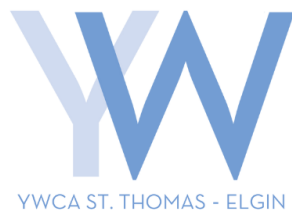


A guide to basic  
needs, support  
& services



# Community Connections

St.Thomas - Elgin

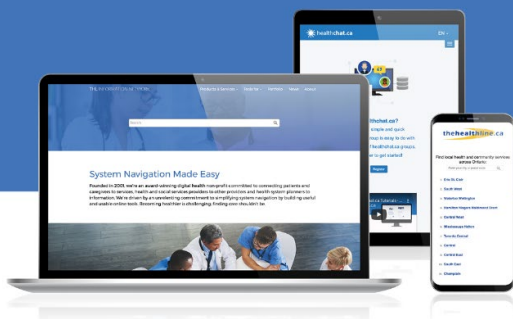
Seeking housing, financial  
support or mental health  
assistance?

Looking for employment  
or training?

In need of food,  
clothing or transportation?

2023/24

# THL INFORMATION NETWORK



## FIND HEALTH AND SOCIAL SERVICES IN YOUR AREA

Over **48,000** listings  
across Ontario!

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

This guide is for informational purposes only. Information contained in this publication has been gathered through [The Healthline](http://TheHealthline) database. 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. Inclusion of a service does not imply endorsement nor does exclusion indicate a lack of endorsement. The guide is available for download at [www.ywcaste.ca](http://www.ywcaste.ca). To request print copies, contact the YWCA St. Thomas-Elgin at 519-631-9800.

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### St Thomas-Elgin Social Services - Children's Services

**519-631-9350**

230 Talbot St, St Thomas, ON, N5P 1B2; <https://onehsn.com/stthomas>

**Mon-Fri 8:30am-4:30pm**

Management and delivery of child care and early years services. Administers child care fee subsidy program for children based on income. Maintains service agreements with licensed child care and licensed home care providers. Special needs resourcing program for licensed child care programs.

**Eligibility:** Call or visit [www.stthomas.ca](http://www.stthomas.ca) under the Social Services – Children’s Tab to apply for fee subsidy.

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### Dutton Co-Operative Child Care Centre - 519-762-2399

3 Lions Rd, Dutton, ON, N0L 1J0; [www.duttonchildcare.ca](http://www.duttonchildcare.ca)

**Mon-Fri 7am-6pm**

Licensed child care programs for infants, toddlers, preschools, kindergarten and school age children. Before and After-School Program locations: Dunwich Dutton Public School - 239 Miller Rd, Dutton Aldborough Public School - 11443 Furnival Rd, RR3, Rodney Aldborough site adding infant, toddler and preschool spaces February 2023. **Eligibility:** Children birth to 5 years. School Age Program Children 6-12 years.

### EarlyON Child and Family Centre - St Thomas-Elgin

**519-631-9496**

St Thomas, ON; [www.stthomaselginearlyon.ca](http://www.stthomaselginearlyon.ca)

Information about programs and services that are available for young children. Services include: learning and literacy programs for parents and children.

Programs to support parents and caregivers in aspects of early child development links to other early years programs in the community. Outreach activities for parents to become involved with local EarlyON Child and Family Centre Please visit <https://www.keyon.ca/Events/ViewEvents> to pre-register and for programs and services. **Eligibility:** Children 6 years and younger and their parents and caregivers.

## **Milestones Children's Centre - 519-631-0952**

5 Shaw Valley Dr, St Thomas, ON, N5R 6J9; [www.milestonescc.ca](http://www.milestonescc.ca)

### **Mon-Fri 6:30am-5:30pm**

Child care program for infants, toddlers and preschool age children. School Age Program Before and after school and school holiday program locations: Forest Park Public School - 295 Forest Ave, St Thomas, Pierre Elliot Trudeau French Immersion Public School - 112 Churchill Cres, St Thomas, Locke's Public School - 22 S Edgeware Rd, St Thomas, Kettle Creek Public School - 350 Carlow Rd, Port Stanley, John Wise Public, School Age Program - 100 Parkside Dr, St Thomas.

**Eligibility:** Children birth to 4 years. School Age Program - Children 4-12 years.

## **Next to Mom - 519-644-0201**

231 College St, PO Box 249, Belmont, ON, N0L 1B0; [www.nexttomom.ca](http://www.nexttomom.ca)

### **Mon-Fri 7am-5:30pm**

Full day child care programs for infants, toddlers and preschool age children. Before and after school program on site and full day provided on days when school is not in session (March Break, Summer Break, Second Week of Christmas Break and PA Days) Licensed by the Ministry of Education in accordance with the Child Care Early Years Act.

**Eligibility:** Children birth to 5 years. School Age Program - Children 4 -12 years.

## **Robin's Nest Early Childhood Education Centre- 519-631-1658**

8 Hammond St, St Thomas, ON, N5P 2B5; [www.robinsnestchildcare.ca](http://www.robinsnestchildcare.ca)

### **Mon-Fri 6:30am-5:30pm**

Child care program for infants, toddlers and preschool age children before and after school program for children in JK and SK Transportation available to and from centre to home and to and from centre to school for children in JK and SK.

**Eligibility:** Children birth to 5 years.

## **St Thomas Co-operative Nursery School - 519-631-7899**

### **Mon-Fri 9:15am-11:45am**

Nursery school and preschool program.

**Eligibility:** Children 2 to 5 years.

## **St. Thomas Early Learning Centre - Aylmer Centre**

### **519-631-7018 ext 128**

344 Talbot St E, Aylmer, ON, N5R 5G5; [aylmer@earlylearningcentre.ca](mailto:aylmer@earlylearningcentre.ca)

## **St. Thomas Early Learning Centre - Orchard Park Centre**

**519-631-7018 ext 124**

200 Peachtree Blvd, St Thomas, ON, N5R 4Y8

[orchardpark@earlylearningcentre.ca](mailto:orchardpark@earlylearningcentre.ca)

**Mon-Fri 6:30am-5:30pm;** Child care program for infants, toddlers, preschool age children and school-age children. **Eligibility:** Children 6 years of age and younger

## **St Thomas Early Learning Centre - Aspen Ave and Continuous Care Centre - 519-631-7018 ext 126 -519-633-9002**

1 Aspen Ave, St Thomas, ON, N5R 5G5; [www.earlylearningcentre.ca](http://www.earlylearningcentre.ca)

**Mon-Fri 6am-8pm extended, weekend, overnight care available**

Child care program for infants, toddlers, preschool age children and school-age children (6-12 years) Continuous Care Program - Provide extended hours until 8 pm, 6 days a week. **Eligibility:** Children birth to 12 years; Continuous Care - Children birth to 12 years for families that are experiencing a temporary emergency, crisis, or stressful situation.

## **St Thomas Early Learning Centre - Elgin Home Child Care**

**519-631-7018 ext 110**

Dalewood Centre, 575 Burwell Rd, St Thomas, ON, N5P 0B4

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

Determined by individual caregivers. Licensed home-based child care program offering supervised care for children in approved caregivers homes. Call, no referral required. **Eligibility:** Children 3 months to 12 years.

## **Tiny Tots Co-operative Nursery School of Aldborough**

**519-785-2164**

Box 539, Rodney, ON, N0L 2C0

**Preschool Program: Mon, Wed, Fri 9:30am-12noon. EarlyON Play Groups:**

**Tue, Thu 9:30am-12noon, Wed 1pm-2:30pm**

Nursery school licensed by the Ministry of Education. Preschool Service provider for St. Thomas Elgin EarlyON Child and Family Centre programs and services for Elgin West (Dutton/Dunwich, West Lorne, Rodney).

**Eligibility:** Preschool Program: Children 24 months to 4 years EarlyON Playgroups: Children 0-6 and their caregivers.

## **YMCA of Southwestern Ontario - Child Care Services**

### **Cornerview YMCA Child Care Centre - 519-633-7900**

11 Park Ave, St Thomas, ON, N5R 4V4; [www.ymcaswo.ca/](http://www.ymcaswo.ca/)

**Mon-Fri 6:30am-6pm**

Nonprofit child care and school age programs for children from birth to 12 years. **Eligibility:** Children birth to 6 years School Age Program Children in Junior Kindergarten to 12 years.

### **YWCA St Thomas - Elgin - School Age Childcare Before and After School and Day Camps - 519-631-9800**

16 Mary St W, St Thomas, ON, N5P 2S3; [www.ywcaste.ca/childcare-school-age/](http://www.ywcaste.ca/childcare-school-age/)

**Mon-Fri 7am until start of school, after school until 6pm**

School-based program providing child care in elementary schools before and after school. Programs licensed by the Ministry of Education  
Program Highlights - Creative arts and crafts, sports, recreation and outdoor play, dramatic play, centre-based play, promotion of good citizenship and school involvement, nutritious snacks care during professional activity days and holiday camps also available. **Eligibility:** Children aged 3.5 to 12 years attending area schools needing childcare before and after school.

## **Clothing & Household Items**

### **Eastwood Baptist Church - Free Clothing - 519-633-4131**

400 Wellington St, St Thomas, ON, N5R 5T3; [www.eastwoodchurch.ca](http://www.eastwoodchurch.ca)

Free clothing for those in need.

**Eligibility:** People and families in need.

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

7 Curtis St, St Thomas, ON, N5P 1H3; [www.1stunitedchurch.ca](http://www.1stunitedchurch.ca)

**Administration: Mon-Thu 9am-3pm**

Low-cost clothing and household items sold at rummage sales in April and October. **Eligibility:** People and families in need.

### **Goodwill Industries, Ontario Great Lakes - Goodwill**

#### **Community Store - St Thomas - 519-631-5200**

321 Elm St, St Thomas, ON, N5X 5X6; [www.goodwillindustries.ca](http://www.goodwillindustries.ca)

**Mon-Fri 9am-8pm Sat 9am-6pm Sun 10am-5pm**

Thrift store sells used, low-cost clothing, furniture, housewares, media, electronics and books. Donations may be dropped off at this location.

**Eligibility:** People and families in need.

## **Habitat for Humanity Heartland Ontario - St Thomas ReStore 519-631-6868**

280 Edward St, Unit 5, St Thomas, ON, N5P 4C2; [www.habitat4home.ca](http://www.habitat4home.ca)

**Mon-Fri 9am-6pm Sat 9am-5pm**

Sells new and used building and renovating materials and supplies between 50-80% below regular cost. All proceeds used in construction of future Habitat homes. Accepts donations of good condition used and new building materials. Donation pickups for larger items. **Eligibility:** People and businesses looking to donate or in need of building supplies.

## **Mennonite Community Services - Aylmer Thrift Store 226-544-0379**

300 Talbot St W, Aylmer, ON, N5H 1K2; [www.mcson.org](http://www.mcson.org)

**Retail: Mon-Fri 10am-5pm Sat 10am-4pm Donations Accepted: Tue, Thu, Sat 10am-4pm** Gently used clothing and household items. Affordable prices.

Donations accepted during open hours only. **Eligibility:** People and families in need.

## **Mission Thrift Store - St Thomas - 519-633-7300**

7 First Ave, St Thomas, ON, N5R 4M3; [www.missionthriftstore.com](http://www.missionthriftstore.com)

**Mon-Fri 9am-4pm**

Low-cost clothing and household items. Thrift store items, including gently used clothing, furniture and housewares. Also includes silent auction, hardware, and antiques. Will pick up new and gently used (clean and saleable) appliances and furniture in the St Thomas area - call the store for a pick up time. **Eligibility:** People and families in need.

## **Salvation Army (The) - St Thomas - Community and Family Services - 519-633-4509 Thrift Store - 519-631-3206**

105 Edward St, St Thomas, ON, N5P 1Y8 [www.thesalvationarmystthomas.ca](http://www.thesalvationarmystthomas.ca)

**Hours vary**

Services to help with basic needs. Coats for Kids - Free winter coats for those in need. All ages. Call for an appointment. Community and Family Services - Emergency assistance provided in the form of clothing, food, small household items, LEAP 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. Bring proof of household income, identification of all household members, 30 day bank statement(s) for all members of household who have an income and monthly bills; Ontario Electricity Support Program (OESP) - Monthly credit to help cover electricity bills, based on household income and the number of people living in the home. Other levels of assistance may be available for Indigenous households, homes with medical equipment that have high-energy needs and homes heated through electricity. Call 519-633-4509 for an appointment or visit [www.OntarioElectricitySupport.ca](http://www.OntarioElectricitySupport.ca) to apply online Thrift Store - Low cost used clothing and household items. Mon-Fri 9am-5pm and Sat 9am-3pm  
**Eligibility:** People and families in need.

## Community Centres

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

199 Currie Rd, Dutton, ON, N0L 1J0; [www.duttondunwich.on.ca](http://www.duttondunwich.on.ca)

**Mon-Fri 8:30am-4:30pm**

Parks and recreation facility for the Municipality of Dutton-Dunwich. Services include fitness classes and sports programs, community events, facility rentals.

### **East Elgin Community Complex - 519-773-5631**

531 Talbot St W, Aylmer, ON, N5H 2T9; [www.eecc.ca](http://www.eecc.ca)

**Administration: Mon-Fri 8:30am-5pm**

Community recreation facility and arenas owned and operated by the Township of Malahide and the Town of Aylmer. Community events community recreation programs, Seniors' Day Out program, skating and shinny programs, pickle ball facility, ice rentals and cooling Centre during heat advisories.

### **Ignite Youth Centre - 519-631-8820**

745 Talbot St, St Thomas, ON, N5P 1E3; [www.igniteyouthcentre.ca/](http://www.igniteyouthcentre.ca/)

**Mon-Fri 2:45pm-7pm Summer - Jul 2-Aug 31: 12noon-6pm**

Resource and drop-in space for youth. Age-appropriate programming in recreation, leadership, arts and culture, education, prevention and awareness, and volunteering. Daily activities that encourage self esteem, leadership, life and social skills, and job readiness, gym equipped with sporting equipment kitchen, housed with snacks and drinks, computer stations, video games, television, art supplies, pool table. Activities include homework assistance, movie nights, and recreation. Healthy Eating - free cooking skills programs for youth. **Eligibility:** Youth ages 12-18.

## **Malahide Community Place - Community Services Department 519-765-4755**

12105 Whittaker Rd, Springfield, ON, N0L 2J0; [www.malahide.ca](http://www.malahide.ca)

**Administration: Mon-Fri 9am-4pm**

Community recreation and banquet hall for the Township of Malahide. Services include Tae Kwon Do classes, community events, facility rentals. Serves as Malahide Township's emergency shelter. Designated as a cooling centre for residents during summertime heat alerts issued by St Thomas Elgin Public Health Facilities include: catering kitchen meeting room, Gary Barat Pavilion two lighted baseball diamonds, concession facility, Springfield Public Library onsite, parking area (horse shelter in northeast corner), green space with playground and walking track.

## **Oneida Nation of the Thames - Community Development Community Centre - 519-652-0855**

2017 Ballpark Rd, Southwold, ON, N0L 2G

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

**Mon-Fri 8:30am-4:30pm**

Meeting place for the community. Full-size gymnasium. kitchen facilities. Meeting room rentals. Oneida Youth Programs - Safe space for youth holding cultural-based programs and services. Promotes healthy lifestyles and life-skills  
**Eligibility:** Oneida citizens, residents of the Oneida Settlement, and neighbouring communities.

## **Southwold Keystone Complex - 519-769-2010**

35663 Fingal Line, Fingal, ON, N0L 1K0; [www.southwold.ca](http://www.southwold.ca)

**By appointment**

Community recreation facility for the Township of Southwold. Services include community events, and facility rentals.

## **West Elgin Recreation Centre - Bookings: 519-785-0560**

135 Queen St, Rodney, ON, N0L 2C0; [www.westelgin.net](http://www.westelgin.net)

**Administration: Mon-Fri 8:30am-4:30pm**

Community recreation facility for the Municipality of West Elgin. Services include community events and facility rentals.

### Changing Ways - 519-438-9869

555 Southdale Rd E, Unit 100 London, ON N6E 1A2; [www.changingways.on.ca](http://www.changingways.on.ca)

#### **Mon-Fri 9am-3pm**

Services to help men eliminate their abusive and violent behaviors in their primary and intimate relationships. Public education presentations.

**Partner Assault Response** - 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.

**Volunteer Training** - Violence-free men and women are trained to co-facilitate men's groups, provide partner contact and participate in other activities.

Call to schedule an intake/assessment meeting. Referrals initiated by the Criminal Justice system or other community agencies.

**Eligibility:** Men, 18 years and older, who wish to eliminate violent behavior against their spouses/partners and who are able to benefit from a group program. Both voluntary and court mandated.

**Partner Assault Response** - Offenders 18 years and older, ordered by the court to attend the program in response to a criminal charge involving domestic violence.

### Family and Children's Services of St Thomas and Elgin County 519-631-1492

99 Edward St, St Thomas, ON, N5P 1Y8; [www.caselgin.on.ca](http://www.caselgin.on.ca)

#### **Daily 24 hours emergency service Administration: Mon-Fri 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. Youth Homelessness Protocol - Participating agency for the Youth Homelessness Protocol, designed to assist youth ages 12-24 in Elgin County who are homeless or at risk of becoming homeless in finding a safe place to stay and to receive the supports needed to find safe long-term housing. **Eligibility:** Children and youth 18 years and under and their families.

