**Kitchener & Waterloo Resources**

**December 2012**

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| --- | --- |
| **Topic** | **Page** |
| General Information | 1 |
| Appliance Repair  | 1 |
| Clothing | 1-3 |
| Families – General  | 4-5 |
| Families – Pregnancy & baby  | 6 |
| Families – Pregnancy, baby, & child | 6 |
| Families – Recreation  | 7 |
| Financial – rent arrears | 7 |
| Financial - debt help | 8 |
| Food | 9 - 13 |
| Food - planning | 13 |
| Health - Addictions | 14-15 |
| Health – Cancer | 15-16 |
| Health – Clinics | 16-17 |
| Health/Mental Health – Phones/Web Help | 17-18 |
| Health - Dental | 18 |
| Health - Drugs  | 19 |
| Health – Eye/Ear Care | 19 |
| Health - General | 19 |
| Health - Mental Health | 20-22 |
| Household goods | 22-23 |
| Housing | 24 |
| Housing – Abuse & Shelters | 25 |
| Housing – Bed Bugs | 26 |
| Housing – legal information | 26 |
| Housing - Renovations | 26-27 |
| Housing Search | 27-28 |
| Hygiene | 28 |
| Identification | 28 |
| Transportation & Voice Mail | 28-29 |

Waterloo Resource List

| **Category & Program** | **Background Info** | **Eligibility Criteria****Funding amount available** | **How to Access Services** |
| --- | --- | --- | --- |
| **General Information**211 phone & website information  | Information on more than 56,000 agencies and services; provides answers quickly and easily. Phone service is open 24 hours a day, every day of the year, and is available in more than 180 languages | Free phone call: 211Website: http://www.211ontario.ca |
| **General – Employment Credentials**Credential Assessment | International Credential Assessment Service of CanadaOffers Educational Credential Assessments and related servicesPaid service available to the public |  | Call or visit the website at <http://www.icascanada.ca/home.aspx>100 Stone Road West, Suite 102, 1-800-321-6021  |
| **Appliance Repair** House of Friendship Appliance Repair Program | Repair major appliances (fridge, stove, washer, dryer, etc.) for reduced cost,  |  | 742-8327 xt 404. Free on-site quotes. Accept post-dated cheques. |
| **Clothing**Family Outreach Workers | The Community Outreach Program assists children and families experiencing low income to access the services they need in their own communities.  They may help with food, recreation, employment/education, shelter, transportation, clothing, child care and children’s needs | For families experiencing low income with children up to 18 years of age (at or below LICO) | Based out of neighbhourhoods and local community centers. If none in area or unsure, call the Community Outreach Information Line at 519-883-2290 or visit us on the web for our map and brochure in eight languages. Go to [www.regionofwaterloo.ca](http://www.regionofwaterloo.ca) and search “Community Outreach Program” |
| **Clothing** Ray of Hope | Clothing room available for men, women, children and maternity clothing | Individuals can choose up to 3 articles of clothing per person in their household, and go up to 3 times a week | Clothing Room Hours: Tuesday and Thursday 7pm-9pm, Sunday 4:30pm- 6pm659 King E (near Stirling) rear entrance, Kitchener 578-8018 |
| **Clothing**Bridgeport Café | Free games, coffee, cookies, clothing. Pizza/Movies on FridayOutreach worker is present |  | Drop in access, Monday to Friday 2 – 4:3022 Bridgeport W at Emmanuel United Church (W of Albert) 519-501-7929 Monday-Friday Drop-in 2-430pm |
| **Clothing**St. Paul’s Community Cupboard | Offers warm clothing in the winter months (jackets, sweaters, hats, mitts, etc)Has non perishable food and sometimes bread.Provides coffee and a snack (bagel or muffin) | Show ID at the doorMay take up to 9 items of food1 item of each type of clothing for freeChildren’s table has children’s clothes and baby food | Historic St. Paul's Evangelical Lutheran Church137 Queen Street South, Kitchener 519-745-4891 Show up Monday morning from 10 -12,November 1 – April 30 |
| **Clothing**Talize | Low cost used clothing, furniture, appliances, house wares, books, and electronics |  | 1144 Courtland Avenue East (N of Fairway) 744-4300Mon-Fri 9am-9pmSunday 1oam-6pm |
| **Clothing**Glencairn Bridges Centre | Drop in coffee and a gym where kids can play.Clothing that people can take home. Also non perishable food and children’s gifts one date in December. |  | 725 Erinbrook Drive (S of Blockline between Strasburg and Westmount E), Kitchener, 579-8741every 2nd and 4th Saturday of the month from 9am to 12pm, can go once per month |
| **Clothing**The Green Door(Working Centre) | Low cost used clothing and accessoriesVolunteer opportunities available |  | 37 Market Lane (W of King E and Scott), Kitchener, 519-804-2466Mon/Tues/Wed/Fri 10am-5pm, Thurs 10am-8pm, Sat 9am-4pm  |
| **Clothing Repair - Art Space - Sewing**The Green Door(Working Centre) | Space for sewing, weaving, knitting, crocheting and workshops. | Primarily an art spaceIf someone knows how to sew and use a sewing machine they could use one of the machines if needed for clothing repair. | 37 Market Lane (W of King E and Scott), Kitchener, 519-804-2466Drop in Tuesday – Friday 10 - 4 |
| **Clothing**St. Johns Anglican  | St. Johns Anglican Clothes Closet - clothes and shoes sold at reasonable prices. Under $5 |  | 23 Water St N (near Duke St. W), 743-0228. Wed/Thurs 1-3pm |
| **Clothing** The Salvation Army | The Salvation Army Share the Warmth Coat Program (November)  |  | November only1-300 Gage Ave, 745-4215 |
| **Clothing**The Salvation Army | The Salvation Army Thrift Store Low cost mostly used clothes, furniture, new mattresses |  | 563 Highland (@ Westmount), Kitchener, 584-0818 |
| **Clothing**Generations Thrift Store | Furniture & Household goods, clothing |  | 50 Bridgeport E (between King N & Weber N), Waterloo 886-6226Hours Monday – Wednesday 9:30 – 5Thursdays 9:30 – 8Friday - Saturday 9:30 – 5 |
| **Clothing**Worth a Second Look Furniture | Furniture & Household goods sold for reasonable prices | Some St Vincent De Paul Churches can provide a voucher – contact your closest St Vincent De Paul for more information | 97 Victoria St North (@ Weber) Kitchener, 569-7566Monday to Friday 9 – 5Saturday 9-4 |
| **Clothing**Value Village store | Ottawa St:Clothing, shoes and household goods. Mostly usedGateway:Clothing, shoes, household goods, and furniture. Mostly used |  | 1. 120 Ottawa Street North (@ Weber) 576-4403
2. 50 Gateway Park Dr, Kitchener, (519) 653-3900

Both store hours:Monday - Friday 9-9Sunday 10-6 |
| **Clothing**Goodwill Retail Store | Men’s women’s & children’s clothes.Toys, books, sports equipment, home furnishings |  | 1348 Weber St. East (NW of Fairway, by expressway) 894-0628Monday-Friday: 9 am - 8 pmSaturday: 9 am- 6 pm Sunday: 10 am - 5 pm |
