

# KITCHENER-WATERLOO COMMUNITY RESOURCES

Updated August 2016

<b>BASIC NEEDS</b> .....	<b>1</b>
FOOD .....	1
APARTMENT ASSISTANCE.....	2
SUBSIDIZED & GEARED-TO-INCOME HOUSING .....	2
EMERGENCY SHELTER.....	2
FINANCIAL ASSISTANCE .....	2
LOW-COST USED CLOTHING, FURNITURE, APPLIANCES & HOUSE WARES .....	3
APPLIANCE REPAIR.....	3
BED BUGS AND HOARDING ASSISTANCE .....	3
IDENTIFICATION .....	3
VOICE MAIL.....	3
BUS INFO.....	3
BICYCLES .....	3
<b>HEALTH CARE</b> .....	<b>4</b>
DOCTORS & CLINICS .....	4
DENTAL CARE .....	4
EYE CARE.....	4
CRISIS / MENTAL HEALTH.....	4
DRUG COVERAGE.....	5
ADDICTIONS.....	5
<b>FAMILY RESOURCES</b> .....	<b>5</b>
PARENTING RESOURCES .....	5
FAMILY OUTREACH PROGRAMS / COMMUNITY CENTERS .....	6
SPORTS / RECREATION / SUMMER CAMPS.....	6
CHILDREN’S CLOTHING, TOYS, EQUIPMENT.....	6
<b>JOB READINESS</b> .....	<b>6</b>
EMPLOYMENT ASSISTANCE .....	6
COMPUTER TRAINING .....	7
COMPUTER PURCHASE / REPAIR .....	7
ADULT / CONTINUING EDUCATION.....	7
VOLUNTEERING .....	7
<b>LEGAL COUNSEL</b> .....	<b>7</b>
<b>NEW CANADIANS</b> .....	<b>8</b>
<b>COUNSELING</b> .....	<b>8</b>
GENERAL COUNSELING.....	8
BEREAVEMENT / GRIEF / LOSS .....	8

## **Additional Resources:**

- [isearchmycommunity.ca](http://isearchmycommunity.ca) – a free online database for K-W
- [www.211ontario.ca](http://www.211ontario.ca) – another free online database or you can call **211** toll-free
- **Community Information Centre** – 1-877-579-3859 or visit 151 Frederick Street, 3<sup>rd</sup> floor, Kitchener

## **Basic Needs**

### **Food**

- **The Salvation Army** - Emergency Food Hampers (5x/year) and the Daily Bread Program
  - 1-300 Gage Ave (@ Belmont), Kitchener 745-4215
  - Appointments can be made for Mon-Thurs 10am-Noon & 1-3pm
  - Also offer a 6 week nutritious kitchen cooking class (one half day per week)
- **House of Friendship Guelph Street Food Bank** - can access 6x/year, Mon-Fri 11am-415pm
  - 807 Guelph St (E of Lancaster W), Kitchener 742-0662
  - Clothing available first Wednesday of the month instead of food
- **Kitchener Church of God** - Fridays 12-345pm, bring picture ID, documentation showing current address & shopping bags, can receive help 6x/year
  - 533 Weber St (@ Ottawa), Kitchener 745-8561
- **Glencairn Bridges Centre** - Bridges Center- every 2<sup>nd</sup> and 4<sup>th</sup> Saturday a month; 9-11am, can go once per month, provide non-perishable food and used clothing for free, available to anyone in KW. Also have coffee and gym available during this time.
  - 725 Erinbrook Drive (S of Blockline between Strasburg and Westmount E), Kitchener 579-8741
- **Community Cupboard** – Historic St Paul’s Lutheran Church, Mondays 10am-noon; food, clothing, coffee
  - 137 Queen St S (@ Charles), Kitchener 745-4891 November-April
- **Community Family Outreach Program** - for families with low income with children up to 18 years, can help with food, recreation, education, transportation, clothing, etc. Usually based out of local community centre. Call to find worker for your area, or see section below
  - 883-2290
- **St. Vincent De Paul Society (based out of your closest Catholic Church)**
  - **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
- **St John’s Kitchen**- Monday-Friday Continental breakfast (8-1130am) and noon meal (11:30am-1pm), distributes free bread/perishable items during the morning. Centre open 8am-3pm.
  - 97 Victoria St N (@Weber), Kitchener 745-8928
- **Ray of Hope Community Centre** - 659 King E (NW of Stirling) rear entrance, Kitchener 578-8018
  - Dinner: Mon-Fri 7pm, Sun 430pm
  - Lunch: Sat 12-130pm
  - Marketplace Food Hampers: Tues & Wed 9am-3pm, Thurs 630-9pm, register for appointment in person
  - Drop In: Mon-Fri 3-930pm, Sat 12-230pm
  - Church Service: Sun 3-4pm
- **Salvation Army Soup Truck** – Fridays 8-10pm in front of Kitchener City Hall
- **St. Marks Lutheran**: Wednesday Dinner 545pm, 743-6309, 825 King W (@ Green/GR Hospital)

