

COMMUNITY RESOURCES DIRECTORY

PREGNANCY SUPPORT



Sanctuary Outreach
PREGNANCY SUPPORT PROGRAM

Providing Compassionate and Caring Support

Sanctuary Outreach is an unexpected pregnancy support program geared towards providing support to women who are facing an unexpected pregnancy.

Sanctuary Outreach believes no one should face an unexpected pregnancy alone. We want to help women find the resources available in the community so they can make the best choices for themselves and for their babies.

We recognize the need to equip others in our community to walk with those in need. This is why we are pleased to provide this community resources directory to organizations and community groups in Guelph an area to support you as you help women with unexpected pregnancies connect to the resources they need. The resources in this directory include those that are public, private, and faith-based.

Please note that not all of the resources in this guide reflect the values of Sanctuary Outreach.

At Sanctuary Outreach, we believe that when someone has an unexpected pregnancy, it is important to determine what their challenges are (e.g., financial need or lack of support from a partner or family) and not label their baby as the crisis. We believe there are better solutions for couples and their babies than abortion. *Please keep this in mind as you walk with those in need and connect them to relevant community supports.*

If there are any resources we could add to this community resource directory, do not hesitate to contact us so we can make this resource as exhaustive as possible.

Should a woman not be comfortable calling any of the organizations in this directory, you are encouraged to ask her if you can make the call on her behalf.

We hope that this will be a valuable resource as you reach out to and walk with women in your community.

For more information about Sanctuary Outreach, the resources listed here, or how to support someone your group is walking with, please do not hesitate to contact us at: 519-362-4525 or info@sanctuaryoutreach.com

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ADDICTION CENTRES TORONTO (ACT)

ACT provides support to people who are struggling with an addiction to opioids or medications. They provide helpful information on their website which includes sound knowledge of addictions and what needs to happen so people can overcome them. Over half of those they treat are drug free within six to eight weeks.

Location: 84 Carden Street, Guelph, ON N1H 3A3

Phone: 519-837-0228

Website: <https://acttoronto.com/act-guelph-84-carden-street/>

CLINIC HOURS

Monday: 8:30 a.m. – 5:00 p.m.

Thursday: 8:30 a.m. – 4:00 p.m.

DOCTOR HOURS

Monday: 8:30 a.m. – 4:45 p.m.

Thursday: 8:30 a.m. – 3:45 p.m.

TELEMEDICINE HOURS

Monday: 8:30 a.m. – 4:30 p.m.

Thursday: 8:30 a.m. – 3:30 p.m.

PHARMACY HOURS

Monday: 8:30 a.m. – 5:00 p.m.

Wednesday: 8:30 a.m. – 2:00 p.m.

Tuesday, Thursday, Friday: 8:30 a.m. – 4:00 p.m.

Saturday, Sunday: 9:00 a.m. – 12:00 p.m.

ALCOHOLICS ANONYMOUS

Alcoholics Anonymous is a free fellowship of men and women who share the desire to stop drinking (this is the only requirement of membership). There are several meetings in Guelph and the surrounding area, including daily weekday meetings at 10:00 a.m., 12:00 p.m., 7:00 p.m., and 8:00 p.m. in Guelph with some of those meetings being offered virtually. There is a complete list of Alcoholics Anonymous meeting times in the Guelph Area on their website. There is also a 24/7 helpline to discuss alcoholism.

Meeting times in the Guelph area can be found online at <http://www.centralwest2district3aa.org>

Local Alcoholics Anonymous Mailing Address:

Central West 2 District 3, 218 Silvercreek Parkway North, Unit 17A, Box 210, Guelph, Ontario N1H 8E8

24/7 Alcoholism Helpline: 519-829-9401

Meeting Information: <http://www.centralwest2district3aa.org/Pages/Meetings.html>

AL-ANON/ALATEEN

Al-Anon and Alateen meetings are free confidential support groups where those with family or friends who are problem drinkers can find support and understanding. The Alateen meetings are for teens between 10 and 20 years old. At the meetings, people are invited to share their story and learn more other people's experience rather than give each other advice, which fosters an environment of empathy where people feel safe to share.

Meeting information including times and locations can be found online by visiting the Al-Anon website:

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

Phone: (226) 486-2420

Email: wso@al-anon.org (no email given on website)

CELEBRATE RECOVERY

Celebrate Recovery is a ministry through Lakeside Church in Guelph designed to help people overcome addictive, compulsive and dysfunctional behavior. The meetings take place every Monday night at 7:00 p.m. An introductory meeting for newcomers is available every week.

Location: Lakeside Church, 7654 Conservation Road, Guelph, ON

Main Contact: Johanna Kelly - jkelly@lakesidechurch.ca

Meeting Information: <http://lakesidechurch.ca/cr/>

HERE 24/7 HELP LINE

The Here 24/7 Help Line is run by the Canadian Mental Health Association and connects people struggling with mental illness, suicidal thoughts, or addictions with help nearby provided by 12 agencies across the Waterloo-Wellington area.

PROCESS:

This would be a good number to give out to women in the event that they might have a mental health emergency and need immediate support. Here 24/7 takes care of intake, assessment, referral, crisis, waitlist, and appointment booking.

Location: 80 Waterloo Ave., Guelph, ON

HOURS: Monday to Friday- 9:00 a.m. – 5:00 p.m.

Website: www.here247.ca

Here 24/7 Helpline Phone Number: 1-844-437-3247 or **TTY:** 1-877-688-5501

HOMEWOOD HEALTH CENTRE

The Homewood offers both inpatient and outpatient programs for people struggling with addictions. The inpatient program is 35 days, with semi private rooms costing \$280 per day and private rooms costing \$330 per day, however, this is sometimes covered by private insurance. Food, program costs, and medications are all covered by OHIP.

The outpatient program is entirely covered by OHIP and can take the form of one-on-one or group therapy sessions, depending on which seems best for the individual.

PROCESS:

For the inpatient program a doctor must fill out a referral form available at:

<https://homewoodhealthcentre.com/admissions/admissions-health-care-professional-referral/>, and the prospective patient must fill out a personal information form, also available online, and both must be submitted to the Homewood Admitting Office.

For the outpatient program, individuals must call the **Here 24/7 line** (see above) run by Canadian Mental Health Services (**1-844-437-3247**) and will need to call the Homewood to do an initial assessment.

Homewood Health Centre Location: 150 Delhi Street, Guelph, N1E 6K9

*Forms need to be taken to the Admitting Department in the Homewood Health Centre

General Phone Number: 866-395-2909

General E-mail: healthcentre@homewoodhealth.com

Admittance/ Referral Questions Phone Number: 866-932-0037 or 1-866-839-2594 ext. 32551

General Inquiries/Switchboard Phone Number: 866-698-8313

Admittance/ Referral Questions E-mail: admit@homewoodhealth.com

Website: <https://www.homewoodhealth.com/health-centre>

ONTARIO ADDICTION TREATMENT CENTRES (OATC)

Ontario Addiction Treatment Centres focus on a harm-reduction model, by providing opioid agonist therapy to treat opioid addiction (e.g., codeine, morphine, oxycodone, heroin, and fentanyl). Patients will be provided with supervised doses of methadone/suboxone as well as addiction counselling.

PROCESS:

Individuals will need to go into the office to get a medical exam and become a part of the program. Methadone is safe to take during pregnancy.

Guelph OATC Location: 45 Wyndham St North, Unit B2, Guelph N1H 4E6

HOURS

Monday-Friday: 8:30 a.m. – 4:00 p.m.

Weekend: 9:00 a.m. – 12:00 p.m.

Closed Mon, Wed, Fri from 12:30 p.m. – 1:00 p.m.

Guelph Phone Number: 226-979-2443

General E-mail: info@canatc.ca

Website: www.oatc.ca

STONEHENGE THERAPEUTIC COMMUNITY

Stonehenge Therapeutic Community offers a number of different services to help individuals struggling with addictions. This includes a day support group for pregnant/parenting women, a four- to six-month residential treatment program, and both transitional and long-term addiction supportive housing.

LET'S GROW TOGETHER

The daytime support group called "Let's Grow Together" offers addictions counselling and other support for the women while care is provided for the children. This program also includes transportation and nutritional assistance. Let's Grow Together runs Wednesdays from 10:00 a.m. – 11:00 a.m. and may have a waiting list.

For information about the daytime support group, individuals must call the Harm Reduction/ECD staff:

Let's Grow Together Facilitator Phone Number: 519-837-1470

RESIDENTIAL PROGRAM

Stonehenge's residential program reserves two beds for pregnant women and features individual and group therapy, job and life skills learning, anger management, and eventually help transitioning back into society, finding jobs, housing, and even education.

To enter the residential program, applicants must be over 18 years old and adequately withdrawn from substance abuse – referrals are accepted from individuals, doctors, addiction treatment professionals, and the criminal justice system. Admission to the residential program may include a recent medical exam, and will include two separate intake interviews, and a completed application form, found online.

Residential Program Phone Number: 519-837-1470 x226 (to speak to the Women’s Admission Coordinator)

ADDICTION SUPPORTIVE HOUSING

The Addiction Supportive Housing (ASH) program allows participants to live for up to one year in a group home where they receive weekly addiction counseling, weekly home meetings, and participate in home upkeep. After this transitional year they live independently, but continue with weekly addiction meetings and actively participate in other addiction recovery supports in the community – this is long-term.

PROCESS:

Referrals to the ASH program are made through the Here 24/7 program (1-844-437-3247) and applicants must call this number to complete an assessment in order to be put on the waitlist.

Stonehenge Therapeutic Community

Location: 60 Westwood Road, Guelph, N1H 7X3

Phone Number: 519-837-1470 | **E-mail Address:** info@stonehengetc.com

Website: www.stonehengetc.com

ADOPTION

FOR WOMEN/COUPLES LOOKING TO HAVE THEIR CHILD ADOPTED

BEGINNINGS FAMILY SERVICES

Beginnings Family Services in Guelph provides counselling to those who are considering releasing their child for adoption. Beginnings Family Services has their head office in Hamilton and is a registered adoption agency. The Guelph office can arrange to have someone from the Hamilton office come to Guelph to meet with a woman/couple considering having their baby adopted. An individual can call their office at any time to talk, leave a message (if it is after hours), or make an appointment.