| **Clothing**Bridgeport Café | free clothingCentre hosts children’s games, serves coffee, cookies.Outreach worker is present.Pizza/Movies on Friday |  | Drop in access, Monday to Friday 2 – 4:3022 Bridgeport W at Emmanuel United Church (W of Albert) 519-501-7929 Monday-Friday Drop-in 2-430pm |
| **Families – General** Family Outreach Workers | The Community Outreach Program assists children and families experiencing low income to access the services they need in their own communities.  They may help with food, recreation, employment/education, shelter, transportation, clothing, child care and children’s needs | For families experiencing low income with children up to 18 years of age (at or below LICO) | Based out of neighbhourhoods and local community centers. If none in area or unsure, call the Community Outreach Information Line at 519-883-2290 or visit us on the web for our map and brochure in eight languages. Go to [www.regionofwaterloo.ca](http://www.regionofwaterloo.ca) and search “Community Outreach Program” |
| **Families – General** K-W Surplus store | Inexpensive school supplies available |  | 666 Victoria Street North Kitchener, 519-744-6660 |
| **Families – General** Birthday Assistance – the Salvation Army  | Offers gifts (and cakes when available) for children ages 3-8.  | Parents must register ahead of time, then call the week before the birthday.Gifts and birthday cake | 1-300 Gage Ave (@ Belmont) Kitchener 745-4215 |
| **Families – General**The Salvation Army  | Back to School Backpacks – August30 Children summer camp, Salvation Army CampAlso offer a 6 week nutritious kitchen cooking class (one half day per week) | Backpacks available in AugustSummer camp applicationsCooking classes as scheduled | 1-300 Gage Ave (@ Belmont) Kitchener 745-4215 |
| **Families – General** Early Years Centers – Kitchener: Our Place Family Resource Centre From pregnancy to age 6 years, a place for children and caregivers.Generally no cost programs | 154 Gatewood Rd, KitchenerExamples of programs include: Music, storytelling, drop in play, crafts, seminars for parents, connections with outreach workers/nurses/nutritionist, etc.Community Nutrition WorkerPeer Health WorkerCreative Cooking ClassParenting in a New Society Dad’s and Kid’s programSpeech and Language Pathologist0-6 ConsultantFit KidsInfant massageMathLending library for parents: toys books & videos | 161 Roger St, WaterlooExamples of programs include:Drop in play centrePrenatal programsIntroduction to parenting – baby basicsGeneral Parent workshopsDrop in parent/child interactive programsYoung toddler programOlder toddler programsSchool readinessPreschool: science, literacy, numeracy, getting ready for schoolLending library for parents: books & videosEnglish conversation circleFit Kids programAccess to community supports, who come to the centre for programsLending library for professionals working with children and parents, games, puppets, books, videos, and activities | 154 Gatewood Rd, Kitchener (Main Location), and some satellite officesContact by phone or e-mail519-571-1626e-mail ourplace@ourplacekw.cawebsite <http://www.ourplacekw.ca/>or161 Roger St, Waterloo154 Gatewood Rd, Kitchener (Main Location), and some satellite officesContact by phone or e-mail519-741-8585 <http://www.earlyyearsinfo.ca/>oeycinfo@ckwymca.ca |
| **Families – Pregnancy & baby** Birthright | Offers assistance and counselling for those facing an unplanned pregnancy. | Girls and women facing unplanned pregnancyFree pregnancy testing, transportation, free clothing for mother and baby, professional counselling | 585 Queen Street S, Unit 201, KitchenerM-F 11am – 2pm \*by appt only519-579-3990 |
| **Families – Pregnancy & baby** KW Pregnancy Resource Centre Clothes Closet | Offers free services as well as baby related items such as toys, clothes, blankets and some diapers. | Open to anyone once per month10 free diapers, toys, baby clothing, Prenatal classes Post abortion services Free pregnancy testing  | 38 Francis S, Kitchener – 519-886-4001 |
| **Families – Pregnancy & baby** Children’s Marketplace  | Consignment store – offers clothing (maternity and children’s) as well as baby furniture | Open to the communityReduced cost baby clothing and items | 255 Tollgate Blvd Waterloo 519-880-9104 |
| **Families – Child Care & Children’s Needs**Family Outreach Workers | The Community Outreach Program assists children and families experiencing low income to access the services they need in their own communities.  They may help with food, recreation, employment/education, shelter, transportation, clothing, child care and children’s needs | For families experiencing low income with children up to 18 years of age (at or below LICO) | Based out of neighbhourhoods and local community centers. If none in area or unsure, call the Community Outreach Information Line at 519-883-2290 or visit us on the web for our map and brochure in eight languages. Go to [www.regionofwaterloo.ca](http://www.regionofwaterloo.ca) and search “Community Outreach Program” |
| **Families – Pregnancy, baby, & child**The Children’s Needs Distribution Centre  | Supplies donated children's clothing, toys, footwear, books and baby equipment to families in need.**New infant car seats** can be given if requested. | Open to the communityFree children supplies  | Highland Baptist Church – 135 Highland W, Kitchener519-745-9461. Call to make appt. Weekdays 9am-12pm. |
| **Families – Pregnancy, baby, & child**Sobey’s Pharmacy | Baby Be Healthy Program runs through Sobey’s pharmacy Free Pre-natal vitamins | Open to anyone who signs up for this program | Contact Sobey’s pharmacy |
| **Families – Pregnancy, baby, & child**Breastfeeding info | Depending on the hospital that the mother birthed the child at, some post-birth clinics exist where the mother can get some assistance with breastfeeding. | See Healthy Babies, Healthy Children program also. | Grand River Hospital: Post Birth Clinic – 3rd floorCambridge Memorial - (519)621-2333 ext. 4355 |
| **Families – Pregnancy, baby & child**Healthy Babies Healthy Children  | Info/programs for expecting mothers and those with children: breast-feeding support, family wellness, child nutrition & development, child safety, parenting and postpartum mood disorders; also in-home visiting program  | For parents and babies, ages birth – 6 yearsNo cost programs and support | 99 Regina S (@ William), Waterloo519-883-2245 |
| **Families – Recreation** Family Outreach Workers | The Community Outreach Program assists children and families experiencing low income to access the services they need in their own communities.  They may help with food, recreation, employment/education, shelter, transportation, clothing, child care and children’s needs | For families experiencing low income with children up to 18 years of age (at or below LICO) | Based out of neighbhourhoods and local community centers. If none in area or unsure, call the Community Outreach Information Line at 519-883-2290 or visit us on the web for our map and brochure in eight languages. Go to [www.regionofwaterloo.ca](http://www.regionofwaterloo.ca) and search “Community Outreach Program” |
