network with other parents and caregivers in the community. Set fee for some programs. Call for times and locations.

**St. Thomas:** 7 Morrison Dr.**519-631-9496**

Administration: Monday to Friday (8:30am-4:30pm)

**Aylmer:** 24 John St.**519-773-3447**

**Wellkin Child & Youth  
Mental Wellness**

**24 hours: 1-877-539-0463**

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

99 Edward St. St. Thomas

We create hope; help children and youth learn to cope; and together build strength to manage challenges related to mental health. Wellkin offers accessible, compassionate programs and services to support families free of charge.

**Crisis Services** - Daily 24 hours

**Administration** - Monday to Friday (8:30am-4:30pm)

**Walk-In Counselling Service** - Thursdays (10:00am-6:00pm)

**Talbot Creek Midwives**

**519-637-2224**

66 West Ave. St. Thomas

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

Monday to Thursday (9:00am-4:00pm), Friday (9:00am-12:00pm).

Provides care throughout pregnancy, labour, delivery and post-partum.

**Thames Valley Children's Centre**

**519-685-8700**

**779 Base Line Rd. E. London**

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

Regional rehabilitation centre for young people with physical, communication or developmental needs or autism spectrum disorders. Helps youth reach their potential for independence, quality of life, self-esteem, and participation in society. Free. Referral required.

**Thames Valley Midwives**

**519-433-5855**

434 Maitland St. Suite 1, London

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

Midwifery care offering experienced care for pregnancy, delivery of the baby and post-partum.

**tykeTalk (Thames Valley Preschool Speech  
and Language Program)**

**519-633-6388**

**For new referrals: 519-633-0273**

**Thames Valley Children's Centre**

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

Early childhood (under 6 years) speech, language and feeding/swallowing assessment and therapy services. Free (services are covered by the Ministry of Children, Community and Social Services).

**Victorian Order of Nurses (VON)**

**519-637-6408**

**Middlesex-Elgin**

[www.von.ca/en/middlesex-elgin/services](http://www.von.ca/en/middlesex-elgin/services)

1151 Florence St. Suite 100, London

**Family Supports Program:** Support and respite to people with disabilities and their families.

**Passport Program:** Community participation supports and respite supports for adults with intellectual disabilities. Plans for support based on each person's needs and goals.

**Homecare and Professional Services:** Community health, support and in-home services by nurses and personal support workers.

**West Elgin Community Health Centre**

153 Main St. West Lorne

**519-768-1715****[www.wechc.on.ca/](http://www.wechc.on.ca/)**

Monday, Wednesday, Friday (8:30am-5:00pm), Tuesday, Thursday (8:30am-9:00pm). Parenting education and support including prenatal classes, breastfeeding support, and a Well Baby Clinic.

**Youth in Transition Program****YWCA St. Thomas-Elgin**

16 Mary St. W

**519-631-9800****1-800-461-0954****[www.ywcaste.ca/](http://www.ywcaste.ca/)**

Provides support to youth ages 16-24 who were, or are crown wards (in care of Family and Children's Services), transitioning into adulthood. No fee.

# Housing

## 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 support they need to live independently.

**Canadian Mental Health****Association (CMHA) Elgin Branch**

110 Centre St. St. Thomas

**519-633-1781****Crisis Line: 519-433-2023****Crisis Line (Toll Free): 1-866-933-2023****[www.cmhaelgin.ca/](http://www.cmhaelgin.ca/)**

Overnight safe bed accommodations for short term stays. Community service referrals. Daily support.

**Crash Beds Program****Mission Services of London****457 York St. London****519-439-0239****[www.missionservices.ca/](http://www.missionservices.ca/)**

Beds are available on a first-come, first-serve basis, daily (9:00pm to 7:00am), for adults experiencing mental health and/or substance use issues. 10 gender-segregated beds for women and 11 beds for men, with each having a separate entrance. Private room and access to shower facilities and nourishment.

**Fresh Start Maternity Supports**

118 Centre St. St. Thomas

**519-637-7775****[www.fsms.ca/](http://www.fsms.ca/)**

Supportive, transitional housing for 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****Central United Church**

135 Wellington St. St. Thomas

**519-637-9898****[www.innoutofthecoldelgin.com/](http://www.innoutofthecoldelgin.com/)**

Daily (6:00pm-8:00am) during the winter months only. Includes overnight accommodation, a hot shower, laundry facilities, clothing and hot meals.