### Apartment Assistance

- **saveONenergy Home Assistance Program:** 1-855-591-0877, for those who pay their own hydro costs (tenant or owner) – meet with energy advisor, potentially receive free light bulbs/power bars/shower heads/draft proofing, potential replacement of older/inefficient appliances such as fridge, freezer, dehumidifier, window air conditioner
- **Ontario Energy Support Program** – provides low income households with a \$30+ on-bill credit each month. Information and applications are available at [ontarioelectricitysupport.ca](http://ontarioelectricitysupport.ca) or 1-855-831-8151.
- **Lutherwood- Housing Services Drop-In** - 41 Weber W (@ Young), Kitchener
  - Mon-Fri 830-4pm, 519-749-2450
- **The Working Center-** 58 Queen St S (S of King), Kitchener, 743-1151x228/117, Mon-Fri 9-4pm
- **Landlord and Tenant Board** –1-888-332-3234 x0; ask questions regarding rights as renter, info for taking landlord to court [www.ltb.gov.on.ca](http://www.ltb.gov.on.ca)
- **Street Outreach** – assist with connections for basic living needs (food, housing, OW, mental health, etc.). Can meet a worker at St John's Kitchen (see above), or call Joe B at 519-575-0457

### Subsidized & Geared-to-Income Housing

- **Waterloo Region Housing Community Housing Access Centre**, 235 King Street E 6<sup>th</sup> floor (E of Frederick), Kitchener, 575-4833 (other locations are available)
  - All applications are available online – search “Waterloo CHAC”
- **MennoHomes** - affordable housing for seniors or those with low income - contact Joanne 578-6077x5

### Emergency Shelter

- **Men:** *House of Friendship Charles Street Men's Hostel*: 742-8327, 63 Charles St E (SE of Queen), Kit
- **Women & Families:** *YWCA*: 744-0120, 84 Frederick St (@ Weber St. E), Kitchener
- **Men & Women:** *The Bridges*, 624-9305, 26 Simcoe (near Ainslie), Cambridge
- **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 12-17:** *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

### Financial Assistance

- **Social Services Utility Disconnection and Eviction Prevention**

If you receive OW/ODSP, contact your case worker first. If not, call 883-2100x1 to apply (application can take up to 30min, need to have info ready such ID/income/living costs). Even if disconnection is for next day, they may be able postpone it until you meet. Will assess if arrangement is sustainable, and if assets/credit to be used first

  - *Gas/Electricity/Water Disconnection:* up to \$500 once per calendar year, per utility
  - *Eviction Prevention:* once/calendar yr, up to \$500 for singles, \$1000 for families, must eliminate balance
- **Lutherwood Rent Bank:** 41 Weber W (@ Young), Kitchener, 519-749-2450; Interest-free loans to prevent eviction (need to have received N4 eviction notice, and usually have income that covers basic expenses), if receive OW/ODSP, must go through them first. Potential last month rent assistance. Best to stop in Mon-Fri 830am-4pm. Co-ops and rent-geared-to-income units not eligible.
- **Free Income Tax Preparation and Money Matters**

*Working Centre:* 58 Queen S (S of King), Kit 743-1151 x173/x117. Current and back taxes completed at no cost year-round (weekdays 9am-4pm). Potentially assist with setting up bank accounts and other money matters

*Social Services:* offers tax assistance by appointment in March and April
- **Credit Counseling**

*Carizon Credit Counseling:* 400 Queen S (S of Courtland Ave.) Kitchener, 743-6333. Free credit counseling. Offer direction with creditors, repayment plans (stop creditors from calling/freeze interest) and bankruptcy.

