Inventory of Programs and Services for Elgin County Children & Families

Developed as part of the Healthy Babies Healthy Children Initiative

Revised January 2014
# Table of Contents

Table of Contents ............................................................................................................. 2

Aboutface International .................................................................................................. 14

Accessible Parking Permit Program ........................................................................... 15

Across Languages Translation and Interpretation Services ......................................... 16

Addiction Services of Thames Valley ............................................................................ 17

Al-A Teen and Al-Anon London & Area ....................................................................... 18

Alcoholics Anonymous Elgin County ........................................................................... 19

All Kids Belong ............................................................................................................. 20

Art Therapy .................................................................................................................. 22

Assistance for Children with Severe Disabilities ......................................................... 23

Assistive Devices Program ......................................................................................... 25

Aylmer Community Services ....................................................................................... 26

Aylmer Corner Cupboard and East Elgin Community Assistance Program ............... 27

Babeeze in Arms Doula Centre ..................................................................................... 28

Balaclava Street Adult and Alternative Education Centre ........................................... 29

  English as a Second Language (ESL) - General and specialty classes: .................. 29

  Personal Support Worker (PSW) Program ................................................................. 29

  Hair Styling Pre-Apprenticeship Program ................................................................ 30

  Adult High School Diploma Program ....................................................................... 30

  Gateway to Learning (Upgrading) .......................................................................... 30

Big Brothers/Big Sisters of St. Thomas-Elgin ................................................................. 31

  Couples of Kids (7-14) ............................................................................................. 31

  Family Match (7-14 years) ....................................................................................... 31

  Big Bunch Group (7-14 years) ................................................................................. 31
Serves a group of 3-4 children who are currently waiting for a match......................31
In-School Mentoring (7-14 years).................................................................................31
Go Girls! (12-14 years) ..................................................................................................31
Game On! (12-14 years) .................................................................................................32
Canada Revenue Agency ..............................................................................................33
Canadian Mental Health Association.............................................................................35
Crisis Outreach ................................................................................................................35
The Canadian Red Cross Society – St. Thomas/Elgin Branch......................................36
Community Health Services - Supportive Housing ......................................................36
Home Equipment Loan Program (H.E.L.P) ..................................................................36
Injury Prevention and First Aid Programs ....................................................................36
Transportation Services .................................................................................................36
Canadian Tire JumpStart ..............................................................................................37
Caring Cupboard (Rodney) ............................................................................................38
Caring Cupboard Food Bank ..........................................................................................39
Central Community Health Centre ..............................................................................40
Centre of Hope – Withdrawal Management Centre....................................................41
Changing Ways – Partner Assault Response Program ................................................42
Childcare and Nursery Programs ................................................................................43
Child Find Ontario .........................................................................................................44
Christmas Care ...............................................................................................................45
Christmas Shoppe ..........................................................................................................46
City of St. Thomas ...........................................................................................................47
   Environmental Services ...............................................................................................47
   City Clerk’s Office ........................................................................................................47
   Parks & Recreation ......................................................................................................47
City of St. Thomas Police Services ................................................................................48
   Emergency Police Services ........................................................................................48

Revision January 2014
Elgin Assertive Community Treatment (ACT) Team – Regional Mental Health Care.... 70
Elgin Audiology Consultants............................................................................................................. 71
Elgin Children’s Foundation ........................................................................................................... 72
Elgin Counseling & Mediation Centre ............................................................................................. 73
Elgin County Library ....................................................................................................................... 74
Elgin Mental Health Court Diversion Service & Court Support .................................................... 75
  Court Diversion Service ............................................................................................................. 75
  Court Support ........................................................................................................................... 75
Elgin-Oxford Legal Clinic ................................................................................................................ 76
Elgin Respite Network .................................................................................................................... 77
Elgin-St. Thomas Housing Corporation .......................................................................................... 78
Elgin St. Thomas Public Health-Health Promotion Programs ....................................................... 79
Elgin St. Thomas Public Health-Health Protection Department ..................................................... 81
  Community Immunization Clinics:.............................................................................................. 81
  School Immunization Clinics: ...................................................................................................... 81
  Other Vaccination Services: ........................................................................................................ 81
  Day Cares: .................................................................................................................................. 81
  Infectious Diseases: ..................................................................................................................... 82
  Safe Water: .................................................................................................................................. 82
  Food Handler Training and Food Safety Information: ................................................................. 82
  Health Hazard Investigation: ....................................................................................................... 82
  Follow-up of Animal Bites: .......................................................................................................... 82
Employment Services Elgin ............................................................................................................ 83
Family and Children’s Services of St. Thomas & Elgin County .................................................... 84
  Child Protection Services ........................................................................................................... 84
  Moms and Tots Program ............................................................................................................ 84
  Foster Care Services ................................................................................................................... 85
  Adoption Services ....................................................................................................................... 85
Family Law Information Centre (FLIC) ................................................................. 86
Family Services Thames Valley .............................................................................. 87
  Community Counseling Program ........................................................................... 87
  Group Programs ..................................................................................................... 87
  Credit Counseling Program .................................................................................... 87
  Community Integration Program ............................................................................ 87
Family YMCA of St. Thomas-Elgin .......................................................................... 89
Fanshawe College – St. Thomas/Elgin Campus ......................................................... 90
Fetal Risk Assessment from Maternal Exposure (FRAME) ....................................... 91
Fresh Start Maternity Supports ................................................................................ 92
  Fresh Start Maternity Support ............................................................................... 92
  Fresh Start Support Housing ................................................................................... 92
  Fresh Start Pregnancy Support Centre ................................................................... 92
Hope’s Garden - Eating Disorders Support and Resource Centre ............................. 93
Inn Out of the Cold St. Thomas - Elgin ................................................................... 94
Kids Help Phone – London Chapter ....................................................................... 95
La Leche League Canada – St. Thomas-Elgin .......................................................... 96
Landlord and Tenant Board – Southwestern Regional Office .................................. 97
Learning Disabilities Association (LDA) – London Region .................................... 98
Legal Aid Ontario ................................................................................................... 99
Lenscrafters Gift of Sight Program ......................................................................... 100
Lions Club of St. Thomas ......................................................................................... 101
Literacy Link South Central ................................................................................... 102
London District Catholic School Board .................................................................. 103
  Junior and Senior Kindergarten, Grade 1 to 12 .................................................... 103
  Children of Separate School Supporters ............................................................. 103
  Special Education ................................................................................................. 103
All Kids Belong ......................................................................................................................... 114
Second Stage Housing .................................................................................................................. 114
Family Resource Centre .............................................................................................................. 115
Supervised Access ........................................................................................................................ 115
Merrymount Children’s Centre - Elgin Supervised Access Program ........................................... 116
Supervised Access ........................................................................................................................ 116
Supervised Visits .......................................................................................................................... 116
Supervised Exchanges .................................................................................................................. 117
Ministry of Children and Youth Services-Youth Justice Services .............................................. 118
Ministry of Children & Youth Services - Home Visiting Program for Infants (HVPI).............. 119
Ministry of Community & Social Services – Ontario Disabilities Support Program (ODSP) ................................................................................................................................. 120
Mother Reach Postpartum Drop-In .............................................................................................. 121
  Weekly Drop-in Service ............................................................................................................. 121
  Hotline and Website .................................................................................................................. 121
Motherisk ................................................................................................................................... 122
Narcotics Anonymous .................................................................................................................. 123
Ontario Early Years Centre-Elgin/Middlesex/ London ................................................................. 124
  Drop In Centre .......................................................................................................................... 124
  Resource Library ....................................................................................................................... 124
  Outreach Playgroups ................................................................................................................. 124
  Well Baby Clinic ....................................................................................................................... 125
Ontario March of Dimes - Assistive Devices Program ................................................................. 126
Ontario Poison Centre .................................................................................................................. 127
Ontario Provincial Police – Elgin County ..................................................................................... 128
Ontario Rental Housing Tribunal – Southwestern Regional Office ......................................... 129
Oxford Elgin Child & Youth Centre ............................................................................................... 130
Parent & Family Literacy Centre ................................................................................................. 131
Paternity, Immigration, DNA & Forensic Biology Testing Services

Legal Paternity Test

Home Collection Paternity Test (for non-legal purposes)

Port Stanley Christ Church Anglican Food Bank

President’s Choice Children’s Charity

Psychiatric Survivors Network of Elgin (PSNE)

Regional Mental Health Care – Concurrent Disorders Program

Regional Mental Health Care – Crisis and Relapse Prevention Services

Regional Support Associates

Robarts School for the Deaf

Rotholme Women’s and Family Shelter

St. John Ambulance – St. Thomas - Elgin Branch

St. Joseph's Health Care London

Regional Sexual Assault and Domestic Violence Treatment Centre

Infectious Diseases Care Program

St. Thomas & District Right to Life

St. Thomas Elgin General Hospital

St. Thomas-Elgin Ontario Works

Income Maintenance

Employment

Children’s Services

Social Housing

St. Thomas – Elgin Second Stage Housing

St. Thomas Fire Department

St. Thomas Paratransit

St. Thomas Public Library

St. Thomas - Service Canada Centre

Revision January 2014
St. Thomas Transit Services ............................................................................................................. 153
Salvation Army Thrift Store & Family Services ........................................................................ 154
  Community and Family Services ............................................................................................ 154
  Thrift Store ................................................................................................................................ 154
  LEAP Emergency Financial Assistance ................................................................................ 154
SARI Therapeutic Riding ........................................................................................................... 155
  Recreational Program with Therapeutic Benefits .................................................................. 155
  Integrated Summer Camp ........................................................................................................ 155
S.A.F.E. BC (Self Abuse Finally Ends by Caring) ..................................................................... 156
Serenity House Hospice ............................................................................................................ 157
Service Ontario ........................................................................................................................ 158
ServiceOntario INFOline ........................................................................................................... 159
Smokers’ Helpline ..................................................................................................................... 160
Soups On ...................................................................................................................................... 161
Southwest Community Care Access Centre ............................................................................ 162
The Sunshine Dreams for Kids ............................................................................................... 163
Talbot Creek Midwives .............................................................................................................. 164
Talbot Teen Centre .................................................................................................................... 165
Teen Challenge GTA Women’s Centre .................................................................................... 166
Telehealth Ontario .................................................................................................................... 167
Thames Valley Children’s Centre ............................................................................................ 168
  Autism Services ....................................................................................................................... 168
  Clinical and Technical Specialty Services .............................................................................. 168
  Early Childhood and School Age / Adolescent Program ...................................................... 169
Thames Valley District School Board – .................................................................................... 170
  Junior & Senior Kindergarten, Grade 1 to 12 .................................................................... 170
  Special Education ................................................................................................................... 170

Revision January 2014
<table>
<thead>
<tr>
<th>Service</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thames Valley Midwives</td>
<td>171</td>
</tr>
<tr>
<td>Tiny Tots Co-operative Nursery School</td>
<td>172</td>
</tr>
<tr>
<td>“Stay &amp; Play” Play Groups</td>
<td>172</td>
</tr>
<tr>
<td>Nursery School (Members)</td>
<td>172</td>
</tr>
<tr>
<td>Toy &amp; Resource Lending Library (Members)</td>
<td>172</td>
</tr>
<tr>
<td>Tiny Tots Closet</td>
<td>172</td>
</tr>
<tr>
<td>tyke TALK – Thames Valley Preschool Speech and Language Initiative</td>
<td>173</td>
</tr>
<tr>
<td>University of Western Ontario Dental Clinic</td>
<td>174</td>
</tr>
<tr>
<td>Comprehensive Adult Care</td>
<td>174</td>
</tr>
<tr>
<td>Emergency care</td>
<td>175</td>
</tr>
<tr>
<td>Children’s dentistry</td>
<td>175</td>
</tr>
<tr>
<td>Orthodontics</td>
<td>175</td>
</tr>
<tr>
<td>Vanier Children’s Services</td>
<td>176</td>
</tr>
<tr>
<td>Crisis</td>
<td>176</td>
</tr>
<tr>
<td>Early Years &amp; Families</td>
<td>176</td>
</tr>
<tr>
<td>Community Mental Health Services</td>
<td>176</td>
</tr>
<tr>
<td>Living at Vanier</td>
<td>177</td>
</tr>
<tr>
<td>Vesta Parenting Centre</td>
<td>178</td>
</tr>
<tr>
<td>Victim Services Elgin</td>
<td>179</td>
</tr>
<tr>
<td>Victim Witness Assistance Program (VWAP)</td>
<td>180</td>
</tr>
<tr>
<td>Violence Against Women, Services Elgin County</td>
<td>181</td>
</tr>
<tr>
<td>Abused Women’s Helpline</td>
<td>181</td>
</tr>
<tr>
<td>Women’s Place Emergency Shelter</td>
<td>181</td>
</tr>
<tr>
<td>Sexual Assault Program</td>
<td>181</td>
</tr>
<tr>
<td>Woman Abuse/Transitional Housing Support Program</td>
<td>181</td>
</tr>
<tr>
<td>Child Witness Program</td>
<td>182</td>
</tr>
<tr>
<td>Prevention by Education</td>
<td>182</td>
</tr>
<tr>
<td>VON Middlesex-Elgin Branch - Community Supports Services</td>
<td>183</td>
</tr>
<tr>
<td>Volunteer Elgin</td>
<td>184</td>
</tr>
<tr>
<td>Service/Publication</td>
<td></td>
</tr>
<tr>
<td>--------------------</td>
<td></td>
</tr>
<tr>
<td>Walk-In Medical Clinics</td>
<td>185</td>
</tr>
<tr>
<td>Welcome Wagon</td>
<td>186</td>
</tr>
<tr>
<td>West Elgin Community Health Centre</td>
<td>187</td>
</tr>
<tr>
<td>Community Support Services</td>
<td>187</td>
</tr>
<tr>
<td>Diabetes Team</td>
<td>187</td>
</tr>
<tr>
<td>Community and Health Promotion</td>
<td>187</td>
</tr>
<tr>
<td>Let’s Connect - Early Years Programs age 0-6 yrs</td>
<td>187</td>
</tr>
<tr>
<td>Community Dietitian</td>
<td>188</td>
</tr>
<tr>
<td>Mental Health</td>
<td>188</td>
</tr>
<tr>
<td>Primary Health Care</td>
<td>188</td>
</tr>
<tr>
<td>West Elgin Community Health Centre-Transportation Network</td>
<td>189</td>
</tr>
<tr>
<td>Womancare Midwives</td>
<td>190</td>
</tr>
<tr>
<td>WrapAround Initiative</td>
<td>191</td>
</tr>
<tr>
<td>YWCA - St. Thomas-Elgin</td>
<td>192</td>
</tr>
<tr>
<td>Elgin Adult Education Classes</td>
<td>192</td>
</tr>
<tr>
<td>Aquatic Programs</td>
<td>192</td>
</tr>
<tr>
<td>Women’s Residence Program</td>
<td>192</td>
</tr>
<tr>
<td>Harmony House &amp; Fair Winds for Youth</td>
<td>192</td>
</tr>
<tr>
<td>Youth Engagement Project</td>
<td>193</td>
</tr>
<tr>
<td>Settlement Services</td>
<td>193</td>
</tr>
<tr>
<td>Before and After School Childcare</td>
<td>193</td>
</tr>
<tr>
<td>JK/SK Full Day Childcare</td>
<td>193</td>
</tr>
<tr>
<td>Summer Adventure Camp</td>
<td>193</td>
</tr>
<tr>
<td>Red Cross Babysitting Courses</td>
<td>193</td>
</tr>
<tr>
<td>Home Alone Safely Course</td>
<td>193</td>
</tr>
<tr>
<td>Kids Creative Cuisine</td>
<td>194</td>
</tr>
<tr>
<td>SMART for Girls</td>
<td>194</td>
</tr>
<tr>
<td>GirlSpace</td>
<td>194</td>
</tr>
<tr>
<td>Drop in Recreation Programs</td>
<td>194</td>
</tr>
<tr>
<td>Junior</td>
<td>198</td>
</tr>
</tbody>
</table>
Aboutface International

Address: 123 Edward Street, Suite 1003
Toronto, ON M5G 1E2

Telephone: 1-416-597-2229
1-800-665-3223 (FACE)

Fax: 1-416-597-8494

Website: www.aboutface.ca

Email: info@aboutfaceinternational.ca (English)
info-francais@aboutface.ca (French)
school@aboutface.ca (School programs)

Description of Services: Provides emotional, peer and social support, resources and educational programs to individuals with facial disfigurements and their families.
Accessible Parking Permit Program

Address: Ministry of Transportation
Drivers and Vehicle Section
659 Exeter Road
London, Ontario  N6E 1L3

Mailing:  PO Box 5338,  N6A 5H2

Telephone:  1-800-265-6072

Fax:  519-873-4332

Website:  www.mto.gov.on.ca

Email:  mtoinfo@ontario.ca

Hours of Operation:  Monday to Friday   8:30 am – 5:00 pm

Eligibility:  Individuals must be certified by an Accessible Parking Permit program approved health practitioner as having one or more of the conditions outlined by the MTO.

Referrals:  Self

Fees:  None

Description of Services:  From May 1, 1990, the provincial Accessible Parking Permit has been available free of charge to eligible applicants, while disabled symbol license plates are no longer available. The portable Accessible Parking Permit will be recognized by any municipality for the purposes of special parking or stopping as allowed by local bylaw. For further information regarding the Accessible Parking Permit contact your local Ministry of Transportation.
Across Languages Translation and Interpretation Services

Address: 129 & 131 Wellington Street
           London, Ontario  N6B 2K7

Telephone: 519-642-7247
            1-866-833-7247

Fax: 519-642-1831

Website: www.acrosslanguages.org

Email: info@acrosslanguages.org

Hours: Monday to Friday  8:30 am – 4:30 pm

Referrals: Organizations and professionals serving non-English speakers. Individual referrals accepted under certain circumstances.

Fees: Set fee, transportation cost outside London. Subsidies are available for victims of wife assault and emergency situations.

Description of Services: Interpreters are available 24 hours daily, matching trained interpreters with requests from human service agencies and professionals.

Training program trains interpreters. Services are available in more than forty languages.

Emergency after hours service offered through Women's Community House; 519-642-3003 ext 4 (4:30 pm – 8:30 am).
Addiction Services of Thames Valley

Address: 200 Queens Avenue, Suite 260
London, ON  N6A 1J3

Telephone: 519-673-3242
519-673-3666 (Administration)

Fax: 519-673-1022

Website: www.adstv.on.ca

Email: intake@adstv.on.ca

Hours of Operation: Monday and Tuesday 8:00 am - 8:00 pm
Wednesday to Friday 8:30 am - 4:30 pm

Eligibility: Residents of Elgin, Oxford and Middlesex counties age 12 and older.

Referrals: Self-referrals

Fees: None

Description of Services: Confidential assessment of substance use and gambling problems. Treatment planning, referral, counseling and after care, individual and group sessions available. Information and support provided for family and others.

- Problem Gambling Intake Line – 519-673-3242 ext 234
- Substance Abuse Intake Line – 519-673-3242 ext 222
- Heartspace – 519-673-3242 ext 222
- Back on Track for Impaired Drivers – 519-673-3130
- Fresh Start for Ontario Works Participants – 519-673-3242 ext 232
Al-A Teen and Al-Anon London & Area

Address: PO Box 944 Station B
London, ON N6A 5K1

Telephone: 519-457-9393 (Local Answering Service)

Website: www.london-on-al-anon.org

Email: london.on.al-anon.web@hotmail.com

Eligibility: Relatives, families and friends of problem drinkers in Elgin and Middlesex Counties.

Fees: None

Description of Services: The Al-Anon Family Groups are a fellowship of relatives and friends of alcoholics who share their experience, strength and hope in order to solve their common problems. The telephone number is an answering service providing a list of meetings within London and surrounding area. All groups are non-smoking. Meetings are either one hour or one and a half hours in length.
Alcoholics Anonymous Elgin County

Address: PO Box 22001
RPO Elmwood Square
St. Thomas, ON N5R 6A1

Telephone: 519-633-0430

Website: www.aalondon.org/

Eligibility: Anyone with a desire to stop drinking. Some meetings are closed meetings – only alcoholics (no speaker at closed meetings).

Fees: None

Description of Services: Assists alcoholics to attain and maintain sobriety, donates materials to organizations. There are meetings 7 days a week.
All Kids Belong

Address: Merrymount Family Support & Crisis Centre
          1064 Colborne Street
          London, ON  N6A 4B3

Contact: Jeff Haveman, Program Supervisor

Telephone: 519-434-6848 ext 270
            519-434-8247

Fax: 519-434-6851

Website: www.merrymount.on.ca

Email: akl@merrymount.on.ca

Hours: Monday to Friday  8:30 am – 4:30 pm
        *evening and weekend appointments can be arranged

Eligibility: Infants and children birth to 12 years of age who require
            extra support integrating into a licensed community child
            care program

Referrals: Self-referral; telephone for appointment

Fees: Set child-care fee; subsidy available for eligible families

Description of Services: Promotes the inclusion of children with special needs into
                          licensed child care settings and empowers families and
                          professionals so that all children can successfully
                          participate.
                          Holds workshops on various topics concerning early child
                          development, developmental delays, behavioural issues,
                          etc.

Community Locations:
CPRI, Morgan Building
600 Sanatorium Rd, London
519-641-7718

Salvation Army

Revision January 2014
1340 Dundas St E, London
519-657-3610

London-Fanshawe Ontario Early Years Centre
1892 Dundas St E, London
519-452-7331

St Thomas
579 Talbot St, St Thomas
519-631-2321
Art Therapy

Address: 37 Scott Street
St. Thomas, ON  N5P 1K4

Contact: Keri Herring

Telephone: 519-637-3518

Fax: 519-637-2671

Eligibility: Children and teens ages 4 to 19

Fees: Initial interview session – free (no commitment)
One session (45 min – 1 hour) - $60

Waiting List: Interview within two weeks
Minimal waiting list for sessions at times

Description of Services: Art Therapy for individuals with developmental, social and/or emotional difficulties. Service focuses on children and teens ages 4 to 19 but is also available to parents.
Assistance for Children with Severe Disabilities

Address: 217 York Street, 3rd Floor
PO Box #5217, Suite 203
London, ON N6A 5R1

Telephone: 519-438-5111
1-800-265-4197 (Toll-free)
TTD/TTY: 519-663-5276

Fax: 519-672-9510

Application Process: Applications will be mailed to the client. This includes a Ministry of Community and Social Services Form 6 and a detailed expense sheet. Documentation will be requested, outlining the functional losses experienced by the child, verification of total family income and the child’s date of birth. Assistance with the completion of the application is available.