## **Oneida Nation of the Thames - Band Representative Program 519-652-6705**

2212 Elm Ave, Southwold, ON, N0L 2G0

[www.oneida.on.ca/health-services/band-representative](http://www.oneida.on.ca/health-services/band-representative)

### **Hours vary call ahead**

Ensures the safety and security of all children who are registered, eligible to be registered and community members of Oneida Nation of the Thames Enforcing the Child, Youth and Family Services Act Responding to protection applications. Working with Children's Aid Society during investigations. Participating and responding to child protection hearings. Ensuring that cultural values are adhered to during Children's Aid investigations. Implementing cultural programming that impacts children and teaches them about Oneida heritage and tradition. Assist families in navigating the child welfare process through referrals to legal services. Acts as a party in all child welfare court proceedings and meetings with case workers. Provides referrals to other Indigenous programs and services. **Eligibility:** Members of the Oneida Settlement.

## **Ontario. Ministry of the Attorney General - St Thomas**

### **Victim/Witness Assistance Program - 519-633-1920**

4 Wellington St, 2nd Fl, St Thomas, ON, N5R 2P2

[www.attorneygeneral.jus.gov.on.ca](http://www.attorneygeneral.jus.gov.on.ca) **Mon-Fri 8:30am-4:30pm**

Information and assistance to support participation in the criminal court process. Services begin once police have laid charges and continue until the court case is over. Case-specific information (court dates, bail conditions) Court preparation, needs assessment, emotional support and crisis intervention. Referrals to community agencies. Vulnerable victims and family fund financial and court-based supports to enable victims of crime and families of homicide victims to attend court. Travel arrangements and expenses. Language interpretation. Real-time captioning or other equipment for victims with disabilities. **Eligibility:** Victims and witnesses of intimate partner abuse/domestic violence, child physical and sexual abuse, sexual assault (including historical sexual assault and human trafficking) Families of homicide victims, families of motor vehicle fatalities, elderly.

## **Victim Services Elgin - Victim Crisis Assistance Ontario**

### **519-631-3182**

45 Caso Crossing, St Thomas, ON, N5R 0G7; [www.victimserviceselgin.com](http://www.victimserviceselgin.com)

**Crisis Assistance: Daily 24 hours Administration: Mon-Fri 9am-5pm**

On-site early intervention and crisis intervention. Needs assessment. Safety planning. Referrals to community services. Provision of cellular telephones for

eligible victims. Enhanced support for vulnerable victims. Assistance with applications to VQRP+Victim Quick Response Program (VQRP+) Assistance with emergency expenses related to the incident, including home safety, accommodation, meals, transportation, basic necessities, dependent care costs, counselling, traditional Indigenous health services, cellular phones, vision care, dental care, aids for victims with disabilities, interpretation services, crime scene cleanup, government/medical documents and funeral expenses. Additional assistance for victims of human trafficking includes storage locker, tattoo removal, and treatment at a recovery facility. No direct reimbursement to victims for support listed above. Financial support also available for victims who sustained serious physical injuries during a crime and for parents of child homicide victims and spouses of homicide victims. **Eligibility:** Victims of crime and tragic circumstances. VQRP+ victims, immediate family members, and witnesses in the direct aftermath of violent crimes.

## **Violence Against Women, Services Elgin County**

### **519-633-0155**

300 Talbot St, Suite 26, St Thomas, ON, N5P 4E2; [www.vawsec.on.ca](http://www.vawsec.on.ca)

Support services for women who have been abused. Our Mission. We strive with our community to end the violation of women and children and create safe communities together. We do this by: Providing safety in an emergency shelter and quality counseling services. Reducing the impact of violence in the lives of women and children. Participating in community-based action for social change. Promoting the rights of women and children to live in a violence-free community.

#### **Abused Women's Helpline - 1-800-265-4305**

24-hour support, information and system navigation for women, friends, professionals and family members who are affected directly or indirectly by violence. 24 hour Community Helpline with absolutely confidential and real time help over the phone for everyone.

**24 Hour Drop In Counselling** - 24 hour crisis stabilization and support for women who have been abused. You don't have to leave to talk about it. You can pop by anytime of day or night to speak with a counsellor. No appointment needed. We can help.

#### **Women's Place Emergency Shelter 24 hour**

Safe secure shelter for women who have been abused and their children. Temporary accommodation with basic necessities. Crisis support provided by professional counsellors. Drop-in counselling available anytime. Legal consult available with lawyers by appointment. Emergency transportation to safety available from anywhere in St Thomas and Elgin County. Centrally located in St. Thomas and accessible to the whole county 24/7 with no cost transportation to services.

### **ASPIRE - East Elgin Secondary School - 519-773-3174**

**Ext. 67357** <https://eastelgin.tvdsb.ca/en/programs/aspire.aspx#>

362 Talbot St W, Aylmer, ON, N5H 1K6

**Mon, Wed, Thu, Fri 8:45am-3pm Tue 8:45am-3pm, 6pm-8pm**

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). Program builds partnerships and connections with many of the Mennonite families in the area. Engages and welcomes students with emphasis on locally developed, applied and academic levels, as well as English as Second Language (ESL) and experiential learning.

**Eligibility:** Youth 14-21 years.

### **Contact North - St Thomas - 1-877-999-9149**

417 Wellington St, Unit 143B, St Thomas, ON, N5R 5J5; [www.studyonline.ca](http://www.studyonline.ca)

**Mon-Thu 9am-4pm**

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. Monthly scheduled outreach in Strathroy, London, Dorchester and West Lorne.

**Eligibility:** People wishing to upgrade skills or education.

### **Fanshawe College - St Thomas/Elgin Regional Campus**

**519-633-2030**

120 Bill Martyn Pkwy, St Thomas, ON, N5R 6A7; [www.fanshawec.ca/stthomas/](http://www.fanshawec.ca/stthomas/)

**Mon-Fri 8am-4pm**

Community college regional campus. Certificate and diploma programs, accelerated programs, continuing education, apprenticeship training, and corporate training services. Full-time programs include: child and youth care, early childhood education, electrical techniques, electronics engineering technician (industrial controls) general machinist, industrial mechanic (millwright) mechanical engineering technician (industrial maintenance) mechanical technician, personal support worker, pre-health science, renewable energies technician, tool and die maker, welding techniques.

**Eligibility:** Varies by program.

**Fanshawe College - St Thomas/Elgin Regional Campus**  
**Academic Upgrading/GED preparation - 519-637-9876**

120 Bill Martyn Pkwy, St Thomas, ON, N5R 6A7; [www.fanshawec.ca](http://www.fanshawec.ca)

**Mon-Fri 8am-4pm**

**Fanshawe College - St Thomas/Elgin Regional Campus**  
**Aylmer - Fanshawe Career and Employment Services, Ontario**  
**Employment Services - Literacy and Basic Skills- 226-210-6800**

20 Talbot St E, Aylmer, ON, N5H 1H4

[www.fanshawec.ca/students/support/employment/community-employment-services/st-thomas-aylmer](http://www.fanshawec.ca/students/support/employment/community-employment-services/st-thomas-aylmer)

**Tue, Thu 10am-1pm, 5pm-8pm Wed, Fri 10am-1pm**

**Fanshawe College - St Thomas/Elgin Regional Campus Literacy**  
**and Basic Skills - 519-637-9876**

417 Wellington St, St Thomas, ON, N5R 5J5; <http://www.fanshawec.ca/cesstt>

**Tue, Thu 10am-1pm, 5pm-8pm Wed, Fri 10am-1pm**

College, employment, and apprenticeship preparation program. Participants can prepare for the GED or complete ACE credits that meet entrance requirements for post-secondary programs. Career exploration, computer and employment skills upgrading is also provided. Register for our weekly assessment session. New participants are assessed to determine a comfortable starting point. Individual goal requirements are reviewed and an individualized training plan is developed that reflects the individuals starting point and goal requirements. Participants can start the very next week.

**Eligibility:** Ontario residents 19 years and older, with reading, writing and math skills below Grade 12 of the Ontario Curriculum. Must have facility in English.

**Oneida Nation of the Thames - Life-Long Learning - Oneida**  
**Education Centre - 519-652-1580**

2213 Elm Ave, Southwold, ON, N0L 2G0; [www.oneida.on.ca/](http://www.oneida.on.ca/)

**Hours vary. Call ahead.** Education programs for members of the community.

**Eligibility:** Oneida Citizens and residents of the Oneida Settlement.

## **Thames Valley District School Board - Anishnaabe Skiniw Centre - Alternative School - 519-652-9204**

2213 Elm Ave, Southwold, ON, N0L 2G0; <https://www.tvdsb.ca/en/index.aspx>

**Mon-Fri 8am-4:30pm**

Offers First Nation students an alternative education high school program. Designed to give students who have not succeeded in traditional schools a chance at pursuing a secondary diploma. Program may include: academic program, co-op or volunteer experience and/or learning strategies (life skills) Joint venture between the Thames Valley District School Board and the First Nations Bands: Chippewas of the Thames, Oneida Nation of the Thames and Munsee-Delaware of the Thames. **Eligibility:** First Nations youth of secondary school age living on reserves.

## **Thames Valley District School Board - GA Wheable Centre Adult and Continuing Education - Merrymount - St Thomas 519-631-2321 519-637-1667**

579 Talbot St, St Thomas, ON, N5P 1C5

**Classes: Tue 10am-12:30pm Thu 9am-12noon Administration: Tue, Wed, Thu 9am-3pm**

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. **Eligibility:** Pregnant women or new parents 14-21 years working towards Ontario Secondary School Diploma (OSSD).

## **Thames Valley District School Board - Oneida Training Centre Gateway Program (Upgrading), Literacy and Basic Skills 519-652-1613**

2110 Ballpark Rd, Southwold, ON, N0L 2G0; [www.tvdsb.ca](http://www.tvdsb.ca)

**Mon-Thu 9:15am-3pm**

Literacy and basic skills training, including numeracy, digital, communication and interpersonal skills. Helps learners prepare for employment, apprenticeship, secondary-school credit, post-secondary education and greater independence. Upgrading classes assist in completing grade 12 diploma, preparing for GED test, learning new computer skills, upgrading for the Personal Support Worker course, financial literacy, and improving employability. **Eligibility:** Ontario residents 19 years and older, with reading, writing and math skills below Grade 12 of the Ontario Curriculum. Must have facility in English.



## **YWCA St Thomas-Elgin - Skills Training and Upgrading Literacy and Basic Skills - 519-631-9800**

16 Mary St W, St Thomas, ON, N5P 2S3; [www.ywcaste.ca/](http://www.ywcaste.ca/)

**Mon-Thu 9am-2:30pm**

Skills training including numeracy, digital, communication, and employment skills. Supports learners to prepare for employment, apprenticeship, secondary-school credit, post-secondary education and greater independence. Childcare and transportation subsidies available. Continuous entry Sep-Jun in Aylmer and St. Thomas. **Eligibility:** Ontario residents 19 years and older, with reading, writing and math skills below grade 12 of the Ontario curriculum. Must have facility in English.

## **Employment & Training**

### **Employment and Social Development Canada - Job Bank**

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

Website of Canada-wide employment opportunities. Searches can be restricted by regions and keywords. Job descriptions are posted for each vacancy. Job Match feature matches job seekers to opportunities that meet their skills and experience level. Mobile App and Job Alerts available.

**Eligibility:** Canadian residents.

### **Elgin Business Resource Centre - 519-633-7597**

300 South Edgeware Rd, St Thomas, ON, N5P 4L1; [www.elgincfcd.ca](http://www.elgincfcd.ca)

**Mon-Thu 8:30am-4:30pm Fri 8:30am-4pm**

Business counselling and resources for new and existing small businesses. Community-based, nonprofit organization and business loans, micro loans, business space for rent and conference room rentals.

**Eligibility:** New and existing businesses.

### **Employment Services Elgin - Ontario Employment Services 519-631-5470**

400 Talbot St, St Thomas, ON, N5P 1B8; [www.employmentserviceselgin.ca/](http://www.employmentserviceselgin.ca/)

**Mon-Fri 8:30am-4:30pm**

Comprehensive employment and job search services. Assessment of skills, interests and experience. Job search strategies, including resume preparation. Information about careers and occupations, local labour market, employment and training opportunities. On-the-job training, work experience. Help in maintaining employment. Information and referral to other employment and

community services. Better Jobs Ontario Program (previously Second Careers Program) - Skills training and financial support for laid-off workers. Services for employers - Help in identifying human resource skills requirements. Matching of workplace needs to workers' skills, capabilities, interests and experience. Support for developing on-the-job training plans and monitoring of placements to support retention. Canada-Ontario Job Grant- Financial support for individual employers to purchase training for their employees. Available to small, medium and large businesses planning to deliver short-term training for existing or new employees. Youth Job Connection - Paid pre-employment services. Job Matching. Paid job placements with placement supports for participants and hiring incentives for employers, mentorship, education and work transitions supports. Youth Job Connection Summer - Summer job opportunities and part-time job placements during the year.

**Eligibility:** Self-service information and resources - Anyone, including people with jobs, those who are under-employed, people looking for work, students, apprentices, internationally trained individuals, employers.

## **Fanshawe College - St Thomas/Elgin Regional Campus**

### **Fanshawe Career and Employment Services, Ontario**

#### **Employment Services - 226-210-6800**

20 Talbot St E, Aylmer, ON, N5H 1H4

[www.fanshawec.ca/students/support/employment/community-employment-services/st-thomas-aylmer](http://www.fanshawec.ca/students/support/employment/community-employment-services/st-thomas-aylmer)

**Mon, Tue, Wed, Fri 9am-4:30 Thurs 9am-6pm**

Comprehensive employment and job search services. Assessment of skills, interests and experience. Job search strategies, including resume preparation. Information about careers and occupations, local labour market, employment and training opportunities. On-the-job training, work experience, help in maintaining employment. Information and referral to other employment and community services . Better Jobs Ontario - Skills training and financial support for laid-off workers. Services for Employers - Help in identifying human resource skills requirements. Matching of workplace needs to workers' skills, capabilities, interests and experience. Support for developing on-the-job training plans and monitoring of placements to support retention. Youth Job Connection - Paid pre-employment services. Job matching, paid job placements with placement supports for participants and hiring incentives for employers. Youth Job Connection Summer. Summer job opportunities and part-time job placements during the year. **Eligibility:** Self-service information and resources - Anyone, including people with jobs, those who are under-employed, people looking for work, students, apprentices, internationally trained individuals, employers.

## **Fanshawe College - St Thomas/Elgin Regional Campus - St Thomas - Elgin Centre - Fanshawe Career and Employment Services - 519-637-9876**

417 Wellington St, Unit 138, St Thomas, ON, N5R 5J5

[www.fanshawec.ca/about-fanshawe/locations/st-thomas/ces#](http://www.fanshawec.ca/about-fanshawe/locations/st-thomas/ces#)

**Mon-Fri 8:30am-4:30pm**

Comprehensive employment and job search services assessment of skills, interests and experience job search strategies, including resume preparation information about careers and occupations, local labour market, employment and training opportunities on-the-job training, work experience help in maintaining employment information and referral to other employment and community services Career Launcher - Funded by Service Canada. Supports Youth 30 and under with career planning, employment skills and placement supports, and assistance with up to 1 year of post-secondary education. Better Jobs Ontario - Skills training and financial support for laid-off workers, services for employers - Help in identifying human resource skills requirements. Matching of workplace needs to workers' skills, capabilities, interests and experience. Support for developing on-the-job training plans and monitoring of placements to support retention. Canada-Ontario Job Grant - Financial support for individual employers to purchase training for their employees. Available to small, medium and large businesses planning to deliver short-term training for existing or new employees. **Eligibility:** Self-service information and resources - Anyone, including people with jobs, those who are under-employed, people looking for work, students, apprentices, internationally trained individuals, employers assisted services.

## **Leads Employment Services - Ontario Employment Assistance Services - St Thomas Office - 519-495-3927**

300 South Edgeware Rd, Suite 121, St Thomas, ON, N5P 4L1

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

**Irregular - call for details** Offers employment services which may include dissemination of labour market information, employment needs assessment, career planning, employment counselling, diagnostic services, job search skills, job finding clubs, job placement services, developing an employment action plan, referral to appropriate interventions, assessments for disability-related accommodations and participant case management and follow-up.

**Eligibility:** People 15 years and older with disabilities who are unemployed.

## **Mennonite Community Services - Employment Services**

**226-210-6800**

20 Talbot St E, Aylmer, ON, N5H 1H4

[www.mcson.org/programs/employment-services/](http://www.mcson.org/programs/employment-services/)

**Mon, Tue, Thu, Fri 9am-4:30pm Wed 9am-6pm**

Comprehensive employment and job search services. Assessment of skills, interests and experience. Job search strategies, including resume preparation. Information about careers and occupations, local labour market, employment and training opportunities. On-the-job training, work experience, help in maintaining employment, information and referral to other employment and community services. Better Jobs Ontario - Skills training and financial support for laid-off workers. Services for employers - Help in identifying human resource skills requirements, matching of workplace needs to workers' skills, capabilities, interests and experience, support for developing on-the-job training plans and monitoring of placements to support retention.

**Eligibility:** Self-service information and resources - Anyone, including people with jobs, those who are under-employed, people looking for work, students, apprentices, internationally trained individuals, employers assisted services.

## **Oneida Nation of the Thames - Community Development**

**Employment and Training Services - 519-652-9350**

2110 Ballpark Rd, Unit 2, Southwold, ON, N0L 2G0

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

**Mon-Fri 8:30am-4:30pm**

Provides programs for those seeking assistance with employment Services include: professional staff to help with job search strategies, help with resumes, cover letters, interview preparation, job board with full and part-time postings and volunteer opportunities, career information, training opportunities and local labour market information, free use of computers with internet access, wifi, faxes, photocopiers and phone. **Eligibility:** Oneida Citizens and residents of the Oneida Settlement.