**Onyota'a:ka Family Healing Lodge****Oneida Nation of the Thames**

Offers emergency shelter for up to 6 weeks for people and families who are at risk of or in a violent family situation. Offers supports, outreach, referrals and advocacy.

**519-652-0657****Mens's Mission and Rehabilitation Centre****Mission Services of London**

459 York St.

**519-672-8500****[www.missionservices.ca/](http://www.missionservices.ca/)**

Shelter and transition housing for homeless men 16 years and older. Life skills programs are available.

**Women's Place Emergency Shelter****Violence Against Women Services****Elgin County**

45 Princess Ave. St. Thomas

**519-633-0155****1-800-265-4305****[www.vawsec.on.ca/](http://www.vawsec.on.ca/)**

Open 24 hours a day. Safe, secure shelter for women who have been abused, and their children. Temporary accommodation with basic necessities. Crisis support, drop-in counselling and legal consultations available. Emergency transportation to safety available anywhere in St. Thomas and Elgin County.

**YWCA St. Thomas-Elgin**

16 Mary St. W. St. Thomas

**519-631-9800****1-800-461-0954**

Emergency housing for men and women

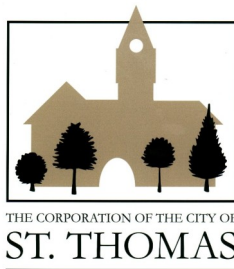
**[www.ywcaste.ca/](http://www.ywcaste.ca/)**

16 years and over. Housing based case management for all residing through the YWCA.

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

## Social and Public Housing

Social housing projects are those where the rent for some of the housing units is reduced, and the rent the tenant pays is based on their income. These housing units have a “rent geared to income” or “RGI” subsidy. Some social housing projects have a high proportion of RGI units, and some much less.



Public Housing is housing which is owned and operated by the City of St. Thomas in 17 sites throughout St. Thomas and Elgin County. This housing is similar to social housing but includes a very high proportion of RGI units.

Most social housing provide RGI units and all public housing units can only be accessed through the Central Waiting List (CWL) which is administered by St. Thomas-Elgin Housing Services. Each separate housing project has a waiting list and there are projects located in St. Thomas, Aylmer, Port Burwell, Dutton, West Lorne and Rodney.

Both social and public housing include some RGI units which are modified to serve those with physical disabilities. There are separate waiting lists for those “special needs” units.

**St. Thomas-Elgin Housing Services**

**519-631-9350**

**St. Thomas-Elgin Social Services**

**1-800-265-4362**

423 Talbot St. St. Thomas

**[www.stthomas.ca/](http://www.stthomas.ca/)**

Monday to Friday (8:30am-4:30pm). Develops and administers assistance programs related to home ownership, private rental housing, affordable housing, social housing, transitional housing, supportive housing and homeless shelters. Manages all city-owned housing.

There are a number of social housing providers which are not associated with the Central Waiting List. Applications for subsidized housing must be made directly to them. Those housing providers are listed separately below. The rental subsidies administered by those other providers may be calculated on a different basis than those of the social housing providers accessed through CWL.

### **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. and 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 and Scott St. Apartments** **519-631-8487**

One and two-bedroom apartments in St. Thomas.

**Canadian Mental Health Association—Elgin Branch** **519-633-1781**

110 Centre St. **Toll Free: 1-855-633-1781**

**Crisis Line: 1-866-933-2023**

**[www.cmhaelgin.ca/](http://www.cmhaelgin.ca/)**

**Supportive Housing Program:** Safe, secure, supportive, affordable, permanent independent living accommodations for people with a serious mental illness.

**Community Homes for Opportunity:** Supportive housing program located in private homes, with admission, programs and supports provided by a community mental health team

**EFBC Non-Profit Housing Corporation** **519-633-5375**

Apartments and Seniors apartments in St. Thomas

**The Family Central Apartments  
Fresh Start Support Services**

**519-637-7775 ext. 1**

62 Talbot St. E. Aylmer

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

Affordable apartments with additional support through peer mentor neighbours and Fresh Start staff.

**Heritage Place**

**519-765-4242**

**Aylmer and Area Christian Association**

110 Caverly Rd. Aylmer

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

**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.

**Ontario Aboriginal Housing Services 1-866-391-1061 ext. 501**

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

Geared-to-income rental and homeowner housing units available in Elgin County. Contact to fill out an application.