Waiting List: None

Hours of Operation: Monday to Friday 8:30 am – 5:00 pm

Eligibility: The child must be less than 18 years of age. The child must have a severe handicap that results in a functional loss. Extraordinary costs must be present which are incurred as a result of the handicap. The entitlement is based on family size and total income.

Referrals: Referral by telephone from parents or other professionals.

Fees: None

Description of Services: The Assistance for Children with Severe Disabilities provides a benefit to the parents of severely handicapped children, to help defray some of the ongoing extraordinary costs arising directly from the handicap to maintain them at home. The basic entitlements vary between the minimum of $25, with $25 increments to an established maximum of $420 per month. Additional benefits provided to the child are drug and dental coverage, as well as eyeglasses and hearing aids are supplied when necessary.
The benefit may provide funding for each of the following categories:

- Transportation/Accommodations/Meal/Parking costs
- Extraordinary Child Care and Babysitting costs
- Additional Clothing, Linen and Laundry costs
- Diaper costs
- Special Shoes and Boots
- Special diets
- Non-prescription Drug costs
- Equipment for Sensory impairments
- Medical/Surgical supplies
- Dental costs
- Specialized Day programming
- Special Summer Camp
- Special Learning Equipment
- Parent Relief
Assistive Devices Program

Address: Ministry of Health and Long-Term Care
5700 Yonge Street, 7th Floor
Toronto, ON  M2M 4K5

Contact: Carol Jones, Senior Manager

Telephone: 1-416-327-8804 (Toronto)
1-800-268-6021 (Toll-Free)
TTY: 416-327-4282
TTY: 1-800-387-8192

Fax: 1-416-327-8192

Website: www.health.gov.on.ca

Email: odp@ontario.ca

Application Process: Varies depending on devices required.
Processing time varies with device category.

Hours of Operation: Monday to Friday 8:30 am – 5:00 pm
Phone Line opens 8:30 am – 5:00 pm

Eligibility: Ontario residents with a valid Ontario Health Card issued in their name and has a physical disability of six months or longer

Referrals: Assistive Devices Program authorizer.

Fees: Some centres charge an assessment fee

Description of Services: Provision of consumer-centered support and funding to Ontario residents who have long-term disabilities and to provide access to personalized assistive devices appropriate for the individual's basic needs. Devices covered by the program are intended to enable people with physical disabilities to increase their independence through access to assistive devices responsive to their individual needs.
Aylmer Community Services

Address: 25 Centre Street
Aylmer, ON N5H 2Z4

Contact: Susan Loewen or Annie Fehr

Telephone: 519-765-2082

Hours of Operation: Monday to Friday 9:00 am - 4:30 pm
Tuesday 9:00 am - 7:00 pm

Fees: Specific program fees only

Description of Services: • Employment services – Job Connect Program, employment counselors, job postings
• YWCA – various programs
• Mennonite Community Services (MCS)
• Fanshawe College
• Satellite office of Service Canada – SIN numbers, unemployment insurance and Old Age Security
Aylmer Corner Cupboard and East Elgin Community Assistance Program

Address: 29 John Street North
Aylmer, ON N5H 2A7

Contact: Blair Barons – 519-773-2351
John Mantel – 519-773-5162

Hours of Operation: Tuesday: 9:00 am – 12:00 pm
3:00 pm – 5:00 pm

Eligibility: Aylmer residents and East end of Elgin County

Referrals: Self

Fees: None

Description of Services: An emergency food bank. Access to other emergency aid available through East Elgin Community Assistance Program (same contact).
Babeeze in Arms Doula Centre

Address: 394 Oxford Street East
London, ON N6A 1V7

Telephone: 519-673-4441

Website: www.babeezeinarms.com

Email: info@babeezeinarms.com

Fees: Priced per service

Description of Services: The centre offers Doulas that provide labour support, postpartum support or both. Labour support consists of emotional and physical guidance and comfort techniques such as massage. Postpartum Doulas can support new families by providing emotional support, help with newborn care, baby basics, assistance and support with breastfeeding techniques as well as performing household tasks and sibling care.

Other services include:
- Breastfeeding Support
- Childbirth Education
- Happiest Baby Class & Newborn Massage
- Labour Support
- Postpartum Support
- Babeeze Yoga
- Birth Pool Rental
Balaclava Street Adult and Alternative Education Centre

Address: 20 Balaclava Street
St. Thomas, ON N5P 3C2

Telephone: 519-631-0231
Fax: 519-631-1476
Website: www.tvdsb.on.ca/ace
Email: wheable@tvdsb.on.ca

Hours of Operation: Morning & afternoon classes September - June

Eligibility: Adults 18 years and older who are Canadian citizens or landed immigrants and out of school at least one year

Application: Self-referral for course registration
Intake and orientation usually begins at least 3 weeks prior to first class date

Fees: Set fees; tuition free for non-resident adults (excluding PSW course); activity fee for some courses

Description of Services: English as a Second Language (ESL) - General and specialty classes:
- Literacy ESL - For learners not literate in their first language
- Language for the Retail Profession
- Language for the Workplace
- Citizenship Preparation - Offered to landed immigrants who have been living in Canada at least 2 years (test can be taken at 3 years)
- Preparation for University/Professional Testing

Personal Support Worker (PSW) Program
519-452-2660 ext 69730
Cooperative education program which includes over 300 hours of classroom theory and 300 hours of on-the-job training in agencies that employ PSWs
Hair Styling Pre-Apprenticeship Program
One year program offering classroom theory and practical training in the latest hair styles, trends, business operations, and safety. Requires a grade 12 diploma and interview * set fee which covers textbook and toolkit costs

Adult High School Diploma Program
Courses designed for adult learners who want to complete their high school diploma focusing on reading, writing, mathematics, and social sciences

Gateway to Learning (Upgrading)
Literacy, numeracy and essential skills services that help individuals achieve goals related to further education and training, employment or increased independence
Big Brothers/Big Sisters of St. Thomas-Elgin

Address: 146 Centre Street
St. Thomas, ON   N5R 3A3

Contact: Barb Matthews, Executive Director

Telephone: 519-633-3830

Fax: 519-633-3023

Website: www.bbbselgin.org

Email: barb.matthews@bigbrothersbigsisters.ca

Hours of Operation: Monday to Thursday  9:00 am - 5:00 pm
Friday  9:00 am - 4:30 pm

Eligibility: Children referred by parents in St. Thomas and Elgin areas

Fees: None

Description of Services: Mentoring program for boys and girls to enhance development and confidence. Matches meet regularly and are made according to mutual interests.

Couples of Kids (7-14)
A couple is teamed up for a two-to-one friendship. Couples must be 21 years and over and together at least 2 years

Family Match (7-14 years)
A family is teamed up to include a child with their family outings.

Big Bunch Group (7-14 years)
Serves a group of 3-4 children who are currently waiting for a match.

In-School Mentoring (7-14 years)
Volunteers are matched with a child in public school for one hour per week to help the child socialize and establish a friendship and a support system.

Go Girls! (12-14 years)
A mentoring program for girls entering Grade 7 or 8 designed to provide girls with information and support to make good choices about active living, balanced eating and feeling good

**Game On! (12-14 years)**
A mentoring program delivered in schools to boys in Grade 7 or 8 designed to provide boys with information and support to make healthy, balanced lifestyle choices
Canada Revenue Agency

Address: District Office: 451 Talbot Street
London, ON N6A 5E5

Taxation Centre: 66 Stapon Road
Winnipeg, Manitoba R3C 3M2

Mailing Address: London Tax Services Office
PO Box 4548
London, ON N6A 4R3

Telephone: 1-800-959-8281
TTY: 1-800-665-0354 (during regular hours of service)

Fax: 519-645-4029

Website: www.cra-arc.gc.ca

Additional: To order publications in audio, Braille, large print or on computer diskette call 1-800-267-1267, 8:15 am to 5 pm

Hours of Operation: Monday to Friday 8:15 am - 4:30 pm

Eligibility: If you require a larger supply of forms (more than 25) phone or fax above number. In order to receive personal information on the telephone, the client must be able to provide at least three pieces of personal information such as Name, Address, Social Insurance Number, Date of Birth and the Total Income from line 150 of their income tax return (within $100). To receive personal information at the counter, a client must provide their Name, Address, Social Insurance Number and a signed photo identification card. In the absence of a signed photo identification card, the client should provide the information noted for receiving information over the telephone or other documentation such as their income tax return.

Accessibility: Wheelchair accessible; Service available in English or French; other languages are spoken; yet the fluency in these languages is dependent upon staff availability. (American Sign Language included)

Fees: There is no cost associated with the provision of service.
Description of Services: CCRA provides information on the Income Tax Return for individuals, corporations, estates, etc. Through the Community Volunteer Program, volunteers trained in the completion of basic income tax returns assist individuals unable to complete their own return. The Disability Tax Credit is available for individuals who have severe, prolonged mental or physical impairments that restrict them in the activities of daily living.

More details and the T2201 form are available in the pamphlet “Tax Information for People with Disabilities”.

Individual Income Tax Enquiries 1-800-959-8281  
Forms and Publications 1-800-959-2221  
Canada Child Tax Benefit 1-800-387-1193  
GST/HST Credit for Individuals 1-800-959-1953  
Telerefund 1-800-959-1956  
Business & Self-Employed Individuals 1-800-959-5525  
T.I.P.S. (Tax Information Phone Service) 1-800-267-6999
Canadian Mental Health Association

Address: 110 Centre Street  
St. Thomas, ON  N5R 2Z9

Contact: Heather DeBruyn, Executive Director

Telephone: 519-633-1781  
1-855-633-1781 (Toll Free)

Fax: 519-631-8273

Website: www.cmhaelgin.ca

Email: admin@cmhaelgin.ca

Eligibility: Open to public and professionals, individuals who have had or are receiving treatment for a mental health problem within Elgin County.

Referrals: Self, family/friend, community agency, physician, inpatient psychiatry

Fees: None

Description of Services: Provides info pertaining to local mental health resources. Promotes mental health education and prevention. Provides programs for those with mental health problems. Encourages improved community treatment and services.

Crisis Outreach
519-631-2180 or 1-888-631-2180

To assist, stabilize and get the person to the level he/she was before crisis and to prevent deterioration and hospitalization.

For males and females aged 16 years or older living in Elgin County to access instead of the hospital in a crisis situation. Non-medical crisis intervention 24 hours per day, 7 days per week. Do not take anyone who is a danger to themselves or others. If the person is under the influence of drugs or alcohol, he/she will have to be medically cleared before taking them.
The Canadian Red Cross Society – St. Thomas/Elgin Branch

Address: 141 Wellington Street
St. Thomas, ON  N5R 2R8

Contact: Erin Betts, Community Services Assistant

Telephone: 519-631-1611

Fax: 519-631-3681

Website: www.redcross.ca

Hours of Operation: Monday to Friday 8:30 am - 4:30 pm
(Office closed from 12:00 pm – 1:00 pm)

Eligibility: Individuals of all ages living with an acute or chronic medical condition. Self referral or through South West Community Care Access Centre for those who meet eligibility criteria

Description of Services: Community Health Services - Supportive Housing
Provides 24 hour/day essential homemaking and personal care to eligible tenants at designated apartment buildings. Services include personal care, meal preparation, light housekeeping, child care, palliative care and caregiver relief for clients who are ill or elderly, or have a disability

Home Equipment Loan Program (H.E.L.P)
Short-term rental (up to three months) of equipment including crutches, walkers, wheelchairs, commodes, etc. to individuals convalescing in their own homes

Injury Prevention and First Aid Programs
Provides First aid, Cardiopulmonary Resuscitation (CPR) and Automatic External Defibrillator (AED) training and child safety, water safety and babysitting courses

Transportation Services
Pre-arranged transportation is available for medical and therapy appointments to day programs and social trips
Canadian Tire JumpStart

Address:  Canadian Tire Foundation for Families
        2180 Yonge Street, 10th Floor
        Toronto, Ontario M4P 2V8

Telephone:  1-877-616-6600

Website:  http://www.bbbelgin.org/www.canadiantire.ca/jumpstart

Email:  ontario.jumpstart@cantire.com

Eligibility:  Children and youth aged 4 to 18 years old in financial need

Description of Services:  The Canadian Tire JumpStart program focuses on helping individual children become involved in organized sports and recreational activities to help them develop a healthier lifestyle in their younger years.

Canadian Tire JumpStart delivers support to children through a Canadian-wide network of local chapters. These chapters are comprised of community partners such as local youth organizations who are in a position to identify children in financial need. Together, these community partners use a confidential process to select and refer children who meet the criteria and who could benefit from the program. This model enables Canadian Tire JumpStart to maintain integrity in the process and to ensure that funding is delivered right to children who fit with our criteria. Parents do not apply directly to the program to obtain funding for their children.

For more information please contact:

Residents living in St. Thomas:
YMCA St. Thomas-Elgin at 519-631-2418  ext. 26

Residents living in East Elgin:
East Elgin Community Complex at 519-773-5631

Residents living in West Elgin:
Jumpstart call centre at 1-877-616-6600
# Caring Cupboard (Rodney)

| **Address:** | PO Box 342  
|             | Rodney, ON  N0L  2C0 |
| **Contact:** | Sylvia Logan |
| **Telephone:** | 1-519-785-2026 |
| **Eligibility:** | Rodney area residents (785 Telephone Exchange) |
| **Referrals:** | Self referral, by appointment only. |
| **Fees:** | None |
| **Description of Services:** | Emergency food supply available on an “as needed” basis. Serviced out of Calvary United Church. Arrangements for pick-up can be made on an individual basis. |
## Caring Cupboard Food Bank

**Address:**
803 Talbot Street  
St. Thomas, ON  N5P 1E4

**Mailing Address:**
P.O. Box 20025  
St. Thomas, ON N5P 4H4

**Contact:**
Brian Burley

**Telephone:**
519-633-5308

**Fax:**
519-633-5984

**Website:**
[www.caringcupboard.ca](http://www.caringcupboard.ca)

**Email:**
caringcupboard@bellnet.ca

**Hours of Operation:**
- Monday and Thursday: 9:30 am - 3:00 pm
- Tuesdays: 12:00 pm - 3:30 pm

**Eligibility:**
Individuals and families may use our service once every other month if their incomes are at or below the low-income cutoffs established annually by Ontario Works (Welfare). They must reside in areas within Elgin County where there is no other food bank. Therefore proof of income, address and identification for all family members requiring assistance is required on every visit.

**Fees:**
None

**Description of Services:**
2 to 3 day food supply dependent on number of people in family. Emergency food supply for those in need. Pick-up only at 803 Talbot Street. Referrals made to other agencies.
Central Community Health Centre

Address: 359 Talbot Street  
St. Thomas, ON N5P 1B7

Telephone: 519-633-7989

Fax: 519-633-8467

Website: http://www.bbbelgin.org/www.centralcchc.com

Email: info@centralcchc.com

Hours of Operation:  
Monday to Friday 9:00 am - 5:00 pm
Thursdays 9:00 am - 8:00 pm (depending on availability of physician)

Eligibility: Residents of Central Elgin, Southwold Township and St. Thomas who do not have a primary care provider (doctor or nurse practitioner)

Referrals: Self referral

Fees: None

Description of Services: CCHC provides primary health care (for people living in St. Thomas, Central Elgin and Southwold Township) that do not have a nurse practitioner or physician. CCHC also offers programs for health promotion, illness prevention and community development.

Services provided by CCHC include smoking cessation, walking programs, seniors get-togethers, groups for people suffering from anxiety and depression, teen support groups, dietitian services, chiropody, social work/counseling and a community outreach worker. These services are supported by a comprehensive team of professionals to help you cope with issues of health and wellness.
Centre of Hope – Withdrawal Management Centre

Address: The Salvation Army
281 Wellington Street
London, ON N6B 2L4

Telephone: 519-661-0343
1-866-685-4600

Fax: 519-432-6375

Website: http://www.centreofhope.ca

Email: enquiries@centreofhope.ca

Hours of Operation: 24-hour service

Eligibility: Adults and youth 16 years and older who are under the influence of alcohol and/or drugs

Referrals: Self or medical referral

Fees: Most fees covered by OHIP

Description of Services: A non-medical co-ed residential acute detoxification facility provides a safe, non-threatening environment for withdrawal from substance use/abuse (alcohol and drugs). Attempts to motivate clients to seek rehabilitation and gives direction for ongoing treatment.
Changing Ways – Partner Assault Response Program

Address: 118 Centre Street
          St. Thomas, ON  N5R 2Z9

Contact: Tim Kelly

Telephone: 519-631-7355

Website: http://www.bbbselgin.org/www.changingways.on.ca

Email: changingways@changingways.on.ca

Hours of Operation: Monday to Friday  10 am - 3 pm

Eligibility: Men or women with abusive behavior

Description of Services: Changing ways offers a unique service by providing hope and support for anyone in our community who wish to end their abusive behavior. They offer a program that takes an active stand against domestic violence and all its resulting social repercussions.
Childcare and Nursery Programs

Contact: Irma Pedersen

Telephone: 519-631-9350 ext. 136

Fax: 519-631-1824

Website: www.city.st-thomas.on.ca

Email: ipedersen@city.st-thomas.on.ca

Description of Services: Ontario Works provides an up-to-date list for licensed childcare facilities with Elgin County.
Child Find Ontario

Address: 75 Front Street East, Suite 303B
          Toronto, ON M5E1V9

Telephone: 416-987-9684
           1-866-KID-TIPS (543-8477)
           1-800-387-7962 (for sightings or case information)

Website: http://www.bbbselgin.org/www.childfind.ca

Referrals: Self-referrals

Fees: None

Description of Services: Child Find is a national organization representing and supporting its provincial members who assist in the search for and prevention of missing children. Services offered include fingerprinting, teeth printing, baby foot printing, street proofing, production of ID pack, public education, public awareness and green ribbon campaign in May.
Christmas Care

Address: PO Box #20016
St. Thomas, ON  N5P 4H4

Contact: Al Mintz
Andreana Collins

Telephone: 519-631-0710
November – December only

Fax: 519-633-6730  #77

Hours of Operation: Monday to Friday  10 am - 5 pm
(during Christmas campaign).

Eligibility: All ages but must qualify

Fees: None

Description of Services: The goal of Christmas Care is to assure everyone has a special Christmas. We provide food baskets to families in need, toys to children and gift certificates to those who are between 12 to 16 years of age.
# Christmas Shoppe

**Address:** First United Church (gymnasium)  
7 Curtis Street  
St. Thomas, ON  N5P 1H3

**Telephone:** 519-631-7570

**Hours of Operation:** 2\(^{nd}\) Week of December

**Eligibility:** Children ages 12 years and under; original identification required for each child showing date of birth

**Referrals:** Invitation signed by social service agency required

**Fees:** None

**Description of Services:** Offers shoppers the opportunity to purchase Christmas gifts for their children 12 years of age and under at reduced prices. Shoppers may spend a maximum of $3.00 per child on toys and $5.00 per child on clothing. Money is required.
City of St. Thomas

Address: PO Box #520, City Hall
545 Talbot Street
St. Thomas, ON N5P 3V7

Telephone: 519-631-1680
Fax: 519-633-9019
Website: www.city.st-thomas.on.ca
Email: info@city.st-thomas.on.ca

Hours of Operation: Monday to Friday 8:30 am - 4:30 pm

Description of Services: Municipal Government Services:

Environmental Services
Responsible for many day-to-day operating functions including construction, road maintenance, parking, transit, water and wastewater, building permits, garbage collection and municipal facilities.

City Clerk’s Office
Handles city administration including Council agendas, minutes and original by-law documents, municipal election, marriage licenses.

Parks & Recreation
St. Thomas Parks and Recreation inspires and assists community members to live healthy and active lives through parks, open spaces, facilities, programs, and services. Offering recreational programming such as skating, swimming, cooking and more. Ice or facility rentals available.
City of St. Thomas Police Services

Address: 30 St. Catherine Street  
St. Thomas, ON N5P 2V8

Telephone:  
Business Office: 519-631-1224  
Emergency: 911  
Non-emergency: 519-631-1364

Fax: 519-633-9028

Website: http://www.bbbsegin.org/www.stps.on.ca

Email: info@stps.on.ca

Hours: Monday to Friday 8:00 am - 4:00 pm (Business Office)

Referrals: Self-referral

Fees: None

Description of Services: Emergency Police Services

Block Parents  
A program where responsible adults volunteer their homes as a refuge in an emergency.

Neighbourhood Watch  
A program involving concerned neighbours watching out for other neighbours.

Child Safety Resource  
Elementary school safety programs including street proofing, bicycle safety, car seat safety, etc.

Safety Patrollers and Parent Safety Patrol Training

Crime Stoppers Program  
A program aimed at reporting crimes to police with anonymity.
Clinic 217

Address: 217 Talbot Street
St. Thomas, ON  N5P 1B1

Telephone: 519-631-3300
Fax: 519-631-9355
Website: http://www.bbbselgin.org/ www.supportnet.ca/1n-217/1-217.html

Hours: Drop-In:
Monday & Tuesday  9:00 – 11:00 & 1:00 – 3:00 pm
Thursday & Friday  9:00 – 11:00 & 1:00 – 3:00 pm

Physician Reassessment:
Monday & Thursday  9:00 – 11:30 & 1:00 – 3:30 pm
Tuesday & Friday  9:00 – 11:00 & 1:00 – 3:00 pm

Eligibility: Opiate addicted individuals residing in Elgin County; valid Ontario health card required to enroll in program

Referrals: Self-referral; no medical referral is necessary

Fees: None

Description of Services: Clinic 217 is a low threshold program of Methadone Maintenance Treatment for the problem of opiate drug addiction. All clients attend clinic for daily dispensing of methadone seven days weekly. All clients also attend twice weekly for clinical reassessment. Methadone clinic appointments are designed to: safely prescribe methadone; to reassess substance use and lifestyle stability; to provide education about harm reduction and health care options; and to facilitate your recovery.