Website: www.beginnings.ca

Beginnings Head Office: 1 Young Street, Suite 520, Hamilton, Ontario, L8N 1T8

Administrative Hours: Mondays – Thursdays, 9:00 am to 4:00 pm

Phone: 1-905-528-6665

Toll Free: 1 877 528 6665

Fax: 1 905 528 6589

E-mail: info@beginnings.ca

FOR PARENTS LOOKING TO ADOPT A CHILD

FAMILY & CHILDREN’S SERVICES

For parents who are considering adoption or fostering, Family & Children's Services can help. They provide monthly information sessions and training for families who want to adopt or foster (see the website for upcoming sessions). They are also available to do referrals 24/7 by phone.

HEAD OFFICE: 275 Eramosa Road, Box 1088, Guelph, ON

HOURS: Monday to Friday 8:30 a.m. – 4:30 p.m.

Shelldale Office Location & Shipping Address: 20 Shelldale Crescent, Box 1088, Guelph, ON

County Office Location & Shipping Address: 6484 Wellington Road 7, Elora, ON N0B 1S0

Phone: 519-824-2410 or 1-800-265-8300

Email: info@fcsgw.org

Website: www.fcsgw.org

JEWELS FOR JESUS HOPE CENTRE

Jewels for Jesus is a centre in Mississauga that provides parents with unexpected pregnancies with counselling. The centre also has services for parents who are hoping to adopt. They are a licensed private adoption agency, and provide counsellors to walk with parents in their adoption journey. They also offer open adoption as an option for birth parents.

HOURS

Monday to Friday: 10:00 a.m. – 3:00 p.m.

By appointment only: 905-821-7494

Location: 6655 Kitimat Road, Unit 5, Mississauga, ON

Phone: 905-821-7494

Email: helpline@ifjhopecentre.ca

Website: <https://ifjhopecentre.ca/>

PATHS2ADOPTION

Mary Howlett-Nero is a social worker and an Approved Adoption Practitioner with the Ontario Ministry of Children and Youth Services. She is trained to help people with their domestic and international adoptions, and help find the resources they need as they consider adoption. Parents who wish to adopt, and to potentially adopt from a mother with an unexpected pregnancy, are able to meet with her for their consultation and assessment (home study). The assessment itself costs \$2,500.

Website: <http://www.pathstoadooption.com/>

Phone: 519-763-1520

WELLINGTON-DUFFERIN-GUELPH PUBLIC HEALTH

The Public Health office offers support to parents and their children before and after they have adopted. Services such as visits to newborns, as well as advice and screenings for speech, hearing, dental health, immunizations, growth and development are available at the public health office.

Location: 160 Chancellors Way, Guelph, ON

HOURS

Monday to Friday: 8:30 a.m. – 4:30 p.m.

Phone: 1-800-265-7293 ext. 7006

Email: info@wdgpublichealth.ca

Website: www.wdgpublichealth.ca

BABY ITEMS

BABY CLOTHES

Mothers can receive baby clothes at the following community organization(s):

Hope House (see pg. 11)

Salvation Army Community and Family Services (see pg. 20)

DIAPERS

Mothers can receive diapers at the following community organization(s):

Hope House (see pg. 11)

- A mother can receive diapers from Hope House one time each month

FORMULA

Mothers can receive formula at the following community organization(s):

- Baby Box Ontario: Michael House Pregnancy Care Centre is a distributor of Ontario Baby Boxes. The baby boxes are free and can be picked up at the Michael House office (see pg. 21)
- Elora Road Christian Fellowship: They have started a Baby Box program. Contact Debbie Speers for more information: dwspeers@hotmail.com

CHILD CARE

CHILD CARE FEE SUBSIDY

The Child Care Fee Subsidy is available for parents in financial need who have children ages 12 and under. To be eligible for the subsidy, parents must be going to school, working, or looking for work and it is dependent on their family income. The Child Care Fee Subsidy may also be available if you have medical or family needs that make it hard to take care of your child, concerns about your child's development, or a child with special needs.

The subsidy works so that individuals are responsible for paying only a portion of their child care each month (\$0 if the person is on ODSP/OW or makes less than \$20,000 a year, \$83 for \$30,000, \$167 for 40,000, and so on).

****This subsidy is provided by Wellington County to residents that live in the county's jurisdiction***

PROCESS:

Applicants must call in and arrange a time to meet at one of the appointment locations (in Guelph, Fergus, or Mount Forest). They will need to bring tax documents, ID for themselves and their children, proof of reason for childcare (letter of employment and recent pay stubs or school registration and schedule as well as OSAP form), lease agreement or mortgage statement, custody papers, and OW/ODSP stubs if using either support. Individuals can then choose a licensed child care provider off a list provided to them by the Child Care Fee Subsidy people.

***See the Licensed Child Care Programs in Guelph and Wellington County**

Child Care Subsidy Office Location: 129 Wyndham St N, Guelph, ON N1H 4E9

Phone Number: 519-837-3620 x3800 or 1-800-265-7294

Website: <https://www.wellington.ca/en/social-services/cey-feesubsidy.aspx#>

Follow this link for a list of Child Care Centres in Guelph & Wellington County that accept the child care subsidy:
<https://www.wellington.ca/en/social-services/cey-Centrebasedcare.aspx>

IMMIGRANT SERVICES

Immigrant Services is an organization that provides many specialized supports for new immigrants and those who have little knowledge or understanding of English. For families or individuals who require help applying for the Child Care Fee Subsidy, Immigrant Services is available to help. They also have translators to assist those applying for the subsidy who do not speak English as their first language.

Location: 104 Dawson Rd Unit 102, Guelph, ON N1H 1A6

Phone: 519-836-2222

Email: info@is-gw.ca

HOURS

Monday-Wednesday, Friday: 9:00 am – 4:30 pm

Thursday: 9:00 am – 6:30 pm

Website: <https://www.is-gw.ca/>

LICENSED CHILD CARE PROGRAMS IN GUELPH AND WELLINGTON COUNTY

These are comprehensive lists of the licensed childcare programs in Guelph and Wellington County, with contact information, hours, subsidy availability, and locations. This resource could be useful for individuals regardless of whether they need subsidized child care, to see what programs are available in their area.

General Website: <https://www.wellington.ca/en/social-services/childrens-early-years-division.aspx>

Programs in Guelph:

https://www.wellington.ca/en/social-services/resources/Child_Care/2016-CEYD/Licensed-Child-Care-Programmes-City-of-Guelph.pdf

Programs in Wellington County:

https://www.wellington.ca/en/social-services/resources/Child_Care/2016-CEYD/Licensed-Child-Care-Programmes-County-of-Wellington.pdf

Home Childcare Providers in Guelph:

https://www.wellington.ca/en/social-services/resources/Child_Care/2016-CEYD/May-19-2021-Guelph-Home-Child-Care-Providers-listing.pdf

Home Childcare Providers in Wellington:

https://www.wellington.ca/en/social-services/resources/Child_Care/2016-CEYD/11140301_Wellingtonsocial-servicesresourcesChild_Care2016-CEYDMay-2021-Wellington-County-Home-Child-Care-Providers-listing.pdf.pdf

CLOTHING/ FURNITURE

BEGINNINGS FAMILY SERVICES

Beginnings Family Services provides gently used baby clothes and other items for those in need. Anyone interested in using this service can stop by to pick up needed items.

Clients must register at the reception desk their first time at the clothing closet, and after that they will sign in at the reception desk each time they come in. Clients are allowed one shopping trip per month.

Location: B-287 Water Street, Guelph, ON, N1G 1B6
Care Cupboard and Client Services Hours: Tuesdays – Thursdays, 10:00 am to 3:00 pm
Phone: 519-763-7980
Mobile: 226-337-3323 (text messages only)
E-mail: guelph@beginnings.ca
Website: <https://www.beginnings.ca/>

GUELPH-WELLINGTON FURNITURE AND HOUSEHOLD GOODS ACCESS GUIDE

This online guide provides comprehensive information on free-cycle programs, thrift stores, and free furniture/household items resources in Guelph and Wellington.

This guide could be a good resource for individuals who are in need of home furnishings and supplies.

Website: <https://www.gwpoverty.ca/>

LAKESIDE HOPE HOUSE

Lakeside Hope House operates a clothing closet program called Hope Stylin' that allows people in need (including the underemployed) to pick out clothing for themselves and their family once per month. The closet runs on a point system where individuals will be assigned thirty points per person. Each item has an assigned point value, and families can choose items valued up to their allotted number of points or based on their need. Volunteers are present to assist guests as they "shop" for clothing.

PROCESS:

Clients must register at the reception desk their first time at the clothing closet, and after that they will sign in at the reception desk each time they come in. Clients are allowed one shopping trip per month.

Lakeside Hope House Location: 10 Cork Street East, Guelph, Ontario, N1H 2W6

HOURS

Monday - Wednesday: 8:30 a.m. – 4:00 p.m.

Thursday: 8:30 p.m. – 6:00 p.m.

Phone: 519-265-4299

E-mail: info@hopehouseguelph.ca

Website: <https://hopehouseguelph.com/>

THRIFT STORES IN GUELPH AND AREA

MISSION THRIFT STORE

Location: 525 Maple Street, Fergus

HOURS

Sunday, Monday: Closed

Tuesday-Saturday: 10:00 a.m. – 4:30 p.m.

Phone: 226-383-5753

Website: <https://missionthriftstore.com/store/fergus/>

MISSION THRIFT STORE (GUELPH)

Location: 228 Victoria Road South, Guelph

HOURS

Monday- Friday: 10:00 a.m. – 5:00 p.m.

Saturday: 10:00 a.m. – 4:00 p.m.

Sunday: Closed

Phone: 519-821-2498

Website: <https://missionthriftstore.com/>

GOODWILL (GUELPH)

Location: 340 Woodlawn Road West, Guelph

HOURS

Monday – Friday: 9:00 a.m. – 8:00 p.m.

Saturday: 9:00 a.m. – 6:00 p.m.

Sunday: 10:00 a.m. – 5:00 p.m.

Phone: 519-767-1800

Website: <http://goodwillindustries.ca/>

HABITAT FOR HUMANITY RESTORE (GUELPH)

Location: 104 Dawson Road, Unit 300, Guelph

HOURS

Tuesday – Saturday: 9:00 a.m. – 5:00 p.m.