**St. Thomas-Elgin Second Stage Housing**

**519-637-2288**

12 Golding Place, St. Thomas





**Toll Free: 1-800-396-2288**

Administration: Monday to Friday


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

(9:00am-5:00pm). Affordable housing and support services to women and their children who have left abusive relationships. Available for up to one year. All ages. Rent-g geared-to-income.


The 211 helpline makes asking for help easier



Call 2-1-1 or search [www.211ontario.ca](http://www.211ontario.ca) for social and community services near you.



Free | Confidential | 24/7 | Live answer  
Toll-Free: 1-877-330-3213 | 150+ Languages





**YWCA St. Thomas-Elgin**

16 Mary St. W. St. Thomas

Emergency housing for men and women

16 years and over. Housing based case management for all residing through the YWCA.

**519-631-9800****1-800-461-0954****www.ywcaste.ca/****Women's Residence** - 21 bed facility that offers emergency, transitional and long-term housing.**Second Story** - Men's supportive housing unit offering private rooms.**Harmony House** - Transitional homes for females 16-24 years of age. Offers private rooms, life skills workshops and one on-one support.**Horizon House** - Transitional homes for females 16-24 years of age. Offers private rooms, life skills workshops and one-on-one support.**Fairwinds** - Transitional home for males 16-24 years of age. Offers private rooms, life skills workshops and one-on-one support.**Unity House** - Transitional home for males 16-24 years of age. Offers private rooms, life skills workshops and one-on-one support.**Rights and Standards****Elgin-Oxford Legal Clinic**

98 Centre St. St. Thomas

Monday to Friday (8:30am-4:30pm) by appointment

only. Assistance with landlord - tenant matters. Satellite offices in Aylmer and West Lorne.

**519-633-2638****1-866-611-2311****www.eolc.ca/****Ontario Tenant Rights**

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

**www.ontariotenants.ca/****Landlord and Tenant Board**

Southwestern Regional Office

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

**1-888-332-3234****www.ltb.gov.on.ca/**

# Identification

List of common pieces of identification (I.D) and information to bring to appointments:

- Health Card
- Income statement
- Pay stub
- Social Insurance Number
- Bank statement
- Mail with current address



## Lost your identification?

ServiceOntario has information to help you replace lost I.D, plus information on Ontario Government Programs.

## ServiceOntario

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

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

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

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

## ServiceOntario

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.

### St. Thomas - Elgin ServiceOntario Locations

**Aylmer:** 615 John St. N. Monday to Friday (8:30am-5:00pm).  
Health Card services also available by appointment.

**Dutton:** 199 Currie Rd. Monday to Friday (8:30am-4:30pm)

**St. Thomas:** 417 Wellington Rd. Unit 151. Monday to Friday (9:00am-5:00pm), Saturday (9:00am-1:00pm)

**West Elgin:** 22413 Hoskins Line, Rodney. Monday to Friday (8:30am-4:30pm)

## Central Community Health Centre

**519-633-7989 ext. 428**

359 Talbot St. St. Thomas

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

Support in applying for lost or damaged identification including Birth Certificates, Health Cards and Social Insurance Numbers. Identification Clinics (Drop In) are the first Tuesday of each month (1:00-4:00pm).

# Legal & Advocacy

## **Ask a Lawyer**

**1-866-999-5329**

## **Justice for Children and Youth**

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

Free, confidential legal advice for youth under 18 years of age and homeless youth under the age of 25 in Ontario.

## **Elgin-Oxford Legal Clinic**

**519-633-2638**

98 Centre St. St. Thomas

**Toll Free: 1-866-611-2311**

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

**[www.eolc.ca](http://www.eolc.ca)**

Legal advice and legal representation for those who cannot obtain Legal Aid. Assists with landlord-tenant matters, Social Services (Ontario Works), Ontario Disability Support Program (ODSP), Canada Pension Plan and Criminal Injuries Compensation. Satellite locations in West Lorne and Aylmer by appointment.

## **Family Law Information Centre (FLIC) Elgin County**

**519-633-1720**

4 Wellington St. St. Thomas

FLIC services are available in family courts across Ontario. At the FLIC you can find information about separation and divorce and related family law issues, family justice services, alternative forms of dispute resolution, local community resources and court processes. Service based on financial need.