Support for abstinence and recovery is routinely provided. All effort is made to help users learn about their condition of addiction – and to learn what other things will be helpful for them to do on behalf of their recovery.
CNIB

Address: 749 Baseline Road East
London, ON  N6C 2R6

Telephone: 519-685-8420
1-800-265-4127

TTY: 519-685-8426
1-866-385-3433

Fax: 519-685-8419

Website: http://www.bbbselgin.org/www.cnib.ca

Hours of Operation: Monday to Friday  8:30 am - 4:30 pm

Eligibility: Adults, youth and children from birth who are visually impaired, blind or deaf blind

Referrals: Self-referral; need to have a request for service (form available on website) completed by an eye care professional

Description of Services: CNIB is a nationwide, community-based, registered charity committed to research, public education and vision health for all Canadians. CNIB provides the services and support necessary for people to enjoy a good quality of life while living with vision loss.

Children's Services
Child development program focusing on the special needs of children with vision loss. Helps children who are blind or partially sighted grow into successful, confident adults

Deaf-blind Services
Services designed to empower people who are deaf-blind to build the skills and confidence to fully participate in life

Career & Employment
Services designed to empower people who are deaf-
blind to build the skills and confidence to fully participate in life

**Independent Living Skills**
Promotes independence for individuals with a vision loss by developing daily living skills such as safe cooking, personal hygiene, banking, Braille and computer technology

**Low Vision Clinics**
Offers demonstrations and consultation to help individuals with a vision loss make informed decisions about the availability, selection, use and purchase of consumer products and adaptive devices

**Low Vision Services**
Low vision specialists provide services to those who have experienced partial loss of vision to help them make the most of their sight and live life to the fullest

**Vision Rehabilitation**
Assists low vision clients optimize their remaining vision through the use of optical and non-optical low vision aids
# Collective Kitchen Groups (West Lorne)

**Address:** West Elgin Community Health Centre  
153 Main Street  
West Lorne, ON N0L 2P0

**Contact:** Dietitian

**Telephone:** 1-519-768-1715

**Fax:** 1-519-768-2548

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

**Email:** info@wechc.on.ca

**Referrals:** Self referrals

**Description of Services:**

- **Collective Kitchen**  
  Groups of friends can use the kitchen to cook big batches and share the work and the food.

- **Men's Cooking Group**  
  Monthly classes which include cooking & sharing a meal while learning about a health topic. Sessions are taught by a Registered Dietitian, Health Promoter &/or special guests.

- **Krazy Kitchen**  
  Cook, taste and bring home samples to share with your family. No cooking experience necessary. Children's programming available upon request.

- **Kitchen Kids**  
  Parent and child cook together, and sample food afterwards. Fun activities and introductory, age-appropriate kitchen/cooking skills. Kids ages 2.5 to 6.

- **Cookin' Kids**  
  A free cooking program for kids ages 7-9. Kids cooking in the kitchen with other kids. Age-appropriate kitchen & cooking skills demonstrated each session.
Community Fellowship Dinner/Lunch

Address: Trinity Anglican Church
55 Southwick Street
St. Thomas, ON  N5R 3S3

Telephone:  519-631-7000

Eligibility: Open invitation to families or individuals who are experiencing difficulty making ends meet, who are on a limited or fixed income, are alone or feel isolated.

Referrals: Self-referral

Fees: Free

Description of Services: Congregate Dining

Dinner: free dinner, games & fellowship once a month. Usually 3rd Friday of the month all year. Doors open at 4:30 pm, dinner served at 5:00 pm.

Lunch: free lunch, games & fellowship once a month. 2nd Friday of the month. Doors open at 11:30 am, dinner served at 11:45 am.
## Community Garden - McSmith’s Organic Farm

| **Address:** | 42828 Shorelea Line, RR#6  
|              | St. Thomas, ON N5P 3T1       |
| **Contact:** | Cathy McGregor Smith         |
| **Telephone:** | 519-631-0279                |
| **Fax:** | 519-631-9726               |
| **Website:** | http://www.bbbelgin.org/www.mcsmiths.on.ca |
| **Email:** | mcsmith@amtelecom.net       |

**Description of Services:** Offers all certified organic dairy, meat, fruits, vegetables and eggs. Supply several organic food delivery services in London and area. Offer a pre-payment option early in the season – works as a tally through the growing season.

Can come out and get large quantities for canning and preserves.

**Open:** Saturdays 10:00 am – 2:00 pm or call to arrange pick-up
Community Garden - Orchard Hill Farm

Address: 45415 Fruit Ridge Line
St. Thomas, ON N5P 3S9

Contact: Ken and Martha Laing

Telephone: 519-775-2670

Website: www.orchardhillfarm.ca

Email: kmlaing@orchardhillfarm.ca

Description of Services: An example of “Community Share Agriculture”, where farmers grow food for a predetermined group of consumers who pay an annual fee to purchase their share of the harvest. Working-share options are available as an alternative to total cash payment.

Once-per-week pickups at the farm with choice between Saturday and Tuesday from 11 am to 7 pm. One share is geared to provide produce for two adults who eat at home or a family with small children. Larger families may want to purchase two shares.
Community Living Elgin

Address: 400 Talbot Street
St. Thomas, ON  N5P 1B8

Telephone: 519-631-9222
Fax: 519-633-4392
Website: www.communitylivingelgin.com http://www.bbbselgin.org/
Email: info@communitylivingelgin.com

Hours of Operation: Monday to Friday  9:00 am – 5:00 pm

Description of Services:

Family Support Program:
An in home and family oriented service offers support and assistance to parents of children (0-21 years) with a developmental disability. Services include counseling, advocacy, case co-ordination, support groups, information sharing.

Children's Weekend Respite Program:
A respite program for families that have a child with a developmental challenge. Each child is matched with an “associate” family and may spend one weekend per month with this family.

Strengthening The Links (Respite):
Interagency committee that can provide respite care for children and families who receive services from the Ministry of Community Social Services (MCSS).

Summer Programs:
For children ages 13-21 who have challenges and wish to participate in a community day camp. Additional resources (staffing, training, etc.) are provided to ensure each child is fully included in the program.
For individuals with developmental challenges, this program provides opportunities for recreation/leisure, volunteer placements in the community, as well as enhancing life skills and social skills.
Community Living Ontario - Provincial Office

Address: 240 Duncan Mill Road, Suite 403
          Toronto, ON   M3B 3S6

Telephone: 1-416-447-4348
            1-800-278-8025 (Toll-Free)
            1-800-294-0051 (Community Living Leaders)

Fax: 1-416-447-8974

Hours of Operation: Monday to Friday   8:30 am - 4:30 pm

Accessibility: Wheelchair accessible

Description of Services: Community Living Ontario is a federation of 105 local associations with a combined membership of 12,000 people. The Association supports and lobbies on behalf of people who are identified as having a developmental handicap so that they have the opportunity to live with dignity in our communities. Areas of focus include de-institutionalization, family life, education, housing, employment and legal rights.
CPRI - Child and Parent Resource Institute

Address: 600 Sanatorium Road
London, ON  N5H 3W7

Telephone: 519-858-2774
1-877-494-2774 (Toll-free)
519-858-0257 (Teletype)

Fax: 519-858-3913 (Clinical Records)

Website: [http://www.bbbsegin.org/www.cpri.ca](http://www.bbbsegin.org/www.cpri.ca)

Hours of Operation: Monday to Friday  8:30 am - 5:00 pm
Residential services 24 hours per day

Referrals: Parents, physicians, schools or social service agencies with a supporting letter of referral from a physician

Fees: Funded by the Ministry of Community and Social Services

Waiting List: Contact individual programs

Description of Services:

**Home Visiting Program for Infants (HVPI):**
This program, (available in the counties of London/ Middlesex, Oxford, Elgin, Perth and Huron) is an early intervention program of parent education and support for families of infants who are developmentally delayed or at significant risk for delayed development. This is a family driven program designed to promote use of services by strengthening child, family and community competencies.

**Child Development Program:**
Medical management, developmental and behavioural programming and family preservation for children who are developmentally delayed/disabled with medical fragility and/or technology dependence and their families.

**Dual Diagnosis Program:**
This program provides assessment, consultation and treatment for children ages 2 to 18 with an Intellectual Disability in addition to psychiatric/severe behaviour disorder.
Children’s Mental Health Programs:
CPRI provides specialized and individualized assessment and treatment in the community and at CPRI for children/youth that are experiencing serious emotional, disruptive behavioural disorders and/or neurological disorders. Organizationally, services are provided through a Children’s Program for children from approximately 2 through 10 years of age, a Pre-Adolescent Program for children from approximately 10 through 12 years of age and an Adolescent Program for children from approximately 11 through 15 years of age.

Pervasive Developmental Disorder Program (PDD):
A community and centre based program providing assessment, treatment, consultation and support to children up to the age of 18 with a diagnosis of Pervasive Developmental Disorder, their families and the community.

CPRI Family Resource Centre:
The Family Resource Centre has an ever-growing collection of books, magazines, videos and other audiovisual materials for children, teens and adults. Contact the Family Resource Centre at: email: kathleen.tevlin@ontario.ca or phone: 519-858-2774 ext. 2251 for more information or to schedule a visit.
Criminal Injuries Compensation Board

Address: 439 University Avenue, 4th Floor
          Toronto, ON M5G 1Y8

Telephone: 1-416-326-2900
           1-800-372-7463

Fax: 1-416-326-2883

Website: http://www.bbbselgin.org/www.cicb.gov.on.ca

Email: Info.cicb@ontario.ca

Hours of Operation: Monday to Friday 8:30 am - 5:00 pm

Eligibility: Anyone injured as a result of a violent crime in Ontario

Application: An application for compensation must be made within two
             years of the date of the incident. If a victim/claimant is
             under the age of 18 or unable to manage his/her personal
             affairs, a legal guardian must make the application.

Description of Services: The role of the Board is to award financial compensation to
                        victims of violent crimes committed in the Province of
                        Ontario. Where adequate proof exists, the Board may
                        award compensation for treatment, funeral and burial
                        expenses, legal representation and costs, travel expenses,
                        pain and suffering, income loss and loss of support.
CSCN - Community Services Coordination Network

Address: 171 Queens Avenue, Suite 750
London, ON N6A 5J7

Telephone: 519-438-4783
1-800-480-CSCN (2726)

Fax: 519-673-1509
1-877-462-1509

Website: http://www.cscn.on.ca

Email: info@cscn.on.ca

Eligibility: Individuals who are in need of children’s services or an adult with a developmental disability.

Referrals: Accepted from individuals and/or service providers.

Fees: None

Description of Services:

Coordinated Information:
- Maintain comprehensive database to assist consumers and service providers to obtain information on MCSS funded services and supports

Service Coordination:
- Provide information about services/supports
- Assist consumers to link to appropriate starting point
- Resource to Agency Service Coordinators

Local Resolution Process:
- Determine an appropriate response for children and adults with multi-service, complex and/or residential needs

Service System Resolution Process (Formerly Tier Two)
- For children requiring Residential services
- Develops individualized Plan of Service
Daffodil Auxiliary

Address: 183 Main Street
Dutton, ON N0L 1J0

Contact: Ken Willson

Telephone: 519-762-5757

Eligibility: Residents of West Lorne and Dutton/Dunwich area

Referrals: Self-referral

Fees: None

Description of Services: Short term food assistance. Arrangements for delivery or pick up of food can be made on an individual basis.
Developmental Resources for Infants (DRI)

Address: 779 Baseline Road East
London, ON N6C 1X6

Telephone: 519-685-8716 (Intake)

Fax: 519-685-8705

Eligibility: http://www.bbbzelgin.org/Families of children under two years of age with developmental concerns

Referrals: Accepted from any source including parents, physicians, psychologists, schools or social service agencies

Fees: None

Description of Services: Single access intake helping to provide easy-to-access, family centered services. Organizations involved include:

- CPRI-Home Visiting Program for Infants
- Developmental Follow-Up Clinic at St. Joseph’s Health Centre
- Children’s Hospital of Western Ontario LHSC
- Thames Valley Children’s Centre
Drug and Alcohol Helpline

Telephone: 1-800-565-8603
Fax: 519-439-0455
Website: http://www.bbbelgin.org/www.dart.on.ca
Hours of Operation: 24 hour info line assistance, no walk-in clients
Eligibility: Those experiencing problems related to substance abuse
Fees: None; Funded by the Government of Ontario
Description of Services: Free, anonymous and confidential 24 hour, 7 days a week information and referral service regarding drug and alcohol treatment services and supports in your community. Provide basic education about drug and alcohol problems. Service provided in English, French and via interpreter in over 140 languages.
Dutton Dunwich Community Centre

Address: 1 Scotland Street
Dutton, ON N0L 1J0

Contact: Katie Ambrose, Recreational Director

Telephone: 519-762-3209
Fax: 519-762-2278

Hours of Operation
http://www.bbbselgin.org/Mon and Wed 9:00 am - 2:00 pm
Tuesday 1:00 pm - 7:00 pm
Thursday 9:00 am - 12:30 pm
Friday 1:00 pm - 5:00 pm

Fees: Usually none, some classes require registration fee

Description of Services: Programs are available for fitness and recreation including: volleyball, bingo, adult tap dancing, youth drop-in, floor hockey, judo, dance classes, babysitters course, workshops, etc.
The Easter Seal Society – Ontario West Region

Address: Bruce Power Recreation Centre
2265 Oxford Street West, Unit 1
London, ON N6K 4P1

Telephone: 519-432-9669 ext 221
1-888-278-7797
1-866-630-3336 (Financial Assistance)
1-800-668-6252 ext 314 (Incontinence Grant)

Fax: 519-432-7679

Website: http://www.bbbelgin.org/www.easterseals.org

E-mail: info@easterseals.org

Hours of Operation: Monday to Friday 8:30 am - 4:30 pm

Eligibility: Services are provided to children and youth 18 years of age and under who have neuromuscular, musculoskeletal or neurological conditions that limit mobility and/or physical function.

Referrals: Medical referral required; eligibility application to be completed by physician

Application Process: Telephone contact

Fees: For summer residential camp program

Waiting List: Dependent on time of year

Description of Services: Provides direct services, advocacy and public education to help children and youth with physical disabilities and their families.

Direct Financial Assistance - For prescribed equipment (can serve to top up Assistive Devices Program (ADP) support and other funders) such as wheelchairs, braces and communication devices (prior approval required and bathing equipment, and camp fees

Incontinence Supplies Grant Program - For children and
youth, 3-18 years with chronic disabilities (physical or developmenta) that result in irreversible incontinence or retention problems lasting longer than six months requiring the use of incontinence supplies. The program is fully funded by the Ministry of Health and Long-Term Care.

**Respite at Camp Woodeden** means a fun filled weekend (one weekend per month) for children with physical disabilities aged between 7 & 19 who are able to direct their own care.

**Parent Delegate Resource Program** – a network of parent delegates develop their leadership, advocacy and communication skills while assisting other families in their community and advocating for change in services at local, regional and provincial levels of government.

**Special Education Advisory Committee** members represent to Boards of Education the needs for education programs and support services that will enable children with physical disabilities to attain an education.

**Resource Centre** – books, articles, videotapes
Eastwood Fellowship Baptist Church – Clothing Cupboard

Address: 400 Wellington Street
St. Thomas, ON

Telephone: 519-633-4131

Fax: 519-633-4131

Email: http://www.bbbselgin.org/info@efbc.net

Hours of Operation 2nd Saturday of the month
9:00 am - 10:00 am

Fees: None

Description of Services: Offer free clothing to those in need
Eastwood Fellowship Baptist Church – Non-Profit Housing Corporation

Address: 200 Burwell Road, Unit 1
         St. Thomas, ON  N5P 4G6

Telephone: 519-633-5375

Fax: 519-633-0571

Email: http://www.bbbselgin.org/efbc1@bellnet.ca

Hours: Monday to Friday  9:00 am - 4:30 pm

Eligibility: Families and seniors

Referrals: Required on application

Description of Services: Non-profit housing – applications need to be completed

Family Housing – St. Thomas
200 Burwell Road
405 Wellington Street
3 South Edgeware Road
180 South Edgeware Road

Adult & Seniors Housing – St. Thomas
410 Wellington Street
150 First Ave
17 Morrison Drive
Elgin Assertive Community Treatment (ACT) Team – Regional Mental Health Care

Address: 294 Talbot Street
           St. Thomas, ON  N5P 4E3

Contact: Kathy Berry, Coordinator

Telephone: 519-633-5354 (Elgin ACT 1)
            519-631-4787 (Elgin ACT 2)
            519-631-6568 (Intake)
            1-800-265-4361 (Toll-Free)

Fax: 519-631-7023

Website: www.sjhc.london.on.ca/mhl/mhl.htm

Email: kathy.berry@sjhc.london.on.ca

Eligibility: [http://www.bbbselgin.org] Elgin County residents 20 to 65 years of age

Referrals: Referral from physician or Canadian Mental Health Association. Residents who are also frequent admissions to Regional Mental Health Hospital, Schizophrenia.

Fees: None

Waiting List: Waiting done in priority of need

Description of Services: There are two ACT teams providing the same service. Support the chronically, seriously mentally ill within the community through:

- Case management
- Depot injections
- Social/recreational programs
- Occupational therapy
- Addiction counselling
- Psychiatric services
Elgin Audiology Consultants

Address: 66 West Avenue
St. Thomas, ON   N5R 5H7

Contact: Dave Pfingstgraeef
Joanne Parsons

Telephone: 519-637-5925
1-866-211-7770

Fax: 519-637-5924

Website: www.elginaudiology.com

Email: http://www.bbbselgin.org/elginaudiology@gmail.com

Hours: Monday to Friday 9:00 am – 5:00 pm
Tuesdays 9:00 am - 7:00 pm

Description of Services: Agent for Infant Hearing Screening Program. Diagnostic
Hearing testing for all ages by Registered Audiologists.

Audiologists and hearing aid dispensing. Prescription,
dispensing and service of all makes and models of hearing
aids.

Custom hearing protection and swim molds.

Financial assistance is available through the Ministry of
Health (ADP), WSIB and the Department of Veteran
Affairs.

Office Locations:

1. West Lorne
   Address: 146 Munroe Street
   West Lorne, ON   N0L 2P0

2. Aylmer
   Address: 17 King Street
   Aylmer, ON
Elgin Children’s Foundation

Address:  
c/o Family & Children’s Services  
410 Sunset Drive  
St. Thomas, ON  N5R 3C7

Telephone: 519-631-1492

Fax: 519-631-0596

Website:  http://www.bbbselgin.org/www.childrensfoundation.on.ca

Email: generaldelivery@caselgin.on.ca

Eligibility: Underprivileged children in Elgin County

Fees: None

Description of Services: Funds donated to the Children’s Foundation are used in one of two ways - to enhance provincial programs and to contribute to special projects. Some of our past and future projects include:

- Camping for underprivileged children in Elgin County
- Public education on child abuse or neglect
- Top-ups to provincially funded programs
- Capital purchases which benefit children
- Financial assistance for former wards of the Crown now receiving post-secondary education
- Projects to prevent child abuse or neglect, such as *Speak Don’t Spank* booklets
Elgin Counseling & Mediation Centre

Address: 19 Queen Street
St. Thomas, ON N5R 3H9

Telephone: 519-633-4423
Fax: 519-633-3240
Website: http://www.bbbselgin.org/www.mediationcentre.on.ca
Email: mediationcentre@rogers.com

Eligibility: Aged 5 years and older

Description of Services: The Centre provides professional, yet affordable counseling, mediation, education and training to the community. The therapists are trained to work with children, aged 5 and older, as well as adolescents and adults.

The Centre offers individual, relationship, family and group treatment, and mediation according to the needs of the client. Services include individual counseling for anxiety/depression, self-esteem, addictions, anorexia/bulimia, etc. and relationship/martial/family counseling on issues such as conflict management, effective parenting, separation/divorce counseling, etc.

The Centre also provides educational support and critical incident stress management to schools and community groups.
Elgin County Library

Address: 450 Sunset Drive (Main Office)  
St. Thomas, ON N5R 5V1

Telephone: 519-631-1460

Website: [http://www.bbbselgin.org/www.library.elgin-county.on.ca](http://www.bbbselgin.org/www.library.elgin-county.on.ca)

Description of Services: Each library location has resources for borrowing, use and specialized programs. Information can be found by contacting the local branch.

County locations (10):
- Aylmer
- Belmont
- Dutton
- Port Burwell
- Port Stanley
- Rodney
- Shedden
- Springfield
- Straffordville
- West Lorne
Elgin Mental Health Court Diversion Service & Court Support

Telephone: 519-631-8510 ext. 49422 (Court Diversion Nurse)  
519-690-7040 (Pager)

Website:  
http://www.bbbselgin.org/www.sjhc.london.on.ca

Eligibility:  
The Court Diversion Service & Court Support serve people in St. Thomas and Elgin County who experience mental illness, intellectual disabilities or brain injury and who have been charged with a criminal offence.

Candidates with mental health difficulties are suitable if they have a good prognosis for improvement through an established treatment plan, or if they are suffering from acute mental health symptoms.

Description of Services:  

Court Diversion Service

This program helps people who experience mental illness, intellectual disabilities or brain injury get the treatment and rehabilitation services they need to prevent their criminalization. It gives the Crown Attorney the option of diverting accused individuals from the criminal systems to systems that more appropriately address their challenges and needs.

Court Support

These services provide support to individuals and their families if they come into contact with the criminal justice system and are required to be in court.
Elgin-Oxford Legal Clinic

Address: 98 Centre Street
          St. Thomas, ON  N5R 2Z7

Telephone: 519-633-2638
            1-866-611-2311

Fax: 519-633-7624

Website: www.eolc.ca

Hours of Operation: http://www.bbbselgin.org/Monday to Friday  8:30 am - 4:30 pm
                   Closed  12:00 pm - 1:00 pm

Eligibility: Persons who cannot afford a lawyer and cannot obtain a Legal Aid Certificate. This includes low income earners, the unemployed, social assistance recipients and others that may qualify.