## **Service Canada Centre - St Thomas - 1-800-622-6232**

1010 Talbot St, Unit 34, St Thomas, ON, N5P 4N2

**Service Canada Scheduled Outreach Site - Aylmer**

20 Talbot St E, Aylmer, ON, N5H 1H4

[www.servicecanada.gc.ca/tbsc-fsco/sc-dsp.jsp?rc=3359&lang=eng](http://www.servicecanada.gc.ca/tbsc-fsco/sc-dsp.jsp?rc=3359&lang=eng)

## **Service Canada Scheduled Outreach Site - West Lorne**

**Mon-Fri 8:30am-4pm (closed 12noon-12:30pm) Service Canada Toll-Free Line:**

**Mon-Fri 8am-5pm**

Access to Government of Canada services, benefits and documentation.

Employment Services - Assistance with career planning and counselling including resume and interview assistance and student and youth employment services. Access to online Job Bank, Employment Insurance - Basic income protection program for employed workers. Financial Benefits - Information and forms for federal pensions and benefits including the Canada Pension Plan (CPP), Old Age Security (OAS), Disability Benefits and Survivor Benefits, Social Insurance Number (SIN) application - Personal identification number for access to various Canadian government programs. Services for Business - Services regarding employees and safety, including records of employment; wage subsidies, labour market information, labour standards, occupational health and safety and workplace equity. **Eligibility:** Varies by program.

## **West Elgin Support Services - Ontario Employment Services**

**519-768-0020**

400 Talbot St, St Thomas, ON, N5P 1B8; [www.employmentserviceselgin.ca](http://www.employmentserviceselgin.ca)

**Mon-Fri 9am-4:30pm** Comprehensive employment and job search services.

Assessment of skills, interests and experience. Job search strategies, including resume preparation. Information about careers and occupations, local labour market, employment and training opportunities. On-the-job training, work experience, help in maintaining employment, information and referral to other employment and community services. Better Jobs Ontario Program (previously Second Career Program) - Skills training and financial support for laid-off workers. Services for employers - Help in identifying human resource skills requirements. Matching of workplace needs to workers' skills, capabilities, interests and experience. Support for developing on-the-job training plans and monitoring of placements to support retention. Canada-Ontario Job Grant - Financial support for individual employers to purchase training for their employees. Available to small, medium and large businesses planning to deliver short-term training for existing or new employees. Youth Job Connection - Paid pre-employment services, job matching, paid job placements with placement supports for participants and hiring incentives for employers, mentorship, education and work transitions supports. Youth Job Connection Summer - Summer job opportunities and part-time job placements during the year.

**Eligibility:** Self-service information and resources - anyone, including people with jobs, those who are under-employed, people looking for work, students, apprentices, internationally trained individuals, employers.

## **YWCA St Thomas-Elgin – Youth Independence Program (YIP)**

**519-631-9800 ext 232**

16 Mary St W, St Thomas, ON, N5P 2S3; [www.ywcaste.ca/youth-independence-program-coordinator-supports/](http://www.ywcaste.ca/youth-independence-program-coordinator-supports/)

Call ahead. 3 sessions/year (Fall, Winter, & Spring). **Mon-Fri 10am to 12pm, 12-week program**

YIP is a classroom-based curriculum intended to teach life-skills to at-risk youth, to prevent homelessness and support them while they transition into adulthood. The curriculum has been designed to create an engaging experience for youth covering a wide variety of topics critical to life skill development. Our YIP Coordinator can assist with employment readiness, apartment searching, system navigation and life Stability. The YIP was established by the Windsor Residence for Young Men.

**Eligibility:** Youth 16-24yrs, who are interested in learning life-skills.

## **Financial Support**

### **Canada Revenue Agency - Canada Child Benefit**

**1-800-387-1193**

333 Laurier Ave W, Ottawa, ON, K1A 0L9; [www.canada.ca](http://www.canada.ca)

**Mon-Fri 9am-5pm**

Tax-free payment made to eligible families on a monthly basis. Eligibility determined from income tax returns. Benefits paid to help with the cost of raising children. The child disability benefit and provincial and territorial programs may be included in this benefit. **Eligibility:** Families with children under the age 18 who live in the household.

### **Canada Revenue Agency - GST/HST Credit**

**1-800-387-1193**

[www.canada.ca/en/revenue-agency.html](http://www.canada.ca/en/revenue-agency.html)

**Automated Service: Daily 24 hours Telephone Agents: Mon-Fri 9am-5pm**

GST/HST tax credit is a tax-free quarterly payment that helps individuals and families with low or modest incomes to offset all or some of the GST/HST tax they pay. **Eligibility:** People with low or modest incomes.

### **Veterans Affairs Canada - London District Office**

**1-866-522-2122**

417 Exeter Rd, London, ON, N6E 2Z3; [www.veterans.gc.ca](http://www.veterans.gc.ca)

**Mon-Fri 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 programs for disability pensions, veterans allowances, pension advocacy, health care and commemoration. Provides compensation for hardships arising from disabilities and lost economic opportunities, health and social services, professional legal assistance, and recognition of the achievements and sacrifices of Canadians during periods of war and conflict. Assistance Services: 24h daily counselling and referral services available through toll-free number. Face-to-face counselling also available after phone call.

**Eligibility:** Armed forces and Merchant Navy veterans (WW1, WW2, Korea War). Former and in certain cases, current members of Canadian Forces (including Special Duty areas and peacekeeping). Allied veterans who lived in Canada prior to periods of war. Certain civilia.

### **Jumpstart – 1-844-937-7529**

2180 Yonge St, PO Box 770, Stn K, Toronto, ON, M4P 2V8

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

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

**Eligibility:** Children ages 4 to 18.

### **Oneida Nation of the Thames - Community Development**

#### **Ontario Works - 519-652-1055**

2110 Ballpark Rd, Southwold, ON, N0L 2G0; [www.oneida.on.ca/ontario-works/](http://www.oneida.on.ca/ontario-works/)

**Mon-Fri 8:30am-4:30pm**

Offers basic financial assistance to eligible community residents requiring basic needs and shelter. Monthly allowance based on family size, housing costs and income. Monthly drug benefit card Other services include: Community Start-Up Benefit-Help with housing or moving costs. Covers costs related to starting a job or work placement Employment Start-Up Benefit - Covers costs related to starting a job or work placement Families with Children - Newborn child allowance, back to school allowance for dependent children, child care start-up costs, basic dental care for children Employment Assistance - Clients 18-65 years must participate in employment assistance activities unless they are living with a serious disability or illness or caring for preschool children. Community Participation - Volunteer placements Job Search Programs - Based on skills, experience and circumstances, Employment Placement - Job matching service, Basic Education - Basic adult upgrading, high school upgrading, literacy and basic skills Job Skills Training-Development of skills for specific jobs, on-the-job training Supports to Self-Employment - Referrals to self-employment programs Discretionary Benefits - May include dentures, emergency dental services,

eyeglasses, special diet allowance, health care supplies, medical transportation funds, prosthetic devices, funerals and burials. Programs may vary by city or municipality and may be available to non-Ontario Works recipients upon income assessment. **Eligibility:** Oneida Citizens and residents of the Oneida Settlement.

## **Ontario Disability Support Program (ODSP) - London Office**

### **519-438-5111**

PO Box 5217, London, ON, N6A 5R1

[www.mcass.gov.on.ca/en/mcass/programs/social/odsp/index.aspx](http://www.mcass.gov.on.ca/en/mcass/programs/social/odsp/index.aspx)

**Mon-Fri 8:30am-5pm**

Income supports for people in financial need who have permanent disabilities or disabilities expected to last longer than one year. Employment supports are available and provided by community service providers. **Eligibility:** Ontario residents 18 years and older who meet financial and other eligibility requirements.

## **Ontario. Ministry of Health - Trillium Drug Program**

### **416-642-3038**

PO Box 337, Stn D, Etobicoke, ON, M9A 4X3; [www.ontario.ca](http://www.ontario.ca)

**Mon-Fri 8:30am-5pm** Provides funding to cover the costs of prescription drugs listed in the Ontario Drug Benefit Formulary/Exceptional Access Program to Ontario residents who have high prescription drugs costs in relation to their income. **Eligibility:** Residents of Ontario with high medication costs, a valid Ontario Health Card and either do not have private insurance plan or private insurance plan does not cover all the costs of household's prescription drugs.

## **Poverty Intervention - 519-631-9800**

16 Mary St W, St Thomas, ON, N5P 2S3; [www.ywcaste.ca](http://www.ywcaste.ca)

**Mon-Fri 9am-5pm. Call for details**

Getting Ahead is a sessional, group-based program to create life changes for those living in poverty to permanent self-sufficiency. Delivered by the YWCA 3 times per year for 12 weeks plus one on one case management and peer support groups. Goal is to examine the impact that poverty has on people, families and their communities. Structured for adults 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.



## **Salvation Army - St Thomas - LEAP Emergency Financial Assistance - 519-633-4509**

105 Edward St, St Thomas, ON, N5P 1Y8; [www.thesalvationarmystthomas.ca](http://www.thesalvationarmystthomas.ca)

### **By appointment only**

Access centre to apply for LEAP (Low Income Energy Assistance Program) one-time emergency financial assistance for Entegrus and Erth Power customers. Program runs throughout the year until funding has been depleted. Maximum grant is \$500 per household per year. Grant is credited directly toward electricity company. Assistance with applying to OESP (Ontario Electricity Support Program) is also offered at this location. **Eligibility:** May be available to low-income customers of electricity distributors (and unit sub-metering providers) experiencing difficulty paying current arrears. Decision will be based on several factors including long-term viability of the account. A disconnection notice is not required to be eligible. Only available for customers of Epcor and Erth Power.

## **St Thomas-Elgin Social Services - Ontario Works**

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

230 Talbot St, St Thomas, ON, N5P 1B2

**Mon-Fri 8:30am-4:30pm**

St. Thomas-Elgin Ontario Works provides financial assistance and referrals to other resources to residents of St. Thomas and Elgin County. Financial assistance includes: Income support to help with the costs of basic needs like food, clothing, and shelter. Health benefits for individuals and families. Referral to the Ontario Disability Support Plan (ODSP) when applicable. Eligibility for Ontario Works, Temporary Care, and Emergency Assistance is determined by the person or family's individual financial situation (i.e. assets and income), living arrangements, and employment circumstances (i.e. training, layoff etc.). Every person has the right to an application for benefits. Apply online [Ontario.ca/socialassistance](http://Ontario.ca/socialassistance) or phone 519-631-9350 or 1-800-265-4362, If no internet or phone access visit the office at 230 Talbot St., St. Thomas. Ontario Works also supports the Learning Earning and Parenting (LEAP) Program in St. Thomas and Elgin County. The LEAP program assists young parents receiving Ontario Works, up to the age of 25 who have not completed high school, with personal support and financial incentives. The program promotes self-sufficiency among young parents through high school graduation, developing employment skills, and promoting parenting and child development.

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

207 Third St, Box 342, Rodney, ON, N0L 2C0

#### **Call for appointment. Hours vary**

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. Christmas hampers - Choice of ham or turkey, in addition to items for holiday dinner and non-perishable food items, toys/gifts for children aged 12 and under, register in advance. Pick up Dec 22. Donations accepted - food donations, new gifts for Christmas Hampers, cheques or money orders preferred for monetary donations, tax receipts provided.

**Eligibility:** Must reside in Rodney telephone exchange. Proof of income, address and identification required on each visit. Rent receipt and documentation of all income (including government benefits) and expenses may be required.

### **Central Community Health Centre - Community Food**

#### **Programs and Hospitality Meals - 519-633-7989**

359 Talbot St, St Thomas, ON, N5P 1B7; [www.centralchc.com](http://www.centralchc.com)

Community food programs and hospitality meals for all members of the community. Programs vary based on time of year and community needs.

Craving Change - workshop series to help understand why you eat the way you do and change your thinking about food. Held bi-annually. **Eligibility:** Open to all community members.

### **Destination Church - 519-207-2676**

668 Talbot St, St Thomas, ON, N5P 1C8; [www.destinationchurch.ca](http://www.destinationchurch.ca)

#### **Ministry: Mon-Thu 9am-3pm Fri 9am-12noon**

Church services offers emergency food access, as needed. Works with local farmers markets to provide food. Available after 11am. Good Food Box - bulk buying program offering monthly baskets of healthy, affordable fruit and vegetables. Order until the first Fri of each month. Pick up third Mon of the month. Membership and monthly fee. Moore Street Garden Project - container garden project on church grounds providing access to fresh vegetables to the community. **Eligibility:** Open to everyone.

## **East Elgin Community Assistance Program - Corner Cupboard Food Bank - 226-342-7716**

29 John St N, Aylmer, ON, N5H 2A7

**Sep-Jun: Tue 9am-12pm, 3pm-5pm Jul: Tue 9am-12pm Closed in August**

Provides food items, baby food and formula. Sometimes able to provide emergency assistance with utilities. Donations of food and money always welcome. **Eligibility:** People and families in need. Available once per month.

## **East Elgin Community Assistance Program - The Family Central Community Food Program - 519-765-2444**

62 Talbot St E, Aylmer, ON, N5H 1H4; [www.thefamilycentral.ca](http://www.thefamilycentral.ca)

**Mon-Fri 9am-1pm**

Community food programs for all members of the community. Programs vary based on time of year and community needs. **Eligibility:** Residents Elgin County.

## **Grace Cafe - St Thomas - Street Mission and Soup Kitchen 519-860-2513**

323 Talbot St, St Thomas, ON, N5P 1B5; [www.thegracecafe.ca](http://www.thegracecafe.ca)

**Mon-Sat 7am-11:30am** Registered charity street mission and soup kitchen that provides free coffee, soup and lunch meals to anyone in the community. Christmas day open with full turkey meal and presents. Also supplies free clothing as available. **Eligibility:** People in need.

## **Knox Presbyterian Church - St Thomas - Community Breakfast 519-631-2414**

55 Hincks St, St Thomas, ON, N5R 3N9; [www.knoxstthomas.ca](http://www.knoxstthomas.ca)

**Administration: Mon-Thu 9am-3pm** Community breakfast held first Saturday of each month, 9am-10am. Anyone in the community is welcome. \$2 per person or \$5 per family. **Eligibility:** People and families in need.

## **Port Stanley and Area Community Cupboard 519-782-3122**

283 Colborne St, Port Stanley, ON, N5L 1A9

[www.facebook.com/pages/Port-Stanley-Community-Food-Bank](https://www.facebook.com/pages/Port-Stanley-Community-Food-Bank)

**Food Bank: Third Tue each month 3:30pm-6pm Following Thu each month 10am-12pm**

Provides food items and a food voucher for Port Stanley Foodland once every 30 days; Food donations can be left at Foodland next to church (291 Colborne

St). Monetary donations with "food bank" in memo can be mailed to the church or an e-transfer to [psaac20@gmail.com](mailto:psaac20@gmail.com)

**Eligibility:** People/families in need.

## **Southwestern Public Health - St Thomas Site - Food and Eating - 519-631-9900**

1230 Talbot St, St Thomas, ON, N5P 1G9

[www.swpublichealth.ca/en/my-health/food-and-eating.aspx](http://www.swpublichealth.ca/en/my-health/food-and-eating.aspx)

**Mon-Fri 8:30am-4:30pm**

Website contains information on services, support and educational resources to assist with healthy food choices and weight bias. Links to community resources for food access to those in need (food banks, low cost meals, community meals, cooking programs, list of dieticians). You're the Chef [currently on hold] - cooking program designed to develop the skills and confidence needed to prepare healthy and tasty recipes safely. Available for various age groups. **Eligibility:** Varies per program.

## **St Paul's United Church - Community Pantry**

**519-773-7152**

5 Queen St N, Aylmer, ON, N5H 2W4; [www.stpaulsunitedchurch.ca](http://www.stpaulsunitedchurch.ca)

**Lunch: Tue 11:30am-12:30pm** Free pantry in church parking lot.

**Eligibility:** Anyone is welcome, no questions asked.

## **St Thomas Anglican Church - Hospitality Meal**

**519-631-7368**

20 Flora St, St Thomas, ON, N5P 2X4

**Lunch: Second Fri of each month 11:30am-1pm. Dinner: Third Fri of each month from 4:30pm-6pm** Monthly community dinner program open to all in the community. Third Friday of every month except December 4:30pm-6pm.

**Eligibility:** People and families in need.

## **St Thomas Elgin Food Bank - Office: 519-633-5308**

**Cell: 519-878-3663**

24 John St, St Thomas, ON, N5P 2X3; [www.stthomaselginfoodbank.org](http://www.stthomaselginfoodbank.org)

**Mon-Thu 10am-3pm** Closed all statutory holidays and between Christmas and New Year's Day

Provides food and hygiene items to low-income people and families once every 21 days. ID for every member in the household will be required when placing an order. Please text or call 519-878-3663 to pre-order your food hamper and

to register if you are new to our service. Ring bell at back client door for assistance. A family member or friend may pick up your order if necessary. All food and monetary donations please drop off at back receiving door, ring bell for assistance. Locked mail box also at back and side of building.

**Eligibility:** Must reside in St Thomas or Elgin County. Proof of income, address, and identification required for all household members.

### **Victorian Order of Nurses - Middlesex-Elgin - Elgin-St Thomas Office - Community Support Services - Meals on Wheels - St Thomas: 519-637-6408 East Elgin: 519-765-2999**

175 S Edgeware Rd, St Thomas, ON, N5P 4C4; [www.vonme.ca](http://www.vonme.ca)

**Administration: Mon-Fri 8:30am-4:30pm Meal Delivery: Mon-Fri between 11:30am-12:30pm**

Hot or frozen meals delivered by volunteers on weekdays. Special diet types available. Delivery includes security check and quick visit. Grocery delivery also available. Frozen Meal Service - Frozen meal packages are delivered twice a month. Clients choose from a menu or can choose standard packages. Special diet types available. Soup/dessert packages also available.