## **Lawyer Referral Service**

**1-855-947-5255**

**[www.lawyerconnection.ca/](http://www.lawyerconnection.ca/)**

Online or telephone 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**

**519-631-4810 or 1-800-668-8258**

4 Wellington St. St. Thomas

**[www.legalaid.on.ca/](http://www.legalaid.on.ca/)**

Legal representation and consultation. Income-based fees.

## **Criminal Justice Supports**

### **Community Alternatives for Youth**

**519-633-4593**

### **The Salvation Army, St. Thomas & Elgin**

**[www.cjslondon.ca/](http://www.cjslondon.ca/)**

539 Talbot St. St. Thomas

Monday to Friday (8:30am-4:30pm). Practical services designed to help clients with the criminal justice system and community integration with a view to prevent similar problems from reoccurring.

**Crown Attorney's Office  
Elgin County**

**519-631-1506**

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.

**John Howard Society**

**519-438-4168**

601 Queen St. London

**[www.johnhoward.on.ca/london/](http://www.johnhoward.on.ca/london/)**

Information, referral and counselling to offenders, people at risk of offending and family members of both groups. Assistance with record suspension (pardon) applications, walk-in crisis assistance, bail verification and supervision program, alternatives to prosecution program, Native Services Program and institutional visits.

**Victim Services Elgin**

**519-631-3182**

146 Centre St. St. Thomas

**[www.victimserviceselgin.org/](http://www.victimserviceselgin.org/)**

Trained volunteers respond on scene 24 hours a day to victims of crime or tragic circumstances by emergency service referral. Response includes assessment, crisis intervention, emotional and practical support, follow-up support, information and referrals. Alternatively, individuals or agencies can contact the office during business hours to receive services. Administration: Monday to Friday (8:00am-5:00pm)

## **Mental Health**

**BounceBack**

**Toll Free: 1-866-345-0224**

**[www.bouncebackontario.ca/](http://www.bouncebackontario.ca/)**

For people 15 years and older who are experiencing low mood, depression and anxiety. Through BounceBack learn skills to help manage worry and anxiety, combat unhelpful thinking and become more active and assertive. No waiting period, and the program is free to people living in Ontario who have a valid health card number. Access to the program is by referral through a family doctor, nurse practitioner, or client self-referral. If clients submit a referral themselves, their primary care provider is notified and kept informed of their progress in the program. Once a referral is submitted, clients who are accepted into the program are contacted by a BounceBack coach within five business days to schedule a telephone assessment. Clients receive immediate access to the mental health supports they need.

## **Canadian Mental Health Association (CMHA)**

**Elgin Branch**

**519-633-1781 or 1-855-633-1781**

**Reach Out Crisis Line**

**519-433-2023 or 1-866-933-2023**

**[www.cmhaelgin.ca/](http://www.cmhaelgin.ca/)**

Monday to Friday (8:30am-4:30pm). 24 hours support through crisis intervention. 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 experience 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.

### **Offices**

**St. Thomas Office:** 110 Centre St.

**Aylmer:** 113 Sydenham St. E

**West Lorne:** 153 Main St.

**REACH OUT**

**1-866-933-2023**

mental health | addictions | crisis services

## **Child and Parent Resource Institute (CPRI)**

**519-858-2774**

600 Sanatorium Rd. London

**Toll Free: 1-877-494-2774**

Administration: Monday to Friday (8:30am-5:00pm)

**[www.cpri.ca/](http://www.cpri.ca/)**

Specialized services for children and youth with complex mental health or developmental challenges. Specialized diagnostic assessment, consultation, education, research and treatment services. Educational resources for children, youth and their parents. Services provided in community and on-site. 24 hours residential services.

## **Elgin Assertive Community Treatment Team (ACTT)**

259 Talbot St. Unit 1, St. Thomas

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

Monday to Friday (8:00am-8:00pm), Saturday and Sunday (8:00am-

4:00pm). Teams provide comprehensive integrated services to adults living with a severe and persistent mental illness.

## **Elgin Counselling and Mediation Centre**

**519-633-4423**

**19 Queen St. St. Thomas**

**[www.mediationcentre.on.ca/](http://www.mediationcentre.on.ca/)**

Monday to Friday (9:00am-5:00pm). Provide counselling and mental health services to youth ages 12 to 17 years of age on probation and their families as well as individual, family and relationship counselling for all ages.

## **Community Homes for Opportunity (CHO)**

**519-633-1781**

**Canadian Mental Health Association**

**[www.cmhaelgin.ca/](http://www.cmhaelgin.ca/)**

110 Centre St. St. Thomas

Supportive housing program located in private homes, with admission, programs and supports provided by a community mental health team.