| **Families – Recreation** JumpStart Program - Rural Townships | Family Outreach Workers assist children experiencing low income to participate in organized sports and recreation | Based on income, for children aged 5 - 18Grants up to $300 per qualifying child per session | Woolwich Community Services (Elmira) – 519-669-5139 or Family Outreach Worker 519-669-7638 or sredekop@mosaiconline.caWilmot Family Outreach Worker (New Hamburg) 519-662-2731 or wfrc@bellnet.caWellesley Family Outreach Worker - 519-656-9028 ext. 227 or smartin@mosaiconline.ca |
| **Families – Recreation** Fee Assistance Leisure Access Program - WATERLOO | Offers financial support for residents with low income living in Waterloo, to participate in City of Waterloo recreational and affiliated minor sport and arts programsThe City of Waterloo also administers Jumpstart funding for Waterloo residents. | Families that fall below the LICO limits or less No cost recreational programming | Complete a fee assistance application form; attach copies of proof of your total household income; bring all the forms to any City of Waterloo recreation facility or you can mail them to: City of Waterloo, 100 Regina St S, Waterloo, ON  N2J 4A8 Attn. Lynn Dicks-Egley.Or Call 519-747-8512 |
| **Families – Recreation** Fee Assistance Leisure Access Program - KITCHENER | Offers financial support for residents with low income living in Kitchener, to participate in City of Kitchener recreational and affiliated minor sport and arts programs.The City of Kitchener also administers Jumpstart funding for Kitchener residents. | Families that fall below the LICO limits or lessThe participation card is valid for up to a max of $62 per program per season for a child and $53 for adults or 50+ seniors' programs. | Application at community centers, City Hall or online – need to include statement of income. 519-741-2382. |
| **Financial – rent arrears****Lutherwood** **Rent Bank** **&****Eviction Prevention Program** | **Mediation, loans for arrears, referrals to community legal services for people facing eviction****Relocation assistance, including Last Month Rent loans when situation qualifies and need to move is reasonable.**  | **Anyone: Contact staff for assistance with eviction prevention****Only if N4 eviction notice issued can they be considered for rent bank funds to prevent eviction****Co-ops and rent-geared-to-income units not eligible.** | **Applications can be made over the phone or at drop in sessions. Phone messages returned within 48 hours**1. **Monday to Thursday 2-3pm drop-in. Lutherwood Housing Resource Centre, 41 Weber St West, Kitchener**
2. **Wednesday 1-3pm Lutherwood, Cambridge 35 Dixon Street**
3. **Friday 9-11am, Lang Farm Village Association, 1145 Concession Rd, Cambridge**

**Phone: 749-8305 x7368** |
| **Financial - debt help**Mosaic Credit Counselling | Free credit counselling. Assistance may include budgeting and money management, advocacy, developing repayment plans, a financial review, debt solution discussions such as repayment, bankruptcy decisions, freezing interest, stop creditor calls, and other arrangements.  | Services available throughout Waterloo Region | For **all** of Waterloo Region call:Mosaic Credit Counselling: 400 Queen S (South of Courtland Ave.) Kitchener, 743-6333 ext 235.Call to register for an introductory session (group session) generally held Wednesdays at 6pm  |
| **Financial - debt help**The Working Centre, Money Matters | Support, information, and connections to help manage money in the best way possible  | Budgeting assistance, resources dealing with debt problemsPersonalized problem solving around issues such as payday loansBuilding and maintaining relationships with banks and credit unionsBalancing financial prioritiesAssisting with income tax returns, current and past years | Individual appointment - call Susan Collison 519-743-1151 x173Drop in clinic times at:* The Working Centre 58 Queen St. S - Mon, Wed. Thursday, Fri 9:30-12:00
* St. John’s Kitchen 97 Victoria St. N Kitchener - Tuesday 9:30-12:00
 |
| **Food**Family Outreach Workers | The Community Outreach Program assists children and families experiencing low income to access the services they need in their own communities.  They may help with food, recreation, employment/education, shelter, transportation, clothing, child care and children’s needsCan help with food cupboard, food vouchers and/or bus tickets to get to emergency hamper programs | For families experiencing low income with children up to 18 years of age (at or below LICO) | Based out of neighbhourhoods and local community centers. If none in area or unsure, call the Community Outreach Information Line at 519-883-2290 or visit us on the web for our map and brochure in eight languages. Go to [www.regionofwaterloo.ca](http://www.regionofwaterloo.ca) and search “Community Outreach Program” |
| **Food**Wilmot family resource center | Regular food hampers and one day emergency food hampersRequests for hampers will be taken at any time for pick-up of the hamper during Food Bank hours on Tuesday and Thursday One day emergency hampers given Monday, Wednesday and Friday on urgent need to last until the next full hamper day | Emergency support for individuals and families living in Wilmot and Wellesley Townships. one hamper per month | Unit 1-175 Waterloo St.New Hamburg, ON N3A 1S3Phone: (519) 662-2731Weekly open Tuesday 12-4 and Thursday 12-4. Extended hours on the 1st Thursday of every month when the Food Bank is open until 6 p.m. |
| **Food**St. John’s Kitchen | Hot meals available in the community**Monday-Friday coffee & tea and if available toast & jam (8am-1:30pm)** **noon meal (11:30am-1pm)**food hampers available Thursdays 9:30 until gone  | Open to anyone , and also provides:Free laundry & showers 9 – noon.ID clinic Tuesdays 10 – 1 (free of charge) Nurse practitioner on Tuesdays 10 – 1 (free of charge) | Go to St. John’s Kitchen**97 Victoria St N (@Weber), Kitchener 745-8928****More information: http://www.theworkingcentre.org/** |
| **Food**Ray of Hope | Free food and meals provided to the community* Dinner: Mon to Friday 7pm, Saturday 12:00, Sun 430pm
* FoodHampers: Monday and Wednesday 7pm-9pm, Sat 12:00-230pm
 | Open to anyoneAccess to weekly food hamper (clients can create their own hamper through this program) | Ray of Hope Food Room659 King E rear entrance, Kitchener 519-578-8018 |