**Eligibility:** Older adults and adults with disabilities.

### **West Elgin Community Health Centre - Community Food Programs - 519-768-1715**

153 Main St, West Lorne, ON, N0L 2P0; <http://www.wechc.on.ca>

**Mon-Fri 8:30am-12noon, 1pm-4:30pm**

Community food programs for all members of the community. Programs vary based on time of year and community needs. Learn How to Garden Workshop - learn how grow vegetables. Garden plots available, Good Food Box - bulk buying program offering monthly baskets of healthy, affordable produce to support more fruit and vegetables in the diet. Cooking Kids - Monthly cooking program for children aged 7-9 years, a make-and-take meal to share with family. At the Kitchen Table - Monthly program for youth aged 10-12 years where they share a homemade meal and discuss various topics. Better Bites - Seasonal food demonstration, taste test and discussion by Diabetes team. Craving Change - Small group program for adults designed to help understand the reasons why we eat and provide strategies for improving problematic eating behaviours. Offered 1-2 times per year Adult Baking Club - Teaches young adults how to bake. Supported by Coordinator of Community Support Service and Program Assistant Kitchen Kids - Monthly cooking program for parents with children ages 2 1/2 to 6 years. Children prepare and try food while parents learn tips for including children in the kitchen Krazy Kitchen - Monthly

program for adults to cook, taste and bring home samples to share. Children's programming available. Mens Cooking - Cooking lessons and health education program for men and an opportunity to share recipes.

**Eligibility:** Varies/program

## **West Elgin Community Health Centre - Community Support Services for Seniors - Meals on Wheels**

**519-768-1715 ext 2210**

153 Main St, West Lorne, ON, N0L 2P0; [www.wechc.on.ca](http://www.wechc.on.ca)

**Mon, Wed, Fri 12noon-2pm** Hot meals delivered, three days per week on Mon, Wed and Fri at lunch time. Special diets types available, diabetic, low salt or denture soft. Frozen meals are available for sale and can be delivered.

**Eligibility:** Older adults & adults with disabilities.

## **West Elgin Daffodil Auxiliary - Welfare - 519-762-5757**

185 C Currie Rd, Dutton, ON, N0L 1J0

**No regular hours (volunteer run) Phone messages checked on regular basis**

Food items available once a month. Arrangements for pick-up made on a case-per-case basis. **Eligibility:** Residents of Dutton, West Lorne and Wallacetown and surrounding areas. Bring proof of residency and income.

## **Health Care**

### **Central Community Health Centre - 519-633-7989**

359 Talbot St, St Thomas, ON, N5P 1B7; [www.centralchc.com](http://www.centralchc.com)

Health centre focused on family and community health. Health professionals assess and treat non-life-threatening injuries or illnesses. Referrals to other local health services and personal development groups. Community-led health teams develop programs to improve the social supports and conditions that affect long-term health. Primary Health Care Services offered to rostered patients by a health care team of doctors, nurse practitioners, registered practical nurses, dietician, social worker, chiroprapist, and physiotherapist including: Foot Care - Chiroprapist (foot care specialist) assesses and treats common foot problems. Includes basic foot care and foot care for clients with diabetes. Mobile Unit Outreach - Primary Care visits for the Mennonite population and St. Thomas homeless population. Quit Smoking- One-one counselling sessions Nutrition Services - Counselling on cholesterol, diabetes, feeding childing, weight management, allergies, and more. Delivers nutrition education and food skills programs in the community for new moms, seniors and people on a budget. **Eligibility:** Patients without a family doctor or nurse

practitioner. Those experiencing mental health challenges or struggling with addiction. Low-income families, isolated seniors, youth experiencing challenges.

## **Closing the Gap Healthcare - Elgin**

**519-631-9866 ext 1505 – Administration**

**519-631-9866 - 24/7 Help: 1-877-560-0202**

10 Mondamin St, Unit 116, St Thomas, ON, N5P 2V1

[www.closingthegap.ca/locations/elgin-st-thomas/](http://www.closingthegap.ca/locations/elgin-st-thomas/)

**Mon-Fri 8:30am-4:30pm**

Community rehabilitative, personal support and homemaking services. Services offered at home, at school, in the community, in a clinic, hospital or at work. Services include: Physiotherapy, occupational therapy, motor vehicle accident therapy, speech and language therapy, dietetics, social work, personal support home support and homemaking services. Clinic Services: Physiotherapy, Motor Vehicle Accident Therapy. **Eligibility:** No referral required for private pay services. Apply through the Home and Community Care Support Services South West Region for publically funded services. People requiring homecare and therapy services.

## **Community Living Elgin - 519-631-9222**

7 Morrison Dr, St Thomas, ON, N5R 4S5

[www.communitylivingelgin.com](http://www.communitylivingelgin.com) **Administration: Mon-Thu 8:30am-4:30pm**

Community-based services for people with an intellectual disability including accommodation, day program, respite care, planning and family supports. Residential Programs - Supported living arrangements to adults at various apartment buildings and home settings. Respite Programs Associate Family Relief - Out of home (usually) respite for children under the age of 21 years who have an intellectual disability respite funds and services may be available to families who are caring for a child at home with the following criteria: family and child reside in Elgin County and the child is under the age of 18, child has a diagnosis or professional assessment to indicate Autism Spectrum Disorder (ASD), a social, emotional, behavioural or psychiatric need or a physical or developmental disability respite program is for children who have been assessed as medically fragile through the Home and Community Care Support Services Community Access Program - Adult day program. Promotes growth through activities such as cooking, art, horticulture, crafts, education and computer skills. **Eligibility:** People with an intellectual disability and their families.

## **Oneida Nation of the Thames - Health Services**

**519-652-0500**

2213 Elm Ave, Southwold, ON, N0L 2G0

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

**Mon-Fri 8:30am-4:30pm**

Health centre focused on family and community health. Health professionals assess and treat non-life-threatening injuries or illnesses. Referrals to other local health services and personal development groups available on and off reserve. Community-led health teams develop programs to improve the social supports and conditions that affect long-term health. Culturally appropriate programs and services for First Nations, combining traditional healing and Western medical practices. **Eligibility:** Residents of the Oneida Settlement.

## **Ontario. Ministry of Health - Health Connect Ontario**

**Daily 24 hours**

Free, confidential access to registered nurses trained to help people decide about appropriate options for care. Does not provide a diagnosis or provide medication nor does it replace the need for regular medical check-ups. In a medical emergency call 911 immediately. Information and services include: <https://healthconnectontario.health.gov.on.ca/static/guest/chat-online> Live chat tool allows you to send our staff an instant message and receive back health information and advice on a broad range of topics. Chatting with a Health Care Navigator or Registered Nurse is an online alternative to calling 811. Topics include: illness or injury, smoking cessation support, teen health and issues, breastfeeding support, refugee health support. Assessment tool helping you learn more about your symptoms and get advice on your following steps, Medical library with common conditions, symptoms, treatments and prevention, Mental health support. Mental health support available daily 24 hours. Formerly Telehealth Ontario. **Eligibility:** Residents of Ontario. Health insurance number not required.

## **Regional HIV/AIDS Connection - 519-434-1601**

602 Queens Ave, Unit 201, London, ON, N6B 1Y8

[www.hivaidsconnection.ca](http://www.hivaidsconnection.ca) **Mon-Fri 9am-5pm**

Practical support, counselling services and programming for people living with and affected by issues related to HIV/AIDS and Hepatitis C. Education about safer sex and ways to prevent getting or giving HIV. Stigma and discrimination with respect to living with HIV as well as homosexuality. Testing for HIV and Hepatitis C. Issues related to telling (disclosing) HIV status. **Eligibility:** People living with or affected by HIV and/or AIDS. Gay, lesbian, bisexual, transgender, 2 spirit youth, general public.



## **Southwestern Public Health - St Thomas Site - 519-631-9900**

1230 Talbot St, St Thomas, ON, N5P 1G9; [www.swpublichealth.ca](http://www.swpublichealth.ca)

### **Mon-Fri 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. Prevents and controls disease, maintains, improves and promotes health through health education, consultation, advocacy, public policy development, legislation, mass communications, and community development. Emergency Preparedness - Organized plans to protect the health and safety of people in the case of a public hazard, or to limit damage to property or the environment. Smoking Cessation Program - One-on-one counseling with health promoters and public health nurses to develop a plan to assist smokers with quitting.

**Eligibility:** Varies depending on service.

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

153 Main St, West Lorne, ON, N0L 2P0; [www.wechc.on.ca](http://www.wechc.on.ca)

### **Mon-Fri 8:30am-12noon, 1pm-4:30pm**

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. Community-led health teams develop programs to improve the social supports and conditions that affect long-term health.

Transportation to Vaccine Clinics - Volunteer drivers take West Elgin residents to vaccine clinics. Accessible shuttle for those who need it. Funded through Gift-A-Ride program. Working to get everyone who needs a vaccine access to a vaccine. **Eligibility:** Varies per program.

### St Thomas-Elgin Social Services Housing Services

**519-631-9350 TTY-519-631-3836**

City Hall 230 Talbot St, St Thomas, ON, N5P 1B2, [www.stthomas.ca](http://www.stthomas.ca)

**Mon-Fri 8:30am-4:30pm**

Develops and administers programs related to social housing, affordable housing and homelessness prevention programs.

**Manages social housing applications and waitlist** - All housing program applications and inquiries go through St. Thomas-Elgin Social Services Intake and eligibility varies by program.

**Housing Stability Financial Assistance Program** – Administers the Housing Stability Financial Assistance (HSFA) program which provides financial assistance to prevent or end an occurrence of homelessness including assistance with utility costs, rental arrears, utility arrears, temporary housing, moving costs, emergency assistance with daily living costs and other forms of assistance to prevent homelessness.

**Rent Subsidies** - Housing allowance and rent supplement programs provide subsidies to eligible low-income households with private landlords to assist with rent affordability.

**The Home Repair Program** - provides financial assistance to low-income homeowners facing necessary repairs that could jeopardize the stability of their home.

**The Low-Income Energy Assistance Program** - provides assistance with hydro arrears in St Thomas.

**The Union Gas Emergency Assistance Program** - is an interest-free loan/grant program. Households may be eligible if utilities, including gas, water or electricity, are going to be disconnected or already have been disconnected.

**Eligibility:** Varies by program. Please email, call or visit St. Thomas-Elgin Social Services to learn more and/or make an appointment.

### Central Elgin Municipal Non-Profit Housing Corporation

**Kettle Creek Villa - 519-631-4860 ext 271**

450 Sunset Dr, St Thomas, ON, N5R 5V1

[www.centralelgin.org/en/index.aspx](http://www.centralelgin.org/en/index.aspx)

**Mon-Fri 8:30am-4:30pm**

Two-story, 30-unit, non-profit seniors housing complex. 18 one-bedroom units, 12 two-bedroom units. Market units and rent-geared-to-income units, facility also includes an elevator, coin laundry, a common room, a gazebo and parking.

**Eligibility:** Adults 60 years and older or adults 55 years or older with a disability.

## **CMHA Thames Valley Addiction and Mental Health Services Housing - St Thomas Supportive Housing - 519-633-1781 ext 3121**

[www.cmhatv.ca](http://www.cmhatv.ca) Mon-Fri 8:30am-4:30pm

To support clients ready for independent living to have access to housing options and obtain a sense of autonomy, wellness, and stability.

**Eligibility:** Individuals 16 years of age or older who are living with serious mental health and/or addiction concerns who are homeless or at risk of homelessness. Program participants need to possess basic independent living skills or have the capacity to learn these skills with support. Recipients of Ontario Works, ODSP, Government Pensions (CPP D, CPP, EI, GIS, OAS, etc.) are eligible for this program.

## **CMHA Thames Valley Addiction and Mental Health Services Housing - Community Homes for Opportunity (CHO) 519-633-1781 ext 3121**

[www.cmhatv.ca](http://www.cmhatv.ca) Administration: Mon-Fri 8:30am-4:30pm

Supportive housing program located in private homes, with admission, programs and supports provided by a community mental health team. Provides housing, meals and support services in a home setting for people with serious mental illness. Recovery-based approach. Provides access to support services in the home and in the community. Opportunities to enhance quality of life, personal growth and development, and improve life skills through various activities and programs. Housing located in St Thomas and Aylmer.

**Eligibility:** Individuals 16 years of age or older who are living with serious mental health and/or addiction concerns who are homeless or at risk of homelessness.

## **CMHA Thames Valley Addiction and Mental Health Services Housing – Congregate Housing- 519-633-1781 ext 3121**

[www.cmhatv.ca](http://www.cmhatv.ca) Administration: Mon-Fri 8:30am-4:30pm

Supportive housing program located in private homes, with admission, programs and supports provided by a community mental health team. Provides housing, meals and support services in a home setting for people with serious mental illness. Recovery-based approach. It is a Homelessness Prevention Program that is subsidy-based and working in conjunction with the Coordinated Access process. **Eligibility:** Individuals 16 years of age or older who are living with serious mental health and/or addiction concerns who are homeless or at risk of homelessness.

**CMHA Thames Valley Addiction and Mental Health Services  
Hub - St Thomas – Crisis/ReachOut Services - 519-633-1781  
ext 3121 or 1-855-633-1781**

**Reach Out Crisis Line 519-433-2023 or 1-866-933-2023**

110 Centre St, St Thomas, ON, N5R 2Z9; [www.cmhatv.ca](http://www.cmhatv.ca)

**Mon-Fri (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 walk-in services to individuals who experience a mental health crisis. Referrals to community services and crisis follow-ups. **Eligibility:** Adults and youth 16 years+

**Fresh Start Support Services - 519-637-7775**

118 Centre Street, St. Thomas, ON N5R 2Z9; [www.fsms.ca](http://www.fsms.ca)

**8am-4pm**

Supporting families in a safe housing community by providing early parenting interventions and skill development while putting Christ's love into action.

**Eligibility:** Varies by program

**Dutton and District Lions Non-Profit Housing - Caledonia  
Gardens - 519-762-0089**

1 Lions Rd, Dutton, ON, N0L 1J0

**Call ahead, hours vary.** 25 non-profit seniors only apartments, 2 accessible units, building is joined to Bobier Villa by a hallway. Tenants can make arrangements for services, activities, and visiting loved ones through Bobier Villa. **Eligibility:** Adults 65 years and older.

**Dutton and District Lions Non-Profit Housing - Caledonia Two  
519-762-0200**

29475 Pioneer Line, Dutton, ON, N0L 1J0

**Call ahead, hours vary**

30 nonprofit seniors only apartments, 20 one-bedroom and 10 two-bedroom units, 2 modified units available. **Eligibility:** Seniors 65 years and older who meet income criteria

**East Elgin Community Assistance Program - 519-619-5910**

62 Talbot St E, Aylmer, ON, N5H 1H4

[www.thefamilycentral.ca](http://www.thefamilycentral.ca) **Administration: Mon-Fri 8am-4pm**

Affordable apartments for program participants who want assistance to attain goals around employment, education and life skills, support provided through peer mentor neighbours and staff. Neighbours provide support and encouragement on an informal basis. Staff provide formal supports on a weekly basis through individual and group support meetings and activities. Staff not available for overnight support. **Eligibility:** Adults 18 years and older who have ties to Aylmer and who have low-income and want to increase standard of living and quality of life.

### **East Elgin Community Assistance Program - East Elgin Housing Initiative - 519-852-7285**

**Daily 7pm-7am** Emergency on-call shelter, drop-in and ring the bell for shelter Access. **Eligibility:** Adults 18 years and older, youth 16 years and older.

### **Eastwood Housing Corporation - Eastwood Apartments for Seniors - 519-633-5375**

200 Burwell Rd, Unit 1, St Thomas, ON, N5P 4G6; [www.eastwoodhousing.ca](http://www.eastwoodhousing.ca)

**Administration: Mon-Fri 9am-4:30pm**

26 non-profit, independent living apartments for older adults. Non-smoking property owned and operated by the Eastwood Fellowship Baptist Church.

**Eligibility:** Adults 60 years and older.

### **Eastwood Housing Corporation - Festival Gardens Senior Apartments - 519-633-5375**

40 apartments for older adults, some modified units available for persons with physical disabilities. Non-smoking property owned and operated by the corporation of Eastwood Fellowship Baptist Church. **Eligibility:** Adults 60+ years

### **Eastwood Housing Corporation - Pinetree Gardens for Seniors 519-633-5375**

13 non-profit, independent living apartments for older adults, non-smoking property owned and operated by the Eastwood Fellowship Baptist Church.

**Eligibility:** Adults 60 years and older.

### **Elgin County Youth For Christ/Youth Unlimited 519-633-6538**

21 Edward St, St Thomas, ON, N5P 1Y3; [www.yfcelgincounty.com](http://www.yfcelgincounty.com)

**Administration: Mon-Fri 9am-5pm some programs in evenings**

Youth ministry providing friendship, support, problem-solving and conflict resolution. Young Adults Ministry - Assists young adults ages 18 and older through tough issues and Biblical principles in a group setting. Campus Life - Events, games and recreation for youth in grades 6-12. Call office for more information. Youth Homelessness Protocol - Participating agency for the Youth Homelessness Protocol, designed to assist youth ages 16-24 in Elgin County who are homeless or at risk of becoming homeless in finding a safe place to stay and to receive the supports needed to find safe long-term housing. Call 211 to access the shelter. **Eligibility:** Youth ages 16-24.

## **Kiwanis Non-Profit Homes of Rodney - Kiwanis Seniors'**

### **Apartments - 519-785-2328**

229 4th St, Rodney, ON, N0L 2C0

**Administration:** Tue 10am-12pm. 24 non-profit seniors only apartments, 2 accessible units. **Eligibility:** Adults 65 years and older.