Sunday, Monday: Closed

Phone: 519-767-9752

Website: <https://habitatgw.ca/restore/>

ONCE UPON A CHILD (GUELPH)

Once Upon a Child buys and sells gently used kids' clothing, toys, books, baby gear, and more.

Location: 666 Woolwich Street, Guelph

HOURS

Monday – Saturday: 9:30 a.m. – 8:00 p.m.

Sunday: 11:00 p.m. – 6:00 p.m.

Phone: 519-822-2666

Website: <https://www.onceuponachild.com/locations/guelph-on>

SALVATION ARMY THRIFT STORE (GUELPH)

Location: 204 Silvercreek Parkway North, Guelph

HOURS

Monday – Friday: 10:00 a.m. – 8:00 p.m.

Saturday: 10:00 a.m. – 6:00 p.m.

Sunday: Closed

Phone: 519-766-4085

Website: <https://thriftstore.ca/locations/>

SOCIETY OF SAINT VINCENT DE PAUL THRIFT STORE (GUELPH)

The St. Vincent de Paul organization has a furniture, clothing, and housewares thrift store. In addition, they offer team visits to people who are struggling financially. A pair of volunteers will evaluate their needs and offer free vouchers for food, clothing, furniture, and houseware as needed.

Location: 74 Elizabeth Street, Guelph

Phone: 519-836-5829

Website: https://svdpguelph.business.site/?utm_source=gmb&utm_medium=referral

HOURS

Monday – Saturday: 9:00 a.m. – 5:00 p.m.

Sunday: Closed

Phone: 519-836-5829

Website: https://svdpguelph.business.site/?utm_source=gmb&utm_medium=referral

For more information on receiving vouchers, please leave a message with the church below that oversees the needs in your neighborhood (be sure to leave your name and phone number in the message):

St. Joseph Conference

Location: 409 Paisley Road, Guelph

Boundary: West end of city, west of Edinburgh Road to west of Gordon Street to south of city limits.

Phone: 519-836-6806

Our Lady Immaculate Conference

Location: 28 Norfolk Street, Guelph

Boundary: Centre of city, east of Edinburgh Road and Gordon Street south, and west of the Speed River to Wellington Street, continuing south of the Eramosa River and west of Victoria Road, to north of the city limits.

Phone: 519-654-3575

Sacred Heart Conference

Location: 98 Alice Street, Guelph

Boundary: South east section of Guelph, east of the Speed River to Metcalfe Street and then south of the CN Railway, to north of the Eramosa River and east of Victoria Road to city limits.

Phone: 519-265-8944

St. John the Baptist Conference

Location: 45 Victoria Road North, Guelph

Boundary: East side of Guelph, from east of Metcalfe Street, to north of the CN Railway and then south of the Eramosa River to the city limits.

Phone: 519-824-7311

VALUE VILLAGE (GUELPH)

Location: 214 Silvercreek Parkway North, Guelph

HOURS

Monday – Saturday: 10:00 a.m. – 9:00 p.m.

Sunday: 10:00 a.m. – 7:00 p.m.

Phone: 519-821-9994

Website: <https://stores.savers.com/on/guelph/valuevillage-thrift-store-2035.html>

EMPLOYMENT ASSISTANCE

AGILEC (FERGUS AND MOUNT FOREST)

Agilec is an employment center that provides training on how to find jobs, prepare a résumé, develop skills, and more. They also have a Summer Jobs Services program for students between 15 and 30 years old. Agilec also has a Newcomer Youth program for landed immigrants, convention refugees, live-in caregivers, and permanent residents ages 15-24.

Fergus Office Location: 370 St Andrew Street West, Unit 2, Fergus, N1M 1N9

HOURS

Monday – Friday: 8:30 a.m. - 4:30 p.m.

Phone: 519-787-0051

Website: www.agilec.ca/contact/fergus/

ANISHNABEG OUTREACH

Anishnabeg Outreach offers employment supports such as job training, job searching, skills enhancement, and job retention strategies to all people. They also have a service called Apitisiwin, which offers specific supports for Aboriginal People (Status and Non-Status First Nations, Inuit, and Metis), that includes culturally relevant resources and information as well as the ASETS (Aboriginal Skills and Employment Training Strategy) program.

Guelph Office Location: 11A Suffolk Street East, Guelph, N1H 2H7

HOURS

Monday – Friday: 8:30 a.m. - 4:30 p.m.

Phone Number: (519) 763-5292 or **Toll Free:** 1-855-589-5292

E-mail Address: info@aocan.org

Website: <https://aocan.org/>

LUTHERWOOD GUELPH EMPLOYMENT SERVICES

Lutherwood provides employment support such as job and interview training, job searches, self-employment support, and apprenticeship information. Lutherwood has specific programs to help immigrants (Job Search Workshops) and people with disabilities (ACE: Achieving Competitive Employment). A monthly calendar is also posted on their website to inform people of upcoming events and workshops.

Guelph Office Location: 89 Wyndham St N, Guelph, ON N1H 4E9

HOURS

Monday, Wednesday, Thursday, Friday: 8:30 a.m. - 4:30 p.m.

Tuesday: 8:30 a.m. - 7:00 p.m.

Phone: 519-822-4141 or **Toll-Free:** 1-866-321-4141

Website: www.lutherwood.ca

2ND CHANCE EMPLOYMENT COUNSELLING

2nd Chance has several great employment resources including job training, job finding, interview training, and more. They also offer specific support for people with disabilities (ACE: Achieving Competitive Employment and RISE: Resource Independence Support Employment), for students (Summer Jobs Services and Student Summer Jobs) and for youth (Youth Resource Centre and Ways 2 Work).

RISE is a 12-week supported employment program and Ways 2 Work is a 16-week program (for unemployed, out of school youth ages 15-30) that begins with six weeks of paid certifications (Smart Serve, Safe Food Handling, and more) and life skills, followed by a 10-week employment placement.

Workshop Information: Contact Michelle Dally at 519-843-5513 x 23 or email mdally@2ndchance.ca

Website: www.2ndchance.ca

GUELPH MAIN OFFICE LOCATION

177 Norfolk Street, Guelph, N1H 4K1

HOURS

Monday – Friday: 8:30 a.m. - 4:00 p.m.

Phone Number: 519-823-2440

GUELPH YOUTH RESOURCE CENTRE LOCATION

Suite 213, 435 Stone Road West, Guelph, N1G 2X6

HOURS

Monday: Closed

Tuesday, Thursday, Friday: 9:00 a.m. – 4:30 p.m.

Wednesday: 12:00 p.m. – 7:00 p.m.

Phone: 519-823-2818

FERGUS OFFICE LOCATION

160 St. David Street South, Unit 104, Fergus, N1M 2L4

HOURS

Monday – Friday: 9:00 a.m. – 4:30 p.m.

Phone: 519-843-5513 or 1-800-478-0961

WELLINGTON COUNTY EMPLOYMENT RESOURCE CENTRE

The Wellington County Employment Resource Centre offers workshops and job hunting resources, as well as Getting Ahead, a 3-week program designed to help people in financial difficulty create a better future.

The Wellington County Employment Resource Centre has office hours in Guelph, but also will send staff to Fergus or Mount Forest to meet with people.

Contact **Terri Townsley** (Employment Facilitator) for specific information about the **Getting Ahead program**, either through the office phone number using x.3660 or at her email territ@wellington.ca

Guelph Office Location: 138 Wyndham St. N., Guelph, N1H 4E8

HOURS

Monday – Friday: 8:30 a.m. – 4:30 p.m.

Phone: 519-823-7887 or 1-800-265-7294

Website: <https://www.wellington.ca/en/social-services/erc-about-the-erc.aspx>

FINANCIAL ASSISTANCE

IMMIGRANT SERVICES

Immigrant Services provides support to families and individuals who have immigrated to Canada. They offer language support and translators for those who do not know English and need to apply for financial government assistance programs such as Ontario Works, ODSP, and more.

Location: 104 Dawson Rd Unit 102, Guelph, ON N1H 1A6

Phone: 519-836-2222

HOURS

Monday-Wednesday, Friday: 9:00 am – 4:30 pm

Thursday: 9:00 am – 6:30 pm

By appointment only

Email: info@is-gw.ca

Website: <http://www.is-gw.ca/>

ONTARIO DISABILITY SUPPORT PROGRAM (ODSP)

The Ontario Disability Support Program offers income support with basic needs (allowances for housing, food, etc.) to people who are 18 years old and over, have a long-term disability, and are in financial need. The program also offers basic health care coverage, including dental and vision care, drug benefits, and an additional nutritional allowance for pregnant or breastfeeding women.

ODSP also provides employment support to people 16 and over, such as specialized job training and resources. If a person on ODSP is also working, ODSP will continue to supplement their income at a reduced amount, proportional to their employment income, unless they are also in school (high-school or post-secondary), in which case they can work and keep full ODSP support. People on ODSP can also receive extra housing and food allowances for dependent spouses or children, although spouses will be encouraged to apply to Ontario Works or find a job if they are not currently in school.

PROCESS:

It can take four to six months for an application to finish being processed and to begin receiving ODSP. Therefore, if a person is in urgent need it is suggested they apply to Ontario Works as they wait for ODSP to come through as Ontario Works is processed much faster. Individuals can apply in the office, over the phone, or through Ontario Works. You can also start the application process online.

There are two parts to the application. The first part determines the applicant's financial eligibility through Canada Revenue Agency and through self-reported information about household income and assets. The second part of the application requires a healthcare professional to determine disability and the level at which it impairs an individual's ability to support themselves.

Guelph Office Location:

Ministry of Community and Social Services, Ontario Disability Support Program, Income and Employment Support

Location: 1 Stone Rd W, Guelph, ON N1G 4Y2

Phone Number: 519-822-7500 or 1-800-567-2953

TDD/TTY: 519-822-1561

Email: odsp.guelph@ontario.ca

Website: <http://www.infogo.gov.on.ca/infogo/home.html#orgProfile/497/en>

ONTARIO WORKS

Ontario Works offers income and employment support to people who live in Ontario, are in immediate financial need, and are willing to participate in employment activities (some kind of work, work training, or volunteering). Crisis support is also available for people who have lost their homes or are leaving an abusive relationship. Eligibility is based on income and assets (total monthly income cannot exceed what Ontario Works would provide) and ranges from \$280 - \$934 for Basic Needs and \$376 - \$793 for shelter.