| **Food**Kitchener City HallSalvation Army WPIRG | Salvation Army Soup Truck – Fridays 8pm -10pm in front of Kitchener City HallWPIRG - Food Not Bombs - Lunch Saturday 1:30 at Kitchener City Hall |  | Just show up:Friday 8pm – 10 pm for soupSaturday 1:30 pm for soup |
| **Food**St. Paul’s Community Cupboard | Offers community members free food  | Open to anyone – need ID, OW/ODSP stubOffers non-perishable and fresh foods, as well as coffee, juice and cookies upon each visit | Mondays 10am -12pm (not holiday Mondays) 137 Queen Street S in Kitchener |
| **Food**St Marks LutheranChurch | Drop in hot meal Wednesday at 5:45pmThanksgiving Monday DinnerIn December one Wednesday will be a special Christmas dinner |  | 519-743-6309 825 King W Kitchener |
| **Food**House of Friendship Guelph Street Food Bank | Emergency Food HampersEach hamper had 3-5 days of food, special diets can be accommodated (e.g. diabetic, faith based) Bread & produce as available in the lobby dailySome clothes available in the lobbyLimited household items & toys occasionally available | Maximum hampers = 6 times/yearDiapers & formula 1 x month | 807 Guelph St (E of Lancaster W), Kitchener 519-742-0662Closed the first Wednesday of the month |
| **Food**Glencairn Bridges Centre | Drop in coffee and a gym where kids can play.Non perishable food and clothing that people can take home. Children’s gifts one date in December |  | 725 Erinbrook Drive (S of Blockline between Strasburg and Westmount E), Kitchener,519-579-8741every 2nd and 4th Saturday of the month from 9am to 12pm, can go once per month |
| **Food** Creekside Church | Creekside Cares Freezer Meal Program | Frozen meals to assist people in situations such as:• recovering after surgery• overwhelmed with caring for the needs of a sick family member• a death in the family• a new baby• an income crisis | Kyla Arsenault - Director of Carecare@creeksidechurch.ca519.725.0265 x239 |
| **Food**Kitchener Church of God | Food hamper | Bring picture ID, documentation showing current address & shopping bagscan go once every 2 months | Just show up, Monday and Friday 12-4:00Closed over Christmas Holidays533 Weber St East , Kitchener 519-745-8561 |
| **Food**International Gospel Centre | 1. “Hotdog House” a warm place for people to come and eat

Hot dogs served, light meal for the needy in the communityPastor offers supportive counselling and an addiction programWill accept people wanting to volunteer or do Community Hours Some emergency clothing and emergency food (but not food hamper program)1. Outreach workers are there the 2nd Monday of each and provide coffee and counselling for people struggling with addictions. Not AA meetings, but will help individuals connect with addiction programs
 | 519-744-3051 19 Charles E (E of Benton), 1. Hotdog house: Sundays 3:30 – 7:30
2. Outreach workers the 2nd Monday of each month
 |
| **Food**Country Hills Church | Food bank – people check off the things they need and if the church has that they will provide it. | Bring verification of address, and children ages if applicable | Call for information, generally every other Tuesday 5-8pm, every other Saturday 9am-noon, lower levelClose over Christmas holidays1280 Ottawa S (N of Fisher-Hallman), Kitchener 519-578-7275 |
| **Food**Bridgeport Café | free games, coffee, cookies, clothingOutreach worker is presentPizza/Movies on Friday |  | Drop in access, Monday to Friday 2 – 4:3022 Bridgeport W at Emmanuel United Church (W of Albert) Monday-Friday Drop-in 2-430pm519-501-7929 |
| **Food**The Salvation Army  | Emergency Food Hampers Appointments can be made weekday mornings Mon - Fri 9:30am-12pm and Mon-Thurs 1-4pm Daily Bread – can come daily for breadAlso offer a 6 week nutritious kitchen cooking class (one half day per week) | Maximum hampers = 5 times/yearBread can be picked up dailyCall for information on cooking classes | 1-300 Gage Ave (@ Belmont) Kitchener 519-745-4215 |
| **Food**Woolwich Community Services | “Provide a food hamper to suit the size and needs of the family. Participants can come for a food shop, and select food items the whole family will enjoy. Items available for selection include non-perishable food items along with fresh milk, vegetables, fruit, eggs, margarine and meat. Infant needs including diapers and formula are provided.” (Woolwich Community Services Website) | Available to low-income families living in the Woolwich Township or the North part of Wellesley Township.1 hamper per household per month | Call (519) 669-5139Located at 73 Arthur St. S in Woolwich |
| **Food - planning**‘Eat Well Spend Less’ workshop | For budgeting and healthy eating help  ‘Eat Well Spend Less’ workshop offered by Downtown Community Health Centre | Information workshop | Call 519-745-4404 ext. 242 to registerLocated at 44 Francis St. South in Kitchener |
| **Food****St. Vincent De Paul Society (based out of your closest Catholic Church)**  Assists with emergency food**\*St.** **Mark’s Church –** 55 Driftwood Drive (S of Westheights Drive) Kitchener 571-9200**\*Blessed Sacrament Church –** 305 Laurentian Drive (@ Block Line Rd, near Westmount E) Kitchener 742-5061**\*St. Francis of Assisi -** 49 Blueridge (SE of Queen’s & Westmount) Kitchener 745-7301**\*St**. **John’s Church**- 85 Strange St. (W of Park & Victoria) Kitchener 570-1111 **\*St. Anne’s Church** – 268 King St. E (SE of Frederick) Kitchener 745-5302**\*St**. **Joseph’s Church –** 148 Madison Ave S (NW of Courtland/Stirling) Kitchener 741-9944**\*St. Mary’s Church- 56 Duke St. W (NW of Queen/Weber) Kitchener 576-3860****\*St. Teresa’s Church – 44 Leonard St (NW of Lancaster/Guelph) Kitchener 749-1501****\*Sacred Heart Church – 66 Shanley St. (N of Wellington/King W) Kitchener 742-5831**\***St. Anthony Daniel Church – 29 Midland Drive (Ottawa, E of Pkwy) Kitchener 893-**6960**\*St. Aloysius Church – 11** Traynor Ave (behind Fairview Mall) Kitchener 893-1220**\*Our Lady of Lourdes – 173 Lourdes St. (E of Erb St W/Westmount) Waterloo 886-0342****\*St. Michael’s Church – 240 Hemlock (E of University/Albert), Waterloo 747-1090****\*St. Louis Parish – 52 Allen E (N of Union and King) Waterloo 743-4101** **\*St. Agnes Church- 75 Bluevale Rd. N (N of Bridgeport) Waterloo 885-4480** | Call, as each church’s process may vary |
| **Food - planning**‘Eat Well Spend Less’ workshop | For budgeting and healthy eating help  ‘Eat Well Spend Less’ workshop offered by Downtown Community Health Centre | Information workshop | Call 519-745-4404 ext. 242 to registerLocated at 44 Francis St. South in Kitchener |