## **Landlord and Tenant Board - Southwestern Regional Office**

### **1-888-332-3234**

150 Dufferin Ave, Suite 400, London, ON, N6A 5N6

[www.tribunalsontario.ca/ltb/](http://www.tribunalsontario.ca/ltb/) **Mon-Fri 8:30am-5pm**

Independent body established to resolve disputes between residential landlords and tenants through mediation or adjudication. Provides information concerning tenant and landlord rights and obligations under the Residential Tenancies Act (RTA). Processes applications to determine and regulate justified rent increases and jurisdiction for both landlords and tenants. Rent Control Guidelines - Landlords are allowed to raise rents without seeking government approval up to the approved guidelines. Contact Board for current percent or visit the website Formerly the Ontario Rental Housing Tribunal.

**Eligibility:** Residential landlords and tenants.

## **Meadan Mansion - 519-631-4937**

38 Chester St, St Thomas, ON, N5R 1V2

**Administration:** Mon-Fri 9am-5pm

30-bed adult assisted living home. Personal services like meals, and daily laundry provided for residents. **Eligibility:** Adults with mental illness who are relatively stable or in remission. Acquired brain injury needing assistance with daily living. Dual diagnosis or mild developmental delay. Recovering from addictions. Suffering from personal or family breakdown.

## **Menno Lodge Aylmer - Menno Lodge Apartments**

**519-765-1083**

50 Melanie Dr, Unit 52, Aylmer, ON, N5H 3G7

**Mon, Tue, Thu, Fri 9am-3pm** 25 nonprofit seniors only apartments, 3 accessible units. **Eligibility:** Adults 65+ years

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

15 Golding Place, St Thomas, ON, N5R 6B6; [www.secondstagehousing.net](http://www.secondstagehousing.net)

**Administration: Mon-Fri 8:30am-4:30pm**

12-unit apartment complex with furnished units that provide transitional, secure, and affordable housing and support services to women and their children who have left an abusive relationship. Average length of stay is one year. Assistance is provided in seeking housing when moving on from the program. On-site programs include one-on-one counselling, advocacy, referrals, safety planning, recreation and social development groups and liaison with schools. **Eligibility:** Women who have been or are being abused and their children.

## **The INN St Thomas-Elgin - Daily 24 hour Shelter line**

**519-637-9898**

98 Centre St, St Thomas, ON, N5R 2Z7; [www.innoutofthecoldelgin.com](http://www.innoutofthecoldelgin.com)

**Daily 24 hours.** 40 bed emergency shelter open 24/7. Includes an overnight accommodation, a hot shower, laundry facilities, clothing, a hot supper and breakfast that includes fresh fruit, fellowship, transportation, medication and computer access, clean, lightly used to new clothing and winter apparel is available. **Eligibility:** Adults 16 years and older.

## **Violence Against Women, Services Elgin County**

**519-633-0155**

300 Talbot St, Suite 26, St Thomas, ON, N5P 4E2; [www.vawsec.on.ca](http://www.vawsec.on.ca)

Support services for women who have been abused. Our Mission

We strive with our community to end the violation of women and children and create safe communities together. We do this by: providing safety in an emergency shelter and quality counseling services reducing the impact of violence in the lives of women and children. Participating in community-based action for social change. Promoting the rights of women and children to live in a violence-free community.

**Women's Place Emergency Shelter 24 hour** - Safe secure shelter for women who have been abused and their children. Temporary accommodation with basic necessities. Crisis support provided by professional counsellors. Drop-in

counselling available anytime. Legal consult available with lawyers by appointment. Emergency transportation to safety available from anywhere in St Thomas and Elgin County. Centrally located in St. Thomas and accessible to the whole county 24/7 with no cost transportation to services.

**Housing Help** - To help find and keep a safe place to live and help manage the effects of abuse experienced.

## **West Elgin Community Health Centre - Homelessness, or at Risk of Homelessness, Systems Navigation 519-768-1715 Ext 2317**

<https://wechc.on.ca/programs-and-services/systems-navigation>

Systems Navigation specifically to those who are experiencing homelessness or are at risk of homelessness in the West and East ends of Elgin County (excluding St. Thomas). Support in Eviction Notices, landlord mediation, access to emergency funds for safe housing, Rural rough packs for those choosing to live rough, special supports for youth and veterans experiences homelessness. For more information, or to book an intake appointment with the Rural Homelessness Systems Navigator, please call 519-768-1715, Ext. 2317.

## **Youth Homelessness Protocol**

**During Business Hours: 519-631-9800. After hours: call 211. When calling please asking for the 'Youth Homelessness Protocol'**

Youth ages 16-24 who are homeless or at risk of becoming homeless in Elgin County are encouraged to reach out for assistance. Through the Youth Homelessness Protocol, Housing Based Case Managers assist youth find or maintain housing and achieve an optimum quality of life through: developing plans, enhancing life skills, addressing health and mental health needs, engaging in meaningful activities, building social and community relations, and accessing education and employment. **Eligibility:** Youth ages 16-24 who are homeless or at risk of becoming homeless in Elgin County.

## **YWCA St Thomas-Elgin - Supportive Housing - 519-631-9800**

16 Mary St W, St Thomas, ON, N5P 2S3

[www.ywcaste.ca/supportive-housing-for-youth/](http://www.ywcaste.ca/supportive-housing-for-youth/)

**Intake: Mon-Fri 9am-5pm Housing support: daily 24 hours**

Safe housing for youth, women and men in need. Youth Homelessness Protocol Participating agency for the Youth Homelessness Protocol, designed to assist youth ages 16-24 in Elgin County who are homeless or at risk of becoming



homeless in finding a safe place to stay and to receive the supports needed to find safe long-term housing. **Eligibility:** Adults and youth.

### **YWCA St Thomas-Elgin - Supportive Housing - Fairwinds Transitional Home for Young Men - 519-631-9800**

Home for male youth who are in need of affordable and supportive housing. Suited for youth who are enrolled in school and/or employed and working towards independence. Program includes: housing-based case management to actively develop a youth-centred support plan system navigation and service referrals independent life skills development space opportunities for one-on-one counselling/family reunification supports cooperative living skills private room, communal kitchen, bathroom, living room, and outdoor space on-site Resident Advisor. **Eligibility:** Male youth 16-24 years.

### **YWCA St Thomas-Elgin - Supportive Housing - Harmony House Transitional Home for Young Women - 519-631-9800**

Home for female youth who are in need of affordable and supportive housing. Suited for youth who are enrolled in school and/or employed and working towards independence, Programs include: housing based case management to actively develop a youth-centred support plan system navigation and service referrals, independent life skills development space opportunities for one-on-one counselling/family reunification supports cooperative living skills, private room, communal kitchen, bathroom, living room, and outdoor space on-site Resident Advisor. **Eligibility:** Female youth 16-24 years.

### **YWCA St Thomas-Elgin - Supportive Housing - Horizon House Transitional Home for Young Women - 519-631-9800**

Home for female youth who are in need of affordable and supportive housing suited for youth who are enrolled in school and/or employed and working towards independence. Programs include: housing based case management to actively develop a youth-centred support plansystem navigation and service referrals independent life skills development space opportunities for one-on-one counselling/family reunification supports cooperative living skills private room and communal kitchen, bathroom, living room, and outdoor space. **Eligibility:** Female youth 18-24 years.

## **YWCA St Thomas-Elgin - Supportive Housing - Second Story Men's Housing Program - 519-631-9800**

Housing for men in a 7-bed facility Program includes housing based case management system navigation and service referrals independent life skills development space cooperative living skills private room and communal kitchen, bathroom, living room, and outdoor space on-site Resident Advisor. **Eligibility:** Men 18 years and older.

## **YWCA St Thomas-Elgin - Supportive Housing - Unity House Transitional Home for Young Men - 519-631-9800**

Home for male youth who are in need of affordable and supportive housing suited for youth who are enrolled in school and/or employed, working towards independence and striving to move forward in their lives. Program includes: housing-based case management to actively develop a youth-centred support plan system navigation and service referrals, independent life skills development space opportunities for one-on-one counselling/family reunification supports cooperative living skills private room and communal kitchen, bathroom, living room, and outdoor space. **Eligibility:** Male youth 18-24 years.

## **YWCA St Thomas-Elgin - Supportive Housing - Women's Residence - 519-631-9800**

Housing for women ages 16 years and older within a 21-bed facility Program includes: housing-based case management system navigation and service referrals independent life skills development space cooperative living skills private room and communal kitchen, bathroom, living room, and outdoor space on-site Resident Advisor. **Eligibility:** Women 16 and older in need of short-term or long-term housing.

## **Identification**

### **Service Ontario - Aylmer Counter - General Inquiry 1-800-267-8097**

615 John St N, Aylmer, ON, N5H 2S8; [www.ontario.ca](http://www.ontario.ca)

**Mon-Fri 8:30am-5pm**

Access to Government of Ontario services and documentation. Services at this location: birth, marriage and death certificates health card registration. Ontario photo card driver and vehicle licensing, accessible parking permits, fishing and hunting licenses, employment standards claims, business registration,

provincial tax returns and payments, Ontario government publications, Landlord and Tenant Board.

## **Service Ontario - Dutton Counter - General Inquiry**

**519-762-6892**

199 Currie Rd, Dutton, ON, N0L 1J0; [www.ontario.ca](http://www.ontario.ca)

**Mon-Fri 8:30am-4:30pm**

Access to Government of Ontario services and documentation. Services at this location: health card registration; Ontario photo card driver and vehicle licensing Ontario government publications.

## **Service Ontario - St Thomas Counter - General Inquiry**

**519-633-6322**

417 Wellington St E, Unit 151, St Thomas, ON, N5R 5J5; [www.ontario.ca](http://www.ontario.ca)

**Mon-Fri 9am-5pm**

Access to Government of Ontario services and documentation. Services at this location: driver's licences vehicle permits, plates and stickers accessible parking permit, driver and vehicle records, health card and insurance (OHIP) organ and tissue donation photo card.

## **Immigrant, Newcomer & Refugee Services**

### **Mennonite Community Services - Settlement Services**

**226-544-0380**

16 Talbot St E, Aylmer, ON, N5H 1H4; [www.mcson.org](http://www.mcson.org)

**Mon, Tue, Wed, Fri 10am-5pm Thu 10am-7pm** Services to newcomers, particularly Low German speaking people. 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. Orientation to life in Canada, Volunteer Driver Program - Recruits volunteer drivers and coordinates interpreters and drivers for health-related appointments DE BRIGJ 105.9 FM CHPD - Low German radio programs for the whole family. Integration and Inclusion through Information and Education news and weather, bus delays, health education programs, contact De Brigj at 226-544-0122 or [radio@mcson.org](mailto:radio@mcson.org). **Eligibility:** Newcomers to Canada.

## **Settlement.Org**

[www.settlement.org](http://www.settlement.org) provides newcomers with information and resources to settle in Ontario. Topics include health, employment, immigration and citizenship, housing, education, community, daily life, and legal services. Searchable regional directory of settlement agencies and services. Forum for answering questions and sharing experiences.

## **St Thomas-Elgin Local Immigration Partnership**

**519-631-9800**

16 Mary St W, St Thomas, ON, N5P 2S3; [www.stelip.ca/](http://www.stelip.ca/)

**Mon-Fri 9am-5pm**

Advocacy for the integration of local immigrants. Collaboration with local and regional communities to strengthen their roles in serving immigrants. Creates networking and information events in various locations.

## **Thames Valley District School Board - FESPA (Family and Education Support Project) - English as a Second Language Program - 519-452-2000 ext 69670**

6700 Springfield Rd, Mount Salem, ON, N5H 2R5; [www.tvdsb.ca](http://www.tvdsb.ca)

**Tue-Fri 9am-2:30pm** Classes for adults who need to develop their English language skills. **Eligibility:** Adults 18 years and older.

## **YWCA St Thomas-Elgin - English Language Classes (LINC)**

**519-631-9800**

16 Mary St W, St Thomas, ON, N5P 2S3

[www.ywcaste.ca/services-for-newcomers-to-canada/](http://www.ywcaste.ca/services-for-newcomers-to-canada/)

**St Thomas: Mon-Thu 9:30am-2:30pm Aylmer: Mon, Wed 6pm-9pm**

English as a Second Language Classes. Provides basic to advanced listening, speaking, reading and writing skills. Prepares newcomers with language skills for citizenship. Full-time and part-time classes. Small class sizes, computer activities, transportation support available. **Eligibility:** Adults 18 and older who are permanent residents of Canada, convention refugees or who have an approval-in-principle from Immigration, Refugees and Citizenship Canada in regards to their permanent residency application; adult newcomers who are in Canada.

## **YWCA St Thomas-Elgin - Settlement Services for Newcomers to Canada - 519-631-9800**

### **Mon-Fri 9am-5pm**

Settlement services for newcomers to Canada. Information about immigration, Canadian citizenship, government programs and community services. English as a Second Language, Training for adults, 18 years of age or older who are Permanent Residents of Canada, Convention Refugees or persons in Canada whose application for Permanent Resident status is being processed in Canada and who have an approval in principle. Orientation to the local area and to Canadian customs and traditions. Referrals to education, employment, health, legal, recreational and other services in the community. Youth club activities for newcomer youth ages 10-17. School-based settlement services in some schools. Interpretation services upon request. **Eligibility:** Newcomers to Canada or those looking for information about settlement services or English language classes.

## **Legal & Advocacy**

### **CMHA Thames Valley Addiction and Mental Health Services Regional Centre - St Thomas - Court Support/Court Diversion 519-633-1781 ext 3121**

10 Mondamin St, St Thomas, ON, N5P 2V1; [www.cmhatv.ca](http://www.cmhatv.ca)

**Mon-Fri 8:30am-4:30pm** Advocacy and case coordination services to individuals with a serious mental illness, concurrent disorders, developmental disabilities, or acquired brain injuries, and who have been charged with a criminal offense. Candidates with mental health difficulties are suitable if they have a good prognosis for improvement through an established treatment plan, or if they are suffering from acute mental health symptoms. **Eligibility:** People aged 16 or older living in St Thomas or Elgin County who have a serious mental illness, developmental disability, or acquired brain injury, and who have been charged with a criminal offense

### **Elder Abuse Elgin - 1866-299-1011**

**Hours vary** - 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. **Eligibility:** Older adults.

## **Elgin-Oxford Legal Clinic - Elgin - 519-633-2638**

98 Centre St, St Thomas, ON, N5R 2Z7; [www.eolc.ca](http://www.eolc.ca)

**Mon-Fri 9am-4pm** - Legal advice and representation in several areas of law including: Ontario Works Ontario Disability Support Program, Landlord and Tenant Matters, Canada Pension Plan disability, Employment Law (excluding WSIB) Does not provide advice or representation in family law or criminal law. Indigenous Justice Program - An Indigenous Justice Coordinator (IJC) is on staff to connect the Indigenous communities in Oxford, Elgin, London-Middlesex, Huron, Perth, Munsee-Delaware First Nation, Chipewawa of the Thames First Nation and Oneida of the Thames First Nation with assistance to navigate the legal system. The IJC can provide cultural awareness training in the community. Sexual Harassment in the Workplace Program- A lawyer is available to provide educational opportunities addressing sexual harassment in the workplace. Summary advice can be provide to those who wish to know their rights and responsibilities. **Eligibility:** People who cannot afford a lawyer regarding income or shelter issues and cannot obtain Legal Aid.

## **Legal Aid Ontario - St Thomas Criminal Duty Counsel**

**519-631-4810**

**Mon-Fri 8:30am-4:30pm Client Services Centre: Mon-Fri 8am-5pm**

4 Wellington St, St Thomas, ON, N5R 2P2; [www.legalaid.on.ca](http://www.legalaid.on.ca)

Issues legal aid certificates under the provisions of the Legal Aid Act to enable persons who qualify to engage a lawyer of their choice. Addresses criminal law, family law and immigration. Duty Counsel- Assists persons charged on matters of adjournment, pleas, applications for bail and submissions as to sentence. Provided criminal and young offenders cases in courts of first appearance.

**Eligibility:** People who cannot afford their own solicitor. Based on income and area of law.

## **Legal Aid Ontario - St Thomas Family Duty Counsel**

**519-631-4810**

Access to legal services for people with low income Issues legal aid certificates under the provisions of the Legal Aid Act to enable persons who qualify to engage the services of a lawyer of their choice. Addresses criminal law, family law and immigration Duty Counsel- Services provided in family court, child welfare cases. **Eligibility:** People who cannot afford their own solicitor. Based on income and area of law.

## **Oneida Nation of the Thames - 519-652-3244**

2212 Elm Ave, Southwold, ON, N0L 2G0; [www.oneida.on.ca/](http://www.oneida.on.ca/)

**Hours vary. Call ahead** - First Nations community of the Oneida peoples. Operates independently according to long standing spiritual and cultural traditions. Administers own community development, health, learning, safety and public works programs. **Eligibility:** Oneida Citizens and residents of the Oneida Settlement.

## **Salvation Army - London - Ontario Division - Correctional and Justice Services London - Community Alternatives for Youth St Thomas and Elgin - 519-633-4593**

P.O. Box 22044 St. Thomas, Ontario N5R 6A1; [www.cjslondon.ca](http://www.cjslondon.ca)

**Mon-Fri 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. **Accountability and Opportunity for Youth-** Extrajudicial measures and extrajudicial sanctions (pre and post charge diversion). Youth must acknowledge participation in the offence and are given the opportunity to take responsibility without getting a criminal conviction.

**Youth Justice Committee Program-** Serves as an alternative to the court-based system to handle low risk offences committed by youth. Includes the youth, persons harmed, and community to provide an opportunity for healing and repairing the harm done. **Community Reintegration Program** - Assistance to youth who are currently serving a term of probation. Youth worker and case manager help develop a personalized plan. Assistance can include help with appropriate housing, obtaining proper identification, returning to school, employment services, life skills, counselling and transportation where needed.