## **Mental Health Helpline**

**1-866-531-2600**

**ConnexOntario**

**[www.connexontario.ca/](http://www.connexontario.ca/)**

**Mindyourmind****[www.mindyourmind.ca/](http://www.mindyourmind.ca/)**

mindyourmind exists in the space where mental health, wellness, engagement and technology meet. Interactive tools and innovative resources to build capacity and resilience for youth 14-29 years of age.

**Wellkin (Child & Youth Mental Wellness)****[www.wellkin.ca/](http://www.wellkin.ca/)**

99 Edward St. St. Thomas **Crisis Line (24 hours): 1-877-539-0463**  
Walk-In Sessions: Thursdays (10:00am-6:00pm)

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

**Psychiatric Survivors Network of Elgin (PSNE) 519-631-1580**

499 Talbot St.

**Toll Free: 1-888-631-1919**

24 hour peer support helpline.

**[www.psne.ca/](http://www.psne.ca/)**

Self-help, peer-driven mental health community organization supporting psychiatric survivors. Social, recreational and life skills programs.

**St. Thomas Elgin General Hospital****519-631-2020**

189 Elm St. St. Thomas

**[www.stegh.on.ca/](http://www.stegh.on.ca/)**

Inpatient and outpatient mental health care to adults 18 years and older.

**West Elgin Community Health Centre****519-768-1715**

153 Main St. West Lorne

**[www.wechc.on.ca/](http://www.wechc.on.ca/)**

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

# Newcomer, Immigrant & Refugee Services

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

Provides information and resources to help newcomers settle in Ontario.

**Mennonite Community Services****519-765-3020**

16 Talbot St. E. Aylmer

**[www.mcson.org/](http://www.mcson.org/)**

Tuesday, Wednesday, Friday (10:00am-5:00pm), Thursday (10:00am-12:30pm and 1:00-8:00pm). Assessment, information, and referral services to newcomers. Assists newcomers to settle in Elgin County. Interpretation services to help newcomers understand and access community services. Orientation to life in Canada. Services available in Low German.

**Ministry of Citizenship and Immigration** 1-800-267-7329  
**Government of Ontario** [www.ontario.ca/](http://www.ontario.ca/)

Provincial ministry which provides services to newcomers and immigrants to Ontario. Provides information to newcomers about settlement programs such as finding housing, healthcare, social services, employment, English/French language programs, foreign credential assessments and interpretation/translation services.

**St. Thomas-Elgin Immigration Portal** [www.welcometoste.ca/](http://www.welcometoste.ca/)  
Provides information and resources to help newcomers learn about and settle in St. Thomas and Elgin County.

**Thames Valley District School Board** [www.tvdsb.on.ca](http://www.tvdsb.on.ca)  
English as a Second Language (ESL) classes for adults who need to develop their English language skills.

**Balaclava Street Adult & Alternative Education Centre:** 20 Balaclava St. St. Thomas **519-631-0232**

**East Elgin Secondary School** **519-631-0231**  
362 Talbot St. Aylmer

**FESPA** **519-452-2000 ext. 69670**  
**(Family and Education Support Project)**  
Sommerfield Mennonite Church  
6700 Springfield Rd. Mount Salem

**YWCA St. Thomas-Elgin Settlement Services** **519-631-9800**  
16 Mary St. W. St. Thomas [www.ywcaste.ca/](http://www.ywcaste.ca/)  
Monday-Thursday (9:00am-4:00pm), Friday (9:00am-12:00pm).  
Information on permanent residency, citizenship, sponsorship, work and visitor permits, government programs and community services.  
Assistance with accessing information on health cards, drivers 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 years 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

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

**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. \$5.00 each way. Fees vary for special trips.

**Mennonite Community Services** 519-765-3020  
Volunteer drivers available for medical appointments.

**Regional Rideshare Program** [www.regionalrideshare.ca/](http://www.regionalrideshare.ca/)  
Carpooling program for drivers and riders. Online registry matches carpoolers by location and destination. Free to register. Cost sharing arrangements made by carpoolers. Available in St. Thomas.

**VON (Victorian Order of Nurses) Middlesex-Elgin**  
Non-emergency transportation to appointments and activities for older adults and adults with a disability. Wheelchair accessible van available in Aylmer, East Elgin, St. Thomas and Central Elgin.