### Low-Cost Used Clothing, Furniture, Appliances & House wares

- **Glencairn Bridges Centre**- 725 Erinbrook Drive (S of Blockline), Kitchener, 579-8741- Bridges Center- every 2<sup>nd</sup> and 4<sup>th</sup> Saturday of the month from 9-11am, can go once per month
- **Bridgeport Café** – 22 Bridgeport W at Emmanuel United Church (W of Albert) 886-1471, Tues-Thurs Drop-in 2-430pm, free games/coffee/cookies/clothing, pizza & movies on Thursdays
- **The Green Door** (Working Centre) - 37 Market Lane (W of King E and Scott), Kitchener, 519-804-2466 Weekdays 10am-5pm, Sat 9am-4pm
- **Talize** - 1144 Courtland Avenue East (N of Fairway) 744-4300
- **St. Johns Anglican Clothes Closet** – 23 Water St N (near Duke St. W), 743-0228. Wed/Thurs 1-3pm
- **The Salvation Army Share the Warmth Coat Program** (November) 1-300 Gage Ave, 745-4215
- **The Salvation Army Thrift Store** - 563 Highland (@ Westmount), Kitchener, 584-0818
- **Thrift on Kent** – 50 Kent (@ Charles, S of Stirling), Kitchener, 886-6226
- **Worth a Second Look Furniture** - 97 Victoria St North (@ Weber) Kitchener, 569-7566; some St Vincent De Paul Churches can provide a voucher – contact your closest Catholic Church from page 2
- **Value Village** - 120 Ottawa Street North (@ Weber) 576-4403
- **Goodwill Retail Store** - 1348 Weber St. East (NW of Fairway, by expressway) 894-0628

### Appliance Repair

- **House of Friendship Appliance Repair Program** - repair major appliances (fridge, stove, washer, dryer) for reduced cost, 742-8327. Free on-site quotes. Accept post-dated cheques.

### Bed Bugs and Hoarding Assistance

- **Empower Cleaning** - 519-998-0855 - offer hoarding support, crisis cleaning, and bed bug supports. Funding potentially available through social services and HERE24/7 (see below)
- **Bed Bug General Info and Resources** - google “waterloo region bed bugs”

### Identification

- **St Johns Kitchen** - 97 Victoria St N (@Weber), Kitchener, 745-8928
  - Tuesday Clinic, 10am-1pm, to help with paperwork/cost to replace Birth Certificates, OHIP & Health Cards (facilitated by Doug Rankin 745-4404 x207 of Downtown Community Health Centre)

### Voice Mail

- **Working Centre** - 58 Queen St. South (S of King), Kitchener, 743-1151 – offer free personalized voicemail extension, helpful if you cannot afford a phone, looking for work, etc. Apply in person.

### Bus Info

- **Grand River Transit** – 585-7555
  - Can tell you what buses you need to take & arrival times. Easy Go trip planner online as well
- **Reduced Fare Bus Pass** - Working Centre, 58 Queen St. South (S of King), Kitchener, 743-1151 – reduced cost bus pass program, (about ½ price - \$42 instead of \$79), must be between 18-64 years of age, non-student. Often waiting list of several months.

### Bicycles

- **The Working Center - Recycles Cycles Program** – 37 Market Lane (W of King E and Scott), Kitchener, 519-804-2466 x1 Tues-Fri 10am-6pm & Sat 10am-4pm
  - Reconditioned bikes (\$20-60 for adults, \$10 youth, free for smaller children), facilities for individuals to repair their own bikes with only the costs of parts (i.e. pedal \$1)
- **Bicycle Helmets for Children** – Brain Injury Association, 871 Victoria #1 (W of River), 579-5300: provide helmets for children when they have them in supply, up to 2 per family