**Community Service Orders-** Hours assigned by the court to be completed at a nonprofit organization within a specific time period. Community service orders are given to adults. Suitable placement found and follow-up with the court for confirmation of completion. **Direct Accountability Program** - Diversion

Program for Adults. Referred by the Courts. Program options include Alcohol and Drug Awareness Program, Anger and Substance Awareness Program and Stop Shop Theft. Other Program Options also available. **Adult Alternative**

**Measures Program-** Program gives people charged with a criminal offence the opportunity to take responsibility for their actions without getting a criminal conviction. Fee for service. **Support Groups and One-on-One Counselling-**

Youth ages 12 -17 Includes Anger Awareness, Healthy Choices, Life skills, D.A.W.N (Drug and Alcohol Awareness Program), BLAST (Anti-bullying Awareness), Second Step, Community Learning Hub programs (employment, financial literacy, substance education, Girls Group and anger management), and Create Your Skate Program. **Eligibility:** Youth and adults involved or at risk of becoming involved in the criminal justice system.

## **St Thomas Advocacy Centre - 519-633-7777**

PO Box 22046, Elmwood Square, St Thomas, ON, N5R 6A1

**Mon-Fri 10am-4pm**

Advocacy assistance to those in need. Registered charity with certified Paralegals licensed by the Law Society Of Upper Canada. Provides legal advice in dealing with government agencies (Workplace Safety and Insurance Board, Canada Pension Plan Disability, Ontario Disability Support Program and Landlord and Tenant Matters. **Eligibility:** Adults 18 years and older who are disadvantaged, disabled or injured.

## **Violence Against Women, Services Elgin County**

**519-633-0155**

300 Talbot St, Suite 26, St Thomas, ON, N5P 4E2; [www.vawsec.on.ca](http://www.vawsec.on.ca)

Support services for women who have been abused.

Our Mission: We strive with our community to end the violation of women and children and create safe communities together.

We do this by: providing safety in an emergency shelter and quality counseling services. Reducing the impact of violence in the lives of women and children.

Participating in community-based action for social change. Promoting the rights of women and children to live in a violence-free community.

**Family Court Support Worker Program** - Information on the family court process. Assistance in preparing for family court proceedings (documenting history of abuse, accessing Legal Aid). Referral to specialized services and supports in the community. Safety planning. Court accompaniment to proceedings when appropriate Legal Consultation Provided by lawyers on site for women who are considering or engaged in family court processes. Family Court Support To provide information and support throughout the family court process including court accompaniment.

**Women Abuse and Transitional Housing Support Counselling** - Counselling for women who have been abused and may need assistance finding housing. Legal and financial information. Assistance with safety planning. Assistance with finding a safe place to live. Services are available in St Thomas, Aylmer and West Lorne. Abuse counselling to manage the hurt of abuse and plan for your safety. You don't need to leave to talk about it; may be living with person who abused you; may be apart; may be in process of moving toward safety.

**Sexual Assault and Transitional Housing Support Counselling** - Counselling for women who have been sexually abused either as a child or as an adult. Services are available in St Thomas, Aylmer and West Lorne. Sexual Assault Support To help cope with the effects of sexual abuse that happened in childhood and/or as an adult.



### **Elgin County Library - 519-631-1460 ext 148**

[www.elgincounty.ca/library/](http://www.elgincounty.ca/library/)

**Mon-Fri 8:30am-4:30pm**

A public library system of 10 library branches at various locations offering computer access to the internet, photocopier, fax machine and scanners, programs for children, teens and adults, summer reading club, online book clubs, local history and genealogy resources, low vision reading aids and formats, interlibrary loan service, eBooks, eAudiobooks, CDs and DVDs, eMagazines, streaming movies, databases for research, home access to online services and collections. Identification showing current address and photo needed for application for library card. **Eligibility:** free library card required for loan of materials.

### **Aylmer Old Town Hall Public Library - 519-773-2439**

38 John Street South, Aylmer ON N5H 2C2

Mon, Tues & Thurs: 9:30am – 8:30pm; Fri & Sat: 9:30am – 5pm

### **Belmont Library - 519-644-1560**

14134 Belmont Road, Belmont ON N0L 1B0

Mon: 10am – 8pm; Tues & Thurs: 1pm – 8pm; Fri: 10am – 2pm; Sat: 10am – 1pm

### **Fred Bodsworth Public Library, Port Burwell - 519-874-4754**

21 Pitt Street, Port Burwell ON N0J 1T0

Mon: 2pm – 5pm; Tues: 2pm – 7pm; Thurs: 10am – 5pm; Sat: 10am – 12pm

### **John Kenneth Galbraith Library - Dutton - 519-762-2780**

236 Shackleton Street, Dutton ON N0L 1J0

Mon, Tues & Thurs: 9am – 7pm; Fri: 9am – 5pm; Sat: 10am – 2pm

### **Port Stanley Library - 519-782-4241**

302 Bridge Street, Port Stanley ON N5L 1C3

Mon, Tues & Thurs: 9:30am – 7pm; Fri: 9:30am – 5pm; Sat: 9am – 1pm

### **Rodney Library - 519-785-2100**

207 Furnival Road, Rodney ON N0L 2C0

Tues: 10am – 4pm; Thurs: 2pm – 7pm; Fri: 10am – 5pm; Sat: 2pm – 5pm

### **Southwold Township Library, Shedden - 519-764-2081**

35921 Talbot Line, Shedden ON N0L 2E0

Tues: 1pm – 7pm; Thurs: 10am – 3pm; Fri: 10am – 5pm; Sat: 2pm – 5pm

### **Springfield Library - 519-765-4515**

Malahide Community Place, 12105 Whittaker Road, Springfield ON N0L 2J0

Tues & Thurs: 10am – 8pm; Sat: 2pm – 5pm

### **West Lorne Library - 519-768-1150**

160A Main Street, West Lorne ON N0L 2P0

Tues: 10am – 6pm; Thurs: 3pm – 7pm; Fri: 10am – 4pm; Sat: 10am – 1pm

### **St. Thomas Public Library - 519-631-6050**

153 Curtis St Thomas, ON N5P 3Z7; [www.stthomaspubliclibrary.ca/](http://www.stthomaspubliclibrary.ca/)

Mon-Fri: 10am-6pm; Sat 10am-5pm

Public library offering computer access to the Internet, WIFI meeting facilities.

Study spaces, computer and technology training and assistance. Fun and education programming for all ages, free access to online resources. Computer information databases, print resources offered in many languages.

Downloadable audio and eBooks, large print books on CD, DVD's, books and magazines. **Eligibility:** library card required for loan of materials.

## **Mental Health & Addictions**

### **Al-Anon Family Group - Elgin Region - Answering Service**

**519-434-2613**

St Thomas, Port Rowan, Ingersoll, Woodstock and Port Stanley

<https://al-anon.alateen.on.ca/>

Irregular call for details - Support meetings for family and friends of problem drinkers. **Eligibility:** Family and friends of problem drinkers.

### **Alcoholics Anonymous - St Thomas and Area AA**

**519-633-0430**

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

**Meeting hours vary, Visit website for times**

Meetings for people dealing with alcoholism. Meetings following the twelve steps to recovery to assist alcoholics to attain and maintain sobriety.

**Eligibility:** People who want to stop drinking alcohol.

**The Annex, An Outreach Project of The Grace Cafe**

**Office: 226-896-0080**

**Mon – Fri 8:30am – 12noon**

321 Talbot St., St Thomas, ON N5P 1B5; <https://theannexcentre.ca/>

As a local mental health and addiction support centre, The Annex strives to positively impact the lives of individuals facing the many challenges of substance dependency with addiction support groups, substance abuse resources, addiction counselling, and more. The Annex also assists in facilitating access to secondary needs such as medical, dental, and mental wellness services, legal and financial assistance, and housing. We accept and welcome referrals, walk-ins, or individuals seeking remote or virtual consultation.

**Central Community Health Centre - Needle Exchange Program**

**519-633-7989**

359 Talbot St, St Thomas, ON, N5P 1B7; [www.centralchc.com](http://www.centralchc.com)

Provides a free and safe place for people to access clean needles and other injection drug supplies. Free needles, syringes and other equipment provided. Needles and syringes used for injection accepted for disposal. All services are confidential.

**Clinic 217 / St. Thomas RAAM Clinic - 519-631-9040**

475 Talbot St, St Thomas, ON, N5P 1C1

**Mon 8:30am-7pm Tue 8am-11:30am Thu 9am-11:30pm Fri 8:30am-3:30pm**

Substance use disorder treatments. Alcohol, opioid and other substance use issues.

**CMHA Thames Valley Addiction and Mental Health Services  
Program Site - Aylmer - 519-633-1781 ext 3121**

East Elgin Family Health Team **By appointment**

424 Talbot Street West, Rm L6-05 Lower Level, Aylmer, ON, N5H 1K94

Assesses people with substance use concerns using standardized assessment tools. Develop treatment plans, including referrals to other organizations where appropriate. Offers treatment models based on cognitive-behavioural, stages of change, harm reduction, multidisciplinary, and solution-focused. Case

management, outpatient counselling and aftercare to facilitate recovery. Services include: linking to and coordinating required services monitoring and supporting developing and implementing the discharge plan advocacy. Treatment sessions assist in developing skills to manage substance use and related concerns, and/or maintain and enhance treatment goals. Activities such as relapse prevention, guided self-change, follow-up and aftercare are included as well as programming to support/educate family. **Eligibility:** People 12 years and older who are affected by substance use and dependence or internet, gaming and gambling concerns. Clients with minor mental illness are accepted.

## **CMHA Thames Valley Addiction and Mental Health Services**

### **Program Site - Aylmer - 519-633-1781 ext 3121**

East Elgin Family Health Team **By appointment**

424 Talbot Street West, Rm L6-05 Lower Level, Aylmer, ON, N5H 1K94

Assesses people with substance use concerns using standardized assessment tools. Develop treatment plans, including referrals to other organizations where appropriate. Offers treatment models based on cognitive-behavioural, stages of change, harm reduction, multidisciplinary, and solution-focused. Case management, outpatient counselling and aftercare to facilitate recovery. Services include: linking to and coordinating required services monitoring and supporting developing and implementing the discharge plan advocacy. Treatment sessions assist in developing skills to manage substance use and related concerns, and/or maintain and enhance treatment goals. Activities such as relapse prevention, guided self-change, follow-up and aftercare are included as well as programming to support/educate family. **Eligibility:** People 12 years and older who are affected by substance use and dependence or internet, gaming and gambling concerns. Clients with minor mental illness are accepted.

## **CMHA Thames Valley Addiction and Mental Health Services**

### **Program Site - Aylmer - Aylmer Community Centre for the Enrichment of Social Skills (ACCESS) - 519-633-1781 ext 3121**

113 Sydenham St E, Aylmer, ON, N5H 1L4

**Mon-Fri 8:30am-3:30pm**

Psychosocial rehabilitation and therapeutic recreation activities for people living with a serious mental illness. Focuses on promotion of healthy living, relapse prevention, coping and life skills development, community integration, and development of healthy interpersonal relationships. Services delivered in one-on-one and group settings. **Eligibility:** Adults and youth 12 years of age and older who are affected by substance use and dependence. Clients with minor mental illness are accepted.

## **CMHA Thames Valley Addiction and Mental Health Services Hub - Aylmer - Community Opioid Addiction Program 519-633-1781 ext 3121**

East Elgin Family Health Team 424 Talbot Street West, Rm L6-05 Lower Level, Aylmer, ON, N5H 1K94; [www.cmhatv.ca/](http://www.cmhatv.ca/) **By appointment**

Offers direct client services and community education for people with opioid addictions. Assessment and screening required for entry into the treatment program. Treatment planning and community-based outpatient treatment for people with an opioid use problem. Offers treatment model based on cognitive-behavioural, stages of change, harm reduction, multidisciplinary and solution-focused. Case management, out patient counselling and aftercare to facilitate recovery. Treatment sessions assist in developing skills to manage substance use and related problems, and maintain and enhance treatment goals. Activities such as relapse prevention, guided self-change, follow-up and aftercare are included as well as programming to support/educate family.

**Eligibility:** Adults and youth 12 years of age and older who are affected by opioid concerns, use and dependence. Clients with minor mental illness are accepted. Must be willing to enter program.

## **CMHA Thames Valley Addiction and Mental Health Services Hub West Lorne - 519-633-1781 ext 3121**

153 Main St, West Lorne, ON N0L 2P0; [www.cmhatv.ca/](http://www.cmhatv.ca/)

**By appointment only** - Assess people with substance use, internet, gaming and gambling concerns using standardized assessment tools. Develop treatment plans, including referrals to other organizations where appropriate. Phone consultations are available by contacting the Internet, Gaming Disorders and Problem Gambling Services intake line.

**Eligibility:** Adults and youth 12 years of age and older who are affected by substance use and dependence or internet, gaming and gambling concerns. Clients with minor mental illness are accepted.

## **CMHA Thames Valley Addiction and Mental Health Services Hub West Lorne - Community Treatment Order Case Management**

519-633-1781 ext 3121 [www.cmhatv.ca/](http://www.cmhatv.ca/) - **By appointment only**

Intensive case management services to people with a serious mental illness who are subject to a Community Treatment Order (CTO) issued by a psychiatrist. One-on-one support services based on need and in consultation with a community support team. Provides flexible support and treatment using a

relationship-building model of service. An alternative to long-term hospital treatment, especially for individuals who have a pattern of discontinuing treatment or care after being discharged from the hospital.

**Eligibility:** Adults and youth 16 years and older with a serious mental illness.

## **CMHA Thames Valley Addiction and Mental Health Services Hub - West Lorne - Transitional Case Management**

**519-633-1781 ext 3121**

[www.cmhatv.ca/](http://www.cmhatv.ca/) **By appointment only** - Intensive case management services to people with a serious mental illness. Services are provided based on need and client directed. Flexible support and treatment are provided using relationship building as the model of service. Support in areas such as budgeting, coping and life skills development, system navigation, recreation/leisure, self-care, vocational needs, and advocacy are available.

**Eligibility:** Adults and youth 12 years of age and older who are affected by substance use and dependence or internet, gaming and gambling concerns. Clients with minor mental illness are accepted.

## **CMHA Thames Valley Addiction and Mental Health Services Hub - West Lorne - Prevention and Early Intervention Program for Psychoses**

<https://cmhatv.ca/programs-services/pepp/>

By appointment only

**Mon - Fri 8:30am – 4:30pm**

Program provides screening, assessment, treatment and follow-up to clients with first episode psychosis. Treatment planning is based on a thorough assessment of the biological and psychosocial aspects of the client's presentation and whenever possible is provided without admission to hospital. Program is committed to working in partnership with clients' families.

**Eligibility:** Young people (men aged 14-25 and women aged 14-35) who display signs of psychosis, such as hallucinations, delusions, or disorganized thought, and who have either had no treatment or have been treated for less than one month.

## **CMHA Thames Valley Addiction and Mental Health Services Regional Centre - St Thomas - 519-633-1781 ext 3121**

10 Mondamin St, St Thomas, ON, N5P 2V1; [www.cmhatv.ca/](http://www.cmhatv.ca/)

**Mon, Tue 8:30am-8pm Wed-Fri 8:30am-4:30pm**

Assessment, treatment and referrals of people with substance use, internet, gaming and problem gambling issues. Services include crisis intervention, virtual supports, mobile crisis teams, police partnerships, case management, counselling, community wellness programs, housing supports and addiction medicine supports. Treatment and service plans are developed based on standardized screening and assessment. Addiction Transitional Case Management Service- Assessment and Referral - Program facilitates discharge process from London Health Sciences Centre and the Stabilization Space. Ensures patients have linkages to appropriate addiction and mental health services and supports upon discharge. Patient works with Addiction Transitional Case Manager to create and implement plan for care. Addictions Supportive Housing- Offers housing opportunities as a part of addiction treatment planning; Back On Track Program- Provincially mandated program for convicted impaired drivers and drivers who receive two or more provincial alcohol or drug related driving offences. Community Opioid Addiction Program- Offers direct client services and community education for people with opioid addictions. Assessment and screening required for entry into the treatment program. Community Withdrawal Support Program - Flexible program helps people with problems related to the use of alcohol, drugs (legal and/or illegal) supports people before, during and after periods of intoxication and/or the process of withdrawal. Services provided by a team of registered nurses, delivering services over the phone, face-to-face and via Ontario Telemedicine Network (OTN) technology. French Mental Health and Addiction System Navigation Program- Case Management - Provides access to mental health and/or addiction support services in French. Heartspace Program- Specialized prevention, early identification, education and treatment program for women who are pregnant, parenting and substance-involved and their children (prenatal to six years of age) Problem Gambling and Behavioural Addictions Program - Treatment planning and community-based outpatient treatment for people with gambling, gaming, internet/technology, shopping/overspending or pornography/sex concerns. Rapid Access Addiction Medicine (RAAM) Clinic- Community-based, low barrier services for clients seeking treatment for any substance use disorder. Focuses on addiction medicine and offers both medication and psychosocial interventions. Community education about addiction medicine for health care professionals. Smoking Treatment for Ontario Patients (STOP) Program- Smoking cessation treatment and counselling support. Substance Use Services -Treatment planning and community-based outpatient treatment for people with a substance use concern. Walk-In Intake - Walk-in screening and assessment for all programs. **Eligibility:** People 12 years and older who are affected by substance use and dependence or internet, gaming and gambling concerns. Clients with minor mental illness are accepted.

## **CMHA Thames Valley Addiction and Mental Health Services Regional Centre - St Thomas - Addiction Transitional Case Management Service Assessment and Referral – 519-631-2020 ext 2667**

10 Mondamin St, St Thomas, ON, N5P 2V1

<https://cmhatv.ca/programs-services/atcm/>

**Mon-Fri 8:30am-4:30pm**

Program facilitates discharge process from London Health Sciences Centre and the Stabilization Space. Ensures patients have linkages to appropriate addiction and mental health services and supports upon discharge. Patient works with Addiction Transitional Case Manager to create and implement plan for care.