Fees: Free for those who financially qualify

Description of Services: Community legal clinic staffed by lawyers and legal workers committed to providing free legal services to residents of Elgin and Oxford Counties. The Clinic offers representation before courts or tribunals, summary legal advice and referrals to other agencies that can help. Funded by Legal Aid Ontario

Part-time Satellite Office:

Aylmer
Hours: Tuesday in a.m.
Address: c/o Trinity Anglican Church
         170 John Street North
         Aylmer, ON  N4H 2A9
         Phone: 519-773-8031
         Fax: 519-773-3705
Elgin Respite Network

Address: c/o Community Living Elgin
400 Talbot Street
St. Thomas, ON N5P 1B8

Contact: Janice Fisher

Telephone: 519-631-9222

Fax: 519-633-4392

Email: respite@communitylivingelgin.com

Eligibility: Respite funding may be available to children who:
- reside in St. Thomas/Elgin County
- are under the age of 18
- live at home
- have a physical and/or a developmental disability that requires 24 hour care
- have been diagnosed with Autism Spectrum Disorder including Autistic Disorder, Pervasive Development Disorder-not otherwise specified and Asperger's Disorder
- have a diagnosis or professional assessment of a social, emotional, behavioral or psychiatric need

Description of Services: The Elgin Respite Network coordinates respite services for children with a variety of needs, in Elgin County. The Elgin Respite Network is funded by the Ministry of Community and Social Services. The program is administered by Community Living Elgin. Applications are made to the committee by families or those agencies assisting families.
Elgin-St. Thomas Housing Corporation

Address: 9 Princess Avenue
          Unit 5
          St. Thomas, ON  N5R 3V3

Contact: Melanie Doyle – Client Service Worker
         Linda Holmes – Property Supervisor

Telephone: 519-631-4580
            1-800-324-4474 (within Elgin County)

Fax: 519-633-8035

Hours of Operation http://www.bbbselgin.org/ Monday to Friday 8:30 am – 4:30 pm
                     Closed from 12:00 pm – 1:00 pm

Eligibility: Individual must be 16 years and old, a permanent resident of Canada (individuals with refugee status are eligible with supporting documentation) and able to live independently.

Application Process: Tenants are selected by a Modified Chronological Tenant Selection System

Description of Services: Provides and administers various rent geared to income housing accommodation for low-income families and individuals.
Elgin St. Thomas Public Health-Health Promotion Programs

Address: 99 Edward Street
St. Thomas, ON  N5P 1Y8

Telephone: 519-631-9900
1-800-922-0096

Fax: 519-633-0468

Website: http://www.bbbselgin.org/www.elginhealth.on.ca

Email: estph@elginhealth.on.ca

Hours of Operation: Monday to Friday  8:30 am - 4:30 pm

Eligibility: Elgin County and St. Thomas residents
May be dependent on program criteria

Fees: Usually none, some classes require registration fee.

Description of Services: Healthy Babies Healthy Children Program:
A prevention and early intervention program for pregnant
women and families with children 0 to school age. Offers
screening, assessment and linkage with community
resources including home visiting by Public Health Nurses
and Parent Resource Workers.

Prenatal Education:
Classes are available to educate those planning and
expecting a baby, about good health before, during and
after pregnancy. Topics include – nutrition, safe baby
equipment, parenting, breast feeding, labour and delivery.
Teen prenatal classes are also available.

Baby and Me Drop in Well Baby Clinic:
Drop-in well-baby clinic for new babies and their families
(birth to 1 year old). Provides parents with the opportunity
to meet other new parents, have their children weighed
and talk to a Public Health Nurse about breastfeeding,
healthy growth & development and nutrition. Clinic offered
in St. Thomas every Tuesday from 1:00-2:30PM at the
OEYC and in Aylmer, the second and last Tuesday of the month from 9:30-11:30AM at the OEYC satellite office.

**Children in Need of Treatment (CINOT):**
CINOT may be able to help pay for dental treatment for children pre-school to age 17 in families who do not have dental insurance and are unable to afford the cost of treatment.

**Healthy Smiles Ontario (HSO):**
HSO is able to fund dental treatment for children aged 0 to 17 for families without dental benefits and with a household income under $20,000 per year. This program also funds preventive clinics that provide fluoride treatments, fissure sealants and scaling for children aged 1 to 17 from low income families.

**Chronic Disease and Injury Prevention:**
Information, education and skill development (e.g. cooking skills) about health issues in order to prevent chronic disease – heart health, tobacco use, women’s health, breast health, physical activity, nutrition, sun safety and cancer prevention. Injury prevention addresses falls across the lifespan, car seat safety, alcohol and other substance misuse and road safety. Quit smoking counseling, with subsidized nicotine replacement therapy, for people living on low incomes, may also be available. Monthly car seat clinics to check installed car seats is also available.

**Workplace & School Health:**
Health unit staff work with schools and workplaces to offer programs, services, resources and other initiatives.

**Sexual Health Services:**
Hotline Number 519-631-9971 (Appointments may be needed)
- Birth Control information and Counselling
- Pregnancy Testing
- Emergency Contraception
- Sexually Transmitted Infection testing & treatment
- Pap tests and Low cost birth control (females under 25)
- Needle Exchange Progra
Elgin St. Thomas Public Health-Health Protection Department

Address: 99 Edward Street
St. Thomas, ON  N5P 1Y8

Telephone: 519-631-9900
1-800-922-0096

Fax: 519-633-0468

Website: http://www.bbbselgin.org/www.elginhealth.on.ca

Email: estph@elginhealth.on.ca

Hours of Operation: Monday to Friday 8:30 am - 4:30 pm

Description of Services:

Community Immunization Clinics:
St. Thomas clinic held at 99 Edward Street every Thursday 1:30 – 4:00 pm.
Aylmer clinic held at 424 Talbot Street W., UnitL7C, First Tuesday of every month 1:30 – 4:00 pm.

School Immunization Clinics:
Hepatitis B and meningococcal vaccinations for Grade 7 students
Human papillomavirus vaccinations for Grade 8 female students
Assessment and updating of secondary school students’ vaccination records

Other Vaccination Services:
Assessment of elementary and secondary school students’ vaccination records according to the Immunization of School Pupils Act
Assessment of child care attendees’ vaccination records according to the Day Nurseries Act

Day Cares:
Routine inspections of licensed day cares in regards to infection control, food services and general housekeeping practices.
Consultation with staff on the management of infectious communicable diseases and exclusion of sick children.

**Infectious Diseases:**
Information about infectious diseases that affect children and families and how best to manage in home, school and community environments.

**Safe Water:**
Testing of well water for bacterial contamination
Consultation about safe drinking water
Advice on testing of well water for chemical and nitrates, in homes where a pregnant woman or child less than 6 months of age lives.

**Food Handler Training and Food Safety Information:**
In class teaching to prepare individuals to work in food safety industry.
Information about safe in home food preparation.

**Health Hazard Investigation:**
Information about public health nuisances and potential health hazards including bed bugs and other pests, mould, asbestos, etcetera.

**Follow-up of Animal Bites:**
Follow-up of animal bites including provision of rabies immune globulin as needed.
Employment Services Elgin

Address: 400 Talbot Street
St. Thomas, ON  N5P 1B8

Contact: Cathy Grondin (Employment Services Elgin)
Catherine Upfold (Service Canada)

Telephone: 519-631-5470
Fax: 519-633-5854

Website: [http://www.bbbselgin.org/www.jobselgin.ca](http://www.bbbselgin.org/www.jobselgin.ca)

Email: [jeinfo@jobselgin.ca](mailto:jeinfo@jobselgin.ca)

Hours of Operation: Monday to Thursday 8:30 am - 6:00 pm
Friday 8:30 am - 4:00 pm

Eligibility: Elgin County residents, adults, youth and students

Fees: No cost

Description of Services: Employment Counselling (individual and group), job search information, wage subsidies, training, on the job work experience and training, job bank, job listings, labour market information, self service resource area, employment insurance applications, social insurance number applications, Government of Canada Info Centre.

Office also located in:

1. **Aylmer**
   Address: 25 Centre Street, Aylmer, N5H 2Z4
   Telephone: 519-765-2082
   Fax: 519-765-2280

2. **West Lorne**
   Address: 160 Main Street, West Lorne, N0L 2P0
   Telephone: 1-519-768-0020
   Fax: 1-519-768-0401
Family and Children’s Services of St. Thomas & Elgin County

Address: 410 Sunset Drive
          St. Thomas, ON    N5R 3C7

Satellite Office 539 Talbot Street
                St. Thomas, ON   N5P 1C3

Telephone: 519-631-1492
            1-800-260-6960

Fax: 519-631-0596

Website: http://www.bbbselgin.org/www.caselgin.on.ca

Email: generaldelivery@caselgin.on.ca

Eligibility: Clients of Family and Children’s Services in Elgin County

Description of Services: One to one support and education for families with children up to age 16 years who are at risk of abuse, neglect, admission to care or are in care.

A working agreement between the agency-social worker, the support worker and the client is custom tailored to meet the needs of each family.

Teaching parenting skills, especially growth and development and discipline. Intensive interaction as much as twice weekly in order to prevent apprehension to prepare for return of children to the home. Work is done by college prepared staff, child and youth worker.

Child Protection Services
Investigation of alleged child abuse, neglect, child abandonment or severe conflict between parents and children. Follow up counseling to individuals, families and groups and foster care when necessary. Service is mandated under Ontario’s Child and Family Services Act. Service available 24 hours a day.

Moms and Tots Program
A child resource centre providing support and education to mothers with preschool children where there is a high risk of abuse and neglect.

The program addresses improved self-awareness, self-esteem, and personal life management skills as well as parenting skills. Childcare and transportation are available.

A 35 week program run all year around. Focus on parenting, communication, relationships, assertiveness, concept of self, nutrition, and discipline. Groups are run in St. Thomas, Aylmer and Rodney.

**Foster Care Services**
The recruitment, screening, training, support and utilization of families to provide care to children who can no longer live with their own family.

The range of time in care can be from a few days or until they are independent adults.

**Adoption Services**
A child is permanently placed with a substitute family by Court order.

The program tries to minimize change for children who become available for adoption, by supporting foster parents to adopt foster children, who cannot go home.
**Family Law Information Centre (FLIC)**

**Address:**
145 Curtis Street  
St. Thomas, ON   N5P 3Z7

**Telephone:**
519-633-2160

**Description of Services:**
The Centre is an area in the court house where you can get free information and help about issues related to separation and divorce and other family law matters. FLIC staff can help you understand the court process, provide you with court forms, explain how you can get a lawyer, answer your general questions, refer you to services and resources in your community and explain how other government agencies can help you. An Advice Lawyer from Legal Aid Ontario is available at the FLIC at certain times to provide you with general legal information and in certain circumstances may be able to give you legal advice specific to your case.
Family Services Thames Valley

Address: 125 Woodward Avenue  
London, ON   N6H 2H1

Telephone: 519-433-0183

Website: http://www.bbbselgin.org/www.familyservicethamesvalley.ca

Email: fstv@familyservicethamesvalley.ca

Description of Services: Community Counseling Program  
Counseling provides affordable professional counseling and therapeutic groups for individuals, couples and families. These counseling and group programs help people address a range of concerns including stressful life situations, times of transition, change and loss; difficulties in personal, couple and family relationships; emotional and psychological distress; and the impact of trauma or abuse.

Group Programs  
As one of the most effective ways to bring about positive change in one’s life, group programs provide an opportunity to meet with others experiencing similar situations, to gain new information, share experiences and problem solving strategies and develop mutual supports.

Credit Counseling Program  
The program provides counseling for personal money management and credit use and provides solutions to debt problems. A client can meet with a counselor to discuss debts. Counselors can intervene with creditors on behalf of clients to establish mutually agreeable payment arrangements as well as offer debt management programs for those who simply need extra time and cooperation from creditors to repay their debts.

Satellite Office:  
Every Friday at the VON Office located at  
175 South Edgeware Road in St. Thomas.

Community Integration Program
A program that provides assistance to individuals 18 years of age and older who have a developmental disability or to families who have a child under the age of 18 with a developmental disability.

Family Services offers two programs that support individuals and families with developmental disabilities: the Community Integration Program and the Family Support Program. These programs provide expertise about available community resources, can provide planning and advocacy assistance, make referrals, and will provide limited non-financial support. Individuals over eighteen receiving this assistance must reside in the City of London or in Middlesex or Elgin Counties.
Family YMCA of St. Thomas-Elgin

Address: 20 High Street
St. Thomas, ON N5R 5V2

Contact: Katie Payler – General Manager

Telephone: 519-631-2418

Fax: 519-631-4131


Hours of Operation:
Monday to Friday 6:00 am - 10:00 pm
Saturday & Sunday 7:00 am - 7:00 pm
Statutory Holidays 9:00 am - 5:00 pm
Closed Christmas Day

Child Minding (3 months to 12 yrs)
Monday to Saturday 9:00 am - 12:00 pm
Monday 4:30 pm - 8:00 pm
Tuesday to Thursday 5:00 pm - 8:00 pm

Eligibility:
Serving infants through seniors, especially families

Referrals:
Financial assistance is available for those in need

Application Process:
Call the YMCA or stop by for a tour.

Fees:
Depends on membership or program requested

Waiting List:
Depends on program requested

Description of Services:
Program/membership brochures can be picked up at the front desk at any time.
Fanshawe College – St. Thomas/Elgin Campus

Address: 120 Bill Martyn Parkway
St. Thomas, ON N5R 6A7

Program Name: Continuing Education & Training Services

Telephone: 519-633-2030 ext 228

Fax: 519-633-0043

Website: http://www.bbbselgin.org/www.fanshawec.ca

Hours of Operation: Monday to Friday 8:00 am - 4:30 pm

Fees: Course costs vary

Description of Services: Fanshawe College provides a wide range of continuing education courses in Health Sciences, Business, Computer, Technology and General Interest.

Other courses include:

- Standard First Aid & CPR
- Therapeutic Touch
- Yoga
- Pilates
- Tai Chi
- Smart Serve
- Mixology
- How to be a better babysitter (for children 10 years of age and over)
Fetal Risk Assessment from Maternal Exposure (FRAME)

Address: Children’s Hospital of Western Ontario
800 Commissioners Road West
London, ON

Contact: Dr. Michael Rieder

Telephone: 519-685-8500 ext. 58293

Fax: 519-685-8156

Eligibility: [Link to eligibility criteria]

Referral: Referred by Doctor

Fees: Covered by OHIP

Description of Services: FRAME is a program operated by a team of personnel from the University of Western Ontario in conjunction with the Medical Genetics Program of Southwestern Ontario and the Regional Perinatal Outreach Program. It provides consulting services for women exposed to drugs and chemicals during pregnancy. The clinic offers a multi-disciplinary approach with expertise available from pharmacological paediatrics, genetics and obstetrics.
Fresh Start Maternity Supports

Address: 118 Centre Street
St. Thomas, ON N5P 2Z9

Contact: Lori Wall, Executive Director

Telephone: 519-637-0845 (Residence Phone)
519-637-7775 (Office Phone)

Fax: 519-637-0845 (Residence Fax)
1-866-245-1774 (Office Fax)

Website: http://www.freshstartmaternity.com

Email: director@fsms.ca

Hours of Operation: 24 hours a day, 7 days a week

Eligibility: Pregnant or new mom in need of refuge and support

Description of Services:

Fresh Start Maternity Support
Residential home providing full prenatal, postnatal and life skills program. No age limit.

Fresh Start Support Housing
Telephone and fax: 519-637-0845
(4 – one bedroom furnished apartments)
Semi-independent living for prenatal and postnatal clients over 16 years of age.
Prenatal and life skills program offered.

Fresh Start Pregnancy Support Centre
Telephone: 519-637-7775
Hours: Tuesday – Friday: 1:30 – 4:30 pm
Free pregnancy tests, information or pregnancy, parenting options, post abortion support and abstinence education.
Also offers a “Care Closet”, which contains maternity clothes, baby clothes and baby items which are available free of charge to moms.
Hope’s Garden - Eating Disorders Support and Resource Centre

Address: 478 Waterloo Street
London, ON  N6B 2P6

Telephone: 519-434-7721

Fax: 519-434-5091

Website: http://www.bbbselgin.org/www.hopesgarden.org

Email: info@hopesgarden.org

Hours of Operation: Variable – call for times and locations

Eligibility: People with eating disorders, family/friends

Fees: None

Description of Services: Hope’s Garden is an Eating Disorders Support and Resource Centre, offering a safe and supportive environment to people who suffer from eating disorders and for their families and friends. Through drop-in support, reading and lending library, adult support groups, teen groups and family support groups, Hope’s Garden is dedicated to helping people with eating disorders and their families and friends.
Inn Out of the Cold St. Thomas - Elgin

Address: Central United Church
135 Wellington Street
St. Thomas, ON  N5R 2R7

Telephone: 519-633-2638 ext. 220
519-637-9898 (Shelter)

Fax: 519-633-7624

Website: www.innoutofthecoldstthomaselgin.com

Email: iotcelgin@innoutofthecoldstthomaselgin.com

Hours of Operation: Open nightly 6:00 pm – 8:00 am

Description of Services: Inn Out of the Cold is a program designed to provide shelter seven nights a week during the winter months which strives to respond in a meaningful way to the needs of those most abandoned of our community's poor and homeless people. These needs include the basic physical needs of shelter, food, warm clothing and deeply human needs of compassion, dignity and feelings of self worth.
**Kids Help Phone – London Chapter**

**Address:**
439 University Avenue, Suite 300
Toronto, ON  M5G 1Y8

**Telephone:**
1-800-268-3062  ext. 8607
1-800-668-6868

**Website:**

**Email:**
london.chapter@kidshelpphone.ca

**Hours of Operation:**
24 hours a day, 7 days a week

**Fees:**
None

**Description of Services:**
This is a free, anonymous and confidential phone and online professional counseling service for kids, teens and young adults. Provides immediate and caring support, information and, if necessary, a referral to a local community or social service agency for troubled or abused kids.
La Leche League Canada – St. Thomas-Elgin

Address: Meeting Location:
Ontario Early Years Centre
7 Morrison Drive
St. Thomas, ON N5R 1J8

Contact: Marijean (Group Leader)

Telephone: 519-637-7763

Website: http://www.bbbselgin.org/www.lllc.ca

Email: emjaye.a@gmail.com

Hours of Operation: Meetings held 2nd Tuesday of month 6:00 pm – 7:30 pm

Eligibility: Women who are interested in breastfeeding
(expecting/new moms, sisters, grandmothers, girlfriends)

Fees: None

Description of Services: All women are welcome to attend meetings where all sorts of breastfeeding-related topics are discussed including:
from reasons to consider breastfeeding in the first place, to family life with a new baby, to practical breastfeeding tips, to nutrition, weaning and more. Bring your breastfeeding questions and concerns, joys and challenges to share, or just listen if you prefer.

All La Leche League Canada Leaders are volunteers. They are experienced breastfeeding mothers who are trained to provide up-to-date breastfeeding information, encouragement and support.
Landlord and Tenant Board – Southwestern Regional Office

Address: 150 Dufferin Avenue, Suite 400
          London, ON N6A 5N6

Telephone: 1-888-332-3234

Fax: 519-679-7920
     1-888-377-8813

Website: http://www.bbbselgin.org/www.ltb.gov.on.ca

Email: ltb@ontario.ca

Hours of Operation: Monday to Friday 8:30 am - 5:00 pm

Eligibility: Landlords and Tenants

Description of Services: Independent body established to resolve disputes between residential landlords and tenants. Provides information concerning rights and obligations under the Residential Tenancies Act and processes applications to determine justified rent increases and jurisdiction for both landlords and tenants.
Learning Disabilities Association (LDA) – London Region

Address: 333 Horton Street E., Unit 101
London, ON   N6B 1L5

Telephone: 519-438-6213

Fax: 519-438-0368

Website: http://www.bbbselgin.org/www.ldalondon.ca

Email: ldainfo@ldalondon.ca

Hours of Operation: Monday to Thursday 10:00 am - 6:00 pm
Friday by appointment only

Eligibility: Children, parents, youth and adults experiencing learning difficulties and/or attention deficit hyperactivity disorder and are residents in areas served.

Referrals: Self-referral or professional

Fees: Depending on service required

Description of Services: This charitable, not-for-profit agency is committed to fostering the development of people with learning disabilities. Offer a variety of programs and services including advocacy, consultations, community support, workshops, adult ADHD support group, parent support group and programming for children/youth.
Legal Aid Ontario

Address: 1 Silver Street
St. Thomas, ON N5P 4L8

Telephone: 519-633-37701-800-668-8258
Fax: 226-316-0374

Website: http://www.bbbelgin.org/www.legalaid.on.ca

Email: info@lao.on.ca

Hours of Operation: Client Services Centre:
Monday to Friday 8:00 am - 5:00 pm

Eligibility:
Individuals who cannot afford their own solicitor, based on income and area of law

Referrals:
Self-referral

Application:
Telephone Client Services Centre. Income and financial information required for application. Legal aid will accept collect calls

Description of Services:
Issues legal aid certificates under the provisions of the Legal Aid Act to enable persons who qualify to engage a lawyer of their choice. Addresses criminal law, family law and immigration.

Duty Counsel

Assists persons charged on matters of adjournment, pleas, applications for bail and submissions as to sentence. Provided criminal and young offenders cases in courts of first appearance.
# Lenscrafters Gift of Sight Program

**Address:**
White Oaks Mall  
1105 Wellington Road South  
London, ON  N6B 1V4

**Telephone:** 519-649-2377

**Fax:** 519-649-7416

**Website:** [http://www.lenscrafters.ca](http://www.lenscrafters.ca)

**Referral:** Clients require a referral from a charitable organization that have a tax ID number.

**Description of Services:** A professional service provider can write a letter on behalf of a client in need, to get coverage for cost. Client must get eyes tested.

Client can then go to Lenscrafters locations at Masonville or White Oaks Mall to choose a frame.
Lions Club of St. Thomas

Address:  
P.O. Box 22005 R.P.O  
Elmwood Square  
St. Thomas, ON

Contact:  
Gayle Cudney, President

Telephone:  
519-631-2148

Website:  
www.lionsclubofstthomas.com

Email:  
wcudney@sympatico.ca

Description of Services:  
A service club organization that plans and participates in a variety of service projects including the collection and distribution of used eye glasses to families in-need.
Literacy Link South Central

Address: 255 Horton Street, 3rd Floor
          London, ON  N6B 1L1

Telephone: 519-681-7307
          1-800-561-6896

Fax: 519-681-7310

Website: http://www.bbbselgin.org/www.llsc.on.ca

Email: literacylink@bellnet.ca

Description of Services: Literacy Link South Central:
  • Refers people to literacy programs
  • Increases awareness of the important role of literacy in everyone’s life
  • Develops resources for literacy programs and for community members with an interest in the issue of literacy
  • Provides training for literacy program staff and for members of the general community
  • Plans literacy services by identifying literacy related issues and helping the community to create solutions
London District Catholic School Board

Junior and Senior Kindergarten, Grade 1 to 12

Address: 5200 Wellington Road South
London, ON   N6E 3Y8

Telephone: 519-663-2088
Fax: 519-663-9250

Website: http://www.bbbsetgin.org/www.ldcsb.on.ca

Description of Services: Children of Separate School Supporters

The child must be four years old by December 31st of the year in which school is started. Transportation is available at all schools. Each school has a defined catchment area in the county.