## Health Care

### Doctors & Clinics

- **Finding Doctors Accepting New Patients** – If you do not have a family doctor, contact Health Care Connect at 1-800-445-1822 (can also be done online), and a nurse will search for you
- **Waterloo Walk-in Clinic** - 170 University W Unit 13 (@ Philip), Waterloo, 725-1514
  - Generally, 9am-8pm Monday-Friday, 10am-5pm Saturday, 10am-3pm Sunday
- **Urgent Care Clinic (South Kitchener)** - 385 Fairway S (@ Wilson), Kitchener, 748-2327
  - Generally, 8am-5pm Monday-Friday, 8am-3pm Saturday/Sunday
- **Urgent Care Clinic (Central Kitchener)** - 751 Victoria S (@ Westmont), Kitchener 745-2273
  - Generally, 8am-5pm Monday-Friday, 8am-3pm Saturday/Sunday
- **Telehealth** – 1-866-797-0000
  - Free 24hrs/day access to registered nurse, confidential, do not need health card
- **Routine Immunization and Fall Flu Clinic** - Waterloo Regional Public Health – 99 Regina St (@ William W), 2<sup>nd</sup> Floor, Waterloo, 883-2007, for those without a family doctor
- **Sexual Health Clinic** – 99 Regina S (@ William St. W), 2<sup>nd</sup> Floor, Waterloo, 883-2267
  - Confidential counseling and clinical services concerning contraception, pregnancy, & healthy relationships (also offer birth control, needle exchange, STI testing)
    - For women 25 and older that are looking for birth control and *do not* have a family doctor, contact Temple Green Gynecology Clinic at 579-5850, 420 Erb W [between Fischer-Hallman & Churchill Rd], Waterloo; otherwise ask your doctor - they can request the SOGC for 3-6m of birth control at no cost
- **Waterloo Regional Sexual Assault / Domestic Violence Treatment Centre** - St. Mary's Hospital, 911 Queen's Boulevard (SW of Highland/Queen), Kitchener, 744-3311
  - Help and support if currently or in past being abused/assaulted
  - If desired, can be connected with social worker, nurse, counsellor, & police

### Dental Care

- **Region of Waterloo Public Health Dental Clinic:** Basic/emergency dental care for children under 18, emergency pain relief for children and adults (575-4400 x3086). Those not currently receiving social assistance can apply for 6 week temporary coverage every 6 months (575-4400 x3490)

### Eye Care

- **OW & ODSP**
  - Each member of the family is eligible for an eye examination every 2 years, and \$200 toward frames & lenses every 2 years. OHIP covers eye exams for people 0-19 and 65+
- **University of Waterloo- Optometry Clinic-** 888-4062, adult eye exam (19yrs-64 yrs) \$75 (less than most other clinics), children's (under 19 yrs) & seniors' eye exam free once per year, examinations conducted by faculty supervised interns

### Crisis / Mental Health

- **Here 24/7** – here247.ca or 1-844-HERE247 – central addictions, mental health and crisis services intake/referrals/info, both for yourself or someone you know
- **Self-Help Alliance and CMHA** – 67 King E (between Queen & Frederick), Kitchener, 744-7645 Resources, referrals, peer support & recovery groups, outreach, counseling & mobile crisis response
- **Crisis Line** - 1-866-366-4566 or 744-1813; links with mobile crisis unit 365d/yr, provides risk/crisis assessments, build connections with community resources
- **Distress Line** – 745-1166; resource for both in times of crisis or calm; seek guidance on behalf of friend
- **Victim Services of Waterloo Region** - 519-585-2363; 24hrs/day crisis intervention, emotional support, & referrals
- **Assaulted Women's Helpline** – 1-866-863-0511: 24hr service in 154 languages; crisis counseling, emotional support, safety planning, guidance around options, information & referrals
- **Family Violence Project of Waterloo Region:** 400 Queen S (S of Courtland Ave.) Kitchener, 743-6333: collaborative of agencies that provide wrap-around, seamless services to victims of domestic violence, all from a single location
- **Crisis Respite** - 576-7431- Crisis respite beds available for individuals experiencing a crisis - offer immediate support, helping making a plan/connect with resources, single rooms