**Eligibility:** 12 years and older. Admitted patient or recently discharged from St. Thomas Elgin General Hospital. Willing to be screened and assessed. Deemed medically stable, experiencing concerns related to substance use and/or withdrawal, gambling or gaming.

## **CMHA Thames Valley Addiction and Mental Health Services Regional Centre - St Thomas - Community Opioid Addiction Program - 519-633-1781 ext 3121**

10 Mondamin St, St Thomas, ON, N5P 2V1; [www.cmhatv.ca/](http://www.cmhatv.ca/)

**By appointment** - Offers direct client services and community education for people with opioid addictions. Assessment and screening required for entry into the treatment program. Treatment planning and community-based outpatient treatment for people with an opioid use problem. Offers treatment model based on cognitive-behavioural, stages of change, harm reduction, multidisciplinary and solution-focused. Case management, outpatient counselling and aftercare to facilitate recovery. Treatment sessions assist in developing skills to manage substance use and related problems, and maintain and enhance treatment goals. Activities such as relapse prevention, guided self-change, follow-up and aftercare are included as well as programming to support/educate family. **Eligibility:** Adults and youth 12 years of age and older who are affected by opioid concerns, use and dependence. Clients with minor mental illness are accepted, must be willing to enter program.

## **CMHA Thames Valley Addiction and Mental Health Services Regional Centre - St Thomas - Community Treatment Order Case Management - 519-633-1781 ext 3121**

10 Mondamin St, St Thomas, ON, N5P 2V1; [www.cmhatv.ca/](http://www.cmhatv.ca/)

**Mon, Tue 8:30am-8pm Wed-Fri 8:30am-4:30pm**



Intensive case management services to people with a serious mental illness who are subject to a Community Treatment Order (CTO) issued by a psychiatrist. One-on-one support based on need and in consultation with a community support team. Provides flexible support and treatment using a relationship-building model of service. An alternative to long-term hospital treatment, especially for individuals who have a pattern of discontinuing treatment or care after being discharged from the hospital. **Eligibility:** Adults and youth 16 years and older with a serious mental illness.

### **CMHA Thames Valley Addiction and Mental Health Services Regional Centre - St Thomas - Hospital Walk-In Crisis Support 519-633-1781 ext 3121**

St. Thomas General Hospital, 189 Elm St, St. Thomas, ON N5R 5C4

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

**Daily 8:30am-10:30pm**

Walk-in days, evening and weekend service at St Thomas Elgin General Hospital to people who are experiencing a mental health crisis. Community service referrals and crisis follow-ups are provided as well as overnight safe bed accommodations for short term stays. See Safe bed Program.

**Eligibility:** People 12 years and older who are affected by substance use and dependence or internet, gaming and gambling concerns. Clients with minor mental illness are accepted.

### **CMHA Thames Valley Addiction and Mental Health Services Regional Centre - St Thomas - Transitional Case Management 519-633-1781 ext 3121**

10 Mondamin St, St Thomas, ON, N5P 2V1; [www.cmhatv.ca/](http://www.cmhatv.ca/)

**Mon, Tue 8:30am-8pm Wed-Fri 8:30am-4:30pm**

Intensive case management services to people with a serious mental illness. Services are provided based on need and are client directed. Flexible support and treatment provided using relationship building as the model of service. Support in areas such as budgeting, life skills development, advocacy, system navigation, recreation/leisure, self-care, housing, and vocational needs.

**Eligibility:** People 12 years and older who are affected by substance use and dependence or internet, gaming and gambling concerns. Clients with minor mental illness are accepted.

## **CMHA Thames Valley Addiction and Mental Health Services Regional Centre - St Thomas - Prevention and Early Intervention Program for Psychoses (PEPP)**

10 Mondamin St, St Thomas, ON, N5P 2V1

[cmhatv.ca/programs-services/pepp/](http://cmhatv.ca/programs-services/pepp/)

**Mon - Fri 8:30am – 4:30pm**

Program provides screening, assessment, treatment and follow-up to clients with first episode psychosis. Treatment planning is based on a thorough assessment of the biological and psychosocial aspects of the client's presentation and whenever possible is provided without admission to hospital. Program is committed to working in partnership with clients' families.

**Eligibility:** Young people (men aged 14-25 and women aged 14-35) who display signs of psychosis, such as hallucinations, delusions, or disorganized thought, and who have either had no treatment or have been treated for less than one month.

## **CMHA Thames Valley Addiction and Mental Health Services Regional Centre - St Thomas – Talbot House Social Rehabilitation 519-633-1781 ext 3121**

655 Talbot St, St Thomas, ON, N5P 1C9; [www.cmhatv.ca/](http://www.cmhatv.ca/)

**Mon-Fri 8:30am-3pm**

Therapeutic recreation programs for individuals with serious mental illness. Promotes participation through comprehensive psychosocial programming. Provides opportunities for members to be involved in planning and operation of programs. Promotes healthy living, relapse prevention, coping and life skills development (i.e. exercise and nutrition), community integration and healthy interpersonal relationships. Opportunities for skill development in all domains of living (self, vocation, family, community). Incorporated are many aspects of the recovery process including socialization, vocational training, education, one-on-one support and group programs. **Eligibility:** Adults and youth 16 years and older with a serious mental illness who reside in St. Thomas or Elgin County.

## **CMHA Thames Valley Addiction and Mental Health Services Regional Centre - St Thomas - Substance Use Services 519-633-1781 ext 3121**

10 Mondamin St, St Thomas, ON, N5P 2V1; [www.cmhatv.ca/](http://www.cmhatv.ca/)

**By appointment** - Assesses people with substance use concerns using standardized assessment tools. Develop treatment plans, including referrals to

other organizations where appropriate. Offers treatment models based on cognitive-behavioural, stages of change, harm reduction, multidisciplinary, and solution-focused. Case management, outpatient counselling and aftercare to facilitate recovery. Services include: linking to and coordinating required services monitoring and supporting developing and implementing the discharge plan advocacy. Treatment sessions assist in developing skills to manage substance use and related concerns, and/or maintain and enhance treatment goals. Activities such as relapse prevention, guided self-change, follow-up and aftercare are included as well as programming to support/educate family. **Eligibility:** People 12 years and older who are affected by substance use and dependence or internet, gaming and gambling concerns. Clients with minor mental illness are accepted.

### **CMHA Thames Valley Addiction and Mental Health Services Regional Centre - St Thomas – Withdrawal Management Services - 519-668-0557 ext 1108**

110 Centre St, St Thomas, ON, N5R 2Z9; [cmhatv.ca](http://cmhatv.ca)

#### **24/7 Program, By Referral**

Withdrawal Management is to a residential program designed to help individual safely withdrawal from drugs or alcohol. The emphasis of Withdrawal Management is to reduce the harm and discomfort caused by withdrawal symptoms, with the goal of making the individual stable enough to consider treatment, build engagement and motivation, or other interventions that may lead to improved quality of life. Withdrawal Management beds are short term with a length of stay of approximately 5 days. Participants are assessed for need during their stay on-going. If a person is no longer experiencing withdrawal symptoms, their stay maybe shorter. **Eligibility:** Adults and youth 16 years+ who are using substances.

### **Community Services Coordination Network - 519-438-4783**

171 Queens Ave, Suite 750, London, ON, N6A 5J7; [www.cscn.on.ca](http://www.cscn.on.ca)

**Sep-Jun: Mon-Fri 8:30am-4:30pm Jul-Aug: Mon-Fri 8:30am-4pm**

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. Developmental Services Ontario South West Region and Passport South West Region are divisions of this agency.

**Eligibility:** Children and youth 0-18 years with a developmental disability or with multi-service, complex needs. Adults with a developmental disability.

## **ConnexOntario - Helpline - Administration: 519-439-0174**

[www.connexontario.ca](http://www.connexontario.ca) **Daily 24 hours**

Telephone service providing confidential information about addiction, mental health and problem gambling resources in Ontario, including how to access them with information and referral specialist available. Email form available on website. Operated by Connex Ontario Health Services Information.

**Eligibility:** General public and service providers.

## **ConnexOntario - mindyourmind – 1-800-531-2600**

[www.mindyourmind.ca](http://www.mindyourmind.ca) **Website available daily 24 hours**

Youth mental health and engagement program that works in partnership with youth, emerging adults and the professionals who serve them to co-develop innovative tools and resources. Resources are designed to promote wellness, reduce stigma, and increase access to community supports, both professional and peer-based. Through active engagement, best practices and technology, youth are encouraged to reach out, get help and give help.

**Eligibility:** Youth 14-24 years.

## **Elgin Counselling and Mediation Centre - 519-633-4423**

19 Queen St, St Thomas, ON, N5R 3H9; [www.mediationcentre.on.ca](http://www.mediationcentre.on.ca)

**Mon-Fri 9am-5pm evening (Mon-Thu) and weekend appointments available upon request**

Therapists work with individuals, couples and families. Mental health treatment for youth on probation, which is funded by the Ministry of Children and youth, including one-on-one, relationship, family, and group counselling, as required. **Eligibility:** Counselling and mediation services: individuals and families in Elgin County Youth Justice counselling: youth 12-17 years who are on probation and their families.

## **Healing a Heart's Loss - 519-637-8458**

65 Gladstone Ave, St Thomas, ON, N5R 2L7; [www.healingaheartloss.com](http://www.healingaheartloss.com)

**Mon-Fri 9am-5pm**

Provides trauma, grief and loss and suicide counselling. Online counselling session are available. Registered service provider for Non Insured Health Benefits (NIHB) through Indigenous Services Canada for Registered First Nations and Inuit. **Eligibility:** People needing emotional support and bereavement services.

## **The Nameless Harm Reduction Outreach Services Inc.**

**226-503-3798**

572 Talbot St. St. Thomas, ON N5P 1C4

<https://thenamelessoutreach.weebly.com/>

**Tuesday – Sunday 6:30pm - 8:30pm**

We are an all-volunteer group focusing on lessening the harms of poverty in St Thomas by way of rapid mutual aid. We are focused on building trusting relationships with those living housing deprived, living with complex mental health needs and addictions.

We are a community based, peer lead harm reduction group offering access to: Snacks & Water, Sterile supplies for drug use, Clothing (as available) Access to a washroom, phone, hot water, Nursing care once a week on Thursdays (as available) Hep C Testing on Tuesdays (as available), Love and Support, and more All donations go to those who need it the most, no red tape.

## **Narateen - Nar-Anon Family Groups - 1877-239-0096**

151 Second St, Port Stanley, ON, N5L 1E4; [www.naranonontario.com](http://www.naranonontario.com)

**Mon 6pm-7pm. Meetings are being held virtually**

12-step program for young people who are affected by an addiction of a loved one or friend. Teens hold their own meeting with two adult certified. Nar-Anon members present who have received a vulnerable persons police check.

**Eligibility:** Younger than 12 or older than 19 aged young people may be accepted if the group members allows.

## **Narcotics Anonymous - Greater London Area**

**1888-811-3887**

PO Box 1735, London, ON, N6A 5H9; [www.glana.ca](http://www.glana.ca)

**Automated Information Line: Daily 24 hours**

Mutual support groups to avoid the use of addictive substances or any other mood-altering substances. **Eligibility:** People who have problems with any mind altering, mood changing substance.

## **Oneida Nation of the Thames - Health Services - Mental**

**Health - 519-652-0500 ext 818**

2213 Elm Ave, Southwold, ON, N0L 2G0

**Mon-Fri 8:30am-4:30pm**

Community-based program, providing mental health programs and services  
Services include: one-on-one, family and group counselling holistic, culturally appropriate services with Western approaches counselling related to relationships, depression, stress management, self esteem, grief, crisis and

trauma talking and sharing circles referrals as necessary, mental health promotion. **Eligibility:** All people registered, eligible to be registered and community members of Oneida Nation of the Thames.

## **Reach Out – Toll Free 1-866-933-2023**

### **Crisis: Text or call 519-433-2023**

[www.reachout247.ca](http://www.reachout247.ca) Hours: 24 hours

Confidential telephone support for anyone with addiction concerns or mental health needs in London, Middlesex, Elgin, and Oxford. Trained professionals offer support, information and education. Direct transfers to crisis response team or can book a call back from a mental health or addictions services within 48 business hours of call. Transportation to mental health crisis centre available in Lucan, Parkhill, Exeter and Strathroy-Caradoc areas.

Call no referral required. **Eligibility:** Adults and youth 16 years and older who are experiencing a mental health crisis.

## **Southwestern Public Health - St Thomas Site - Alcohol and Drug Prevention 519-631-9900**

1230 Talbot St, St Thomas, ON, N5P 1G9; [www.swpublichealth.ca](http://www.swpublichealth.ca)

Website with information on alcohol and other drugs, including local rates of use and local reports. Link to guidelines on alcohol/ cannabis use.

## **Southwestern Public Health - St Thomas - Needle Exchange and Harm Reduction Program - 519-631-9900 ext 1278**

1230 Talbot Street, St. Thomas, ON N5P 1G9; [www.swpublichealth.ca](http://www.swpublichealth.ca)

**Mon- Fri 8:30am-4:30pm**

Safe place to get free, new needles and other injection drug use supplies. Safer inhalation kits, including pipes, mouth pieces and screens also provided. Free disposal of used equipment, private and confidential testing for blood borne infections and STIs 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.

**Eligibility:** No referral needed, drop-in.

## **Southwestern Public Health - St Thomas Site - Quit Smoking 519-631-9900**

1230 Talbot St, St Thomas, ON, N5P 1G9; [www.swpublichealth.ca](http://www.swpublichealth.ca)

**Mon-Fri 8:30am-4:30pm**

Information and resources on local quit smoking programs. **Eligibility:** Varies depending on service.

## **St Thomas Elgin General Hospital - Mental Health Care**

**519-631-2030**

189 Elm St, St Thomas, ON, N5R 5C4; [www.stegh.on.ca](http://www.stegh.on.ca)

**Service:** Daily 24 hours **Administration:** Mon-Fri 8am-4pm

15-bed unit for inpatients requiring hospitalization up to two weeks, and space for related outpatient programs and services. Space includes single patient rooms with washrooms and common areas, such as an outdoor courtyard, dining area and group therapy spaces. **Eligibility:** Adults 18 years and older.

## **St Joseph's Health Care London - Elgin Assertive Community Treatment Teams**

**ACTT 1: 519-633-5354 - 519-631-8510 ext. 49701**

**ACTT 2: 519-631-4787 - 519-631-8510 ext. 49702**

294 Talbot St, Unit 1, St Thomas, ON, N5P 4E3; [www.sjhc.london.on.ca](http://www.sjhc.london.on.ca)

**Daily 8am-4pm**

Teams provide comprehensive integrated services to adults living with a severe and persistent mental illness. Services include: assess individualized treatment plans, coordination of care and services for clients, one-on-one counselling and support, life skills training monitoring of the mental state of clients and their use of medications, vocational and recreational activities and programs, family education and support, referral and advocacy services to community agencies.

**Eligibility:** People 20-65 years with serious mental illness.

## **Violence Against Women, Services Elgin County**

**519-633-0155**

300 Talbot St, Suite 26, St Thomas, ON, N5P 4E2; [www.vawsec.on.ca](http://www.vawsec.on.ca)

Support services for women who have been abused. Our Mission

We strive with our community to end the violation of women and children and create safe communities together. We do this by: providing safety in an emergency shelter and quality counseling services reducing the impact of violence in the lives of women and children. Participating in community-based action for social change. Promoting the rights of women and children to live in a violence-free community.

**Mental Health Crisis Response for Abused Women** - 24-hour specialized crisis intervention for women who have been abused and are experiencing a mental health crisis, by phone or in person.

**Abused Women's Helpline** - 24-hour support, information and system navigation for women, friends, professionals and family members who are affected directly or indirectly by violence 1-800-265-4305  
24-hour Community Helpline with absolutely confidential and real time help over the phone for everyone.

**24-Hour Drop-in Counselling** - 24-hour crisis stabilization and support for women who have been abused

You don't have to leave to talk about it. You can pop by any time of day or night to speak with a counsellor. No appointment needed. We can help.

**Child Counselling** - Counselling to help children heal from the trauma of experiencing their mother's abuse. Safety planning. Services are available in St Thomas, Aylmer and West Lorne. Help for children aged 4 to 18 – girls and boys to identify and express their feelings about the hurt & fear experienced, know that abuse is not their fault, and learn how to keep safe.

**Prevention by Education** - On-site training and information for services and agencies, community and faith groups, workplaces and schools. Elementary School Healthy Relationships Program provides school-based counselling information and training services to elementary school students, teachers and principals. On-site school-based prevention programs specifically developed for grades 5 to 12, and on-site customized training for workplaces about abuse, its effects, and how to help. Workplace consulting services for agencies and businesses seeking individualized and specific advice and solutions to address woman abuse in the work context.

## **Wellkin Child and Youth Mental Wellness - 519-539-0463**

912 Dundas St, Woodstock, ON, N4S 1H1; <http://www.wellkin.ca>

**Mon-Thu 8:30am-4:30pm Fri 8:30am-4pm Walk-in clinic: Tue in Woodstock and Thu at 99 Edward St, St Thomas 10am-6pm**

Community-based one-on-one, family counselling, group services and parenting programs. 24 hour crisis/urgent response service. Additional services include in-home intensive services, adult protective services, autism services and youth corrections. Satellite Offices: Tillsonburg Library Tillsonburg, ON N4G 4W3 Thames Centre 121 Thames St Ingersoll, ON N5C 3C9.