**St. Thomas** 519-637-6408  
**East Elgin** 519-765-2999

**Voyageur Transportation Services** 519-455-4579  
[www.voyagohealth.ca/](http://www.voyagohealth.ca/)  
Non-emergency stretcher and wheelchair transportation. Fees vary.

**West Elgin Transportation Network** 519-768-0020  
Non-emergency transportation to local medical appointments and regular activities such as shopping or visiting friends and family. Volunteer drivers use their own vehicles. All rides are dependent on volunteer availability. Prices vary and must be booked 24-48 hours in advance.



# **INDEX**

**Active Elgin, 10**  
**Addiction Services of Thames Valley, 5**  
**Alanon/Alateen, 6**  
**Alcoholics Anonymous, 6**  
**Apprenticeship Network, 14**  
**Ask A Lawyer: Justice For Children & Youth, 43**  
**ASPIRE, East Elgin Secondary School, 15**  
**Assistive Devices Program, 30**  
**ATN Access for Persons With Disabilities, 16**  
**Aylmer Community Services, 16**  
**Aylmer Old Town Hall Library, 11**  
**Balaclava Street Adult and Alternative Education Centre, St Thomas, 16, 47**  
**Bee Loved Gardens, 26**  
**Belmont Library, 11**  
**Birthright London, 32**  
**Bridges Out of Poverty, 22**  
**Brown St Apartments, 39**  
**Caledonia Two Apartments, 39**  
**Calvary United Church, 21**  
**Canada Revenue Agency, 19**  
**Canada-Ontario Affordable Housing, 39**  
**Canadian Cancer Society, 6**  
**Canadian Mental Health Association, CMHA Elgin Branch, 36, 39,44, 45**  
**Canadian Tire Jumpstart, 19**  
**Caring Cupboard Food Bank, Calvary United Church, 23**  
**Caring Cupboard (The), St Thomas Elgin Food Bank, 23**  
**Central Community Health Centre, 6, 27, 42**  
**Central United Church, 37**  
**Changing Ways, 12**  
**Child and Parent Resource Institute (CPRI), 45**  
**Christ Anglican Church, Port Stanley Food Bank, 23**  
**City of St. Thomas-Elgin, Social Services, 15, 18, 20**  
**City of St. Thomas-Elgin, Social and Public Housing, 38**  
**City of St Thomas-Elgin, Transit & Paratransit Services, 48**  
**Clinic 217, 5**  
**Common Ground Farm, 26**  
**Community Homes for Opportunity, CMHA, 45**  
**Community Living Elgin, 17**  
**Community Services Coordination Network (CSCN), 33**  
**ConnexOntario, 5, 45**  
**Contact North, 14**

**Corner Cupboard Food Bank, East Elgin Community Assistance Program,** 23  
**Cornerview YMCA Childcare Centre,** 7, 8  
**Crisis Line (Reach Out), CMHA Elgin Branch,** 44, 45  
**Crown Attorney's Office, Elgin County,** 44  
**Destination Church,** 25  
**Drug and Alcohol Helpline,** 6  
**Dutton Co-Operative Child Care Centre,** 7, 8  
**Dutton Dunwich Community Centre,** 10  
**Early Learning Centres,** 7  
**EarlyON Child and Family Centre,** 34  
**East Elgin Community Assistance Program, Corner Cupboard Food Bank,** 23  
**East Elgin Community Complex,** 10  
**East Elgin Family Health Team,** 27  
**East Elgin Secondary School,** 15, 47  
**Eastwood Fellowship Baptist Church, Clothing Cupboard,** 9  
**EFBC Non-Profit Housing Corporation,** 39  
**Elder Abuse Elgin,** 13  
**Elder Abuse Ontario, Seniors' Safety Line,** 13  
**Elgin ACTT (Assertive Community Treatment Team),** 45  
**Elgin Audiology Consultants,** 28  
**Elgin Business Resource Centre,** 17  
**Elgin Business Women's Network,** 17  
**Elgin Counselling & Mediation Centre,** 33, 45  
**Elgin Home Childcare,** 8  
**Elgin Mobile Outreach, Southwestern Public Health,** 6  
**Elgin-Oxford Legal Clinic,** 41, 43  
**Employment Services Elgin,** 17  
**Fairview Apartments,** 39  
**Fairwinds, YWCA St Thomas-Elgin, Supportive Housing,** 41  
**Family & Children's Services of St Thomas & Elgin County,** 14, 33  
**Family Central Apartments,** 40  
**Family Education & Support Project of Aylmer (FESPA),** 33  
**Family Law Information Centre, Elgin County,** 43  
**Family Responsibility Office,** 19  
**Family Service of Thames Valley,** 22  
**Fanshawe College, St Thomas-Elgin,** 14, 17  
**FESPA (Family Education & Support Project of Aylmer),** 47  
**First United Church,** 9  
**Focus Fairview Community Centre,** 10  
**Four Counties Health Services,** 28  
**Four Counties Transit Bus,** 48  
**Fred Bodsworth Public Library,** 11