## Drug Coverage

- **Trillium Drug Program:** 1-800-575-5386. For those who have a high prescription drug costs in relation to their net income. Quarterly deductible must be paid before coverage kicks in (4% of annual income).
- **Ontario Drug Benefit Program-** 1-866-811-9893: co-payment for Seniors

## Addictions

- **Here 24/7** – here247.ca or 1-844-HERE247 – central addictions, mental health and crisis services intake/referrals/info, both for yourself or someone you know
- **St. Mary's Counselling Services** – 745-2585, 30 Duke W Unit 600 (W of Queen N); 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
- **Celebrate Recovery-** Christ-Centered recovery program for all life's hurts/habits/hang-ups (i.e. anger, codependency, chemical addiction, food related issues, sexual addiction). Thursdays 7-930pm at Lincoln Road Chapel, 145 Lincoln Road (NE of Weber N/Bridgeport E), Waterloo, 725-0265x225.
- **Mental Health and Addictions Family Navigators:** Elaine Paton, 749-4300 x7089; provide those concerned with their loved one's mental health/addiction with peer support & assistance finding resources
- **Withdrawal Management Services (GRH)** – 749-4318, 52 Glasgow (near King W & Union) Kitchener
- **Alcoholics Anonymous** - to find closest KW meeting location: 742-6183 [www.kwaa.ca](http://www.kwaa.ca)
- **Narcotics Anonymous**– to find closest meeting location: 1-888-811-3887 [www.gtascna.org](http://www.gtascna.org)
- **House of Friendship Addiction Programs** – 742-8327
- **Ontario Problem Gambling Helpline** – if you have concerns about your own or someone else's gambling, call 1-888-230-3505 or [www.opgh.on.ca](http://www.opgh.on.ca); free, confidential, multi-language info and referrals to local programs such peer support, counseling, coping strategies, etc.

## Community Care

- **Community Support Connections** - 772-8787; Non-medical supports & services for seniors and adults with disabilities to live at home with independence and dignity including Friendly Visiting, transportation, Meals on Wheels, care coordination, exercise, community dining, crisis intervention, home maintenance, reassurance calls and security checks & shopping
- **Community Care Access Centre** - 519-748-2222; medical and health related support such as personal care, occupational therapy, physiotherapy, social work, geriatric assessments, nutritional counseling
- **Hospice of Waterloo Region** – 743-4114, 298 Lawrence Ave (S of Victoria) Kitchener; Emotional & practical support for those who are critically ill or dying and their family; 1-1 counselling, volunteer visiting program; “Day Away” retreat, support for children, transportation, haircuts and massage, etc.

## Family Resources

### Parenting Resources

- **Canada Learning Bond** – the government of Canada initially contributes \$500 then \$100/year toward a no-fee RESP for children born during/after 2004 until they turn 15, even if you do not contribute. Check with your bank or [www.smartsaver.org](http://www.smartsaver.org) for more info
- **KW Pregnancy Resource Centre** – 38 Francis S (SE of Victoria & Charles), Kitchener, 886-4001: help, hope, support and encouragement around pregnancies. Mon-Thurs 9am-4pm
- **Healthy Babies Healthy Children:** 99 Regina S (@ William), Waterloo, 883-2245: 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
- **Early Years Centers** – **Kitchener:** *Our Place Family Resource Centre* 571-1626 49 Blueridge Ave (off Queens, near Westmount E), **Waterloo:** *YMCA Early Years Centre* 741-8585 161 Roger (SW Union&Weber)
  - Free programming for parents/caregivers of children 0-6, such as music, storytelling, free play, crafts, seminars for parents, connections with outreach workers/nurses/nutritionist, etc.
- **Parenting with Passion Programs** – Through KW Counseling Centre: 480 Charles E (NW of Ottawa S & King E), Kitchener, 884-0000: no-cost groups/seminars for those with low income on topics such as parenting babies to teens, discipline, anger, stepfamilies, multicultural generations, etc.
- **Child Care Subsidy-** through Region of Waterloo Children's Services - 99 Regina St South (@ William), 5<sup>th</sup> floor, 883-2200: helps low income families pay for child care costs. Priority waiting list.
- **Front Door** – 1170 King East (@ Montgomery), Kitchener, 519-749-2932; access to child and youth mental health services, support for parents, crisis services, walk-in clinic

### Family Outreach Programs / Community Centers

For families with low income with children up to 18 years old. May help with food, recreation, education, transportation, clothing. Based out of local community centers. If none in area or unsure, call 883-2290.