| **Health - Addictions**International Gospel Centre | “Hotdog House” a warm place for people to come and eatHot dogs served, light meal for the needy in the communityPastor offers supportive counselling and an addiction programWill accept people wanting to volunteer or do Community Hours Outreach workers are there the 2nd Monday of each and provide coffee and counselling for people struggling with addictions. Not AA meetings, but will help individuals connect with addiction programsSome emergency clothing and emergency food (but not food hamper program) | 744-3051 19 Charles E (E of Benton), Hotdog house: Sundays 3:30 – 7:30Outreach workers the 2nd Monday of each month |
| **Health - Addictions**St. Mary’s Counselling Services | Outpatient counselling for those concerned about theirs or their loved one’s drug, alcohol and gambling use; 1-1 counselling; referrals to other programs; by appointment only; free of charge | To schedule an appointment, please call519-745-2585 ext. 232 (24 hour voice message available) |
| **Health - Addictions**Withdrawal Management Services(GRH) | Provides short-term, non-medical residential support for individuals who are withdrawing from alcohol or drugs. The service is located in Kitchener, and can be accessed 24 hours a day, seven days a week. | call 519-749-4318 |
| **Health - Addictions**Celebrate Recovery | Celebrate Recovery – Christ-based recovery program to help with hurt, habit, or hang-up (addiction, relationship, past hurts) | [Ray of Hope Community Centre](http://www.rayofhope.net/content/community-centre) , 659 King St. E. Kitchener578-8018 |
| **Health - Addictions**Alcoholics Anonymous | Meetings are listed daily- 7 days a weekSpecial events are also held periodically No bus tickets or transportation funds available | Closed meetings are for declared addicts or people concerned with their drinking and considering quittingOpen meetings are for family, friends and the general publicto find closest KW meeting location: 742-6183 [www.kwaa.ca](http://www.kwaa.ca)  |
| **Health - Addictions**Narcotics Anonymous | The Manitoba and Ontario Branch of NA is oneMeetings are held daily-caller selects their area- Kitchener-Waterloo- Cambridge are in the Golden Triangle sector. | Closed meetings are for declared addicts or people concerned with their drinking and considering quittingOpen meetings are for family, friends and the general public to find closest meeting location: 1-888-811-3887 <http://www.gtascna.on.ca> |
| **Health - Addictions**House of Friendship Addiction Programs | Range of addiction treatment services | **Bridges to Health** day treatment program for women concerned about their alcohol and/or drug use**Moving Forward** Individual and group counselling for women who are pregnant and/or parenting children under 6, and who are concerned with their substance use**Alcontrol** A residential treatment program for women with addictions to alcohol and/or other drugs**174 King Street North** A residential treatment program for men with addictions to alcohol and/or other drugs**ASH (Addiction Supportive Housing)**Addiction counselling for men and women with addictions, living in supportive housing |
| **Health –** **Cancer** Canadian Cancer Society | [www.cancer.ca](http://www.cancer.ca)for a full list of resources offered | A volunteer driver can pick a client and take him/her to a local hospital or regional cancer centre and offer a friendly, supportive environment along the way. Where a driver is not available or the client lives outside of the volunteers driving radius, other arrangements may be made.  |
| **Health –** **Cancer**Hope Spring | Resources and programs available for individuals and their families who are experiencing cancer.<http://www.hopespring.ca/programs> | **Boutique**:-W**igs and head coverings** to those losing their hair due to cancer treatment. -We are able to offer the wigs we purchase free of charge, as all of our services, thanks to the generosity of our donors.-Provide p**ost mastectomy camisoles** to women undergoing, or who have recently had a mastectomy  |
| **Health – Clinics**St. John’s Kitchen | Nurse practitioner on Tuesdays 10 – 1 (free of charge) | **519-745-8928** |
| **Health – Clinics**Walk-in Medical services | Downtown Community Health Centre - Nurse First come, first serve “walk-in” style medical clinic | 44 Francis Street South, Kitchener, ON (519) 745-4404 |
| **Health – Clinics**Walk-in Medical services | Waterloo Walk-in Clinic  | 170 University Ave W, Unit 13(519) 725-1514Mon-Fri 9am-8pm, Sat 9am-3pm, Sun 10am-3pm |
| **Health – Clinics**Walk-in Medical services | Urgent Care Clinic (South Kitchener)  | 385 Fairway Rd S, Kitchener519-748-2327 |
| **Health – Clinics**Walk-in Medical services | Urgent Care Clinic (Central Kitchener)  | 751 Victoria St S,Kitchener519-745-2273 |
| **Health – Clinics**Routine Immunization and Fall Flu Clinic | Waterloo Regional Public Health  | For clients without family doctors onlyBy appt, call to schedule Some drop in clinics, call for details99 Regina St, 2nd Floor, Waterloo, 519-883-2007 |
| **Health – Clinics**Sexual Health Clinic | Confidential counselling and clinical services concerning contraception, pregnancy, & healthy relationships (also offer birth control, needle exchange, STI testing) | 99 Regina S (@ William St. W), 2nd Floor, Waterloo, 519-883-2267 |
| **Health – Clinics**Temple Green Gynecology Clinic | Birth control and sexual health related services | 519-579-5850 Women aged 25 and older & do not have a family doctor can access  |
| **Health/Mental Health – Phones/Web Help**Health Connect Ontario’s Support lines | Caller will be connected quite quickly to a live person1. Drug and Alcohol Treatment Info line 1-800-565-8603
2. Mental Health Info line

1-866-531-26001. Ontario Problem Gambling Info line

1-866-531-2600 |  | 1-800-565-8603Drug and Alcohol Treatment Info line 1-800-565-8603Mental Health Info line 1-866-531-2600Ontario Problem Gambling Info line 1-866-531-2600 |
| **Health/Mental Health – Phones/Web Help**Kids Help Phone | Information, referral and counselling for troubled or abused children and youth.  |  | Kids Help Phone (24-hour) 1-800-668-6868  |
| **Health/Mental Health – Phones/Web Help**Mental Health Website for kids & their parents, and for youth | **MENTALHEALTH4KIDS www.mentalhealth4kids.ca** Website for youth, parents, educators and health care providers providing information about mental health related services. **MINDYOURMIND www.mindyourmind.ca** Website for youth providing a peer forum for shared resources, information and experience about mental health and stress management.  |  |
| **Health/Mental Health – Phones/Web Help**Seniors Helpline | Confidential telephone support for seniors and their caregivers.  |  | Seniors Helpline 24-hour) 519-667-6600  |