Typically clients must be 18 years old or over without special circumstances. Participants will also receive Ontario Drug Benefits, dental and vision care for dependent children, emergency dental for adults, and various discretionary benefits (including a pregnancy nutritional allowance). Employment assistance helps clients find and prepare for a job, through interview and résumé workshops, job counseling, job-specific training, and access to basic education (e.g., helping them finish high school).

Website: <https://www.ontario.ca/page/ontario-works>

LEAP PROGRAM

The LEAP (Learning, Earning, and Parenting) program in particular helps young parents between the ages of 16 - 25 finish high school, work on parenting skills, and prepare for and find a job. This program is mandatory for parents on Ontario Works who have not finished high school and are 16 or 17 years old.

PROCESS:

Applications can be submitted over the phone, online, or in-office (walk-in appointments available).

Guelph Office Location: Wellington County Social Services (OW), 138 Wyndham Street North, Guelph, ON

HOURS

Monday – Friday: 8:30 a.m. – 4:30 p.m.

Guelph Phone Number: 519-823-7887 or **Toll-Free:** 1-800-265-7294

Website: <https://wellington.ca/en/resident-services/learningearningandparentingleap.aspx>

Fergus Office Location: 321 Andrew Street West, Fergus, ON

Ontario Works Phone Number: 1-800-265-7294

Website: <https://www.mcscs.gov.on.ca/en/mcscs/programs/social/ow/index.aspx>

FOOD & GROCERIES

CHALMERS WEST

Chalmers provides food, clothing, household items, and diapers in various sizes at no cost to those who are in need of them. Chalmers also gives support and referrals according to the needs of each individual. They are located in a portable behind Three Willows United Church.

Location: Three Willows United Church, 577 Willow Road, Guelph, ON

HOURS

Thursday mornings 10 am – 12 pm: open for food, diapers, clothing, support and referral, and refreshments.

Thursday mornings 9 am – 12 pm: open for our morning café, to enjoy coffee and conversation.

CHALMERS DOWNTOWN

Chalmers downtown provides the same services as Chalmers West, but they also provide clothes mending services and eyeglasses at no cost by the Gift of Sight program, to those who are in need of them.

Location: 41 Macdonell St, Guelph ON

HOURS

Fridays mornings 10:00 a.m. – 12:00 p.m., and Wednesday evenings 7:00 p.m. – 8:00 p.m.: open for food, diapers, clothing, household items, clothes mending, support and referral, and refreshments.

Phone: 519-822-8778

Email: community@chalmerscentre.ca

Website: www.chalmerscentre.ca

CENTRE WELLINGTON FOOD BANK

The Centre Wellington Food Bank runs on a self-shop method, where clients are allowed to choose about a week's worth of food for their families, with the assistance of a volunteer.

PROCESS:

Use of the Food Bank is available for clients once per month. Clients need to bring in two items proving they live in the Township of Wellington, proof of household income, and photo ID. Shopping visits can be arranged from Tuesdays-Thursdays. Clients can also drop in on Tuesdays to Fridays for additional fresh bread and veggies if they are available (need to call ahead to check availability).

Centre Wellington Food Bank Location: 105 Queen Street West, Unit 12, Fergus, N1M 1S6 (Fergus Marketplace)

HOURS OF OPERATION:

Tuesday & Thursday: 10:00 am – 4:00 pm.

Wednesday: 1:00 pm – 7:30 pm.

Friday: 10:00 am – 12:00 pm.

CLIENT APPOINTMENT HOURS.

Tuesday and Thursday: 1:00 pm – 4:00 pm

Wednesday: 5:00 pm – 7:30 pm.

Clients are invited to call us to arrange monthly grocery appointments.

Phone: 519-787-1401

E-mail: Fred Aleksandrowicz, Manager, cwfoodbank@wightman.ca

Website: <https://www.cwfoodbank.org/get-support>

GARDEN FRESH BOX

The Garden Fresh Box program allows people to get fresh and affordable seasonal produce. There are two sizes of boxes available and they can be picked up once a month at several convenient community locations. Each box comes with a monthly newsletter containing recipes, storage tips, and other information.

PROCESS:

Individuals must register each month to get the next month's box by going to their nearest pick-up location, placing their order, and paying for it in advance. Payment must be received by the first Friday of the month and the boxes are delivered the third Wednesday of each month. The cost is \$15 for a small box and \$20 for a large box. Go to the website to find out where your nearest pick-up location is or call the Garden Fresh Box for more information.

Phone: 519-821-6638, ext.338

E-mail: Tom Armitage, Garden Fresh Box Operations Manager, tarmitage@guelphchc.ca

Website: <https://theseedguelph.ca/what-we-do/garden-fresh-box/>

GUELPH FOOD BANK

The Guelph Food Bank offers assistance to individuals and families in need. They provide food assistance, a clothing closet and so much more. Some of the other services offered by the Guelph Food Bank are providing training to get

out of debt or manage finances, life skills training, job and placement programs. They also give referrals if people need assisted housing, a health card, government support programs, or a job reference.

Location: 100 Crimea St., Unit C12, Guelph, ON

HOURS

Hamper Program: Monday – Friday: 9:00 a.m. – 11:00 a.m.

Clothing Exchange: Monday – Friday: 9:00 a.m. – 4:00 p.m. and during Garage Sales

Office Hours: Monday – Friday: 9:00 a.m. – 4:00 p.m.

Phone Number: 519-824-1640

Email: gfb@spiritwind.ca

Website: <http://guelphfoodbank.ca/guelph-food-bank-programs/>

GUELPH-WELLINGTON-DUFFERIN FOOD ACCESS GUIDE

The Guelph-Wellington-Dufferin Food Access Guide has a complete list of all the neighborhood groups with food banks and when they are open, as well as information about other meal programs, community kitchens, and community gardens. Below is the link to the Food Access Guide to help you find the one that is closest to an individual's home.

Website: <https://www.gwpoverty.ca/resources/access-guides/>

LAKESIDE HOPE HOUSE FOOD MARKET

The Lakeside Hope House's Food Market is run as a grocery-style food bank based on a point system. Community members are given a certain number of points to spend on the food available in any way they choose. There are also separate added points for those with young children who need formula, diapers, wipes, etc.

Hygiene and cleaning items are also available for purchase under the points system. Hope House also operates Edu-Kitchen once a month which is a community kitchen where people learn to cook a nutritious and low-cost meal and take it home to their families.

The Food Market is available to all people in financial need, including the working poor. Community members can use the Food Market up to once a month.

Lakeside Hope House Location: 10 Cork Street East, Guelph, Ontario, N1H 2W6

HOURS

Monday - Wednesday: 8:30 a.m. – 4:00 p.m.

Thursday: 8:30 p.m. – 6:00 p.m.

Phone: 519-265-4299

E-mail: info@hopehouseguelph.ca

Website: <https://hopehouseguelph.com/programming/>

SOCIETY OF SAINT VINCENT DE PAUL THRIFT STORE (GUELPH)

The St. Vincent de Paul offers food vouchers that can be used at select stores throughout the city. A volunteer will do a home visit for those wishing to receive food vouchers and the vouchers are distributed accordingly.

For more information, please leave a message with the church below that oversees the needs in your neighborhood (be sure to leave your name and phone number in the message):

St. Joseph Conference

Location: 409 Paisley Road, Guelph ON

Boundary: West end of city, west of Edinburgh Road to west of Gordon Street to south of city limits.

Phone: 519-822-4614

Our Lady Immaculate Conference

Location: 28 Norfolk Street, Guelph ON

Boundary: Centre of city, east of Edinburgh Road and Gordon Street south, and west of the Speed River to Wellington Street, continuing south of the Eramosa River and west of Victoria Road, to north of the city limits.

Phone: 519-824-3951

Sacred Heart Conference

Location: 98 Alice Street, Guelph ON

Boundary: South east section of Guelph, east of the Speed River to Metcalfe Street and then south of the CN Railway, to north of the Eramosa River and east of Victoria Road to city limits.

Phone: 519-822-8944

St. John the Baptist Conference

Location: 45 Victoria Road North, Guelph ON

Boundary: East side of Guelph, from east of Metcalfe Street, to north of the CN Railway and then south of the Eramosa River to the city limits.

Phone: 519-824-7311

THE SALVATION ARMY COMMUNITY AND FAMILY SERVICES

The Salvation Army is Canada's largest non-governmental direct provider of social services. Some of the goods and services provided by the Salvation Army in Guelph are emergency food hampers, clothing, household items, diapers and baby food, non-narcotic prescription vouchers up to \$50, shelter aid program, basic counseling and referrals, Christmas Hamper program, emergency transportation vouchers, and more. Those in need can receive food from the Salvation Army once every month. Fresh bread and produce are offered between 1:00 p.m. and 3:45 p.m.

Location: 210 Victoria Road South, Guelph, ON

HOURS

Tuesday – Friday: 1:00 p.m. – 3:45 p.m.

By appointment only

Phone: 519-836-9824

E mail: familyservices@guelphsa.ca

Website: www.guelphsa.ca/index.php/Ministries-and-Programs/community-a-family-services.html

HOPE HOUSE

Meals

Lakeside Hope House provides free meals from Monday – Thursday. They offer a breakfast from 10:00 a.m. to 11:00 a.m. with coffee, doughnuts, and occasionally sandwiches. Anyone can attend the meals and they are not required to sign up/register.

Hope House Location: 10 Cork Street East, Guelph

Phone: 519-265-4299

E-mail: info@hopehouseguelph.ca

Website: <https://hopehouseguelph.com>

ROYAL CITY MISSION

The Royal City Christian Life Centre offers meals to those in need for a light fare. They also provide referrals to those with serious immediate needs and who need to be connected with an agency, counselor, or care provider.

Office Hours

Monday – Friday: 11:00 a.m. – 6:00 p.m.

Agape Cafe Drop-In (hot meals) –currently providing take out meals

Lunch: Monday – Friday 12:00 pm

Supper: Monday – Saturday 6:00 pm

Meals served in the dining room

Pastor Kevin Coghill, Director of Outreach: kevincoghill@rcclc.ca

Email: office@royalcitymission.ca

Location: 50 Quebec St., Guelph, ON N1H 2T4

Phone: 519-837-3777

Website: <https://www.royalcitymission.ca/mealprogram.html#hours>

STEPPING STONE (FORMERLY KNOWN AS 'WELCOME IN DROP IN CENTRE')

The Emergency Overnight Shelter provides individuals with a warm meal, shower, and overnight shelter and is open from 8:00 p.m. – 8:00 a.m.