- **Chandler-Mowat Community Centre:** 222 Chandler (NE of Ottawa & Westmount), Kitchener, 570-3610
- **Country Hills Community Centre:** 100 Rittenhouse (SW of Block Line & Strasburg), Kitchener, 749-1529
- **Our Place,** 154 Gatewood (off Westmount, S of Highland), Kitchener, 571-1626 x23
- **Victoria Hills Community Centre:** 10 Chopin Dr (@ Westmount, N of Victoria), Kitchener, 585-2353
- **Paulander Community Centre:** 60 Paulander Unit 1 (@ Victoria, E of Westmount), Kitchener, 741-1152
- **Breithaupt Centre:** 350 Margaret Ave (NE of Weber & Guelph), Kitchener 571-7060
- **K-W Multicultural Centre:** 102 King St W (W of Queen), Kitchener, 745-2531 x141
- **Downtown Community Centre:** 35-B Weber West (NW of Queen), Kitchener 744-8690
- **Mill-Courtland Community Centre:** 216 Mill St (@ Stirling), Kitchener, 743-8530
- **Courtland-Shelley Community Centre:** 1064 G Courtland E(between 7/8 & Fairway), Kitchener, 571-7953
- **Kingsdale Community Centre:** 80 Wilson (between 7/8 & Fairway), Kitchener, 748-6463
- **Centreville-Chicopee Community Centre:** 141 Morgan Ave (near Fairway/King), Kitchener, 894-9936
- **Doon Pioneer Park Community Centre:** 150 Pioneer Dr (near Homer Watson), Kitchener, 749-1529
- **Erb West Neighbourhood Association:** 306 Erb St W (W of University), Waterloo, 226-339-6624
- **Sunnydale Community Centre:** 514C Sunnydale Place (N of Bearinger & Parkside), Waterloo, 883-0410
- **North East Waterloo:** Kingscourt Drive (@ Davenport), Waterloo, 226-339-6624

### Sports / Recreation / Summer Camps

- **City of Waterloo Fee Assistance Leisure Access Program-** helps Waterloo residents with low-income participate in City of Waterloo Rec/Leisure programs and affiliated Minor Sports Programs up to \$300/yr. Call 747-8512 to register for fee assistance before registering for the program
- **City of Kitchener Leisure Access Fee Assistance –** available for residents of Kitchener wanting to participate in Kitchener rec activities, but not having means to do so. Provides up to \$62/season/person. Can be used for swimming, rec centres, summer camps, etc. 741-2200x7228. Once approved, additional funds may be available through **Jumpstart** – contact Julie at 741-2228
- **Tim Horton's Free Swim-** Free swims at local community pools during summer and March break

### Children's Clothing, Toys, Equipment

- **Family Outreach Workers:** See section above. Can potentially help with thrift store vouchers
- **The Children's Needs Distribution Centre -** Highland Baptist Church 135 Highland W (W of Queen S) Kitchener, 745-9461 – need to call to make an appointment weekdays 9am-noon
- **The Salvation Army Share the Warmth Coat Program** (November) 1-300 Gage Ave, 745-4215
- **Glencairn Bridges Centre -** 725 Erinbrook Drive (S of Blockline), Kitchener, 579-8741- Bridges Center- every 2<sup>nd</sup> and 4<sup>th</sup> Saturday of the month from 9-11am, can go once per month
- **KW Pregnancy Resource Centre Clothes Closet –** 38 Francis S (S of Charles) Kitchener, 886-4001
- **Children's Marketplace -** 255 Tollgate Blvd (@ Glen Forrest, N of Bearinger), Waterloo 880-9104
- **Plato's Closet -** 700 Strasburg Road (@ Block line), Kitchener, 744-4404 – used teen/youth label clothing