| **Health/Mental Health – Phones/Web Help**Ontario Problem Gambling Helpline | May call about self or with concerns about another personSupport and info over phone about problem gambling, including coping strategiesHelp finding supports available for treatmentSometimes book appointments for counselling supports depending on the community.Mail out resources as requested |  | call 1-888-230-3505 or [www.opgh.on.ca](http://www.opgh.on.ca)24 hours/day Free, confidential, multi-language. |
| **Health - Dental** | **Region of Waterloo Dental Clinic****Arrange dental care for adults and children.** |  | 519-883-2222 |
| **Health - Drugs** Trillium Drug Program | For those who have a high prescription drug costs in relation to their net income, and do not have other coverage. A deductible must be paid up front. | Eligibility is based on income | 1-800-575-5386 |
| **Health – Drugs**Ontario Drug Benefit Program | Co-payment for Seniors |  | 1-866-532-3161 |
| **Health – Eye Care**University of Waterloo- Optometry Clinic- | children’s (under 19 yrs) & seniors’ eye exam free once per year, examinations conducted by faculty supervised interns |  | 888-4062, adult eye exam (19yrs-64 yrs) $75 (less than some other clinics) |
| **Health – Eye Care**LenscraftersOne Sight Program | Assistance getting glasses. Clients need a letter from a charitable organization (e.g. food bank, churches) showing their need for glasses.  | Lenscrafters does a needs assessment based on their income. Don’t usually assist SARS, but she did say if they needed them and could not get funding by another means | Lenscrafters at Fairview Park Mall, 519-894-5414 |
| **Health – Ear Care**Audiology  | Various clinics across the Region of Waterloo that offer **free** hearing tests. | Some clinics will complete a free hearing test for children under some circumstances. | Contact the Audiologist and inquire if free services are offered. |
| **Health - General** | Telehealth – 1-866-797-0000Telephone consultation, advice on treatment |  | Telehealth – 1-866-797-0000 |
| **Health - General**Doctors Accepting New Patients | Number to callif you do not have a family doctor |  | Contact Health Care Connect at 1-800-445-1822 and a nurse will search for you.Search can also be done online |
| **Health - General**Medigas- Compressors | If they have a respirologist who will say it’s medically necessary and sign the form then client qualifies for ADP coverage  |  | 450 Belmont Avenue West,Kitchener,519-893-3250 |
| **Health - Mental Health**Waterloo Regional Sexual Assault / Domestic Violence Treatment Centre | Help and support if currently or in past being abused/assaulted If desired, can be connected with social worker, nurse, counsellor, & police |  | St. Mary’s Hospital, 911 Queen's Boulevard (SW of Highland/Queen), Kitchener, 744-3311 |
| **Health - Mental Health**Psychiatric Outreach Program | Connection to psychiatry where mental health and medical needs can be addressed  | Must be homeless or at risk of becoming homelessNo cost  | Dr. Berrigan519-342-1616 (If no answer then client will be directed to call 519-501-8460) |
| **Health - Mental Health**Street Outreach | General support with connections for basic living needs (food, housing, OW, mental health).For people who are street involved, homeless or at risk of homelessness.  |  | Can meet a worker at St John’s Kitchen, or call Joe B at 519-575-0457Ashleigh 519-575-0669Sarah 519-502-2685 |
| **Health - Mental Health**Self-Help Alliance and CMHA | Resources, referrals, peer support & recovery groups, outreach, counselling & mobile crisis response |  | 67 King E (between Queen & Frederick), Kitchener, 744-7645 |
| **Health - Mental Health**Mental Health Outreach | through Homes for Mental Health – offer short-term support & outreach; contact the Intake Coordinator |  | 618 King W (SE of Wellington), Kitchener 742-3191  |
| **Health - Mental Health**Crisis & Distress Line |  |  | Crisis line 1-866-366-4566 or Distress 519-745-1166; free and confidential  |
| **Health - Mental Health**Victim Services of Waterloo Region | Crisis intervention, practical and emotional support, & referrals, advocacy.Limited financial assistance for specific emergency expenses (e.g. lock changes for safety, emergency counselling) | People encouraged to call, if they cannot help they will try to find out who can. |  519-585-2363; 24hrs/day |
| **Health - Mental Health**Assaulted Women’s Helpline | Crisis counselling, emotional support, safety planning, guidance around options, information, legal information, interventions during crisis, & referrals, (support, counselling, and legal referrals in the callers community). | Primarily aimed at women.If men call they will be referred to other suitable services. | 1-866-863-0511: 24hr service in 150 languages, over the phone interpretation, provided quickly |
| **Health - Mental Health**Support Services Network for Male Survivors in Ontario | Information and referral line.Refer individuals to supports in their community, including a crisis line in their area (or another line if there is none in their area) | Primarily aimed at supporting maleSurvivors of childhood sexual abuseIf caller facing other issues they will refer them to a supportive service that fits. | 1-866-887-0015: 24hr service, French & English. 24 hour on call translators for up to 180 other languages. |
| **Health - Mental Health**Victim Support Line | Information and referral line.Refer individuals to supports in their communityRegister for victim notification, so they can be notified when perpetrator released from jail.General information on justice system, how court will work. Referral to victim services office for more specific one to one information | General victims support line  | 1-888-579-2888 24hr service, French & English. 24 hour on call translators for up to 180 other languages. |
| **Health - Mental Health**Crisis Respite Residential Program, Waterloo Region Homes for Mental Health | Crisis respite beds available for individuals experiencing a crisis - offer counselling, helping making a plan/connect with resources, single rooms |  | 290 Sheldon Ave. NorthKitchener, On519-576-7431 |
| **Household goods**New Hamburg Thrift Centre store | Sell donatedFurnitureClothing and shoes for all agesBlankets and linensHousewaresSeasonal decorationsBooksAccept e-waste for electronics |  | 41 Heritage Drive New Hamburg, ON   N3A 2J3 (519) 662-2867 Monday to Thursday 9:00 am – 5:00 pmFriday 9:00 am – 8:00 pmSaturday 9:00 am – 4:00 pm |
| **Household goods**Furnish the Future | Free furniture, beds, dishes and kitchenware.Individual receiving supplies must either arrange to pick them up or cover the cost of volunteers delivering goods | Priority to families and seniors, but singles may also contact them | contact Sandra Hill, Sandra2@sympatico.ca (e-mail preferred) or 519-621-9053 <http://furnishthefuture1.wordpress.com/> |