Special Education

Students with developmental disabilities are served in their home school through age appropriate integration. Transportation is provided to the neighbourhood schools and the program is delivered through the teacher, educational assistants and local support agencies. Students are integrated into the regular school program specific to the needs of the student.
London Down Syndrome Association – Down Syndrome Association of Ontario

Address: 66 Broadway Ave
London, ON N6P 1A9

Telephone: 519-672-2147

Website: http://www.bbbselgin.org/www.ldsa.ca

Email: president@ldsa.ca

Eligibility: All ages

Description of Services: A non-profit, charitable organization whose mission is to “enhance the quality of life for all individuals who have Down Syndrome”. Through the group’s activities, programs and services, they seek to:

- Provide a forum for the exchange of information
- Provide up-to-date medical and educational information
- Support individuals with Down Syndrome, their families and friends
- Provide opportunities for socializing amongst and across several peer groups
- Increase public awareness of Down Syndrome and related conditions
- Encourage effective services for individuals with Down Syndrome
- Collaborate with related organizations
- Advocate with an on behalf of individuals with Down Syndrome
- Raise funds to accomplish the goals of the organization
London Health Sciences Centre-Children’s Hospital of Western Ontario

Address: 800 Commissioners Road East
London, ON  N6A 5W9

Telephone: 519-685-8500 (Patient Information)
519-685-8300 (Automated Attendant)
519-685-8127 (Commissioners Road E)

Fax: 519-667-6628 (South Street)

Description of Services: Provides comprehensive health care services through a variety of medical, research and teaching institutions. Out-patient services, emergency department, reproductive medicine, ambulatory care, oncology, pediatrics, etc.

Medical Genetics Program of Southwestern Ontario:
Telephone: 519-685-8140
Fax: 519-685-8214

1. General Genetics Clinic
Provides assessment and genetic counseling for families with infants and children who have birth defects and/or developmental delay or a family history of a known or potential genetic disease

Inherited Metabolic Disorders
Specialized team offering care to patients and families living with biochemical conditions that are genetic.

Newborn Screening
Newborn screening is available to every newborn in Ontario. Newborns are screened for metabolic, endocrine and hematological conditions. If a newborn does have a positive test result, a genetic counsellor will initiate a call to that family to arrange for confirmatory testing and discuss the implications of the results.

Child and Adolescent Mental Health Care Program

Revision January 2014
Assessment and treatment of clients in the context of family relationships. Range of services includes individual psychotherapy, play therapy, family therapy, group therapy and crisis assessment, psychiatric consultation and social work services.
London Health Sciences Centre-University and Victoria Campuses

Address:
University Hospital
339 Windermere Road
PO Box 5339, Station B
London, ON N6A 5A5

Victoria Hospital
800 Commissioners Rd. E and 375 South Street
Box 5375, Station B
London, ON N6A 4G5

Telephone:
519-685-8500 (Switchboard for both campuses)
519-685-8500 (Automated Attendant)
519-663-3197 (Emergency Department)

Fax:
519-663-3743

Description of Services:
Active treatment, research and teaching hospital. Provide a full range of hospital services.

Women’s Health Care Centre
Clinic offering a full range of gynecological and obstetrical services, counseling and consultation. Resource and community outreach speakers, educators and resource personnel. Offer abortions for pregnancies under 22 weeks gestation.

Breastfeeding Prenatal Education Class
Breastfeeding education class for mothers in their 34-36 week of pregnancy. Call well in advance to register.

Mental Health Care Program
Provides acute services to individuals across the lifespan, who have a serious mental illness or who are experiencing significant mental health problems. The services include prevention and early intervention, consultation, assessment and treatments.
**London Multiple Births Association**

| **Address:** | PO Box 52031  
RPO Commissioners Road East  
London, ON N6C 0A1 |
| **Telephone:** | 519-472-4455 |
| **Website:** | [http://www.bbbsegin.org/www.londonmultiples.com](http://www.bbbsegin.org/www.londonmultiples.com) |
| **Email:** | enqs@londonmultiples.com |
| **Referral:** | Self referral during pregnancy or after the birth of a multiple |
| **Description of Services:** | A support program for parents who have multiple births. Activities include monthly meetings, social events, newsletters, libraries and mutual support for each other.  
Affiliated with the Parents of Multiple Births Association, Canada.  
The group will gladly pass on information through pamphlets, etc. to non members. |
London Crisis Pregnancy Centre

Address: 261 Piccadilly Street
London, ON N6A 1S3

Telephone: 519-432-2073 (Business)
519-432-7098 (Crisis)
1-800-395-4357 (After Hours)

Fax: 519-432-3030

Website: http://www.bbbsegin.org/www.notalone.ca

Email: londoncrisis@loncpc.ca

Hours: Monday to Thursday 10:00 am - 4:00 pm
Friday – by appointment only
Crisis Line – available 24 hours

Eligibility: Adults and youth affected by crisis pregnancy including post-abortion women

Referrals: Self-referral

Description of Services: Practical, emotional and spiritual support to those in distress as a result of a crisis pregnancy, during and following the pregnancy to new mothers, fathers and families, as well as post abortive women

Confidential Support Services
Provides factual information about prenatal development, individual alternatives counselling and post abortion counselling and support for family members of someone who is experiencing a crisis pregnancy

New Moms’ Group
Support for single mothers discussion on budgeting, child care, nutrition, babysitting is provided

Young Mom Connections
Program is designed for young moms who need support through friendship, nurturing, activities and social activities
London Speech and Language Centre

Address: 1589 Fanshawe Park Road East
London, ON N5X 3Z9

Telephone: 519-642-7370
Fax: 519-642-2470

Website: http://www.bbbselgin.org/ww.londonspeech.com

Email: lslc@londonspeech.com

Hours of Operation: Variable; by appointment only

Eligibility: Children who struggle with communication or learning skills.

Referral: Families, teachers and clinicians are welcome to call the office and arrange their own appointments. A doctor's referral is not necessary.

Fees: Fees are often partially covered by employee or extended health insurance programs. Motor vehicle accident insurance may cover our rehabilitation programs. Consultation appointments are free.

Description of Services: London Speech and Language Centre offers a broad range of services to accommodate a family's specific needs. The Centre's college registered Speech-Language Pathologists, Communicative Disorders Assistants, Teachers, Early Childhood Teachers and Rehabilitation Assistants provide comprehensive, affordable and convenient services. Patients who are concerned about their child's speech, language or learning development are asked to call to book a screening assessment.
The Lung Association of Ontario - Blue Water Thames Valley

Address: 480 Egerton Street  
London, ON  N5W 3Z6

Telephone: 519-453-9086  
1-800-972-2636

Fax: 519-453-9184

Website: http://www.bbbelgin.org/www.on.lung.ca

Email: london@on.lung.ca


Fees: None

Description of Services: Smoking Cessation  
Literature available

Asthma  
Asthma Action Helpline: 1-888-344-5864  
Occasional Community Half-Day Seminars. Speakers include respirologist, allergists and Pediatric respirologists. Locations will vary as per community site.

Chronic Obstructive Pulmonary Disease (COPD)  
Breathworks COPD Helpline: 1-888-344-5864  
The BreathWorks™ Helpline is a free, confidential COPD information service offered to residents of Ontario. Call between 8:30 am - 4:30 pm Monday to Friday to speak with a Certified Respiratory Educator.

Speakers/Literature  
Support literature readily available as well as speakers for a variety of programs i.e. school, church, clubs and organizations. Cost: dependent on quantities of material required.
MADD – Mothers Against Drunk Driving

Address: 417 Wellington Street, PO Box 23016
St. Thomas, ON N5R 6A3

Telephone: 519-637-3333

Website: http://www.bbbelskin.org/www.madd.ca

Email: maddstthomas2@hotmail.com

Description of Services: MADD Canada is committed to stopping impaired driving and supporting victims by providing services and resources for victims.
Mennonite Community Services (MCS)

Address: 16 Talbot Street East  
Aylmer, ON  N5H 1H4

Contact: Anni Bird, Client Services Manager

Telephone: 519-765-3020

Fax: 519-765-3023

Website: http://www.bbbseigin.org/www.mcson.org

Email: mcs@mcson.org

Hours: Tuesday, Wednesday, Friday 10:00 am - 5:00 pm  
Thursday 10:00 am - 8:00 pm

Eligibility: Newcomers to Canada

Referrals: Self-referral

Description of Services: Newcomer and Settlement Services
Settlement Services aims to assist newcomers with obtaining the documentation required for legal status in Canada. Provide information, application, and follow-up correspondence support for clients with citizenship issues. Assist clients with family benefits, school matters, birth and death certificates, passports, driver’s licenses, social insurance numbers, etc. Assist clients in connecting with health professionals, OHIP registration/renewal, housing, disability benefits, Ontario Works, etc.

De Brigj 105.9 FM
De Brigj informs, entertains, and ministers to the Low German community through its programming. Listeners can stay current on news from Mennonite communities locally and abroad, traffic, weather, community events, and public service announcements.
Merrymount Children’s Centre

Address: 1064 Colborne Street
London, ON N6A 4B3

Telephone: 519-434-6848
Fax: 519-434-6851
Website: http://www.bbbelgin.org/www.merrymount.on.ca

Hours of Operation: 24 hours a day, 7 days a week

Fees: Access to services and programs is never based on the ability to pay.

Description of Services:

Short-Term Licensed Child Care Program
Provides up to 23 hours of care a day to children who are in need of transition care.

Crisis Residential/Respite Program
Provides 24 hour a day care to children over a temporary period of family instability.

Parenting Groups
Provide education, support and the development of skills in personal well-being and parenting.

Children’s Groups
Promote skill development and coping strategies for issues children may encounter (such as separation/divorce, family addictions, self-esteem and social issues).

Supervised Access
Assists families going through separation and divorce who are having difficulties over custody and access arrangements

All Kids Belong
Promotes the inclusion of all children with special needs into licensed child care settings.

Second Stage Housing
Child Care programs for women and children who have experienced or witnessed violence.

**Family Resource Centre**
Providing group activities and supports for parents and children.

**Supervised Access**
Facilitating family visits and exchanges for non-custodial parents.
Merrymount Children’s Centre - Elgin Supervised Access Program

Address: 579 Talbot Street
St. Thomas, ON    N5P 1C5

Telephone: 519-637-1667

Fax: 519-637-2230

Website: http://www.bbbselgin.org/www.merrymount.on.ca

Email: sleighfield@merrymount.on.ca

Hours of Operation: Tuesday to Friday 8:30 am - 4:30 pm

Eligibility: Children ages 18 and under
Families needing on-site supervised visits or monitored exchanges

Referrals: Self-referral or court-ordered

Application: Telephone for appointment
Intake application is required

Fees: On-site supervised visits - $25 maximum
Supervised Exchanges - $10 maximum round trip
Reports - $100 to $250
Subsidies available

Description of Services: The program provides a neutral visit/exchange environment for families in conflict over child custody and visiting arrangements during separation and divorce.

Supervised Access
Supervised Access provides a safe, neutral environment for visits and exchanges with children and their non-custodial parent with professionally trained staff who are sensitive to children’s needs.

Supervised Visits
On-site visits provide an opportunity for non-custodial parents to spend time with their children while custody
issues are being resolved. Visits are fully supervised by staff to ensure that children are safe and comfortable. Staff encourage positive parent/child interaction and will intervene only if required.

Supervised Visit Hours:
Thursdays and Fridays 5:00 pm - 7:00 pm
Saturdays 10:00 am - 12:00 pm, 12:30 – 2:30 pm
Alternate Sundays 1:30 am - 3:30 pm, 4:00 – 6:00 pm

**Supervised Exchanges**
Exchanges provide non-confrontational transfer of children between parents for an off-site visit. Parents do not come in contact with one another when the child is picked up and returned. Staff communicates access-related information between parents such as medication, health concerns or behavioural concerns.

Supervised Exchange Hours:
Thursdays and Fridays 4:00 pm - 7:00 pm
Saturdays 9:30 am – 2:30 pm
Alternate Sundays 1:00 pm – 6:00 pm
Ministry of Children and Youth Services - Youth Justice Services

Address: 427 Talbot Street, 3rd Floor, P.O. Box 309
St. Thomas, ON N5P 3T9

Telephone: 519-631-3032
Fax: 519-631-9174

Website: www.children.gov.on.ca

Hours: Monday to Friday 8:30 am - 5:00 pm

Eligibility: Youth age 12 to 17 years of age at time of offense(s)


Description of Services: Probation Officers work with the youth and his/her family and where necessary will link to other community resources.
Ministry of Children & Youth Services - Home Visiting Program for Infants (HVPI)

Address: CPRI
600 Sanatorium Road
London, ON N6H 3W7

Telephone: 519-858-2774 ext. 2288
Fax: 519-858-3913

Eligibility: Infants from birth to six years of age in Middlesex, Huron, Oxford, Elgin or Perth County who have developmental delays or are at high risk for delays in development.

Referrals: For infants under 2, referrals come directly to HVPI or through Developmental Resources for Infants (DRI), an organization which coordinates services for infants who have developmental needs. For children over 2, referrals go to CPRI intake.

Fees: No direct cost to families.

Description of Services: HVPI offers support in dealing with the special needs of your child at home and in the community by providing:
- Service co-ordination
- Regular home visits which include family support, and assessment, treatment, education, and consultation services for the child
- Centre-based groups for children and parents
- Loans of equipment and materials
Ministry of Community & Social Services –
Ontario Disabilities Support Program (ODSP)

Address: 217 York Street, 3rd Floor
Box 5217
London, ON N6A 5R1

Telephone: 519-438-5111
1-800-265-4197

TTY: 519-663-5276

Fax: 519-672-4683

Website: http://www.bbbSelgin.org/www.mcss.gov.on.ca

Hours of Operation: Monday to Friday 8:30 am - 5:00 pm

Eligibility: Ontario residents 18 years of age or older who are in
financial need and have a substantial physical or mental
disability that is expected to last a year or more and makes
it difficult for them to care for themselves.

Referrals: Self referrals or Ontario Works referrals. Medical and
income documentation required.

Fees: None

Waiting List: Interviews are by appointment only. Applications are
required to be completed within 21 days.

Accessibility: Wheelchair accessible

Description of Services: ODSP provides income support to people over the age of
18 who meet the legislated definition of disability and who
are in financial need. Other benefits including drug and
dental benefits, eyeglasses, hearing aids, special diet
allowance and pregnancy/breastfeeding nutritional
allowance.
Mother Reach Postpartum Drop-In

Address:  
Merrymount Family Support & Crisis Centre  
1064 Colborne Street  
London, ON   N6A 4B3

Telephone:  
519-434-6848 (Weekly Drop-in Service)  
519-672-4673 (Hotline)

Website:  
http://www.bbbselgin.org/www.helpformom.ca

Hours of Operation:  
Thursdays  1:00 pm - 3:00 pm  
Hotline available 24 hours a day

Eligibility:  
New mothers and their families

Referrals:  
Self-referral

Fees:  
None

Description of Services:  
Weekly Drop-in Service  
Offers a comfortable and safe place for mothers to talk with a professional and a peer support person. Provides information about adjusting to a new baby, and depression and anxiety in pregnancy and postpartum. A place for mothers to connect with other moms who are having similar experiences with their mental health around the birth of a baby

Hotline and Website  
Provides support and information about perinatal mood disorders, including postpartum depression, for new mothers and their families

Hotline service includes four options:  
- Multiple language support through telehealth  
- Direct contact with a professional  
- Connection to mental health crisis services for emergencies  
- General recorded information on perinatal mood disorders and weekly drop-in service
Motherisk

Address: The Hospital for Sick Children
555 University Avenue
Toronto, ON M5G 1X8

Telephone: Motherisk's Helpline: 1-416-813-6780
1-877-439-2744

Alcohol & Substance: 1-877-327-4636

Morning Sickness: 1-800-436-8477

HIV and HIV Treatment: 1-888-246-5840

Website: www.motherisk.org

Hours of Operation: http://www.bbbselgin.org/ Monday to Friday 9:00 am - 5:00 pm

Referral: Self-referral, professional advice. Open to all who call.

Fees: Long distance charges

Description of Services: An information hotline at the Hospital for Sick Children in Toronto, regarding prescription and over the counter drugs chemical effects, x-rays, chronic disease and infections on unborn, newborn and breastfed children.
Narcotics Anonymous

Address: PO Box 1735, Station A
London, ON N6A 4V3

Telephone: 519-661-0119
           1-800-573-0920

Website: http://www.bbbselgin.org/www.orscna.org

Hours: Automated Information Line: Daily 24 hours

Eligibility: Individuals who have problems with any mind altering,
mood changing substance including alcohol

Application: Self-Referral

Description of Services: Mutual support groups encourage clients to avoid use of
their addictive substance or any other mood-altering substances by sharing recovery experiences. Meetings are
held every day of the week in the region. Call for information or visit the website for meeting locations.
Ontario Early Years Centre-Elgin/Middlesex/London

Main Centre: 7 Morrison Drive
St. Thomas, ON N5R 4S5
Phone: 519-631-9496
Fax: 519-631-0820
Website: www.ontarioearlyyears.ca
Email: oeycelginmiddlesexlondon@eyc.eacl.on.ca

East Elgin Satellite: 24 John Street, North
Aylmer, ON N5H 2A8
Phone: 519-773-7155
Fax: 519-773-7171
Email: m.heffren@eyc.eacl.on.ca

West Elgin Satellite: 217 Furnival Road
Rodney, ON N0L 2P0
Phone: 1-519-785-2164
Fax: 1-519-785-1833
Email: ttcns@bellnet.ca

Fees: All services are free

Description of Services: Drop In Centre
Offers programs and activities for children 0-6 and their parents/Caregivers
Support and Education for parents and caregivers of young children
Information and resources for families; links to other early years services

Resource Library

Outreach Playgroups
Offered throughout the county in smaller communities to provide opportunities for parents and children to interact and learn together.

For Playgroups In:
Belmont, Dorchester and East Elgin
Please call – 773-7155 for more information

St. Thomas, Pt. Stanley and Fingal
Please call – 631-9496 for more information

Dutton, West Lorne and Rodney
Please call – 785-2164 for more information

Well Baby Clinic
At Main Centre, 7 Morrison Drive, St. Thomas
Tuesdays 1:00 pm – 2:30 pm
In Aylmer on the 2nd and last Tuesday of each month
10:00 am – 12:00 pm
Ontario March of Dimes - Assistive Devices Program

Address: 291 King Street, 3rd Floor
London, ON N6B 1R8

Telephone: 519-642-3700
1-866-765-7237

Fax: 519-434-3712

Website: http://www.bbbselgin.org/www.marchofdimes.ca

Hours of Operation: Monday to Friday 9:00 am - 4:30 pm

Eligibility: Applicants must be 19 years of age or older; have an ongoing physical limitation that requires the use of an assistive device; be in financial need; and be a permanent resident of Ontario.

Referrals: Self-referral

Fees: Based on ability to pay

Description of Services: The program provides information and advice in the acquisition of assistive devices such as wheelchairs, braces, etc. It offers referrals to assessment agencies to ensure that an individual’s need is correctly prescribed. March of Dimes assists in obtaining funding when no other sources are available to clients.
Ontario Poison Centre

**Telephone:**
1-800-268-9017
416-813-5900

**TTY:**
1-877-750-2233
416-597-0215

**Website:**
[www.ontariopoisoncentre.com](http://www.ontariopoisoncentre.com)

**Description of Services:**
24 hour hotline for poison information (i.e. chemicals, drugs, household materials, poisonous plants) staffed by nurses. The primary role of Poison Control is to provide telephone information and advice about potential or real exposures to poisonous substances.
Ontario Provincial Police – Elgin County

Address: 42696 John Wise Line
St. Thomas, ON  N5P 3S9

Mailing Address  PO Box 22045
St. Thomas, ON  N5R 6A1

Telephone:  911 Emergency
519-631-2920 – Administration – daytime use
1-888-310-1122 – Public

Fax:  519-631-2923

Website:  http://www.bbbselgin.org/www.opp.ca

Referral: Self-referral in Elgin County area

Fees: None

Description of Services: Policing services and 911 emergency
Ontario Rental Housing Tribunal – Southwestern Regional Office

Address: 150 Dufferin Avenue, Suite 400  
London, ON   N6A 5N6

Telephone: 1-888-332-3234

Fax: 519-679-7290  
1-888-377-8813

Website: http://www.bbbselgin.org/www.ltb.gov.on.ca

Hours: Monday to Friday  8:30 am - 5:00 pm

Referral: Self-referral – telephone; applications and supporting documents can be filed in-person at any ServiceOntario Centre location

Fees: Set fee according to action filed

Description of Services: Independent body established to resolve disputes between residential landlords and tenants through mediation or adjudication. Provides information concerning tenant and landlord rights and obligations under the Residential Tenancies Act. Processes applications to determine and regulate justified rent increases and jurisdiction for both landlords and tenants

Rent Control Guidelines

Landlords are allowed to raise rents without seeking government approval up to the approved guidelines. Contact Board for current percent or visit the website
Oxford Elgin Child & Youth Centre

Address: 300 South Edgeware Road, Unit #001
St. Thomas, ON N5P 4L1

Telephone: 519-637-2673

Referral/Intake Services 1-877-539-0463 ext. 299

Fax: 519-637-2673

Website: http://www.ocyc.on.ca

Email: info@ocyc.on.ca

Eligibility: Age 0 – 18 years old in Elgin County

Referrals: Self-referral or agency referral

Fees: None

Description of Services: For social, emotional, behavioural, school and familial problems. Individual, group and family counseling available.
Parent & Family Literacy Centre

Address: Locke’s Public School
22 South Edgeware Road
St. Thomas, ON N5P 2H2

Contact: Lisa Thomas, Parent Facilitator

Telephone: 519-631-8890

Website: www.tvdsb.ca

Email: lisa.thomas@tvdsb.on.ca

Hours: Monday - Friday 9:00 am – 1:00 pm

Eligibility: Parents, caregivers and children from babies to 6 years old

Fees: None

Description of Services: Offering fun activities that include reading and counting, music and story time; time to play in the art, sand and water areas or with toys and puzzles; snack time with healthy food; and time for you and your children to read together. You can also borrow books in different languages from the library. The centre also provides helpful information about other community resources, such as housing, health, dental, legal and employment services, plus libraries and more.