## Job Readiness

### Employment Assistance

- **Agilec** (formally Northern Lights) – 185 Weber S (between Union & Guelph), middle unit/driveway, Waterloo, 576-2681
  - Offer needs assessment and return-to-work plan, employment counselling, career decision-making, workshops, Second Career applications, self-employment training, support accessing incentive programs and connecting with employers looking to hire, job search assistance (resumes, resource library, tapping into hidden job market)
- **The Working Center - Job Search Resource Center,** 58 Queen S (S of King), Kit 743-1151
  - Employment counseling services, resume assistance, access to newspapers, fax, photocopier, phone and computers, interview skills workshop
- **Employment Resource Centres - Kitchener:** 235 King E (SE of Fredrick). *Waterloo:* 99 Regina St (@ William St. W), 883-2101

- Some exclusive programs for those on OW, although also have Job Search Centers available to anyone (info on resume writing, interview skills, access to computers, job bank, etc.)
- **Lutherwood** - 165 King St E (E of Frederick) Kitchener, 743-2460
  - All ages – assist with resumes, job search; workshops on WHMIS, Smart Serve, first aid, etc.
  - For ages 15-30 – referrals to programs to help with high school credits, job training, etc.
  - 55+ - assist mature workers with unique employment needs 741-2509 1405 King E (Rockway area)
  - Specialized programs for starting your own business, apprenticeships, those internationally trained, summer work, those with learning/behavioral/multiple barriers to employment
  - [www.luthwerwood.ca](http://www.luthwerwood.ca) – online job board, and links to 25+ job search websites
- **Conestoga College Job Connect**, 108 University Ave E (E of Weber), Waterloo, 885-0300 x5226
  - Resume/job search skills, employer contacts, resume and cover letter, skills assessment and labor market information, work/training placements, career and education exploration
- **Ray of Hope Youth Employment Services**: 100-659 King St E (NW of Stirling), Kitchener. Hands on, practical employment training program. Contact Sharlene Wallace, program director, 502-6636.

### Computer Training

- **The Working Center- Self Directed Computer Training** - 58 Queen S (S of King), Kitchener, 743-1151 x236 or email [kylem@theworkingcentre.org](mailto:kylem@theworkingcentre.org)
  - Computer training and tutorials on software, from basic to certification training, offer self-directed learn-at-your-own pace as well as classes
- **St. Louis Adult Learning Centre** - 80 Young St (@ Weber St), Kitchener 745-1201
  - Day courses run for 7 weeks, courses from basic to advanced, call for course start dates and to decide which level is good for you

### Computer Purchase / Repair

- **The Working Center - Computer Recycling** - 58 Queen S (S of King), 743-1151 x225, Tues-Fri 10am-5pm: low cost refurbished computers (complete package \$60-160 including Office), repair

### Adult / Continuing Education

- **St. Louis Adult Learning Centre** – 80 Young St (@ Weber), Kitchener, 745-1201
  - Many types of courses, from upgrading/completing high school, to hairstyling, cooking, languages, PSW, computers, & correspondence
- **Learning Earning and Parenting (LEAP)** – Contact your OW worker
  - For women 25 years old and younger, help with completing high school, assistance for daily needs, educational toys for your children, help with job readiness
- **Focus for Change & Discover Your Future** - 885-0300 x5243 & x5248 (through Conestoga College)
  - Participate in career planning, self/academic assessment, build confidence & computer skills. 15-week course, no cost, may be eligible for childcare subsidy and travel allowance

### Volunteering

- **Volunteer Action Centre** – 151 Fredrick (between Weber W/Lancaster E) Suite 300, 742-8610
  - Place to find volunteer position (i.e. animals, children, food services, library, office, seniors, gardening, etc.) – builds resume/references, provides purpose, get away from own concerns. Open Mon-Fri 9am-5pm. You can also check online at [www.volunteerkw.ca](http://www.volunteerkw.ca)

### Legal Counsel

- **Waterloo Region Community Legal Services** – 450 Fredrick #101 (@ Edna), Kitchener, 743-0254
  - Free with low income. Help with tenant/rental disputes, OW/ODSP/PPP/EI, workers comp, criminals injuries comp, debtor-creditor, & consumer law
- **Legal Aid** – 1-800-668-8258
  - Information on assistance with criminal, family and immigration/refugee matters, applying for legal aid support
- **Family Law Information Centre** – 85 Fredrick St (@ Duke), 741-3355
  - Open weekdays 9am-3pm, sign-up starting at 830am, 30min free duty counsel. The Law Society's Lawyer Referral line at 1-800-668-7380 x3315 also offers 30min free legal advice