| **Household goods**Muslim Social Services | Furniture and household goods | Assistance for newcomers.Caseworker may contact Muslim social services on the clients behalf to request assistance  | http://www.muslimsocialserviceskw.org/ |
| **Household goods** Value Village | **Ottawa St**Household goods, clothing and shoes**Gateway**Furniture, household goods, clothing and shoes | Store | 1. 120 Ottawa Street North (@ Weber) 576-4403
2. 50 Gateway Park Dr, Kitchener, (519) 653-3900

Both store hours:Monday - Friday 9-9Sunday 10-6 |
| **Household goods** Goodwill Retail Store | Home furnishings, toys and books.Also clothing and sports equipment |  | 1348 Weber St. East (NW of Fairway, by expressway) 894-0628Monday-Friday: 9 am - 8 pmSaturday: 9 am- 6 pm Sunday: 10 am - 5 pm |
| **Household goods** Freecycle | Internet site where people offer free goods such as furniture and household items |  | http://www.freecycle.org/ |
| **Household goods**Family Outreach Workers | The Community Outreach Program assists children and families experiencing low income to access the services they need in their own communities.  They may help with food, recreation, employment/education, shelter, transportation, clothing, child care and children’s needs | For families experiencing low income with children up to 18 years of age (at or below LICO) | Based out of neighbhourhoods and local community centers. If none in area or unsure, call the Community Outreach Information Line at 519-883-2290 or visit us on the web for our map and brochure in eight languages. Go to [www.regionofwaterloo.ca](http://www.regionofwaterloo.ca) and search “Community Outreach Program” |
| **Housing**Discharge Fund(Rapid Re-housing Program) | Assistance with LMR (Community Homelessness Prevention Initiative funds this program) | * Discharge from an institution (emergency shelter, corrections, hospital)
* Victim of family violence (connected to women’s crisis services)

Up to $400 for single/couple and $1000 for families with under 18 year old children | Refer to Discharge Fund Business Process and Flowcharts |
| **Housing**Step Home Program | An interrelated set of 12 person-centered programs, designed to provide options and supports to end persistent homelessness. | There are a variety of program areas included under the umbrella of STEP Home including street outreach, specialized street outreach, intensive support programs, supportive housing and system-level.  Referrals to the program can be made by a variety of providers in the community serving people experiencing homelessness. | For general information, call519-883-2117 |
| **Housing**Waterloo Region Housing Community Housing Access Centre | Help with subsidized housing |  | 519-575-4833 |
| **Housing**MennoHomes | **Provide affordable housing** **1. Seniors apartment 55 years +****2. Anyone - 3 Bedroom units, some qualify for subsidy** | **Income and asset tests for subsidized units** | 519- 578-6077 – information and market value apartmentsApplication for subsidized units made through housing for the subsidized units |
| **Housing – Abuse** Wilmot family resource center - Family Violence Prevention | Counselling – individual and groupCrisis management – problem solving to move from a violent situationHousing – assistance with applications for subsidized housingVery limited emergency unitsOutreach worker to help with resettlement |  | Unit 1-175 Waterloo St.New Hamburg, ON N3A 1S3Phone: (519) 662-2731 |
| **Housing – Abuse** Women’s Crisis Services of Waterloo Region | Residential and outreach services for abused women and children.Groups for moms and children.Individual counselling available, therapist on site.Crisis phone lines 24/7 to discuss abuse concerns as well as to provide support and guidance. | Women 16 years of age or over and with or without their children | 24 Hour Crisis Support LinesCambridge 519.653.2242Kitchener 519.742.5894Toll-Free 1.800.410.4482 Anselma House700 Heritage DriveKitchener, ON N2A 3N9Tel 519.741.9184 Fax 519.741.1478Haven House562 Concession RoadCambridge, ON N3H 4L2Tel 519.653.2289 Fax 519.653.0902 |
| **Housing - Emergency Shelter*** **Men:** *House of Friendship Charles Street Men's Hostel*: 742-8327, 63 Charles St E (SE of Queen), Kit
* **Women & Families:** *YWCA Mary’s Place:* 744-0120, 84 Frederick St (@ Weber St. E), Kitchener
* **Abused Women**: *Women's Crisis Services, Anselma House Kitchener,* 741-9184
* **Pregnant Women**: *Marillac Place*, 571-0722, 109 Young St (N of Weber W), Kitchener
* **Youth 12-15:** *Lutherwood Safe Haven,* 749-1450 x240; 41 Weber St W (@ Young St.), Kitchener
* **Youth 16-25:** *ROOF,* 742-2788*;* 242 Queen St S (between Courtland & Charles), Kitchener
* **Winter:** *KW**Out of the Cold* – at various KW churches, offer dinner/breakfast & bed – web site kwootc.ca for locations
 |
| **Housing – Bed Bugs**Bed BugAid | Education, assessment and assistance with supplies and in-home preparation needed to make treatment/spraying effective (bagging belongings, laundering, mattress covers, & information).  | Focus on providing assistance to vulnerable populations including the elderly and individuals with mental health issues and disabilities.Subsidies and services are available for those who qualify. | Little to no cost for those on assistance. 741-1152. For general information and local resources, Google “waterloo region bed bug resource directory” |
| **Housing – legal information**Landlord and Tenant Board |  |  | 1-888-332-3234 x0; ask questions regarding rights as renter, info for taking landlord to court <http://www.ltb.gov.on.ca/> |
| **Housing - Renovations**Ontario Renovates Program – Home Repairs program | Assists homeowner households with repairing their homes and improving the energy-efficiency of the unit. Increases accessibility to the home through the creation of adaptations/modifications | Have a household income below the threshold Own a home (principle residence) that’s market value is at or below $286,612Up to $50,000 (in the form of a forgivable loan if the rent levels remain at a reasonable rate for 10 years) | If you are eligible to apply, you can print an application from our website at **www.regionofwaterloo.ca**. Or call the Region’s Housing Division:519-575-4512 and ask us to fax or mail you an application package. Please drop off, mail, or fax your completed application to: **Region of Waterloo, Housing Division,** Attn: Ontario Renovates Program 150 Frederick St., 8th Floor, Kitchener, ON N2G 4J3 Fax: 519-575-4449 |