Location: 23 Gordon St., Guelph, ON

Phone: 519-837-0080

Email: info@steppingstonegw.com

HOUSING ASSISTANCE

GUELPH-WELLINGTON HOUSING ACCESS GUIDE

This guide is available online and has many useful housing resources, including emergency housing, rent and tenancy information, eviction information, and information on available community help and support. This guide is a useful resource for individuals who are in need of emergency housing or other housing assistance.

Website: <https://cwsocialjustice.ca/wp-content/uploads/2014/01/Housing-Access-Guide-2014.pdf>

MICHAEL HOUSE (RESIDENTIAL PROGRAM)

Michael House is a home for women in need during pregnancy or early parenting. Their residential program provides a home, food, medical care, and 24-hour on-site staff support, as well as opportunities to learn how to cook, budget and make healthy life choices.

Their supportive housing program provides lower-cost apartments and the continued help of a support worker to check-in with them and make sure they continue progressing in their goals. Michael House's aftercare program continues to provide support and parenting advice as women move out and their babies become toddlers.

Michael House intake questions are directed to their main office by calling 519-766-7675.

Michael House Office Location: 187 Bristol Street, Guelph, ON N1H 3M2.

Phone Number: 519-766-7675 or 519-766-7675 ext. 107 for intake questions

E-mail Address: office@michaelhouse.ca

Website: www.michaelhouse.ca

STEPPING STONE SHELTER PROGRAMS

Stepping Stone connects those who are homeless with emergency shelters, as well as serving low-cost meals. Their “Last Month’s Rent Fund” assists individuals to obtain housing by providing financial assistance required for last month’s rent deposit and/or half of required hydro deposit. Their 24/7 Supportive Shelter provides access to food, showers, nursing, harm reduction, and court support.

Location: 23 Gordon Street, Guelph, ON N1H 4G9

Phone Number: 519-837-0080

Email: info@steppingstonegw.com

WELLINGTON COUNTY HOUSING SERVICES

Wellington County Housing Services (WCHS) encompasses a huge number of resources in regards to housing. These resources include: rent-g geared-to-income (RGI) housing, rent support, direction to emergency shelters, and help looking for affordable housing.

The waiting list for affordable housing can be up to five years, although it is faster for priority cases (individuals coming from an abusive situation, individuals living in condemned/ substandard housing, people being released from a medical facility whose release is contingent on having suitable housing, people who have had or are about to have their children taken away because of their housing situation).

During the waiting period, there is support including a Housing Allowance which subsidizes rent costs \$300-400 a month and helps to find regular housing in the meantime. The rent bank is also available to pay rental arrears if someone is facing eviction.

To communicate with people from WCHS it is best to do so in person or over the phone. Individuals can go to their office to ask questions related to housing or to get help with housing application forms.

Guelph Office Location: 138 Wyndham Street North, N1H 4E8

Phone: 1-519-824-7822 or 1-800-663-0750

Housing Registry Clerk: Contact Kevin Priestly at 519-824-7822 x4330 or kevinp@wellington.ca

Rent Bank Phone Number: 519-824-7822 x3710

Manager of Applicant Services: Contact Elizabeth Black at 519-824-7822 x4400

Email: housinghelp@wellington.ca

Website: <https://www.wellington.ca/en/social-services/hs-contact-us.aspx#C1>

WYNDHAM HOUSE

Wyndham House has long term residential programs available for youth. The program is geared towards youth who have recently left the educational program, and Wyndham House provides support to help them stay in school. They have two 8 bed facilities where youth who are committed to completing high school can stay.

Location: 18 Norwich Street East, Guelph, ON

HOURS

Monday – Friday: 9:00 a.m. – 4:30 p.m.

Phone: 519-822-4400

Email: admin@wyndhamhouse.org

Website: www.wyndhamhouse.org

WYNDHAM HOUSE YOUTH EMERGENCY SHELTER)

The Youth Emergency Shelter provides short term emergency housing for youth aged 16 – 25 who are in a housing crisis. The shelter opens at 4:00 p.m., seven days a week.

Location: 18 Norwich Street East, Guelph, ON
Phone: 519-837-3892
Email: shelter@wyndhamhouse.org
Website: www.wyndhamhouse.org/programs/youth-emergency-shelter/

LEGAL ASSISTANCE

LEGAL AID ONTARIO

Legal Aid Ontario provides many kinds of legal help for low-income individuals, including family law (custody, etc.). To qualify for this legal help an individual must be financially eligible – meaning that their issue must be one covered by Legal Aid and they have little to no money after paying for basic necessities like food and housing. LAO has several family law services that they offer, including family duty counsel, which are family lawyers that can assist individuals in court with custody or support issues. These services are available at the CourtHouse in Guelph.

PROCESS:

If an individual doesn't have a lawyer, Family Law Information Centre (FLIC) Advice Lawyers offers the opportunity to speak privately with a Family Law Advice Lawyer. Advice lawyers can provide general legal information on family law matters free of charge. For information on other services, like duty counsel, call Legal Aid.

Family Law Information Centre Location: Court House, 74 Woolwich Street, Guelph ON
Phone Number: 1-800-668-8258 (collect calls accepted)
Office Hours: Monday – Friday 8:00 a.m. - 5:00 p.m.
Website: www.legalaid.on.ca

LEGAL CLINIC OF GUELPH AND WELLINGTON COUNTY

The Legal Clinic is funded by Legal Aid Ontario and offers free legal assistance to low-income individuals in issues of Housing, Social Assistance, Canadian Pension Plan Disability, and Employment Insurance. As a clinic of Legal Aid Ontario, they have extensive resources to make referrals for other types of legal issues as well.

Legal Clinic Location: 176 Wyndham Street North, Guelph ON
Phone Number: 519-821-2100 or 1-800-628-9205 (toll free in Wellington County)
HOURS
Monday – Friday: 9:00 a.m. – 12:00 p.m. and 1:00 p.m. – 4:00 p.m.
Email: gwlegalclinic@lao.on.ca
Website: www.gwlegalclinic.ca

LEGAL SHIELD

Legal Shield offers unlimited access to lawyers for a starting rate of \$29.95 a month for families and individuals. This coverage includes legal advice, 24/7 emergency assistance, letters and phone calls on your behalf, legal document review, and standard will preparation. In addition to this, legal services that are not covered by the plan are provided at 25-33% off the law firm's standard hourly rates – these services include some lawsuits, DUI/DWI, bankruptcy, divorce, child custody, and tax issues, among other things.

Phone Number: 1-800-654-7757
Email Address: memberservices@legalshield.com
Website: www.legalshield.ca

MEDICAL ASSISTANCE

Pregnant women who do not have OHIP can contact Sanctuary Outreach to inquire if financial assistance is available for them.

Salvation Army Children & Family Services offers narcotic prescription vouchers up to \$50.

IMMIGRANT SERVICES

Immigrant Services has many supports to help new immigrants get settled in Guelph. They have translators, settlement counselors and more, who help new immigrants with completing paperwork to apply for a health card, to receive OHIP, and to assist them in finding a family doctor.

Location: 104 Dawson Rd Unit 102, Guelph, ON N1H 1A6

HOURS

Monday – Friday: 9:00 a.m. – 4:30 p.m.

By appointment only

Phone: 519-836-2222

Email: info@is-gw.ca

Website: <https://www.is-gw.ca/>

COMPASS COMMUNITY SERVICES

Compass Community Services provides counseling and support to people regardless of income or ability to pay. They offer counselling and support around issues including: Relationship problems, personal problems, marital separation, parenting decisions, family violence, physical abuse, emotional abuse, sexual abuse, sexual assault, incest, addictions, gambling, credit counselling, debt counselling, family life education, case management for those who need assistance working with the developmental services system, and psychiatric.

PROCESS:

Individuals in need of any of the listed counseling services can get in touch with Compass Community Services by phone or email. The wait time for an appointment may be several weeks if the office is busy.

Executive Director: Joanne Young Evans

Location: 20 Shelldale Crescent, Guelph, ON N1H 1C8

HOURS

Monday – Thursday: 9:00 a.m. – 9:00 p.m.

Friday: 9:00 a.m. – 5:00 p.m.

Closed on weekends Saturday & Sunday)

Phone: 519-824-2431

Website: www.compasscs.org

GUELPH COMMUNITY HEALTH CENTRE

The Guelph Community Centre offers many different supports to help those in need. One form of support is to mothers facing postpartum depression after having a child. The Guelph Community Health Centre provides an initial assessment, a weekly mothers' support group with child care, and a personalized support and action plan for each mother diagnosed with a postpartum mood disorder.

For more information or to make an appointment:

Phone: 519-821-6638

Email: info@guelphchc.ca

Clinic Locations

Downtown: 176 Wyndham St. North, Guelph, ON

HOURS

Monday, Wednesday, Friday: 9:15 a.m. – 5:00 p.m. (closed for lunch between 1:00 pm and 2:00 pm)

Tuesday: 10:30 a.m. – 8:00 p.m. (closed for lunch between 1:00 pm and 2:00 pm)

Thursday: 10:30 a.m. – 8:00 p.m. (closed for lunch between 1:00 pm and 2:00 pm)

Stone Road Mall: 2nd floor, 435 Stone Road West, Guelph, ON

Shelldale: 20 Shelldale Crescent, Guelph, ON

HOURS:

Monday, Friday: 9:30 a.m. – 1:00 p.m. and 2:00 p.m. – 5:00 p.m.

Tuesday, Thursday: 10:00 a.m. – 1:00 p.m. and 2:00 p.m. – 5:00 p.m.

Wednesday: 9:30 a.m. – 8:00 p.m. (phones answered until 7:00 p.m.)

HERE 24/7 HELP LINE

The Here 24/7 Help Line is run by the Canadian Mental Health Association and connects people struggling with mental illness, suicidal thoughts, or addictions with help nearby provided by 12 agencies across the Waterloo-Wellington-Dufferin area.

The Here 24/7 number is good to give out to women in the event that they might have a mental health emergency and need immediate support. Here 24/7 takes care of intake, assessment, referral, crisis, waitlist, and appointment booking.