Additional Centres:
McGregor Public School
204 John Street
Aylmer, ON N5H 2C8
Contact: Ruth Anne Payler
519-773-3362
Paternity, Immigration, DNA & Forensic Biology Testing Services

Address: Maxxam Analytics Inc.
335 Laird Road, Units 2 & 4
Guelph, ON N1H 6J3

Telephone: 1-519-836-2400
1-877-706-7678

Fax: 1-519-836-4218

Website: http://www.bbbselgin.org/www.thednalab.com

Email: dnainfo@maxxam.com

Fees: All-Inclusive fee applies

Description of Services:

Legal Paternity Test
Clients requiring the results of a paternity test for legal purposes will need to attend one of Maxxam’s certified collection facilities to have their specimens collected and documented by an objective third party. Final test results are legal documents and can be used in a Court of Law as scientific proof of a parental relationship. Fee includes specimen collection fees for a standard trio test including mother, child and allege/putative father.

Home Collection Paternity Test (for non-legal purposes)
The final results of the test cannot be used for any official purpose or presented in a Court of Law since all samples are self-collected and there is no chain-of-custody or identification requirement. This test is a more affordable option for clients requiring testing for personal knowledge purposes only.

The probability of paternity is 99.95% inclusion and higher. Results are ready within 5 to 10 business days upon receipt of all samples. Bilingual (French/English) service is available.
Port Stanley Christ Church Anglican Food Bank

Address: Christ Anglican Church  
283 Colborne Street  
St. Thomas, ON N5L 1A9

Contact: Kelly Palmer

Telephone: 519-782-3122

Hours: Third Tuesday & Thursday of each month  
Tuesdays 10:00 am – 12:00 noon  
Thursdays 3:30 pm – 6:30 pm

Eligibility: Individuals and families in need that reside in Port Stanley and surrounding areas

Fees: None

Description of Services: Emergency help for families and individuals in need. Provides non-perishable food items (including baby items) and a food voucher for Port Stanley Foodland. Maximum access is once every 30 days.
President’s Choice Children’s Charity

Address: 1 President’s Choice Circle
          Brampton, ON  L6Y 5S5

Telephone: 1-866-996-9918

Fax: 905-861-2307

Website: http://www.bbbselgin.org/www.pc.ca/charity

Email: pccharity@loblaw.ca

Hours: Monday to Friday    8:30 am - 4:30 pm

Eligibility: To be considered a candidate for assistance, applicants must have a child or young adult (under 18) with a diagnosed physical or developmental disability; household income $70,000 or less; and require help with mobility equipment, environmental modification or therapy

Referrals: Self-referral or agency referral

Fees: None

Description of Services: The PC Children’s Charity helps Canadian children who are physically or developmentally challenged by helping to reduce some of the obstacles that make everyday living difficult and to provide young people with a renewed sense of dignity, independence and freedom.

Direct financial assistance is provided to eligible families for the following:

- purchase of mobility equipment
- wheelchair accessible modifications
- physical therapy
Psychiatric Survivors Network of Elgin (PSNE)

Address: 499 Talbot Street
          St. Thomas, ON N5P 1C3

Telephone: 519-631-1580
            1-888-631-1919

Fax: 519-631-1567

Website: www.psne.ca

Email: http://www.bbbselgin.org/psne@mnsi.net

Hours: Monday to Thursday 3:00 pm - 9:00 pm
       Friday 9:00 am - 2:00 pm
       Closed last Monday of each month

Eligibility: Individuals who fit the description of a “Psychiatric Survivor”

Fees: None

Description of Services: A non-profit, self-help community organization, for the support of psychiatric survivors. Facilitate education, independent, living and self-advocacy whenever possible.

Teach life skills, including health and hygiene, cooking, computer classes, literacy and support groups. Skill-building programs offered teaching housekeeping, office administration, cash handling and more. Programs are geared to each person’s capabilities.

A “psychiatric survivor” is an individual who has experienced concerns around their own personal mental and/or emotional health; sought support and/or counseling from a psychiatrist, psychologist, self-help group or family doctor; or has had an admission to psychiatric facility or received care or an out-patient basis.
Regional Mental Health Care – Concurrent Disorders Program

Address: 850 Highbury Avenue, Room T2
London, ON N6A 4H1

Telephone: 519-455-5110 ext 47755
Fax: 519-452-4556
Intake: 519-631-5174

Website: www.sjhc.london.on.ca/mentalhealth

Email: mailto:comdept@sjhc.london.on.ca

Hours: Monday to Friday 8:30 am - 4:30 pm

Eligibility: Must be sixteen years of age or older. Adults affected by a serious and persistent mental illness concurrent with a substance abuse addiction.

Referrals: Medical or agency referral required
Intake through Coordinated Access Program

Fees: OHIP

Description of Services: The program serves concurrent disordered clients (clients who have psychiatric disorders with addiction or those with psychological and/or mental disorders with an addiction which preclude treatment in a less intensive setting). Clients must be in quadrant four where they have both high severity psychiatric and high severity substance disorders. The centre offers inpatient assessment and stabilization with 12 inpatient beds. Assessment, outpatient and family support are available.
Regional Mental Health Care – Crisis and Relapse Prevention Services

Address: 467 Sunset Drive
          PO Box 2004
          St. Thomas, ON  N5P 3V9

Telephone: 519-631-8510 ext 49214
            1-800-265-4361

Fax: 519-631-6497

Email: http://www.bbbselgin.org/bev.gurton@sjhc.london.on.ca

Hours of Operation: 24 hour service

Eligibility: Elgin County residents only

Referrals: Self-referral
          Outreach clinics in Aylmer and West Lorne

Fees: None

Description of Services: Crisis phone line, interview, walk-in service, brief hospital stay, therapy for acute emotional states, group therapy, depot injection service.

Limited transportation available within city limits.
Regional Support Associates

Address: 633 Colborne Street, 2nd Floor  
London, ON   N6B 2V3

Telephone: 1-855-437-6797 – Developmental Services Ontario for referral  
519-433-7238 (London)  
800-640-4108 (Woodstock head office)

Fax: 519-421-4249  
519-433-1799 (London)

Website: [www.regionalsupport.on.ca](http://www.regionalsupport.on.ca)

Hours of Operation: [http://www.bbbselgin.org/](http://www.bbbselgin.org/) Monday to Friday  
8:30 am - 4:30 pm  
Hours somewhat flexible, including some evening appointments.

Eligibility: Individuals must have a developmental disability, as confirmed by a psychological assessment; be at least 18 years of age; and reside in Ontario

Referrals: Can be made by anyone (consumers, family, agency representatives, physician or other professionals).

Application Process: Call 1-800-640-4108 ext 2412 and ask to speak to the Senior Administrative Assistant.

Fees: None (funded by the Ministry of Community and Social Services) for people meeting mandate for service.

Waiting List: Varies depending on need at time of referral. Emergencies usually can be addressed within 48 hours. Less urgent matters may be 2-4 weeks (depending on the severity of the situation).

Description of Services: Regional Support Associates (RSA) provides a wide range of clinical and supportive services for adults with an intellectual or developmental disability. Services are delivered with a multidisciplinary approach to service delivery. They are committed to improving the quality of life of individuals by the identification and recognition of conditions that create or cause unwanted behaviours.
Robarts School for the Deaf

Address: 1515 Cheapside Street
London, ON N5V 3N9

Telephone: 519-453-4400
TTY: 519-453-4400

Fax: 519-453-7943

Eligibility: http://www.bbbselgin.org/Direct Services
Only to registered Robarts School students and children enrolled in the Robarts School Preschool Home visiting program.

Limited consultative services
Only to audiologists or other community professionals, parents and school board personnel (usually through the Robarts Educational Consultant to the board).

Direct Services
For enrolled children in the Robart’s Preschool Home Visiting Program, are referred by parents usually through their Home Visiting Teacher.

Fees: None

Accessibility: Wheelchair accessible

Description of Services: Provides direct audiological services to preschool aged deaf and hard of hearing children up to the legal school age (6 years old) enrolled in the Robart’s Preschool Home Visiting Program and to students registered at the Robarts School for the Deaf.

Provides limited consultative services, general counseling and advice to parents and teachers and other community professionals.
Rotholme Women’s and Family Shelter

Address: 42 Stanley Street  
London, ON  N6C 1B1

Telephone: 519-673-4114  
Fax: 519-673-4117

Website: http://www.bbbselgin.org/www.missionservices.ca

Email: info@missionservices.ca

Eligibility: Women with children who are homeless, fathers with custody of children and two parent families

Referrals: Professional or self-referral

Fees: Based on ability to pay after the first of the next month after entry

Description of Services: This branch of Mission Services of London is a 41 bed facility which can accommodate 20 women and 7 families. The length of stay varies from one day to several weeks. At Rotholme, twenty-four hour emergency admission is provided for single women, age 16 and over and families who:

- Are homeless and in need of temporary emergency accommodation
- Are in crisis and require emergency shelter and care

Special arrangements can be made for male-led single parent families. Caseworks and a child and Youth Worker provide crisis counseling and assist clients to reenter the community. They refer clients to community agencies and help them plan an appropriate support system.
St. John Ambulance – St. Thomas - Elgin Branch

Address: 656 Talbot Street
St. Thomas, ON N5P 1C8

Telephone: 519-633-2290
Fax: 519-432-8586
Website: http://www.bbbselgin.org/www.sja.ca/on/stthomas
Email: st.thomas@on.sja.ca

Description of Services: Courses offered in first aid training:
- Standard First Aid with CPR-A
- Combination courses
- Emergency First Aid with CPR-A
- Standard First Aid and CPR-C
St. Joseph’s Health Care London
St. Joseph’s & Parkwood Hospitals, Mount Hope Centre for Long-term Care

Address: 268 Grosvenor Street
PO Box 5777, Station B
London, ON N6A 4V2

Telephone: 519-646-6100
Fax: 519-646-6215
Website: www.sjhc.london.on.ca

Description of Services: Community oriented acute care hospital and teaching institution. Provides a wide range of diagnostic and treatment services on an inpatient and outpatient basis. Provincial resource for renal lithotripsy. Regional provider for chronic obstructive pulmonary disease, continuous ambulatory peritoneal dialysis, detoxification, HIV outpatient treatment, and diabetes services.

Outpatient services include: rehabilitation, orthopedics, rheumatology, plastic surgery, colo-rectal, eye dental, dermatology, chiropody and metabolic clinics.

Regional Sexual Assault and Domestic Violence Treatment Centre
Room B0-644
268 Grosvenor Street
London, ON N6A 4V2
Telephone: 519-646-6100 ext. 64224

Comprehensive twenty-four hour emergency nursing and medical care. Follow-up counseling for people who have been sexually assaulted. Education and information for individuals or community groups. Domestic violence assessments and follow up completed on site.
Infectious Diseases Care Program
Room B0-030 (Central Registration Desk)
268 Grosvenor Street
London, ON N6A 4V2
Telephone: 519-646-6207
Offering medical/ psychiatric consultation, assessment, follow-up and referral; medication counseling; preventative therapies and interventions; and health promotion and teaching. Patients attending the Infectious Diseases Care Program for medical care require a physician referral. For social work and dietary services for HIV related issues, self-referrals are accepted.
St. Thomas & District Right to Life

Address: 468 Talbot Street
St. Thomas, ON  N5P 4C2

Contact: Helen Bergen

Telephone: 519-633-LIFE (5433)

Website: www.respectforlife.ca

Email: stthomas@respectforlife.ca

Hours of Operation
Monday, Wednesday, Friday 1:00 pm - 4:00 pm

Referrals: Self referral

Fees: Deposit on crib requested, depending on circumstance.

Description of Services: Support for pregnant women, supplies such as maternity clothes and cribs are available. Referrals to other agencies and speakers to school on euthanasia and right to life.

To educate people on Right to Life which includes videos, books and pamphlets.
St. Thomas Elgin General Hospital

Address: 189 Elm Street  
St. Thomas, ON  N5R 5C4

Telephone: 519-631-2020  
TTY: 519-631-7789

Fax: 519-631-1825

Website: www.stegh.on.ca

Referrals: Self-referral to emergency. Most services require physician referral.

Fees: None if covered by OHIP. Ontario Health Card Number required.

Description of Services: Services include emergency care, inpatient hospital services (acute, complex continuing care, rehabilitation) respiratory therapy, home oxygen therapy, diabetic counseling, diet counseling, sleep lab, radiology including CAT scan, nuclear medicine, ultrasound, ECG, EEG, breast screening clinic, acute injuries clinic (WSIB), full range of specialists (physicians). Family Centered Maternal Child Care Unit (FCMCCU) with combined obstetrics, pediatric care.
St. Thomas-Elgin Ontario Works

Address: 423 Talbot Street
          St. Thomas, ON   N5P 1C1

Telephone: 519-631-9350
            1-800-265-4362

Fax: 519-631-1824

Website:  www.city.st-thomas.on.ca

Hours of Operation: Monday to Friday  8:30 am – 4:30 pm

Eligibility: Adult and youth 16-65 years old in financial need who meet eligibility criteria

Referrals: Self-referral

Description of Services:  
Income Maintenance
Self-referral by telephone. Telephone screening followed by in office personal interview to determine eligibility. Includes, Family Support Program to assist Ontario Works recipients with pursuit of support and the Homelessness program for assistance for non Ontario Works recipients with payment of utility and rental arrears in accordance with set guidelines.

Employment
Employment eligibility is based on eligibility for Income Maintenance. In office interview to develop an action plan for employment. Financial and employment assistance to participants with requirements to participate in employment related activities in preparation for employment.

Children’s Services
Self-referral by telephone. Telephone screening followed by in office personal interview to determine eligibility. Child care includes full day care, nursery school, licensed home care, before and after school care, summer care, extended hours of care and overnight.

Social Housing
Funding and administration of social housing programs in St. Thomas and Elgin County. Programs include rent-g geared-to-income housing, rent supplement assistance, housing allowances, Rent Bank, new construction, and homeownership down payment assistance.

Applicants wishing to apply for subsidized housing must do so at:

Elgin and St. Thomas Housing Corporation
9 Princess Avenue, Unit 5
St. Thomas, N5R 3V3
519-631-4580
St. Thomas – Elgin Second Stage Housing

Address: 15 Golding Place
St. Thomas, ON  N5R 6B6

Telephone: 519-637-2288
1-877-396-2288

Fax: 519-637-2213

Website: www.secondstagehousing.net

Email: secondstage.stessh@rogers.com

Hours: Monday to Friday  9:00 am - 5:00 pm

Eligibility: Women and children who have been or are being abused

Referrals: Self-referral

Fees: Rent-geared-to-income is paid by tenant

Description of Services: Supportive independent housing for women and children leaving abusive relationships. The program includes rental apartments, counseling, networking and recreational and parenting support.

Twelve-unit apartment complex, length of stay is up to twelve months and is negotiable.

Transitional support worker: Provides ongoing support after leaving Second Stage Housing
St. Thomas Fire Department

Address:  
Central Fire Station  
305 Wellington Street  
St. Thomas, ON N5R 2T2

Captain Dennis Redman Substation  
235 Burwell Road  
St. Thomas, ON N5P 4J7

Contact:  
Chief: Robert Barber  
Chief Fire Prevention Officer: William Todd

Telephone:  
519-631-0210 (Central fire Station)  
519-633-0512 (Substation)  
Emergency 911

Fax:  
519-631-0215 (Central Fire Station)  
519-633-0512 (Substation)

Website:  
www.city.st-thomas.on.ca

Email Address:  
fddispatch@city.st-thomas.on.ca

Eligibility:  
Residents of St. Thomas

Description of Services:  
Emergency Firefighting Services

   Emergency Response Coordinated with other services.

Fire Prevention & Safety Bureau
   • School Education
   • Risk Watch
   • TAPPC – Arson Prevention Program
St. Thomas Paratransit

Address: Voyageur Transportation Services
614 Talbot Street
St. Thomas, ON N5P 1C8

Telephone: 519-631-0001 (Reservations)
            519-631-1680 ext 4161 (Administration)

Fax: 519-631-2130

Email: transit@city.st-thomas.on.ca

Hours of Operation: Monday to Friday 7:15 am - 6:45 pm
                   Saturday 9:15 am - 6:45 pm
                   Administration Monday to Friday 8 am – 5 pm

Eligibility: Require Doctor’s approval

Referrals: Self

Application Process: Get form from St. Thomas Transit office, signed by doctor,
                     return to St. Thomas Transit office for processing.

Fees: $2.50 for one-way ticket
      10 tickets for $15 for students, seniors and children
      10 tickets for $20 for adults
      $55 for students, senior and children monthly passes
      $65 for adult monthly pass

Waiting List: None

Accessibility: Wheelchair accessible

Description of Services: Provides door-to-door transportation service for persons
                        who are unable to board or use the public transit system
                        because of a physical mobility issue. Must be within the
                        city limits of the City of St. Thomas.
St. Thomas Public Library

Address: 153 Curtis Street
St. Thomas, ON N5P 3Z7

Contact: Heather Robinson – Children & Teen Services
Department Head

Telephone: 519-631-6050
Fax: 519-631-1987

Website: www.st-thomas.library.on.ca
Email: hrobinson@st-thomas.library.on.ca

Hours of Operation:
Monday to Friday 9:00 am - 8:30 pm
Saturday 9:00 am - 5:00 pm
Closed Sunday

Referral: Self-referral

Fees: None

Description of Services:
A lending resource for a variety of materials including books, magazines, DVDs, books on CD, music CDs on a wide range of topics including pregnancy and parenting.

Programming for children and teens of all ages including:

- Books and Bounces (for babies from birth to 2 years)
- Tales for Twos (for children 2 years old)
- Preschool Story time (for children 3 to 5 years)
- March Break Activities (for school aged children)
- Summer Reading Club (for children of all ages)
- Summer Programs including Puppet Shows (for children of all ages)
- Programs presented by storytellers, authors, illustrators, artisans and entertainers
- 'Tween Scene
- Teen Advisory Board (for teens in Grades 7 through high school)
St. Thomas - Service Canada Centre

Address:  1010 Talbot Street, Unit 34
          St. Thomas, ON

Telephone:  1-800-622-6232 (1-800-O-Canada)
             1-800-926-3565 (TTY)

Fax:  519-631-3565

Website:  www.servicecanada.gc.ca

Hours of Operation:  Monday to Friday   8:30 am - 4:00 pm
                     Service Canada Help Line:
                     Monday to Friday   8:00 am – 8:00 pm

Referral:  Self-referral

Description of Services:  Government information and resource centre providing in-
                         person service for Federal programs and benefits
                         including:

                         ● Employment Insurance
                         ● Social Insurance Number (SIN) application
                         ● Social Development Financial Benefits – information
                           and forms for federal pensions and benefits including
                           the Canada Pension Plan (CPP), Old Age Security
                           (OAS), Disability Benefits and Survivor Benefits
St. Thomas Transit Services

Address: 614 Talbot Street  
            St. Thomas, ON N5P 3V7

Telephone: 519-631-0001 (General Inquiries)  
             226-212-0320 (for real-time arrival/departure info)

Website:  
          www.city.st-thomas.on.ca  
          www.nextbus.com (for real-time arrival/departure info)

Email: transit@city.st-thomas.on.ca

Hours of Operation: Monday to Friday 7:15 am – 6:45 pm  
                   Saturdays 9:15 am – 6:45 pm  
                   No Sunday or holiday service

Fees: $2.50 for one-way ticket  
      Advance tickets $1.50 for students, seniors and children  
      Advance tickets $2.00 each for adults  
      $55 for students, senior and children monthly passes  
      $65 for adult monthly pass  
      Children under 5 (with parent or guardian) and attendants ride free.

Description of Services: The City of St. Thomas Transit Services provides safe, reliable, affordable and accessible transportation to all city residents. You can view the most current schedules, detours, paratransit service, and various other transit related items on their website.
## Salvation Army Thrift Store & Family Services

| **Address:**          | 105 Edward Street  
|                       | St. Thomas, ON N5P 1Y8 |
| **Contact:**          | Major Payler         |
| **Telephone:**        | 519-633-4509         
|                       | 519-631-3206 (Thrift Store) |
| **Hours of Operation:** | Thrift Store: Mon - Friday 9:00 am - 5:30 pm  
|                       | Saturday 9:00 am - 4:30 pm |
|                       | Family Services: Mon - Friday 9:00 am - 3:00 pm |
| **Eligibility:**      | Individuals and families in need |
| **Referral:**         | Self referral |
| **Fees:**             | None – Family Services |
| **Description of Services:** | Provides services to help with basic needs |

### Community and Family Services
Emergency assistance is provided in the form of clothing, food, accommodation, life skills training and counseling.

### Thrift Store
Offers low cost used clothing and household items.

### LEAP Emergency Financial Assistance
Access centre to apply for **LEAP** (Low Income Energy Assistance Program) one-time emergency financial assistance.
SARI Therapeutic Riding

Address: 12659 Medway Road
Arva, ON N0M 1C0

Contact: Susan Morel, Executive Director

Telephone: 519-666-1123
Fax: 519-666-1971

Website: www.sari.ca
Email: office@sari.ca

Hours of Operation:
Administration: Monday to Friday 8:30 am - 4:30 pm
Classes daytime, evenings and Saturday

Eligibility:
Developmentally, physically and emotionally special needs persons of all ages weighing less than 170 pounds.

Referrals:
Self-referral and then a referral from a doctor (a form to be filled out by the doctor).

Application Process:
Contact SARI for an application package. Applications are accepted and on-site assessments are arranged

Fees:
$25.00 for a semi-private, half-hour lesson of 1-hour group lesson.

Description of Services:
Recreational Program with Therapeutic Benefits
This program provides horseback riding in a supervised facility for therapeutic and recreational benefits. All the lessons are tailored to the riders’ ability and goals. Students participate in games and exercises that build their riding skills while providing therapeutic benefits.