- **Criminal Law Information Clinic** - 85 Fredrick St (@ Duke), 741-3355, located in the Duty Counsel office across courtroom #104, Wednesdays 9am-4pm
- **Legal Information** – [www.cleo.on.ca](http://www.cleo.on.ca) has pamphlets and information on many legal matters, rights and laws including: tenant/rental, family, employment, social assistance, immigration, criminal & seniors

## New Canadians

- **KW Multicultural Center**- 102 King St. W (W of Queen), Kitchener, 745-2531
  - Translation & interpretation services, help with job search, immigration and citizenship assistance, settlement counseling, women's group, 1-1 tutoring
- **YMCA Immigrant and Employment Services** – 800 King W (by GR Hospital), Kitchener, 579-9622
  - Language support, adaptation/settlement orientation, in-school support, employment and self-employment assistance, housing assistance, job mentorship, & community connections
- **Mennonite Coalition for Refugee Support** – 43 Queen S, 2<sup>nd</sup> floor (S of King), Kitchener 571-1912
  - Best place to start for refugee claimants – assist with entire process (paperwork & legal support), accessing other community supports (health, housing, food, school, etc.), interpretation, youth groups, Speak English Café, settlement assistance

## Counseling

### General Counseling

- **Carizon Family & Community Services** - 400 Queen S (S of Courtland Ave.) Kitchener, 743-6333
  - Offer geared-to-income (no cost if on assistance) groups for all ages regarding relationships, anxiety, abuse, anger, self-esteem. Run each quarter. Also offer individual/family counseling
- **KW Counseling Centre** - 480 Charles E (NW of Ottawa S & King E), Kitchener, 884-0000
  - Offer geared-to-income (no cost if on assistance) groups for all ages regarding parenting, anger, stress, relationships, LGBTQ children/teens. Also offer individual/family counseling
  - Have walk-in counseling Thursdays 12-6pm – bring proof of income
- **Shalom Counseling Services** – 9 Avondale S (@ Erb W), Waterloo, 886-9690
  - Offer geared-to-income counseling (no cost if on assistance)
- **Delten Glebe Counseling Centre** 177 Albert (@ Seagram), Waterloo, 884-3305
  - Not for profit, multi-faith counselling agency committed to strengthening emotional and spiritual well-being; offer reduced rate for those with limited income

### Bereavement / Grief / Loss

**If possible, speak with the funeral home where the funeral was conducted to see if they offer support**

- **Hospice of Waterloo Region** – 743-4114, 298 Lawrence Ave (S of Victoria) Kitchener
  - Emotional & practical support for those who are critically ill or dying and their family; 1-1 counselling, volunteer visiting program; “Day Away” retreat, support for children, transportation, haircuts and massage, etc.
- **Free Helpline** – 1-800-480-1234, 24hrs/day, 365 days/year, provided by trained professionals at The Dignity Memorial Compassion Helpline. A place to turn for support, practical advice and comfort, especially if family or clergy are not available.
- **Living With Loss Open Support Group** – held at Westmount Memorial Celebration Centre, 1001 Ottawa South (@ Westmount), Kitchener, led by Bereaved Families (information below); 1<sup>st</sup> & 3<sup>rd</sup> Tuesdays of the month 7-9pm
- **People Needing People: Bereavement Centre** - 171 King S (@ William), Waterloo, 745-2195
  - Individual counseling and bereavement support groups including groups for those experiencing the death of someone special, support after a suicide and "good" grief for children and teens
- **Coping Centre** - 1740 Blair Rd (@ Meadowcreek Lane, before Fountain St), Cambridge, 650-0852
  - 8-10 week groups for adults, young adults, children & parents (usually September/March)
- **Bereaved Families of Ontario** – 678 Belmont W (N of Glasgow), Kitchener, 603-0196
  - Offer groups for those who have lost a child/grandchild, death of an infant before/during/after pregnancy, and for children 3-6