**Fresh Start Maternity Supports**, 9, 34, 37, 40  
**Gamblers Anonymous**, 6  
**GST/HST Credit**, 19  
**Good Food Box Elgin-St. Thomas**, 24  
**Habitat for Humanity Heartland Ontario**, 11  
**Harmony House, YWCA St Thomas-Elgin, Supportive Housing**, 41  
**Health Care Connect**, 28  
**Heritage House**, 39  
**Highview and Scott St. Apartments**, 39  
**Holy Angels Roman Catholic Parish**, 24  
**Home Oxygen Therapy Program**, 30  
**Horizon House, YWCA St Thomas-Elgin, Supportive Housing**, 41  
**Hospice Outreach Program of Elgin (HOPE)**, 27  
**Inn Out of the Cold**, 37  
**Job Bank, Government of Canada**, 18  
**John Howard Society**, 44  
**John Kenneth Galbraith Reference Library**, 11  
**Kettle Creek Villa, Central Elgin Municipal Non-Profit Housing Corporation**, 40  
**Knox Presbyterian Church**, 24  
**LA LECHE LEAGUE CANADA**, 34  
**Landlord & Tenant Board, Southwestern Regional Office**, 41  
**Lawyer Referral Service**, 43  
**Leads Employment Services**, 18  
**Legal Aid Ontario**, 43  
**Malahide Community Place**, 10  
**March of Dimes Canada**, 21  
**Meals on Wheels**, 25  
**Men's Mission & Rehabilitation Centre, Mission Services of London**, 36, 37  
**Mennonite Community Services**, 9, 16, 46, 48  
**Mennonite Community Thrift Store**, 9  
**Mental Health Helpline**, 45  
**Merrymount Family Support & Crisis Centre, St Thomas Site**, 16, 34  
**Milestones Children's Centre**, 7, 8  
**Mindyourmind**, 46  
**Mission Services of London**, 36, 37  
**Mission Thrift Store**, 9  
**Mother Reach**, 34  
**Motherisk**, 34  
**Municipal Property Assessment Corporation**, 19  
**N'Amerind (London) Friendship Centre**, 5  
**Narcotics Anonymous**, 6  
**Next To Mom**, 7, 8  
**Northside Neighbourhood Hub**, 10

**Ontario Aboriginal Housing Services, 40**  
**Ontario Disability Support Program (ODSP), 20**  
**Ontario Electricity Support Program (OESP), 19**  
**Ontario Health Insurance Plan (OHIP), 30**  
**Ontario Ministry of Citizenship and Immigration, 47**  
**Ontario Ministry of Community and Social Services, 20**  
**Ontario Ministry of Health and Long-Term Care, 30**  
**Ontario Poison Control, 31**  
**Ontario Problem Gambling Helpline, 6**  
**Ontario Tenants Rights, 41**  
**Onyota'a:ka Family Healing Lodge, 13, 37**  
**Orchard Hill Farm, 26**  
**Overeaters Anonymous, 6**  
**Pharmacy Smoking Cessation Program, 6**  
**Port Stanley Food Bank, Christ Anglican Church, 21**  
**Port Stanley Library, 11**  
**Psychiatric Survivors Network of Elgin, 46**  
**Reach Out Crisis Line, 44, 45**  
**Real Canadian Superstore, 26**  
**Regional HIV/AIDS Connection, 31**  
**Regional Rideshare Program, 48**  
**Robin's Nest, 7, 8**  
**Rodney Library, 11**  
**Salvation Army (The), Community Alternatives for Youth, 43**  
**Salvation Army (The), St Thomas, 10, 23, 43**  
**Salvation Army (The) Thrift Store, 10**  
**Schulich Medicine and Dentistry, Western University, 32**  
**Scott St Apartments, 39**  
**Second Story, YWCA St Thomas-Elgin, Supportive Housing, 41**  
**Seniors' Safety Line, Elder Abuse Ontario, 13**  
**Serenity House Hospice, 27**  
**Service Canada Centre, 21**  
**ServiceOntario, 42**  
**Settlement.org, 46**  
**Shedden Keystone Complex, 11**  
**Smokers' Helpline, 6**  
**Soup's On, West Elgin Community Health Centre, 25**  
**Southwest Local Health Integration Network, 31**  
**Southwest Ontario Aboriginal Health Access Centre (SOAHAC), 31**  
**Southwestern Public Health, 6, 26, 28, 29, 32**  
**Southwold Township Library, 12**  
**Springfield Library, 12**  
**Steam Education Centre, 15**  
**Stone Soup Meal, 25**