Integrated Summer Camp
An Integrated Summer Camp is available for children with and without special needs. It is a chance for riders to learn or practice the skills of horseback riding, while learning about caring for horses.
S.A.F.E. BC (Self Abuse Finally Ends by Caring)

Address: CMHA London-Middlesex
648 Huron Street
London, ON N5Y 4J8

Contact: Mary Graham

Telephone: 519-434-9191

Website: www.safebc.webs.com

Email: safebc@gmail.com

Hours of Operation: Group meets every Tuesday at CMHA London-Middlesex from 3:00 pm – 4:30 pm

Eligibility: Open to men and women aged 14 years old and older

Application: Interested individuals must have an interview with the facilitator before coming into group

Description of Services: S.A.F.E. BC is a continuous intake program to help those who use self-harming behaviour to cope with inner pain. The program works through boundaries and guidelines which are necessary to produce a group process in which hope, support, companionship and acceptance helps to empower the members in their efforts to end self-abusive behaviours.
Serenity House Hospice

Address: 750 Talbot Street, Suite 202
St. Thomas, ON N5P 1E2

Contact: Cindy Webber

Telephone: 519-637-3034

Fax: 519-637-2583

Website: www.serenityhousehospice.ca

Email: info@serenityhousehospice.ca

Hours of Operation: Monday to Friday 10:00 am - 4:00 pm

Eligibility: Individuals and families facing a life threatening illness, grief or loss. Individuals are eligible as soon as a diagnosis is made

Referrals: Self-referral by telephone or drop-in

Fees: None

Description of Services: Empower families through life threatening illness, by providing physical, emotional, social and spiritual support through service, information and education.

Share The Care Station for Elgin County - provides information and support to families to lessen caregiver stress and provide respite care.

Programs:
- Meditation: A Healing Tool for You
- Art Therapy: Art for the Heart
- Laughter Yoga Club
- Reflexology - Offered by appointment
- Reiki - Offered by appointment
- Gentle Yoga
- Drop in Support Group
Service Ontario

Address: 41 Mondamin Street, Unit 6
         St. Thomas, ON  N5P 2V4

Telephone: 519-633-6322 (General Inquiry)
            1-888-376-5197 (Health Card Inquiry)
            1-800-387-3445 (Driver & Vehicle Inquiry)

Website: www.serviceontario.ca

Hours of Operation: Monday to Friday 9:00 am - 5:00 pm
                   Saturday 9:00 am - 1:00 pm

Description of Services: Provide information regarding government services.
Information packages available:

- Driver & Vehicle Information
- Health Card Services
- Photo Identification
- Employment Standards Claim

If you need a replacement photo health card you can make your request by telephone or in writing as long as you have not changed any information as shown on the card itself, or the card has not expired.

Satellite Offices:

1. Aylmer
   Hours: Monday to Friday 8:30 am – 5:00 pm
   Address: 615 John Street North
            Aylmer, ON   N5H 2S8
   Telephone: 1-800-267-8097

2. Dutton
   Hours: Monday to Friday 8:30 am – 4:30 pm
   Address: 199 Currie Road
            Dutton, ON   N0L 1J0
   Telephone: 519-762-6892
ServiceOntario INFOline

Address: Client Services, Ministry of Health and Long-Term Care
Room M156, MacDonald Block
900 Bay Street
Toronto, ON M7A 1R3

Telephone: 1-416-314-5518 (Toronto Area)
1-800-268-1154 (Outside Toronto)

TTY: 1-800-387-5559

Fax: 416-314-8721

Website: http://www.bbbselgin.org/www.health.gov.on.ca

Email: infoline.moh@ontario.ca

Hours of Operation: Monday to Friday 8:30 am - 5:00 pm

Eligibility: Vulnerable persons with disabilities, vulnerable seniors, their caregivers, family, friends and community professionals

Fees: None

Waiting List: None

Description of Services: Multilingual telephone line providing information and referral for Ontario government and Ministry of Health and Long-Term Care (MOHLTC) programs and services. Topics include: Ontario Health Insurance Plan (OHIP); Ontario Drug Benefit Program (ODB); Mental Health; Assistive Devices Program (ADP); and Long-Term Care. For medical advice or counseling contact Telehealth Ontario
Smokers’ Helpline

Telephone: 1-877-513-5333

Web Site: www.smokershelpline.ca

Hours of Operation: Monday to Thursday 8:00 am - 9:00 pm
Friday 8:00 am - 6:00 pm
Saturday and Sunday 9:00 am - 5:00 pm

Description of Services: Smokers’ Helpline has proven tips and tools to help you quit successfully. For free, personalized and non-judgmental support, advice and information connect to quit today.

Smokers’ Helpline Online (SHO) is an interactive, web-based service available 24 hours a day, 7 days a week offering tips, tools and support to help with quitting smoking. There are two main parts to this Online service: the self directed quit program and the online community.
Soups On

Address: West Elgin Community Health Centre
153 Main Street
West Lorne, ON N0L 2P0

Contact: Shelley Vergeer

Telephone: 519-768-1715 ext 2210

Email: svergeer@wechc.on.ca

Eligibility: Must live within the catchment area which includes Dutton-Dunwich to the Southwold Town line and West-Elgin to Chatham-Kent county line.

Fees: Small donation appreciated

Description of Services: Lunch, education and fellowship occurring on the first and third Monday of the month from 11:30 am - 1:00 pm.
Southwest Community Care Access Centre

Address: 1063 Talbot Street, Unit 70  
St. Thomas, ON N5P 1G4

Telephone: 519-631-2236  
1-800-563-3098

Fax: 519-631-2236

Website www.ccac-ont.ca

Email: info-stthomas@sw.ccac-ont.ca

Hours of Operation:  
Office Hours: Mon to Friday 8:30 am - 4:30 pm  
On Call: Mon to Friday 4:30 pm - 6:00 pm  
Weekends & Holidays 8:30 am - 4:30 pm

Eligibility: All residents of Elgin County who possess a valid Ontario Health Insurance Number are eligible for an assessment of need by a Case Manager, or for application for placement in a long-term care facility.

Description of Services: A variety of services are available to support individuals and caregivers in the community. Among others, services are provided to the frail, the elderly, children, people with disabilities, those recovering from surgery, and those seeking placement in a long-term care facility. Clients can self-refer.
The Sunshine Dreams for Kids

Address: 495 Richmond Street, Suite 400
London, ON  N6A 5A9

Contact: Tracey Jones – Manager

Telephone: 519-642-0990
1-800-461-7935

Fax: 519-642-1201
1-800-461-7475

Website: www.sunshine.ca

Email: info@sunshine.ca

Hours of Operation: Monday to Friday  9:00 am - 5:00 pm

Eligibility: Must be between the age of 3 to 18th birthday with a life-threatening illness or severe physical disability. Child must live in Canada, be able to formulate and communicate their dream and have not already received a dream or wish from a similar organization.

Referrals: Can be made by the child, healthcare professionals working with the child, the child’s parent(s) or guardian(s), or healthcare-related charities. Referral form can be found online.

Application Process: Children can be referred by completing and submitting the online referral form. Once the form is received, a staff member will contact you and send a full Individual Dream Application Form to the child’s family.

Fees: None

Waiting List: None

Description of Services: The Sunshine Foundation is the only national Canadian charity to provide individual dreams to children with severe physical disabilities as well as life-threatening illnesses.
Talbot Creek Midwives

Address: 66 West Ave
St. Thomas, ON  N5R 5H7

Telephone: 519-637-2224
Fax: 519-637-2242
Website: www.talbotcreekmidwives.com

Eligibility: http://www.sari.ca/Catchment area is, but not limited to Elgin County, London and South West Middlesex.

Fees: None. Services funded by the Ministry of Health and Long-Term Care.

Description of Services: The Service is committed to providing safe and effective clinical care throughout pregnancy, labour, delivery and post partum care. Midwifery services are best suited to healthy, low-risk women.

The midwives attend births in the following hospitals; St. Thomas Elgin General Hospital and St. Joseph’s Health Centre, London and offer the choice to have your baby at home.
Talbot Teen Centre

Address: 745 Talbot Street  
St. Thomas, ON  N5P 1E3

Telephone: 519-631-8820

Website: www.talbotteencentre.wordpress.com

Hours of Operation: Monday to Saturday  Variable hours

Eligibility: Children and Teens ages 12 to 18

Fees: None

Description of Services: The T.T.C. is a free, fun, safe inclusive and supportive resource and drop in space for all youth aged 12 to 18 years of age in Elgin County. The TTC provides age appropriate programming for youth in recreation, leadership, arts and culture, education, prevention and awareness, and volunteering in an accessible positive environment.
Teen Challenge GTA Women’s Centre

Address: 15490 Dufferin Street
King City, ON M5W 1G3

Mailing Address: PO Box 100, Stn Main
Aurora, ON L4G 3H1

Telephone: 1-905-727-3913
1-877-979-7770

Fax: 1-905-727-4363

Website: www.tcgta.org

Email: info@tcgta.ca

Eligibility: Minimum age of 18 years-old with a life-controlling substance abuse problem

Fees: Application fee is $100. If accepted, $1000 is payable upon entrance to the 1-year program. There are no additional costs. Room, board & program costs are covered by private donors.

Description of Services: Teen Challenge GTA is a 12 month, faith-based, residential rehabilitation program which offers young women ages 18 and over freedom from drug and alcohol dependence. Based on Christian principles and funded entirely through donations, the program offers spiritual, academic and vocational training, equipping individuals to return to society as responsible citizens.
Telehealth Ontario

**Telephone:** 1-866-797-0000

**TTY:** 1-866-797-0007

**Fees:** Free. No OHIP number required

**Description of Services:** Free, confidential telephone service 24 hours/day, 7 days/week for callers to receive health advice or general health information from a Registered Nurse.

Services available in French and English. Translation support and TTY access available.
Thames Valley Children’s Centre

Address: 779 Baseline Road East
London, ON   N6C 5Y6

Telephone: 519-685-8700
1-866-590-8822 (Toll-Free)
519-685-8716 (Intake Coordinator)

Fax: 519-685-8689

Website: www.tvcc.on.ca

Email: tvcc@tvcc.on.ca

Hours of Operation: Monday to Friday   8:30 am – 4:30 pm

Eligibility: Children and youth age birth to 19 years who have physical, communication, developmental needs or autism spectrum disorder and reside in Southwestern Ontario.

Referrals: Medical referrals required

Fees: Covered by OHIP

Waiting List: Varies with program, depending on service needed

Description of Services: Regional rehabilitation centre to help young people with physical, communication or developmental needs to reach their potential in terms of independence, self esteem and participation in society. Service options include: assessment, diagnosis, direct therapy (physiotherapy, occupational therapy and speech therapy), consultation, counseling, parent education and support groups, community education, psycho/social, communication development, leisure and fitness.

Autism Services
ABA-based services and supports for children and youth with ASD and their families

Clinical and Technical Specialty Services
Provides specialized rehabilitation services for children and youth, available primarily on an as needed assessment and consultative basis

**Early Childhood and School Age / Adolescent Program**
Provides services to children and youth with physical, communication or developmental needs
Thames Valley District School Board –
Junior & Senior Kindergarten, Grade 1 to 12

Address: 1250 Dundas Street, PO Box 5888
           London, ON  N6A 5L1

Telephone: 519-452-2000 (Education Centre)

Fax: 519-452-2395 (Education Centre)

Website www.tvdsb.on.ca

Hours of Operation: Monday to Friday  8:00 am - 4:00 pm

Service Area: Elgin, Oxford, Middlesex and the City of London

Description of Services: Children must be four years of age by December 31 in the
year in which they start JK and 5 years of age in which they start SK. Each school has a school boundary.

Special Education
Students with developmental disabilities are served by the Thames Valley district School Board in two delivery formats; both of which are consistent with the Ministry of Education and Training policy of integration.

One format is that of self-contained classes at both the elementary and secondary levels. Transportation is provided to selected schools and the program is delivered through the teacher, educational assistants, and local support agencies. Students are integrated into the regular school program specific to the needs of the student.
Thames Valley Midwives

Address: 434 Maitland Street, Suite #1
London, ON   N6B 2Z2

Telephone: 519-433-5855
Fax: 519-433-8306
Website: www.tvm.on.ca
Email: info@tvm.on.ca

Fees: Services fully-funded by Ontario Ministry of Health for all residents of Ontario

Description of Services: Providing care for women and their babies during pregnancy, birth and the first 6 weeks postpartum. Thames Valley Midwives offers services to women living in London and the counties of Middlesex, Elgin and Oxford, as far east as Woodstock. They attend births at home, and in the following hospitals: St. Joseph's Health Centre, London Health Sciences Centre, St. Thomas-Elgin General Hospital and Woodstock General Hospital.
Tiny Tots Co-operative Nursery School

Address: 217 Furnival Road
PO Box 539
Rodney, ON N0L 2C0

Contact: Shelley Smith

Telephone: 1-519-785-2164

Fax: 1-519-785-1833

Website: http://www.tvcc.on.ca/www.ttcns.ca

Email: ttcns@bellnet.ca

Description of Services: Tiny Tots Nursery School programs include:

“Stay & Play” Play Groups
Tuesday and Friday 9:30 to 11:30 am
Cost: $2 per child or $5 per family for members
$4 per child or $10 per family for non-members

Nursery School (Members)
Toddler Class:
1 day per week 9:00 am - 11:30 am $52 month
Ages 20 – 30 months

Preschool Class:
2 mornings per week 9:00 am - 11:30 am $80 month
Ages 30 months to 4.5 years

Toy & Resource Lending Library (Members)
Monday to Friday 9:00 am – 5:00 pm
Saturday 9:00 am – 12:00 pm
$25 per year for families or caregivers
Plus $15 Tiny Tots membership ($40 annually)

Tiny Tots Closet
Offering gently used children’s clothing and toy items at reasonable prices.
Monday to Friday 9:00 am – 5:00 pm
tyke TALK – Thames Valley Preschool Speech and Language Initiative

Address:  
50 King Street  
London, ON N6A 5L7

Telephone:  
519-663-0273 (Information Line)  
519-663-5317 ext 2224 (Intake & Referral)  
1-877-818-TALK (8255)

Fax:  
519-963-0305

Website:  
www.tyketalk.com

Hours:  
http://www.sari.ca/ Monday to Friday 8:30 am - 4:30 pm

Eligibility:  
Children from http://www.sari.ca/birth to eligible for senior kindergarten

Referrals:  
Self, caregiver, community professional, physicians

Fees:  
None

Description of Services:  
A province wide government initiative that focuses on the prevention, early identification and treatment of problems with speech and language. Provides information and tips. Centralized intake for assessment and therapy.

Elgin tykeTALK Service Provider Agencies:

Ontario Early Years Centre Elgin Middlesex London  
7 Morrison Drive  
St. Thomas, ON N5R 4S5

tykeTALK Service for Elgin  
66 West Avenue  
St. Thomas, ON N5R 5H7  
519-633-6388

Revision January 2014
University of Western Ontario Dental Clinic

Address: Schulich School of Medicine & Dentistry  
The University of Western Ontario  
London, ON N6A 5C1

Telephone: 519-661-3326

Website: www.fmd.uwo.ca/dentistry

Email: Dental.Clinics@schulich.uwo.ca

Hours of Operation
http://www.sari.ca/ Monday to Friday 9:00 am - 12 noon  
2:00 pm - 5:00 pm  
Closed on federal/ provincial holidays, March Break,  
summer break (July-August) & most of December

Eligibility: Patients are selected based on the requirements of  
schools educational program

Fees: The dental treatment is not free; however, clinic fees are  
60% of the amount a private dentist would charge.

Description of Services: The Western Dental Clinic is a teaching institution where  
patients are selected based on the requirements of our  
educational program.

The following services are provided:

Comprehensive Adult Care
- Check-up/cleaning
- Fillings
- Broken teeth
- Aching teeth
- Sore and/or bleeding gums
- Diagnosis and Treatment Planning
- Complete or partial dentures
- Crowns and fixed bridges
- Implants
- Treatment of gum disease and mouth infections
- Extractions
- Endodontics (Root Canal Treatment)
- Preventive care
Emergency care
Children’s dentistry
Orthodontics

In some cases the treatment required by the patient may be too complex for the undergraduate students. The undergraduate clinic may not be a suitable environment for some medically compromised patients. These patients will be advised to seek treatment from a dentist in the community.
Vanier Children’s Services

Address: 871 Trafalgar Street
London, ON N5Z 1E6

Telephone: 519-433-3101
Intake: 519-433-0334

Fax: 519-433-1302

Website: http://www.bbbelgin.org/www.vanier.com

Email: askvanier@vanier.com

Hours of Operation: 8:30 am – 4:30 pm, with some evening and Saturday appointments available. The residential program is 24 hour, 7 days per week. Family Preservation program offers 24 hour, 7 day per week service to families.

Eligibility: Children with serious social, emotional and behavioural problems and their families, 14 years of age and under. Some programs offer limited service up to age 15.

Referrals: Parents, professionals, e.g. medical, education and professionals. Service is London-Middlesex only.

Residence service is only available to Elgin residents and referrals are made through CSCN at 1-877-480-2726.

Fees: None

Waiting List: Waiting list for all services

Description of Services: Crisis
Offer 24/7 support to families or direct to youth 12 years and older; information, crisis counseling, waiting list support and referrals

Early Years & Families
Early intervention programs for parents and children up to age 7 who have experienced abuse or trauma, or have challenging behavior or social and attachment issues.

Community Mental Health Services
Provide family therapy, group programs for parents, children and youth, in-home support to prevent, reduce and cope with social, emotional, behavioural and psychiatric problems.

**Living at Vanier**
In a home-like environment, offer support for children who need short-term stabilization, treatment, day and overnight respite care.

English and some French services available.
Vesta Parenting Centre

Address: 767 Talbot Street
St. Thomas, ON N5P 1E3

Contact: Shawn De Vree (Owner)
shawn@vestaparenting.ca

Contact: Melanie Taylor (Owner)
Melanie@vestaparenting.ca

Telephone: 519-631-6461

Website: www.vestaparenting.ca

Email: info@vestaparenting.ca

Hours: Mon, Wed & Fri 10:00 am – 4:00 pm
Tues & Thurs 10:00 am - 8:00 pm
Saturdays 9:00 am - 5:00 pm
Sundays closed

Fees: Depending on service or product

Description of Services: The Vesta Parenting Centre and Vesta Shop provide parents with accurate, up-to-date, comprehensive information thus enabling them to make informed decisions that work best for them and their family. They strive to provide a child-friendly environment that contributes to a parent’s well-being where they can learn tips and parenting skills, meet new friends and make lifelong connections, discuss what's on their mind, strengthen their bodies and their minds, and simply enjoy themselves.
Victim Services Elgin

Address: 146 Centre Street
         St. Thomas, ON   N5R 3A3

Telephone: 519-631-3182

Fax: 519-631-9879

Website: www.victimserviceselgin.org

Hours: Monday to Friday  9:00 am – 5:00 pm (Office)
       Victim support available 24 hours, 7 days a week

Referrals: http://www.sari.ca/ Police require consent from victims for referral.

Description of Services: Offering free, confidential, practical assistance for victims of crime in Elgin County. The Victim Quick Response Program (VQRP) offers immediate assistance to help victims of violent crime who cannot obtain it through other sources. These victims will have access to emergency expenses, funeral expenses and counselling.
Victim Witness Assistance Program (VWAP)

Address: 145 Curtis Street
St. Thomas, ON N5P 3Z7

Telephone: 519-633-1920
1-866-633-1920

Fax: 519-633-2311

Hours of Operation: Monday to Friday 8:30 am - 4:30 pm

Eligibility: mailto:tvcc@tvcc.on.ca Victims and witnesses of crime in the court process

Referrals: Police, crown attorneys, social agencies or self

Fees: None

Description of Services: The victim Witness Assistance Program provides service to victim witnesses involved in a criminal case. Some of the services offered are:
- Information about the criminal justice system
- Emotional support throughout the court process
- Case specific information including upcoming court dates and bail and probation conditions
- Referral to the Crown Attorney and follow-up
- Referrals to community agencies
Violence Against Women, Services Elgin County

Address: 300 Talbot Street, Suite 26
St. Thomas, ON N5P 4E2

Telephone: 519-633-0155
1-800-265-4305 (24-Hr Helpline)

Fax: 519-633-6575

Website: www.vawsec.on.ca

Email: info@vawsec.on.ca

Description of Services: All services are free, voluntary and absolutely confidential. Self referrals are encouraged.

Abused Women’s Helpline
519-633-0155 or 1-800-265-4305
A counselor is always there: 24 hours, 365 days a year over the phone or in-person to provide crisis intervention, referrals, safety planning, information and support.

Women’s Place Emergency Shelter
24 hours a day, 365 days of the year the secure, safe shelter is always there for women (16 years of age or older), with or without children, who have been abused in an intimate or dependent relationship. Services include crisis intervention, short term counseling, group counseling, referrals, safety planning and information for women and children. Emergency transportation to the shelter is available.

Sexual Assault Program
This program is for women (16 years of age or older), who have been sexually abused as an adult or as a child. The program offers counseling, referrals and information in St. Thomas, Aylmer and West Lorne.

Woman Abuse/Transitional Housing Support Program
This program offers counseling to women who are being abused in an intimate or dependent relationship. It also supports women who have either left an abusive relationship or who are considering leaving, with safety
planning and housing options. This service is provided in St. Thomas, Aylmer and West Lorne.

**Child Witness Program**
This program provides age-based group counseling to children, aged 4 to 18, whose mothers have been abused. A mothers group is also offered so women can boost their strength with support from other moms who understand what they have been through.

**Prevention by Education**
Professional on-site training and information about abuse, how you can be most helpful to support a woman who has been abused, and what services are in your community to assist. We facilitate this opportunity with other services and agencies, community and faith groups, workplaces and schools.
VON Middlesex-Elgin Branch - Community Supports Services

Address: 175 South Edgeware Road  
St. Thomas, ON   N5P 4C4

Telephone: 519-637-6408  
1-800-201-0909

Fax: 519-631-4798

Description of Services: Provide transportation to seniors and adults with disabilities who reside in villages and surrounding rural area of Central and East Elgin along with residents of the town of Aylmer. Other services include Meals on Wheels, Friendly Visiting, Hospice Visiting, Dementia Visiting, Smart Exercise Clinics and Dialysis transportation.