**Eligibility:** Newborn to youth 18 years and their parents and caregivers.

## **Wellkin Child and Youth Mental Wellness - Elgin Office**

**519-539-0463**

800 Talbot St, Suite 3, St Thomas, ON, N5P 1E2; [www.wellkin.ca](http://www.wellkin.ca)

**Mon-Fri 8:30am-4:30pm Crisis Services: Daily 24 hours**

Community-based child, youth and family mental health centre. Assessment, counselling and treatment for children and families. Consultant services



available for assessment and psychological testing. Psychiatric and other specialized assessments. Specialized programs early years(0-6 years). Comprehensive assessment and interventions services to children in their home, school and community, Intensive In-Home Service (0-17 years and their families) - Brief, intensive, in-home and in-school support and intervention for families. Urgent/Crisis Service(0-17 years and their families) - Ensures a therapist is available when an urgent assessment must take place. Help is also available after normal working hours for urgent telephone consultation. Children and Teen Programs K.I.D.S. Group (Kid's Ideas About Divorce and Separation)- 8-week co-ed program for children ages 6-8 and 9-12 experiencing difficulties with their parents' divorce or separation. Anger Solutions Group - 8-week co-ed program for children ages 7-9 experiencing anger problems. Worry Warriors (ages 9-12) 8-week co-ed group for children ages 9-11 experiencing difficulties with anxiety. Dialectical Behaviour Therapy (ages 14-18) 16-week program for youth and support person who wants coping skills.

**Eligibility:** Newborn to youth 18 years and their parents/caregivers.

## **Wellkin Child and Youth Mental Wellness - Specialized Programs - Crisis Line: 1-877-539-0463 Daily 24 hours**

### **Program hours vary**

Community-based, in-home, in-school, one-on-one and crisis-intervention services. Autism Spectrum Disorder Youth Transition Support Program (ASD)- Provides in-home and in school support for students with Autism or Aspergers through their transition from elementary to secondary school. Crisis/Urgent Services(0-18 years and their caregivers) - Intervenes in any situation that requires an immediate response because a child/youth is at risk of imminent harm to themselves or others due to behavioural, psychiatric or emotional issues. Most services provided during regular office hours. After office hours crisis worker available to provide phone assessment and supportEarly Years Program(0-6 years and their caregivers) - In-home, in-school, and in-community intensive, intervention and treatment services to young children with mental health concerns and their families. Intensive Support(0-18 years and their caregivers) - Intensive in-home and in school support services to children with mental health problems and their families in their home, schools and communities. Program offered in collaboration with the child/family counselling services or early years programs. The Oxford Respite Network(0-18 years and their caregivers) - Provides families with an interval of rest and relief by helping them find formal or informal respite supports that will meet each family's needs. Pittock School(7-12 years) - Day treatment program. Educational and treatment alternative for children whose academic and emotional needs cannot be met in their regular school classroom or alternative

programs within the education system. Referral made through school system Youth Justice Program(12-18 years) - Support to youth on probation who have conditional supervision or community supervision orders.

**Eligibility:** Newborn to children 18 years and their parents/caregivers.

## **West Elgin Community Health Centre - Harm Reduction Services - 519-768-1715**

153 Main St, West Lorne, ON, N0L 2P0

[www.wehc.on.ca/programs-and-services/harm-reduction-services](http://www.wehc.on.ca/programs-and-services/harm-reduction-services)

**Mon-Fri 8:30am-12noon, 1pm-4pm**

Services include access to clean needles (Needle Exchange Program), safe inhalation kits, sharps containers and Naloxone training.

## **West Elgin Community Health Centre - Mental Health Counselling Services - 519-768-1715**

153 Main St, West Lorne, ON, N0L 2P0

[www.wehc.on.ca/programs-and-services/mental-health-services](http://www.wehc.on.ca/programs-and-services/mental-health-services)

**Mon-Fri 8:30am-12noon, 1pm-4:30pm**

Confidential counselling for all ages.

## **YWCA St. Thomas Elgin - Youth in Transition Program 519-631-9800 ext. 245**

16 Mary Street, St. Thomas, ON; [www.ywcaste.ca/youth-in-transition/](http://www.ywcaste.ca/youth-in-transition/)

**9am-5pm**

Provides supports to male and female youth ages 15-24 years who are Crown Wards or participants in Voluntary Youth Service Agreements (VYSA) and who are gaining independence and moving into adulthood. **Eligibility:** Young adults 16-24 years who have left, or are leaving, Family and Children's Services Care.

## **Parenting**

### **Big Brothers Big Sisters of St Thomas-Elgin**

**519-633-3830**

146 Centre St, St Thomas, ON, N5R 3A3

[www.st-thomas-elgin.bigbrothersbigsisters.ca](http://www.st-thomas-elgin.bigbrothersbigsisters.ca)

**Mon-Thu 9am-5pm Fri 9am-4:30pm**

Big Brother/Little Brother, Big Sister/Little Sister(6-16 years) - A mentoring program for boys and girls to enhance development and confidence. Big and Little matches meet regularly and are made according to mutual interests. In

School Mentoring(6-14 years) - A volunteer mentor is matched with a child in an elementary school for about one hour per week (during the school year)to help the child socialize and establish a friendship and a support system Go Girls!(12-14 years) - A seven week mentoring program for girls in Grade 7 and 8 designed to provide girls with information and support to make good choices about active living, balanced eating and feeling good Game On! (12-14 years) - A seven week mentoring program for boys in Grade 7 and 8 designed to provide boys with information and support to make healthy, balanced lifestyle choice. **Eligibility:** Little Brothers and Sisters - Children 6-16 years. Big Brothers and Sisters - 18 years and older with police clearance, medical clearance and character references. Must go through a screening and training process.

### **Elgin County Midwives - 519-637-2224**

103-66 West Ave, St Thomas, ON, N5R 5H7; [www.elgincountymidwives.com](http://www.elgincountymidwives.com)

**Mon-Thu 9am-4pm Fri 9am-12noon**

Provides care throughout pregnancy, labour, delivery and postpartum. Attends births at St Thomas Elgin General Hospital , and offers the choice to have a home birth. **Eligibility:** Women with low risk pregnancies.

### **Mennonite Community Services - Family Education and Support Project Aylmer - 226-545-1050**

16 Talbot St E, Aylmer, ON, N5H 1H4; [www.mcson.org](http://www.mcson.org)

**Call ahead, hours vary**

Assists families in adapting to Canada by offering health classes, nutrition program, parenting classes, healthy relationship classes, preschool programs, ESL classes for women, transportation and interpretation and making appointments. FESPA School - 19 weeks of classes for women and preschoolers. Mom and Baby - Year round home visits and group sessions for pregnant moms and babies up to three months. Family Support - Transportation to and interpretation at appointments for those registered in either the FESPA School or the Mom and Baby program.

### **Oneida Nation of the Thames - Health Services - Maternal Child Health Program - 519-652-0500**

2213 Elm Ave, Southwold, ON, N0L 2G0

[www.oneida.on.ca/maternal-child-health-program/](http://www.oneida.on.ca/maternal-child-health-program/)

**Mon-Fri 8:30am-4:30pm**

Community-based service to support women during pregnancy and families with infants and young children Support provided: Canadian Prenatal Nutrition

Program (CPNP) breastfeeding education and support, parenting program and home visiting drop-in programs. **Eligibility:** Residents of the Oneida Settlement.

### **Southwestern Public Health - St Thomas Site - Healthy Growth and Development - Breastfeeding Support**

**519-631-9900 ext 1400**

1230 Talbot St, St Thomas, ON, N5P 1G9; [www.swpublichealth.ca](http://www.swpublichealth.ca)

**By Phone: Mon-Fri 8:30am-4:30pm Walk-In: Mon-Fri 8:30am-4pm**

Breastfeeding support and assistance from a Public Health Nurse. Phone support, office visit, or home visit available. **Eligibility:** Pregnant and breastfeeding parents.

### **Southwestern Public Health - St Thomas Site - Healthy Growth and Development - Healthy Babies Healthy Children**

**519-631-9900 ext 1400**

1230 Talbot St, St Thomas, ON, N5P 1G9; [www.swpublichealth.ca](http://www.swpublichealth.ca)

**Mon-Fri 8:30am-4:30pm**

Home visits and information for expectant parents and/or families with a child 0-6 years who may want extra support. Voluntary participation. A public health nurse and parent resource worker support families with information on topics such as pregnancy, breastfeeding, postpartum depression, healthy eating, baby care, growth and development, immunizations and discipline.

**Eligibility:** Expectant parents and families with young children from birth to school age.

### **Southwestern Public Health - St Thomas Site - Healthy Growth and Development - Prenatal Classes - 519-631-9900 ext 1400**

1230 Talbot St, St Thomas, ON, N5P 1G9; [www.swpublichealth.ca](http://www.swpublichealth.ca)

**See schedule on website**

Online and in-person prenatal classes in Aylmer, St Thomas and Woodstock. Information on breastfeeding, physical and emotional changes after birth, parenting and baby care, labour and birth. See website for specific class information. Please note that in-person classes are not available at this time due to COVID-19, online classes are still available. **Eligibility:** Individuals who are pregnant. Support people welcome.

## **Violence Against Women, Services Elgin County**

**519-633-0155**

300 Talbot St, Suite 26, St Thomas, ON, N5P 4E2; [www.vawsec.on.ca](http://www.vawsec.on.ca)

Support services for women who have been abused. Our Mission: We strive with our community to end the violation of women and children and create safe communities together. We do this by: Providing safety in an emergency shelter and quality counseling services. Reducing the impact of violence in the lives of women and children. Participating in community-based action for social change. Promoting the rights of women and children to live in a violence-free community.

**Child Counselling** - Counselling to help children heal from the trauma of experiencing their mother's abuse. Safety planning. Services are available in St Thomas, Aylmer and West Lorne. Help for children aged 4 to 18 – girls and boys to identify and express their feelings about the hurt & fear experienced, know that abuse is not their fault, and learn how to keep safe.

**Prevention by Education** - On-site training and information for services and agencies, community and faith groups, workplaces and schools. Elementary School Healthy Relationships Program provides school-based counselling information and training services to elementary school students, teachers and principals. On-site school-based prevention programs specifically developed for grades 5 to 12, and on-site customized training for workplaces about abuse, its effects, and how to help.

## **West Elgin Community Health Centre - Parenting Support**

**519-768-1715**

153 Main St, West Lorne, ON, N0L 2P0; [www.wechc.on.ca](http://www.wechc.on.ca)

**Mon-Fri 8:30am-12noon, 1pm-4:30pm** - Parenting education and support including prenatal classes, breast feeding support, and a Well Baby Clinic Healthy Beginnings, Healthy Life Fitness program for children 3-6 years of age. Play-based fitness activities teach basic fundamental movement skills while being fun and interactive. Program is available in Dutton and Rodney. Call for scheduling details. Registration required. **Eligibility:** Varies per program.

**tykeTALK (Thames Valley Preschool Speech and Language Program) - Thames Valley Children's Centre Elgin Satellite Site**  
**519-633-6388 For new referrals 519-663-0273**

34 Churchill Cres, Suite 201, St Thomas, ON, N5R 1N9; [www.tyketalk.com](http://www.tyketalk.com)  
**Administration: Mon-Fri 8am-4:30 pm** TykeTalk sessions by appointment  
Early childhood speech, language and feeding/swallowing assessment and therapy services. **Eligibility:** Children from birth age to children eligible to attend senior kindergarten (under 6 years of age).

## Senior Services

### Dutton Dunwich Seniors' Centre

185-B Currie Rd, Dutton, ON, N0L 1J0; [www.duttondunwich.on.ca](http://www.duttondunwich.on.ca)

**Administration: Mon-Fri 9am-12noon** **Programs: Hours vary**

Recreational, social, cultural and educational activities and programs. Activities include cards including pepper and bridge, quilting group, and special dinners and pot luck meals. **Eligibility:** Older adults.

### St Thomas Seniors Recreation Centre - 519-633-2850

225 Chestnut St, St Thomas, ON, N5R 2B5; [www.stthomasseniorscentre.com](http://www.stthomasseniorscentre.com)

**Administration: Mon-Fri 8am-4pm** - Community centre for older adults card games (bridge, euchre) crafts fitness classes - yoga, tai chi, cardio, drum fit, drum alive dance classes, shuffleboard, carpet bowling, pickleball, day trips, daily lunches. Meals on Wheels served out of the Centre. Dining Room Lunch Served Mon-Fri 11:30am-12:30pm \$7 per meal. Facilities - Main room can be divided into 3 sections. Accommodates groups of up to 250 people. Full kitchen licensed bar. In-house catering services. **Eligibility:** Adults 50 years and older.

### West Elgin Community Health Centre - Community Support Services for Seniors - 519-768-1715

153 Main St, West Lorne, ON, N0L 2P0; [www.wechc.on.ca](http://www.wechc.on.ca)

**Mon-Fri 8:30am-12noon, 1pm-4:30pm**

Various programs provide supports to help older adults maintain independence while remaining in their home and community. **Eligibility:** Older adults and adults with disabilities.

## **West Elgin Community Health Centre - Community Support Services for Seniors - Caregiver Support - 519-768-1715**

153 Main St, West Lorne, ON, N0L 2P0; [www.wechc.on.ca](http://www.wechc.on.ca)

**Mon-Fri on an as-needed basis**

One-on-one counselling, education and support services for formal and informal caregivers. Information related to specific diseases and conditions. Information and referral services. **Eligibility:** People who regularly provide physical, social, or emotional supports.

## **Transportation**

### **Four Counties Health Services - Community Support Services**

#### **Four Counties Community Transit System**

**Local: 519-693-8604 (Hours vary)**

RR 3, Newbury, ON, N0L 1Z0

[www.mhaliance.on.ca/service/outreach-programs/](http://www.mhaliance.on.ca/service/outreach-programs/)

Non-emergency transportation to local appointments and activities.

**Eligibility:** Older adults, people with disabilities and anyone needing transportation to a medical appointment.

### **Oneida Nation of the Thames - Health Services - Medical Transportation - 519-652-0500**

2213 Elm Ave, Southwold, ON, N0L 2G0

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

**Mon-Fri 8:30am-4:30pm**

Assists and coordinates transportation to appointments and other health care services outside of the community. **Eligibility:** Residents of the Oneida Settlement.

### **St Thomas Transit - 519-631-0001 Transit Services**

**Representative: 519-631-0368 ext 5130**

545 Talbot St, Box 520, St Thomas, ON, N5P 3V7; [www.stthomas.ca](http://www.stthomas.ca)

**Bus Service: Mon-Fri 7:15am-6:45pm Sat 9:15am-6:45pm**

**Administration: Mon-Fri 8am-5pm, Sat 9am-5pm**

Five route public transportation system. Half-hour service.

**Eligibility:** People requiring transportation.

## **St Thomas Transit - Parallel Transit**

**Reservations: 519-631-0001 Administration: 519-631-1680**

545 Talbot St, Box 520, St Thomas, ON, N5P 3V7; [www.stthomas.ca](http://www.stthomas.ca)

**Paratransit: Mon-Fri 7:15am-9:45pm Sat 9:15am-9:45pm Sun 9:15am-5:45pm**

**Booking Office: Mon-Fri 6:45am-6:45pm Sat 8:45am-6:45pm**

City-wide curb-to-curb transportation services for those unable to board the public transit system. May be used for any purpose including employment, medical, personal business or leisure. Demand and standing order bookings available. St Thomas Transit only operates within the City of St Thomas.

**Eligibility:** People requiring transportation.

## **Victorian Order of Nurses - Middlesex-Elgin - Elgin-St Thomas Office - Community Support Services - Transportation - St Thomas: 519-637-6408 East Elgin: 519-765-2999**

175 S Edgeware Rd, St Thomas, ON, N5P 4C4; [www.vonme.ca/transportation](http://www.vonme.ca/transportation)

**Administration: Mon-Fri 8:30am-4:30pm**

Non-emergency transportation to local medical and non-medical appointments and regular activities such as shopping, errands and social outings. Volunteer drivers use their own vehicles and also provide a friendly visit along the way. Wheelchair accessible van and ambulatory transportation is available in Aylmer, East Elgin, St Thomas and Central Elgin. Provides transportation to St. Thomas vaccine site for adults age 55 and over or adults with disabilities at a cost (VON intake process must be completed, call 519-637-6408).

**Eligibility:** Older adults and adults with disabilities.

## **West Elgin Community Health Centre - Community Support Services for Seniors - West Elgin Transportation Network 519-768-0020**

160 Main St, West Lorne, ON, N0L 2P0; [www.wechc.on.ca](http://www.wechc.on.ca)

**Administration: Mon-Fri 9am-4pm Trips by appointment only. Must book 24-48 hours in advance**

Essential rides only due to Covid. 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. **Eligibility:** Older adults and adults with disabilities.



## **Your Taxi - St Thomas - Wheelchair Bus and Wheelchair Taxi 519-631-1800**

PO Box 22060, Elmwood Square, St Thomas, ON, N5R 6A1

**Dispatch and Service: Daily 24 hoursAdministration: Mon-Fri 8am-4pm**

Wheelchair accessible vans available for transportation in-city and out-of-city.

**Eligibility:** People requiring wheelchair accessible transportation.

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211 connects people to the right information and services, strengthen Canada's health and human services, and helps Canadians become more engaged with their communities. When you don't know where to turn call 2-1-1 or visit 2-1-1 Ontario website.

# Special thanks to our community partners



**Canadian Mental Health Association**  
Thames Valley  
Addiction and Mental Health Services

**Association canadienne pour la santé mentale**  
Thames Valley  
Services de santé mentale et de traitement des dépendances



**Big Brothers  
Big Sisters**  
OF ST. THOMAS-ELGIN



**FANSHAWE**  
St. Thomas/Elgin  
Regional Campus



**St. Thomas Elgin  
Food Bank**  
the caring  
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**Employment Services Elgin**



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YWCA ST. THOMAS - ELGIN

For more information about this  
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