Location: 80 Waterloo Ave, Guelph ONN1H 0A1

Local: 519-821-3582

24/7 Helpline Phone Number: 1-844-437-3247 or **TTY:** 1-877-688-5501

Website: www.here247.ca

PROJECT RACHEL

Project Rachel is a project that helps women who have had an abortion and are looking for healing. They have professional counselors and clergy who offer confidential counseling to those in need and help them to move forward and find peace again.

Anyone looking for help can call the confidential phone line: **1-905-526-1999** or **1-888-385-3850**.

Phone: 905-528-7988

Website:

<https://hamiltondiocese.com/office/pastoral-offices/family-ministry/healing-and-or-counselling/healing-from-an-abortion-experience/>

THE SALVATION ARMY COMMUNITY AND FAMILY SERVICES

The Salvation Army is Canada's largest non-governmental direct provider of social services. They provide non-narcotic prescription vouchers up to \$50, and they also offer basic counseling and referrals.

Location: 210 Victoria Road South, Guelph, ON

Phone: 519-836-9824

E mail: familyservices@guelphsa.ca

Website: <https://www.guelphsa.ca/familyservices>

By appointment only

FAMILY MIDWIFERY CARE

The Family Midwifery Care (FMC) midwives are care providers who give support, information, and recommendations to help mothers make the best decisions for themselves and their baby throughout their whole pregnancy and at the birth of their child. The midwives at FMC also provide postpartum care – meaning they will visit mothers at home the week after they have given birth to see how they are doing as new mothers.

Midwifery care is fully government funded in Ontario. Midwives will also work closely with nurses, doctors, lactation consultants and other health professionals when needed.

Location: 672 Woolwich Street, Unit 1, Guelph, ON

Phone: 519-763-8568

Website: <http://familymidwiferycare.ca/>

GUELPH MIDWIVES

Guelph Midwives offer care to families in Guelph, Fergus, and surrounding areas. They care for mothers throughout their whole pregnancy, at birth, and up to six weeks after their child's birth for low risk mothers and infants. The midwives are strong believers in normal birth and client-centered care. Mothers are encouraged to contact the clinic within the first 12 weeks of their pregnancy to ensure they can receive quality care throughout their pregnancy.

Location: 806 Gordon Street, Unit 103 Guelph ON

HOURS

Monday – Friday: 9:00 a.m. – 4:30 p.m.

Phone: 519-823-9785

Website: <http://guelphmidwives.com/>

WALK-IN CLINIC

If a pregnant mother does not have a family doctor, you can direct her to the nearest walk-in clinic. If she does not have OHIP, Sanctuary Outreach can be contacted to see if finances are available to help with her medical bills. Other organizations or community groups are welcome to provide the same financial support should they desire to do so. Please note that not all Walk-In Clinic hours are known. People are encouraged to contact a clinic directly to find out when they are open.

HARTSLAND MEDICAL WALK-IN CLINIC

Location: 160 Kortright Road West, Unit 6, Guelph ON

HOURS

Monday – Friday: 9:00 a.m. – 5:00 p.m.
Saturday: 9:00 a.m. – 2:00 p.m.
Phone: 519-838-7122
Email: info@hartslandmedical.com

GORDON WALK-IN CLINIC

Location: 1515 Gordon St #105, Guelph, ON
HOURS may change weekly
Phone: 519-265-6400

SILVERCREEK WALK-IN CLINIC

Location: 105 Silvercreek Pkwy N, Suite 103 Guelph, ON
HOURS
Sunday: 9:00 a.m. – 4:00 p.m.
Monday, Wednesday: 9:00 a.m. – 4:30 p.m.
Tuesday, Thursday: 9:00 a.m. – 5:00 p.m.
Friday: 9:00 a.m. – 2:00 p.m.
Saturday: 9:30 a.m. – 3:30 p.m.
Phone: 519-822-9363

SURREY STREET WALK-IN CLINIC

Location: 21 Surrey St West, Guelph, ON
HOURS
Monday – Friday: 7:00 a.m. – 8:00 p.m.
Saturday, Sunday: 10:00 a.m. – 2:00 p.m.
Phone: 1-877-849-3637

PARENTING SUPPORT

HEALTHY BABIES, HEALTHY CHILDREN

This Healthy Babies, Healthy Children (HBHC) program is run through Wellington-Dufferin-Guelph Public Health and helps ensure families with children ages six and under are raised in a healthy environment. HBHC helps connect families with appropriate resources, builds positive parenting skills, and supports the healthy growth and development of children from ages 0-6. They do this by home-visits and there is also a free 32 page guide for new parents available online.

To become a part of the HBHC program, parents must call the Kids Line and register. This Kids Line is also open in general for parents to call for advice from a public health nurse as a free information line about pregnancy, children ages 0 to 13, and parenting. There are also WDG Public Health offices in several location

Call: Here for kids at 1-800-265-7293 ext. 7006

WDG Public Health E-mail Address: info@wdgpublichealth.ca

WDG Public Health Office Locations and Hours: <http://www.wdgpublichealth.ca/?q=node/161>

Website: <https://wdgpublichealth.ca/your-kids/parenting-supports>

CIRCLE: HOPE HOUSE

The Circles program at Hope House hosts weekly meetings every Thursday evening for people to come together and form intentional friendships. These meetings cover available resources and a free meal.

For more information, contact Mary Crome at 519-265-4299 or mcrome@lakesidehopehouse.ca

KIDS LINE AND MOTHERISK

KIDS LINE

Kids Line is a free helpline, run by Wellington-Dufferin-Guelph Public Health, for parents (including expecting parents) to call for advice from a public health nurse for information and advice on pregnancy, children ages 0-13, and parents.

1-800-265-7293 ext 3616

LA LECHE LEAGUE CANADA

La Leche League (LLL) is a mother-to-mother volunteer organization that provides breastfeeding support. Guelph has two groups – a daytime and an evening one – that each meet once a month to discuss and learn about different breastfeeding topics as well as to offer support to women struggling with breastfeeding. LLL leaders can also be contacted by phone in the daytime or early evening for breastfeeding help.

All women interested in breastfeeding are welcome, including grandmothers, sisters, and friends who come to support the interested woman. Meetings are also open to pregnant women and women with children. Some meetings involve spouses/partners as well, but you must call ahead to find out when those meetings are.

Individuals do not have to register to attend a meeting, but they are encouraged to contact an LLL leader to confirm the time.

LLL – Guelph: daytime drop-in every Wednesday at 11:00 a.m. (virtual) and evening drop-in every last Tuesday of the month at 6:30 p.m. (virtual)

Leaders: Natalie 519-498-0607

Peggy 416-779-8742

Lydia 519-803-6693

Contact email: GuelphWednesday@llc.ca , natalie.gohl@llc.ca

Website: <https://www.llc.ca/guelph>

MICHAEL HOUSE DROP-IN PROGRAM

Michael House runs a drop-in program that regularly allows young mothers to get together over a hot meal and also access support from the Michael House staff. It is open to past and present residents as well as any young mothers in the community. Locations of the drop-in programs may vary.

Location: 187 Bristol Street , Guelph, On, N1H 3M2

HOURS

Monday to Friday: 9:00 a.m. – 4:00 p.m.

Phone: 519-766-7675 ext. 107

Email: office@michaelhouse.ca or Bonnie Tice at aftercare@michaelhouse.ca

Website: www.michaelhouse.ca/we-can-help/drop-in/

ONTARIO EARLY YEARS CENTRE

Guelph Community Health Centre and the Ontario Early Years Centre together provide many programs for parents and children (ages 0-6) including special events (like Teddy Bear Picnics), field trips, regular drop-in play times around the city, parenting classes, walks with other moms and kids, baby massage classes and the birthday book program. Program calendars vary and can be found on their website.

Guelph Website: <https://guelphchc.ca/families-and-children/early-years-centre/>

East Wellington Website: <http://eastwellingtoncommunityservices.com/childrens-programs/programs/>

North and Centre Wellington Website: <https://communityresourcecentre.org/earlyon-child-family-centre/>

PROCESS:

Individuals do not have to be registered to attend these community events. Parents only need to have a child between the ages of zero to six to take part in the programs. Note that a few of the programs require advanced registration, and parents are encouraged to visit the website for more information. Some programs have a small cost associated with them (all of that information is online).

Earlyon Contact Info- 435 Stone Rd W. Guelph, On N1G 2X6

Phone: 519-821-6638 (option 4)

Guelph Downtown Location: Guelph Community Health Centre, 176 Wyndham St. N., Guelph, N1H 8N9

Guelph Phone Number: 519-821-6638 x4

Guelph Email Address: oeyc@guelphchc.ca

East Wellington Rockwood Location: 106 Church Street, Rockwood N0B 2K0

Phone Number: 519-856-2113

Shelldale Family gateway EarlyON – 519-824-8498

North and Centre Wellington Location: 550 Belsyde Avenue E, Fergus, N1M 3E2

Contact: Lindsay Cowan at lcowan@communityresource.org or 519-843-7000

TEEN PARENTS PROGRAM (TAPPS) YMCA OF GUELPH

The Guelph Y Teenage Parents Program (TAPPS) is a free program that offers a safe, non-judgemental place where pregnant and parenting teen mothers and fathers can belong and grow as parents. They provide support, information, and resources to pregnant and parenting teens between the ages of 14 and 21 (young fathers can be 24 years of age or younger).

TAPPS meet weekly on Mondays and Thursdays between 4:00 pm and 7:00 pm, and are designed to provide information on topics including, but not limited to; child development, nutrition, managing stress, birth control, budgeting, healthy relationships and behavior management.

Resource Group

This is a drop-in program held on Monday nights from 4:00-7:00 pm. This group provides participants with information related to parenting skills and support as well as various influencing factors or relevant topics such as mental health, stress management, healthy relationships, self-esteem and positive lifestyle choices. Resource group also features guest speakers from the community.

Supper Group

This is a drop-in program held the fourth Monday of every month from 5:00-7:00 pm, excluding December. This is an opportunity for participants and their families to cook healthy meals and learn more about nutrition.

Outreach Programming Series

TAPPs has recently developed a set of programming series, each consists of 6 individual workshops. Topics include Resiliency Skills, Independently Living, Communication Skills, Healthy Relationships, Parenting 101, Understanding and Dealing with Stress & Anxiety, and A Parent's Role in Their Child's Development. These series are delivered to various community partner groups. Participants must register to attend the workshops.