**St Paul's United Church, 24**  
**St Thomas Co-operative Nursery, 7**  
**St Thomas Elgin Food Bank, The Caring Cupboard, 23**  
**St Thomas Elgin General Hospital, 31, 46**  
**St Thomas-Elgin Immigration Portal, 47**  
**St Thomas-Elgin Second Stage Housing, 13, 40**  
**St. Thomas-Elgin Social Services, 15, 18, 20**  
**St Thomas Public Library, 12**  
**St Thomas ReStore, 9**  
**St Thomas Seniors' Recreation Centre, 12, 25**  
**Steele St Apartments, 39**  
**Straffordville Library, 12**  
**Street Mission & Soup Kitchen, The Grace Café, 25**  
**Talbot Creek Midwives, 35**  
**Talbot Teen Centre, 11**  
**Telehealth Ontario, 30**  
**Thames Valley Children's Centre, tykeTALK, 35**  
**Thames Valley District School Board, 15, 47**  
**Thames Valley Midwives, 35**  
**The Grace Café, Street Mission & Soup Kitchen, 25**  
**Tiny Tots Co-operative Nursery School, 8**  
**Trillium Drug Program, 30**  
**Trinity Anglican Church, 24**  
**tykeTALK, Thames Valley Children's Centre, 35**  
**Unity House, YWCA St Thomas-Elgin, Supportive Housing, 41**  
**Veterans Affairs Canada, 22**  
**Victim Services Elgin, 13, 44**  
**Victim Witness Assistance Program, 13**  
**Violence Against Women Services Elgin County, 14, 37**  
**VON (Victorian Order Of Nurses), Middlesex-Elgin, 25, 48**  
**Voyageur Transportation Services, 48**  
**Wellkin Child and Youth Mental Wellness, 3, 46**  
**West Elgin Community Health Centre, 25, 26, 32, 36, 46**  
**West Elgin Daffodil Auxiliary Food Bank, 24**  
**West Elgin Recreation Centre, Rodney Community Centre, 11**  
**West Elgin Transportation Network, 48**  
**West Lorne Library, 12**  
**Women's Residence, YWCA St Thomas-Elgin, Supportive Housing, 41**  
**Workplace Safety and Insurance Board (WSIB), 21**  
**YWCA St Thomas-Elgin, 8, 10, 16, 18, 22, 36, 37, 41, 47**  
**YWCA St. Thomas-Elgin Settlement Services, 47**

# Notes & Resources

# Notes & Resources

# Notes & Resources



# Notes & Resources

## Special Thanks to Community Partners



**Employment Services Elgin**





YWCA ST. THOMAS - ELGIN  
SETTLEMENT SERVICES



MUNICIPALITY OF  
**West Elgin**



Canadian Mental  
Health Association  
Elgin County  
*Mental health for all*



**Elgin County Library**



SKILLS TRAINING  
& UPGRADING



**VICTIM SERVICES ELGIN**



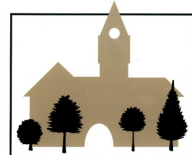
**St. Thomas-Elgin Second Stage Housing**



West Elgin  
Community  
Health Centre



**St. Thomas Elgin**  
**Food Bank** the caring  
cupboard



THE CORPORATION OF THE CITY OF  
**ST. THOMAS**



YWCA ST. THOMAS - ELGIN

For more information about this directory or to  
obtain copies, please contact:

YWCA St. Thomas-Elgin

519-631-9800

1-800-461-0954

***[www.ywcaste.ca](http://www.ywcaste.ca)***