| **Housing - Renovations**Ontario Renovates Program – Multi-unit Rehabilitation program | Assists homeowners with creating an affordable rental unit in an existing family homeUp to $50,000 (in the form of a forgivable loan if the rent levels remain at a reasonable rate for 15 years) | Have a household income below the thresholdRent must be set at no more than 60 percent of the average rental rates for the Regional area. | If you are eligible to apply, you can print an application from our website at **www.regionofwaterloo.ca**. Or call the Region’s Housing Division:519-575-4512 and ask us to fax or mail you an application package. Please drop off, mail, or fax your completed application to: **Region of Waterloo, Housing Division,** Attn: Ontario Renovates Program 150 Frederick St., 8th Floor, Kitchener, ON N2G 4J3 Fax: 519-575-4449 |
| **Housing - Renovations**Home Assistance Program | Program designed to make homes more energy efficient, lowering energy costs. Could qualify for: 1. Energy-saving light bulbs
2. Refrigerator
3. Low-flow showerheads
4. Programmable thermostats and/or
5. Weather stripping for windows and doors
 | If you are a homeowner or a tenant in a residential building such as a detached or semi-detached home, townhouse, mobile home, or a unit in multi-residential building, then you may qualify for this program | Call GreenSaver at 1-855-591-0877Email – hap@greensaver.orgWebsite: [www.greensaver.org/homeassistance](http://www.greensaver.org/homeassistance) |
| **Housing** **Search**Lutherwood- Housing Services Drop-In | **Landlord registry****Problem Solving****Advocacy****Rent Bank** |  | **41 Weber W (at Young St), Kitchener****Mon-Fri 130-330pm,** 749-8305 x1401 |
| **Housing** **Search**Lutherwood- Families in Transition  | Helps families to access affordable housing |  | Those who are interested can call 519-749-8305 ext. 1273 or e-mail the Housing Counsellor directly to book an appointment. <http://www.lutherwood.ca/housing/services/families-transition> |
| **Housing Search**The Working Center, Housing Desk – Drop in service | Support finding spaces to live in the community, applying to community housing.Some Transitional Supportive HousingProblem solving help with 1st/last month’s rent |  | 58 Queen St S (S of King), Kitchener, 743-1151 x117**,** Mon-Fri 1-4pm.This is a drop in service, no appointment required |
|  **Housing Search**U of W Off-Campus Housing | **On-line information that lists apartments available to rent and sublets** |  | Search on-line for University of Waterloo Off-Campus Housing |
| **Hygiene**St. John’s Kitchen | Free laundry & showers 9 – noon.  |  | Go to St. John’s Kitchen**97 Victoria St N (@Weber), Kitchener 745-8928** |
| **Hygiene**Ray of Hope | Allows community members to access laundry services as well as free showers Laundry detergents and hygiene products provided to those utilizing this service |  | Available daily – individual must sign up at the agency230-659 King St. EastKitchener, ON |
| **Hygiene**St. Louis Hairstyling Program | Offers reduced rates for hair services Varying prices for haircuts and hair coloring |  | Available Tuesdays and Thursdays from 9am – 2pm80 Young StreetKitchenerPhone: 519-745-1201 |
| **Identification**St. John’s Kitchen | ID clinic Tuesdays 10 – 1 (free of charge) , to help with paperwork/cost to replace Birth Certificates, OHIP & Health Cards (facilitated by Doug Rankin 745-4404 x207 of Downtown Community Health Centre) | Also provided:Nurse practitioner on Tuesdays 10 – 1 (free of charge)Hot meals, free laundry & showers 9 – noon. | St. John’s Kitchen - Tuesdays 10 – 1**97 Victoria St N (@Weber), Kitchener** **745-8928****More information: http://www.theworkingcentre.org/** |
| **Transportation**Family Outreach Workers | The Community Outreach Program assists children and families experiencing low income to access the services they need in their own communities.  They may help with food, recreation, employment/education, shelter, transportation, clothing, child care and children’s needs | For families experiencing low income with children up to 18 years of age (at or below LICO) | Based out of neighbhourhoods and local community centers. If none in area or unsure, call the Community Outreach Information Line at 519-883-2290 or visit us on the web for our map and brochure in eight languages. Go to [www.regionofwaterloo.ca](http://www.regionofwaterloo.ca) and search “Community Outreach Program” |
| **Transportation** Reduced Fare Bus Pass Working Centre | Reduced cost bus pass program, (about ½ price - $36 instead of $68) | Must be between 18-64 years of age, non-student.  | Working Centre, 58 Queen St. South (S of King), Kitchener, 743-1151 x101 |
| **Transportation**The Working Center - Recycles Cycles Program | Reconditioned bikes ($20-50 for adults, $10-20 youth, free for smaller children), facilities for individuals to repair their own bikes with only the costs of parts (i.e. pedal $1)Space available to repair own bikes – appointments requiredPurchase bike parts |  | 37 Market Lane (W of King E and Scott), Kitchener, 519-804-2466 x23 Tues-Fri 10am-6pm & Sat 10am-2pm |
| **Transportation**Operation Go-Home | Help 16-19 year olds who have left home to reunite with their families. Will provide a bus ticket to return the teenager to their family. | The organization asks the client questions and asks to speak to their family to ensure the house is a safe place to return to. | 1-800-668-4663 |
| **Voice Mail** Working Centre | Offer free personalized voicemail extension, helpful if you cannot afford a phone, looking for work, etc |  | 58 Queen St. South (S of King), Kitchener, 743-1151 |
| **Employment**Family Outreach Workers | The Community Outreach Program assists children and families experiencing low income to access the services they need in their own communities.  They may help with food, recreation, employment/education, shelter, transportation, clothing, child care and children’s needs | For families experiencing low income with children up to 18 years of age (at or below LICO) | Based out of neighbhourhoods and local community centers. If none in area or unsure, call the Community Outreach Information Line at 519-883-2290 or visit us on the web for our map and brochure in eight languages. Go to [www.regionofwaterloo.ca](http://www.regionofwaterloo.ca) and search “Community Outreach Program” |
| **Education**Family Outreach Workers | The Community Outreach Program assists children and families experiencing low income to access the services they need in their own communities.  They may help with food, recreation, employment/education, shelter, transportation, clothing, child care and children’s needs | For families experiencing low income with children up to 18 years of age (at or below LICO) | Based out of neighbhourhoods and local community centers. If none in area or unsure, call the Community Outreach Information Line at 519-883-2290 or visit us on the web for our map and brochure in eight languages. Go to [www.regionofwaterloo.ca](http://www.regionofwaterloo.ca) and search “Community Outreach Program” |