Activity Group

This group is a drop-in program held on Thursday nights from 4:00-7:00 pm focusing on crafts, hobbies, fitness, and games. It is to encourage participation in social and leisure activities.

Homework Group

This drop in program is held Thursdays from 5:00-7:00 pm. This is an opportunity for participants to work towards obtaining high school diplomas, or on college/university courses. Staff and volunteers are available to help out at this time.

For information on any of these programs contact:

Charlotte McCaig

Location: 130 Woodland Glen Drive, Guelph, ON

Phone: 519-824-5150 ext 263

Website: <https://www.ymcathreerivers.ca/program-schedule>

WE (WOMEN EVERYWHERE) BREASTFEED

The Women Everywhere Breastfeed program matches mother-baby pairs with trained volunteers to give them one-on-one breastfeeding support. Women who are pregnant and want to learn about breastfeeding can also be matched with a volunteer.

WE also runs free drop-in breastfeeding cafes around Guelph where moms and babies can meet other breastfeeding moms and babies, as well as have a chance to get help from the many trained volunteers. Older siblings are welcome at these events (up to age 6 at the downtown café and no age limit at the other cafes). Support is available in several languages including French and American Sign Language.

PROCESS:

Interested individuals should call or e-mail the WE Breastfeed Program Coordinator to be matched with a volunteer.

Email: WeBreastfeed@GuelphCHC.ca

Phone: 519-803-2667

Website: www.guelphchc.ca/families-and-children/breastfeeding-and-postpartum-support/we-breastfeed/

PREGNANCY SUPPORT

CANADA PRENATAL NUTRITION PROGRAM/ GUELPH PRENATAL NUTRITION PROGRAM

The Canada Prenatal Nutrition Program offers a free prenatal nutrition program (funded by Public Health) for pregnant women. This program allows women to talk to a nurse and a dietitian about pregnancy, birth, parenting, healthy eating for mom and baby, breastfeeding, and infant care.

The program offers free snacks, gift certificates for food, prenatal vitamins, and bus tickets.

Location: Wellington Dufferin Guelph Public Health Unit 160 Chancellors Way, Guelph, ON

Phone: 519-829-3028

Email: karen.wismer@wdgpublichealth.ca

Website: <https://prenatal-nutrition.canada.ca/en/project-details?project=372>

FAMILY MIDWIFERY CARE

The Family Midwifery Care (FMC) midwives are care providers who give support, information, and recommendations to help mothers make the best decisions for themselves and their baby throughout their whole pregnancy and at the birth of their child. The midwives at FMC also provide postpartum care – meaning they will visit mothers at home the week after they have given birth to see how they are doing as new mothers.

Midwifery care is fully government funded in Ontario. Midwives will also work closely with nurses, doctors, lactation consultants and other health professionals when needed.

Location: 672 Woolwich Street, Unit 1, Guelph, ON

HOURS

Monday – Friday: 8:00 a.m. – 4:00 p.m.

Phone: 519-763-8568

Website: <https://familymidwiferycare.ca>

TWO RIVERS HEALTH - BIRTHING DOULA

Genesis Birthing Doula provides non-medical support to expecting mothers before, during, and after pregnancy. A doula provides emotional support to the expecting mother as well as referrals to resources regarding breastfeeding and more.

Location: 231 Woolwich St Main Level, Guelph, ON

Phone: 519-265-6963

Website: <https://tworivershealth.ca>

GUELPH MIDWIVES

Guelph Midwives offers care to families in Guelph, Fergus, and surrounding areas. They care for mothers throughout their whole pregnancy, at birth, and up to six weeks after their child's birth for low-risk mothers and infants. The midwives are strong believers in normal birth and client-centered care. Mothers are encouraged to contact the clinic within the first 12 weeks of their pregnancy to ensure they can receive quality care throughout their pregnancy.

Location: 806 Gordon Street, Unit 103 Guelph ON

HOURS

Monday – Friday: 9:00 a.m. – 5:00 p.m.

Phone: 519-823-9785

Website: <https://guelphmidwives.com>

HEALTHY BABIES, HEALTHY CHILDREN

This program is run through Wellington-Dufferin-Guelph Public Health and helps make sure that pregnant women start their babies' development off healthily. HBHC helps connect families with appropriate resources, builds positive parenting skills, and supports the healthy growth and development of children from age 0-6. They do this by home-visits and there is also a free 32 page guide for new parents available online.

PROCESS:

To become a part of the HBHC program, parents must call Here 4 Kids and register. There are also WDG Public Health offices in several locations.

Location: 160 Chancellors Way, Guelph, ON

HOURS

Monday – Friday: 8:30 a.m. – 4:30 p.m.

Phone: 519-822-2715

Kids Line: 1-844-454-3711

WDG Public Health E-mail Address: info@wdgpublichealth.ca

Website: <http://wdgpublichealth.ca/your-kids/parenting>

WDG Public Health Office Locations and Hours:

[http://www.wdgpublichealth.ca/locations#guelph-\(chancellors-way\)](http://www.wdgpublichealth.ca/locations#guelph-(chancellors-way))

MICHAEL HOUSE

Michael House is a home for women in crisis during pregnancy or early parenting. Their residential program provides a home, food, medical care, and 24-hour on-site staff support, as well as opportunities to learn how to cook, budget and make healthy life choices.

Michael House intake questions are directed to **Amy** who can be reached at the office phone number or by e-mail at: amy@michaelhouse.ca

Michael House Office Location: 187 Bristol Street, Guelph, N1H 3M2

Phone Number: 519-766-7675 ext. 107

E-mail Address: office@michaelhouse.ca

Website: www.michaelhouse.ca

WELLINGTON-DUFFERIN-GUELPH PUBLIC HEALTH ONLINE PRENATAL & NEW PARENT PROGRAM

WDG Public Health offers free online prenatal classes.

The online classes allow 12 month access from the date of purchase and several downloadable resources parents can keep. These prenatal classes cover pregnancy changes, healthy living, stages of labor and signs of preterm labor, different labor positions and relaxation methods, medical interventions, mom's health after birth, caring for newborns, breastfeeding, and community resources.

Individuals can register for these classes online, or by calling in as early as 12 weeks into their pregnancy.

Phone Number: 1-800-265-7293 or 519-822-2715

Online Registration: <https://www.wdgpUBLICHEALTH.ca/content/clinics-online-prenatal-newparent-program>

Website: <https://www.wdgpUBLICHEALTH.ca/clinics-classes/online-prenatal-new-parent-program>

RECREATION AND FITNESS

GUELPH-WELLINGTON ACCESS TO RECREATION GUIDE

This guide provides information on the various free and low-cost recreational activities available in the Guelph and Wellington Area, including activities for mothers, children, or mothers and children. The guide includes information on sports, exercise programs, pools, splash pads, ice rinks, and recreational subsidies available.

Website: <http://www.gwpoverty.ca/wp-content/uploads/2014/01/Access-to-Recreation-Guide-V2.pdf>

YMCA-YWCA OF GUELPH

The YMCA-YWCA of Guelph offers many health and fitness services for reasonable pricing. Becoming a member gives you the privilege to train with professionals and take educational courses about how to live a healthy lifestyle with no extra charge. The YMCA-YWCA of Guelph also offers Financial Assistance to those who wish to be a member but cannot afford it.

Location: 130 Woodland Glen Drive, Guelph, ON

HOURS

Monday – Thursday: 6:00 a.m. – 9:00 p.m.

Friday: 6:00 a.m. – 8:00 p.m.

Saturday: 7:00 a.m. – 3:00 p.m.

Sunday: 8:00 a.m. – 2:00 p.m.

Phone: 519-824-5150

Website: <http://www.guelphy.org/>

TRANSPORTATION

AFFORDABLE BUS PASS

The Affordable Bus Pass program is a resource available for low-income individuals. Guelph Transit monthly bus passes are made available at 50% of the regular cost. The application process can take up to ten days.

Information from Guelph Transit:

<http://guelph.ca/living/getting-around/bus/fares-and-passes/affordable-bus-pass/>

PROCESS:

If an individual/family in need will be receiving regular support to purchase an affordable bus pass, their supporting organization or community group can make the payment on their behalf.

Payment can be made by credit card or cheque (made out to City of Guelph) at the Service Guelph counter at City Hall. The community group or organization purchasing the bus pass on behalf of the person(s) in need must be sure to bring the full name(s) and complete address of the individual(s) who they are purchasing the bus pass for. The individual/family in need will then be able to pick up the passes anytime.

Phone: 519-822-1260 ext. 2042

IMMIGRANT SERVICES

Immigrant Services can help families apply for an affordable bus pass. If you are hoping to assist a family with an affordable bus pass, but there is a language barrier to communicating with them, Immigrant Services can provide a translator to help in the application process.

Location: 104 Dawson Rd Unit 102, Guelph, ON N1H 1A6

HOURS

Monday to Friday: 9:00 a.m. – 4:30 p.m.

By appointment only

Phone: 519-836-2222

Email: info@is-gw.ca

Website: <https://www.is-gw.ca/>

COMMUNITY CAR SHARE (GUELPH)

The Community Car Share is available for anyone to join who is 18 or over, a relatively clean driving record (no at-fault accidents in the last three years or a major speeding conviction), and at least a class G2 license. Gas, maintenance, and insurance costs are all covered in the price of the car share.

Individuals can choose whether they would like a Regular or Occasional Membership, depending on how often they plan to use the car share. Rates are higher for Occasional Drivers, but the monthly membership fee is much lower. There are currently five cars in the Guelph program, including four in the downtown area, and one at the University of Guelph.

PROCESS:

Individuals can apply online to be a part of the car share – applications take about one day to process and then their membership card will be mailed out. There is an initial application fee of \$30 per driver (you can have as many drivers as you want on one membership if they live in the same house, but you have to pay separate application fees) and then rates are as follows:

\$40 per month membership fee (Regular Plan)

\$5 per month (Occasional Plan)

\$5 for the first four hours (Regular Plan)

\$8 for the first four hours (Occasional Plan)

\$1 for each additional hour

30¢/ kilometer

Drivers between the ages of 18 and 20 cost an extra \$10 per month. The Guelph office has hours on Fridays by appointment between 10:00 a.m. and 5:00 p.m.

HOURS

Monday – Friday: 9:00 a.m. – 5:00 p.m.

Phone Number: 1-855-742-7399 (Province of Ontario)

Website: <https://ontario.communauto.com/>

THE SALVATION ARMY COMMUNITY AND FAMILY SERVICES

SERVICES

The Salvation Army is Canada's largest non-governmental direct provider of social services. They provide emergency transportation vouchers for those in need and many more services.

Location: 210 Victoria Road South, Guelph, ON

OFFICE HOURS

Monday – Friday: 1:00 p.m. – 3:45 p.m.

Phone: 519-836-9824

E mail: familyservices@guelphsa.ca

Website: <https://www.guelphsa.ca/familyservices>

UNIVERSITY OF GUELPH CAMPUS RESOURCES

CAMPUS CHILDCARE CO-OPERATIVE

The Campus Childcare Co-operative operates several daycare programs for infants (over three months old), toddlers (18-30 months) and preschoolers (up to age four and a half), with the options of full time (five days a week) or part time (two or three days a week). The daycare center provides childcare daily during the week from 7:30 a.m. - 5:30 p.m. Healthy meals and snacks are included as well. Child care provided here can be covered through the Child Care Subsidy (see page 8) provided by the County of Wellington to families that are eligible.

Fees per day depend on program – part-time or full-time and infants, toddlers, or preschool – ranging from \$42.84 – \$67.52:

PROCESS:

The application to the Campus Childcare Co-operative is online and tours of the facility can be arranged by contacting the Centre directly. Applications should be done as early as possible to ensure a spot, but the child does have to be born before you can apply for a spot.

Website: www.campuschildcare.org

Childcare Centre Location: 2 South Ring Road West, Guelph, N1G 4Y2

Weekday Hours: 7:30 a.m. – 5:30 p.m.

Phone Number for General Inquiries: Lisa Klimowicz at 519-822-1280

E-mail Address for General Inquiries: Lisa Klimowicz at office@campuschildcare.org

Phone Number of Executive Director: Dori Cross at 519-826-6927

E-mail Address of Executive Director: Dori Cross at: director@campuschildcare.org

CHILD CARE AND LEARNING CENTRE

The Child Care and Learning Centre (CCLC) has child care programs for Toddlers (18-30 months), Preschoolers (31-60 months), and Kindergartners (44-67 months). Child care provided here can be covered through the Child Care Subsidy (see page 8) provided by the County of Wellington to families that are eligible. Daily fees vary based on age group and full-time (five days/week) or part-time (two or three days/week) and range between \$41.28 – \$57.39:

The CCLC operates 7:30 a.m. - 5:30 p.m. on weekdays, except statutory holidays. Healthy meals and snacks are provided.

At the Child Care and Learning Centre 75% of spaces are reserved for students/faculty of the University of Guelph. The Wait List Application is filled out and submitted online and **Rachelle Campbell** can be e-mailed or phoned for further questions.

CCLC Location: 20 Arboretum Road, University of Guelph, Guelph, ON, N1G 2W1

Weekday Hours: 7:30 a.m. - 5:30 p.m.

Phone Number: 519-824-4120 ext. 52682

E-mail: cclc@uoguelph.ca

Waitlist Information E-mail: cclcwait@uoguelph.ca

Website: <https://www.uoguelph.ca/studentaffairs/childcare/what-new-cclc-0>

CO-OP HOUSING

Co-op housing offers living quarters in apartments, townhouses, and lodging houses near campus for discounted prices. Residents are required to participate in upkeep committees to keep the residence clean. You must be a member of the co-op to apply for co-op housing. Accessible housing is also available.

Memberships to the co-op are \$15 for four years and can be obtained at the Co-op Central Office or the Co-op Bookstore and members must also attend an orientation session. Applications are found and submitted online at the co-op website, but they also have a phone number and are available for people to drop in at their office.

Website: <http://www.guelphcampus.coop/housing/>

Housing Office Location: 17 College Ave W, Guelph, N1E 1R7

Housing Office Phone Number: 519-824-4950

Housing Office E-mail: housing@guelphcampus.coop

Co-op Bookstore Location: Room 037, Johnston Hall, University of Guelph, N1G 2W1

CENTRAL STUDENT ASSOCIATION FOOD BANK

The CSA operates a food bank for undergraduate and graduate students. Students can receive up to 30 items per month per member of their family, but there are no limits to how often you can visit the food bank, so they can gather their 30 items per person throughout the month, as needed. The CSA is a pickup location for the Garden Fresh Box Program as well (see Food/ Groceries Entry) that provides fresh, seasonal produce at a low cost.

PROCESS:

The hours the food bank is open vary based on the time of year (the office is open fewer hours in the summer semester than in the fall and winter semesters). Students are encouraged to check out the website to find out when it is open. They can drop in any time the office is open, and they should have their University of Guelph ID with them to complete a short intake form. They will then be given a visitor ID card that they will need to bring each time they use the food bank.

Location: 620 Gordon Street, Federal Annex Building (near South Ring Road), Guelph, ON

Phone Number: 519-824-4120 x52561

E-mail: foodbank@uoguelph.ca

Website: www.csaonline.ca/foodbank

Call Sanctuary Outreach for more info about pregnancy support at the University of Guelph: 519-836-6311

COMMUNITY CAR SHARE PROGRAM

Community CarShare is a program that allows students to use a car without having to own one or pay for insurance, gas, etc. To be eligible to join the car share an individual needs to be at least 18 years old, have a valid credit card, have a minimum valid G2 license, have had no more than one minor driving violation in the past three years, and no more than one at-fault accident.

Rates vary based on what time of day and week you are using the car and if you are paying for use by hour or day. There are two cars available at the University of Guelph currently.

PROCESS:

Individuals can apply online to be a part of the car share and applications usually takes about five to seven days to process. Once the application is processed Student Car Share will send the individual a membership card.

There is a \$25 one-time application fee, a \$50 yearly membership fee and car prices vary from \$6-\$10 per hour or \$63-\$78 per day. Students can travel up to 200 km without paying for km traveled, after that it is 24 cents per km and is payable at the end of your trip. Car sharers are responsible for a \$1000 dollar deductible in an accident, regardless of fault, but for an additional \$80 per year that is waived.

Website: <https://www.parking.uoguelph.ca/green-programs/community-carshare-program>

STUDENT HELP AND ADVOCACY CENTRE

The Student Help and Advocacy Centre can provide resources on issues including academics, financial, housing/tenancy, human rights, and university processes. Students can get free legal advice from a tenancy lawyer who holds office hours once a week during the fall and winter semesters.

SHAC Office Location: University Centre, 2nd Floor

General Questions: Junpyo at shac@uoguelph.ca or 519-824-4120 x58105

Website: www.csaonline.ca/shac

STUDENT HOUSING SERVICES

Student Housing Services offers undergraduate housing in residence on campus, as well as student family housing and graduate student housing. Family housing is close to campus and includes both apartments and townhouses at reasonable monthly rates as follows: one bedroom apartments are \$900.52 - 954.91, two bedroom apartments are \$1047.78, and two bedroom townhomes are \$1104.42.

Each residence comes with a parking space, utilities are included, and can choose to pay for any internet service provider they want, including Resnet (the University service provider) which is offered at a lower cost than commercial internet.

Applications for student housing are found on the website below, including a specific one for family housing. Family housing is typically offered only to married couples, married equivalence couples, or single parents, with at least one person in the home being registered as a student.

Website: <https://www.housing.uoguelph.ca>

Student Housing Services Office: Maritime Hall (South Residence), 50 Stone Road East, Guelph

Phone Number: 519-824-4120 ext. 58701 (Family housing: ext. 52551)

E-mail Address: housing@uoguelph.ca

VICTIMS OF TRAFFICKING

Women who are trafficked or are trying to escape their traffickers can face unexpected pregnancies. They are in very vulnerable situations that require sensitivity, compassion, and confidentiality.

AURORA HOUSE

Aurora House is a newly established residential facility based in the Greater Toronto Area. They provide housing, long-term trauma counseling, and needed support services to those that have been exploited in Canada through human trafficking or forced marriage. Support is also available to those in need who do not live in the Aurora House residential housing. Referrals or applications can be made by contacting the head office:

General Inquiries: info@aurorahouse.ca

Phone: 1-877-935-8656

Email: refer@aurorahouse.ca

Referral form: www.aurorahouse.ca/contact

CHRYSALIS ANTI-HUMAN TRAFFICKING NETWORK

Chrysalis is a free counseling hotline for women, men, and youth in Canada who have been trafficked for forced commercial sex or labor. They also help sex workers who would not identify as being trafficked or exploited.

There are Chrysalis counselors who speak the following languages: English, French, Punjabi, Arabic, Mandarin, and Cantonese.

Website: www.chrysalisnetwork.org

Email: chrysalisntwk@gmail.com

VICTIM SERVICES WELLINGTON

Victim Services provides support to anyone who has experienced a crisis, including those who have been trafficked. Below are some of the support they provide to victims of human trafficking.

VICTIM QUICK RESPONSE PROGRAM (VQRP)

VQRP was created to provide financial assistance to victims of serious physical assault, domestic violence, sexual assault, hate crimes and human trafficking. Financial assistance can be given immediately to victims of violent crimes.

Funding through VQRP covers short-term immediate counseling, funeral expenses for victims of homicide, transportation costs to support a victim who has suffered emotional or physical harm from a violent crime, and emergency accommodation meals if other housing options are not available.

Phone: 519-585-2363

Website: www.vswr.ca

MOBILE EMERGENCY RESPONSE SYSTEM (MERS)

MERS is a 24/7 tracking system for people who are at high risk of violence. Individuals are given a device that has a panic button which sends an SOS signal to police so they can find their location. This program is done in partnership with Victim Services Wellington and Guelph Police Service.

Victims can apply by calling: 519-824-1212 ext. 7304

Website: <https://vswguelph.on.ca/programs/mobile-emergency-response-systems-mers>

VICTIM CRISIS ASSISTANCE ONTARIO (VCAO)

This service is provided 24 hours a day and 365 days a year. Victim Crisis Assistance Ontario offers immediate on-site crisis and trauma service to victims. The volunteers who work with VCAO are trained in crisis intervention. They assess what the victims' needs are, and provide practical and emotional support as is necessary. They also arrange connections with other services and resources specific to each victim, and do follow up, safety planning and advocacy on behalf of the victim.

Location: 15 Wyndham St, Guelph ON

Phone: 519-824-1212 ext. 7304

Email: victim@vswguelph.on.ca

Website: www.vswguelph.on.ca