Satellite Office:

Aylmer  
745 Talbot Street East  
Aylmer, ON   N5H 3A5

519-765-2999
Volunteer Elgin

Address: St. Joseph’s Health Care
Regional Mental Health Care St. Thomas
467 Sunset Drive
St. Thomas, ON N5P 3V9

Contact: Lisa Slingerland

Website: www.volunteerelgin.org

Email: volunteerelgin@hotmail.com

Description of Services: Volunteer Elgin promotes, supports, and encourages volunteering within the communities of Elgin County by providing its members with the opportunity to network, share ideas and resources. Visit organizations website to find out about member agencies.
Walk-In Medical Clinics

Address: St. Thomas Walk-In Medical Clinic
230 First Avenue, Suite 105
St. Thomas, ON N5R 4P5

Telephone: 519-633-9627

Fax: 519-633-2677

Hours of Operation:
- Monday to Friday: 6:00 pm - 9:00 pm
- Saturday, Sunday and Holidays: 9:00 am - 3:00 pm
- Administration: 8:00 am – 4:00 pm

Referrals: http://www.tvcc.on.ca/Self

Fees: http://www.sari.ca/ Most services covered by OHIP

Description of Services: Medical assessment and treatment by area family physicians during times when physician’s offices are closed: weekends, evening and Wednesday afternoons.
Welcome Wagon

Address: 44 Myrtle Street
St. Thomas, ON N5R 2E7

Contact: Frances Kana
Business Professional & Community Welcome Representative

Phone: 519-614-7708

Website: www.welcomewagon.ca

Email: Frances_kana@hotmail.com

Description of Services: Welcome Wagon provides professional and personalized promotion of products and/or services to selected target markets including community newcomers, new and/or recently transferred business executives and new homeowners. Full follow-up and results assessments are provided to businesses that sponsor Welcome Wagon's work.
West Elgin Community Health Centre

Address: 153 Main Street
West Lorne, ON N0L 2P0

Telephone: 1-519-768-1715
Fax: 1-519-768-2548
Website: www.wechc.on.ca
Email: info@wechc.on.ca

Hours of Operation: Monday, Wednesday, Friday 8:30 am - 5:00 pm
Tuesday and Thursday 8:30 am - 9:00 pm

Fees: None

Description of Services: Multi-disciplinary primary health care facility with emphasis on Health Promotion. Health Care Providers include Physicians, Nurse Practitioners, RN’s, RPN’s Social Workers, Mental Health Case Managers, Dietitians, Chiropodist, Community Support Services Coordinator and Assisted Living Coordinator, Community health Workers and PSW’s.

Community Support Services
- Soups On and other Congregate Dining events
- Volunteer Transportation
- Friendly Visiting
- Caregiver Support – Information and Education

Diabetes Team
- Registered Nurse and Registered Dietitian

Community and Health Promotion
- Occupational Health programs including Asthma education and support, youth safety, farm safety
- Women’s Health
- Tobacco reduction/cessation support group

Let’s Connect - Early Years Programs age 0-6 yrs
- Krazy Kitchen
• Parents & Tots
• Concurrent Parent/Child programming
• Mobile Well Baby Clinics
• Prenatal classes & Breast Feeding support

**Community Dietitian**
• Numerous nutritional programs geared to males, females, teens, seniors (examples, men’s cooking group, emotional eating, aging with vitality, youth cooking)

**Mental Health**
• Mental health counseling for children, youth and seniors
• Adult mental health support thorough on-site CMHA staff
• Centre Ice Youth Drop-in support
• Fall Family Fun Night

**Primary Health Care**
• Physicians, Nurses, NP’s, Dietitian, Chiropodist
West Elgin Community Health Centre-Transportation Network

Address: 160 Main Street
West Lorne, ON   N0L 2P0

Telephone: 1-519-768-0020
Fax: 1-519-768-0401

Website: www.wechc.on.ca

Fees: 35¢ per km and parking costs

Description of Services: Service provided through West Elgin Community Health Centre Volunteer Transportation Program. Program assists seniors and disabled adults in West Elgin area who require transportation to medical appointments, shopping, visit family/friends.

24 to 48 hours notice.
Womancare Midwives

Address: 345 Westminster Ave  
London, ON  N6C 4V3

Telephone: 519-645-0316
Fax: 519-645-8802
Website: www.midwives.on.ca
Email: womancaremidwives@bellnet.ca

Hours: Monday - Friday 9:00 am - 5:00 pm

Fees: Services fully-funded by Ontario Ministry of Health for all residents of Ontario

Description of Services: Providing midwifery care for women and their babies during pregnancy, birth at home or hospital and the first 6 weeks postpartum. Womancare is comprised of 10 midwives who practise as a team.
WrapAround Initiative

Address: Community Services Coordination Network
171 Queens Avenue, Suite 750
London, Ontario
N6A 5J7

Telephone: 519-438-4783
1-877-480-2726 (Toll-Free)

Fax: 519-673-1509
1-877-462-1509 (Toll-Free)

Website: www.wraparound.ca

Description of Services: WrapAround is a process which develops and carries out plans for children, individuals and their families who have very complex needs. The WrapAround process ensures that services are focused on the needs of the individual and his or her family. A WrapAround facilitator works with the family to identify four to ten people who know the family best. These people form an individual and family team. The team works together to achieve the goals chosen by the family.
YWCA - St. Thomas-Elgin

Address: 16 Mary Street West
St. Thomas, ON  N5P 2S3

Telephone: 519-631-9800
1-800-461-0954

Fax: 519-631-6411

Website: www.ywcastthomaselgin.org

Email: ywcastthomaselgin@bellnet.ca

Hours:
Monday, Wednesday, Friday  9:00 am - 5:00 pm
Tuesday and Thursday  9:00 am - 9:00 pm

Description of Services:

Elgin Adult Education Classes
Offering programs to help improve employment essential
skills, computer skills, reading and writing, and math for free.
Programs are either one-on-one sessions or in a small group
setting. Classes are offered in St. Thomas, Aylmer and West
Lorne.

Aquatic Programs
Aquatic programs include the Red Cross Learn to Swim
classes for boys & girls and men & women, Aquafit for adult
women and Encore, an aquafit program for survivors of
breast cancer. Fall, winter and spring sessions are offered at
Terrace Lodge and Ontario Police College. Summer sessions
are offered at the Town of Aylmer Outdoor pool.

Women's Residence Program
A twenty-one bed residence that provides emergency,
transitions and long-term housing to disadvantaged women.
Residents requiring emergency support are provided with
housing, food and toiletries and have access to in-house
programs including tutoring, literacy, computer training and
life skills coaching.

Harmony House & Fair Winds for Youth
Homes are youth ages 16-24 who find themselves without
the supports necessary to make a healthy transition from
youth to adulthood. Residents are provided with a private
room, supportive resources and individuals who will
encourage you to set goals and become your own decision maker.

**Youth Engagement Project**
A paid program assisting young adults with transitioning to the workforce and gaining job related skills. Program participants are ages 15 to 30, are out of work and/or school with a barrier to employment. Participants receive job-related training, life skills training, coaching and mentoring on and off the job.

**Settlement Services**
Offers free of charge information and assistance with permanent residence, citizenship, sponsorship, work and visitor permits, various government programs and community supports.

**Child and Youth Programs**

**Before and After School Childcare**
Programs for children 3-12 years before and after school and on PD days and holidays are offered at McGregor Public School in Aylmer, New Sarum Public School, Southwold Public School, Mitchell Hepburn Public School and Elgin Court Public School in St. Thomas.

**JK/SK Full Day Childcare**
Licensed for children ages 3 ½ to 5 ½. The program runs during the school year from 7:30 am to 5:30 pm including circle time, drama, science, house centre, music and outdoor play.

**Summer Adventure Camp**
Offered in St. Thomas, Aylmer, Belmont and West Lorne for children 6-12 years. Kinder camp is located in St. Thomas for children 3-5 years. A recreation program engaging children in games, crafts, drama, swimming and day trips.

**Red Cross Babysitting Courses**
For youth 11 years and up who want to become a babysitter. Course covers the responsibilities of a babysitter, safety tips for children of all ages, basic child care skills and what to do in case of an emergency. Classes offered in St. Thomas, Springfield, Belmont and West Lorne.

**Home Alone Safely Course**
For children ages 9 to 12 that are showing readiness to be at home alone after school. Topics covered include key safety, kitchen safety, basic first aid and how to handle emergencies.
Classes offered in St. Thomas, Aylmer, Springfield, Belmont and West Lorne.

**Kids Creative Cuisine**
A cooking club program for school age children. Participants create a different meal each week.

**SMART for Girls**
Free 8-week program for girls ages 8-18. Participants engage in activities to relieve and manage stress. Activities include yoga, dance, creative expression and fitness.

**GirlSpace**
An interactive leadership program for girls ages 8-12 years. Activities involve exploring creativity, leadership & team building skills, self-confidence activities and celebrating achievements.

**Drop in Recreation Programs**
For school age children – evenings and after school programs available across the county.

**Satellite Offices:**

Aylmer Community Services  
25 Centre Street  
Aylmer, ON N5H 2Z4  
519-765-2082

West Elgin Support Services  
160 Main Street West  
West Lorne, ON N0L 2P0  
519-768-0020
Index

Addiction Services
Addiction Services of Thames Valley ............................................................. 17
Al-A Teen and Al-Anon London & Area .......................................................... 18
Alcoholics Anonymous Elgin County .............................................................. 19
Centre of Hope – Withdrawal Management Centre ........................................... 41
Clinic 217 ........................................................................................................ 49
Drug and Alcohol Helpline ............................................................................. 64
The Lung Association of Ontario - Blue Water Thames Valley ......................... 111
MADD – Mothers Against Drunk Driving ....................................................... 112
Narcotics Anonymous .................................................................................... 123
Regional Mental Health Care – Concurrent Disorders Program ...................... 136
Regional Mental Health Care – Crisis and Relapse Prevention Services ............ 137
Smokers’ Helpline .......................................................................................... 160
Teen Challenge GTA Women’s Centre ............................................................ 166

Anti-Violence
Changing Ways – Partner Assault Response Program ....................................... 42
Criminal Injuries Compensation Board .......................................................... 60
Kids Help Phone – London Chapter .................................................................. 95
St. Thomas – Elgin Second Stage Housing ...................................................... 148
S.A.F.E. BC (Self Abuse Finally Ends by Caring) ............................................. 156
Victim Services Elgin ...................................................................................... 179
Victim Witness Assistance Program (VWAP) .................................................. 180
Violence Against Women, Services Elgin County ............................................. 181
  Abused Women’s Helpline .......................................................................... 181
  Women’s Place Emergency Shelter .............................................................. 181
  Sexual Assault Program ............................................................................. 181
  Woman Abuse/Transitional Housing Support Program .............................. 181
  Child Witness Program ............................................................................. 182
  Prevention by Education ........................................................................... 182

Children & Youth Services
Aboutface International .................................................................................... 14
All Kids Belong ............................................................................................... 20
Art Therapy .................................................................................................... 22
Assistance for Children with Severe Disabilities ............................................. 23
Big Brothers/Big Sisters of St. Thomas-Elgin .................................................... 31
  Couples of Kids (7-14) ............................................................................ 31
  Family Match (7-14 years) ....................................................................... 31
  Big Bunch Group (7-14 years) ................................................................. 31
  In-School Mentoring (7-14 years) ............................................................ 31
  Go Girls! (12-14 years) .......................................................................... 31
  Game On! (12-14 years) ......................................................................... 32
Canadian Tire JumpStart ................................................................................. 37
Childcare and Nursery Programs ................................................................. 43
Child Find Ontario .................................................................................. 44
Collective Kitchen Groups (West Lorne) .................................................. 52
Community Living Elgin .......................................................................... 56
CPRl - Child and Parent Resource Institute ............................................. 58
CSCN - Community Services Coordination Network .......................... 61
Developmental Resources for Infants (DRI) .............................................. 63
Dutton Dunwich Community Centre ....................................................... 65
Elgin Children’s Foundation .................................................................... 72
Elgin County Library ................................................................................ 74
Elgin Respite Network ............................................................................. 77
Family and Children’s Services of St. Thomas & Elgin County ............ 84
Family YMCA of St. Thomas-Elgin ............................................................ 89
Kids Help Phone – London Chapter ....................................................... 95
Learning Disabilities Association (LDA) – London Region .................... 98
London Down Syndrome Association – Down Syndrome Association of Ontario .... 104
London Health Sciences Centre-Children’s Hospital of Western Ontario ...... 107
London Speech and Language Centre ..................................................... 110
Merrymount Children’s Centre ............................................................... 114
Merrymount Children’s Centre - Elgin Supervised Access Program .... 116
Ministry of Children and Youth Services-Youth Justice Services .......... 118
Ministry of Children & Youth Services - Home Visiting Program for Infants (HVPI) .... 119
Ontario Early Years Centre-Elgin/Middlesex/ London .......................... 124
Oxford Elgin Child & Youth Centre ......................................................... 130
Parent & Family Literacy Centre ............................................................. 131
President’s Choice Children’s Charity ..................................................... 134
Robarts School for the Deaf .................................................................... 139
St. Thomas Public Library ............................................................. 151
SARI Therapeutic Riding ....................................................................... 155
The Sunshine Dreams for Kids .............................................................. 163
Talbot Teen Centre ................................................................................ 165
Teen Challenge GTA Women’s Centre ................................................... 166
Thames Valley Children’s Centre ........................................................... 168
Tiny Tots Co-operative Nursery School ............................................... 172
tyke TALK – Thames Valley Preschool Speech and Language Initiative ... 173
Vanier Children’s Services ...................................................................... 176
  Crisis .................................................................................................. 176
  Early Years & Families ..................................................................... 176
  Community Mental Health Services .................................................... 176
  Living at Vanier ............................................................................. 177
WrapAround Initiative ........................................................................... 191
YWCA - St. Thomas-Elgin ............................................................... 192
  Elgin Adult Education Classes ...................................................... 192
  Aquatic Programs .......................................................................... 192
  Women’s Residence Program .......................................................... 192
  Harmony House & Fair Winds for Youth .......................................... 192
Youth Engagement Project ................................................................. 193
Settlement Services ........................................................................ 193
Before and After School Childcare ................................................ 193
JK/SK Full Day Childcare ............................................................... 193
Summer Adventure Camp ............................................................... 0
Red Cross Babysitting Courses ..................................................... 193
Home Alone Safely Course ........................................................... 193
Kids Creative Cuisine ................................................................... 194
SMART for Girls ............................................................................. 194
GirlSpace ....................................................................................... 194
Drop in Recreation Programs ......................................................... 194

**Disabilities Support**

Aboutface International ................................................................. 14
Accessible Parking Permit Program ............................................... 15
All Kids Belong ............................................................................. 20
Assistance for Children with Severe Disabilities ................................ 23
Assistive Devices Program ............................................................ 25
The Canadian Red Cross Society – St. Thomas/Elgin Branch ............ 36
  Community Health Services - Supportive Housing ....................... 36
  Home Equipment Loan Program (H.E.L.P) .................................. 36
  Injury Prevention and First Aid Programs .................................... 36
  Transportation Services .............................................................. 36

C N I B ............................................................................................. 50
Community Living Elgin ................................................................. 56
Community Living Ontario - Provincial Office ................................. 57
CSCN - Community Services Coordination Network ....................... 61
Developmental Resources for Infants (DRI) ..................................... 63
Elgin Audiology Consultants .......................................................... 71
Family Services Thames Valley ....................................................... 87
Learning Disabilities Association (LDA) – London Region ............ 98
Lensescrafters Gift of Sight Program ............................................. 100
London Down Syndrome Association – Down Syndrome Association of Ontario ...... 104
Ministry of Community & Social Services – Ontario Disabilities Support Program (ODSP) ................................................................. 120
Ontario March of Dimes - Assistive Devices Program ......................... 126
President’s Choice Children’s Charity ............................................. 134
Regional Support Associates ......................................................... 138
Robarts School for the Deaf ............................................................ 139
St. Thomas Paratransit ................................................................... 150
SARI Therapeutic Riding ............................................................... 155
Southwest Community Care Access Centre .................................... 162
The Sunshine Dreams for Kids ...................................................... 163
Thames Valley Children’s Centre ................................................... 168
VON Middlesex-Elgin Branch - Community Supports Services .......... 183
West Elgin Community Health Centre-Transportation Network ....... 189
WrapAround Initiative ................................................................. 191
Education and Training
Across Languages Translation and Interpretation Services ............................................. 16
Aylmer Community Services ..................................................................................... 26
Balaclava Street Adult and Alternative Education Centre ........................................ 29
  English as a Second Language (ESL) - General and specialty classes: ................. 29
  Personal Support Worker (PSW) Program ............................................................... 29
  Hair Styling Pre-Apprenticeship Program ............................................................... 30
  Adult High School Diploma Program ................................................................... 30
  Gateway to Learning (Upgrading) .......................................................................... 30

Collective Kitchen Groups (West Lorne) ................................................................. 52
Elgin County Library .................................................................................................. 74
Fanshawe College – St. Thomas/ Elgin Campus ....................................................... 90
Literacy Link South Central ..................................................................................... 102
London District Catholic School Board .................................................................. 103
  Junior and Senior Kindergarten, Grade 1 to 12 .................................................. 103
  Special Education ................................................................................................. 103
Parent & Family Literacy Centre ........................................................................... 131
Robarts School for the Deaf .................................................................................... 139
St. John Ambulance – St. Thomas - Elgin Branch ................................................... 141
Thames Valley District School Board – ................................................................. 170
  Junior & Senior Kindergarten, Grade 1 to 12 ...................................................... 170
  Special Education ................................................................................................. 170
Volunteer Elgin ......................................................................................................... 184

Emergency and Crisis Intervention
Canadian Mental Health Association ....................................................................... 35
  Crisis Outreach ....................................................................................................... 35
The Canadian Red Cross Society – St. Thomas/Elgin Branch ............................... 36
  Community Health Services - Supportive Housing ............................................. 36
  Home Equipment Loan Program (H.E.L.P) ......................................................... 36
  Injury Prevention and First Aid Programs ............................................................. 36
  Transportation Services ....................................................................................... 36
Child Find Ontario .................................................................................................... 44
City of St. Thomas Police Services .......................................................................... 48
  Block Parents ........................................................................................................ 48
  Neighbourhood Watch ......................................................................................... 48
  Child Safety Resource .......................................................................................... 48
  Safety Patrollers and Parent Safety Patrol Training ........................................... 48
  Crime Stoppers Program ....................................................................................... 48
Elgin St. Thomas Public Health-Health Promotion Programs ............................... 81
Elgin St. Thomas Public Health-Health Protection Department .......................... 81
Fresh Start Maternity Supports ............................................................................... 92
  Fresh Start Support Housing ................................................................................. 92
  Fresh Start Pregnancy Support Centre .................................................................. 92
Art Therapy .................................................................................................................. 22
Big Brothers/Big Sisters of St. Thomas-Elgin ................................................................. 31
  Couples of Kids (7-14) ............................................................................................... 31
  Family Match (7-14 years) ......................................................................................... 31
  Big Bunch Group (7-14 years) .................................................................................... 31
  In-School Mentoring (7-14 years) .............................................................................. 31
  Go Girls! (12-14 years) ............................................................................................. 31
  Game On! (12-14 years) ............................................................................................ 32
Canadian Tire JumpStart ............................................................................................... 37
Changing Ways – Partner Assault Response Program .................................................. 42
Childcare and Nursery Programs .................................................................................. 43
Child Find Ontario ......................................................................................................... 44
Christmas Care ............................................................................................................... 46
Christmas Shoppe ........................................................................................................... 46
Collective Kitchen Groups (West Lorne) ......................................................................... 52
Community Fellowship Dinner/Lunch ............................................................................ 53
Community Living Elgin ................................................................................................. 56
Community Living Ontario - Provincial Office ............................................................. 57
CPRI - Child and Parent Resource Institute ................................................................. 58
Developmental Resources for Infants (DRI) ................................................................. 58
Dutton Dunwich Community Centre ............................................................................. 65
Eastwood Fellowship Baptist Church – Clothing Cupboard ............................................. 68
Elgin County Library ....................................................................................................... 74
Elgin St. Thomas Public Health-Health Promotion Programs ...................................... 79
Elgin St. Thomas Public Health-Health Protection Department .................................... 81
Family and Children’s Services of St. Thomas & Elgin County .................................... 84
Family Services Thames Valley ..................................................................................... 87
Family YMCA of St. Thomas-Elgin ............................................................................... 89
Learning Disabilities Association (LDA) – London Region .......................................... 98
Lions Club of St. Thomas .............................................................................................. 101
Literacy Link South Central ......................................................................................... 102
London Down Syndrome Association – Down Syndrome Association of Ontario .... 104
London Multiple Births Association ............................................................................. 108
London Speech and Language Centre ......................................................................... 110
Mennonite Community Services (MCS) ..................................................................... 113
Merrymount Children’s Centre .................................................................................... 114
Merrymount Children’s Centre - Elgin Supervised Access Program ......................... 116
Ministry of Children and Youth Services-Youth Justice Services ............................... 118
Ontario Early Years Centre-Elgin/Middlesex/ London ................................................ 124
Oxford Elgin Child & Youth Centre .............................................................................. 130
St. Thomas Public Library ........................................................................................... 151
Salvation Army Thrift Store & Family Services .......................................................... 154
Serenity House Hospice ............................................................................................... 157
Soups On ........................................................................................................................ 161
Welcome Wagon ........................................................................................................... 186
WrapAround Initiative ................................................................................................. 191
YWCA - St. Thomas-Elgin ........................................................................................... 192
Elgin Adult Education Classes .................................................. 192
Aquatic Programs .................................................................. 192
Women’s Residence Program ............................................... 192
Harmony House & Fair Winds for Youth ............................. 192
Youth Engagement Project ................................................... 193
Settlement Services ................................................................ 193
Before and After School Childcare .................................... 193
JK/SK Full Day Childcare .................................................... 193
Summer Adventure Camp .................................................... 193
Red Cross Babysitting Courses ......................................... 193
Home Alone Safely Course ................................................ 193
Kids Creative Cuisine .......................................................... 194
SMART for Girls ................................................................ 194
GirlSpace ............................................................................ 194
Drop in Recreation Programs .............................................. 194

Food, Clothing and Housing
Aylmer Corner Cupboard and East Elgin Community Assistance Program .......... 27
Canadian Mental Health Association ..................................... 35
Crisis Outreach .................................................................. 35
The Canadian Red Cross Society – St. Thomas/Elgin Branch .......... 36
Community Health Services - Supportive Housing ..................... 36
Home Equipment Loan Program (H.E.L.P) .......................... 36
Injury Prevention and First Aid Programs .............................. 36
Transportation Services ...................................................... 36
Caring Cupboard (Rodney) .................................................. 38
Caring Cupboard Food Bank ................................................. 39
Christmas Care .................................................................. 45
Christmas Shoppe ............................................................... 46
Community Fellowship Dinner/Lunch .................................... 53
Community Garden - McSmith’s Organic Farm ....................... 54
Community Garden - Orchard Hill Farm ............................. 55
Daffodil Auxiliary ............................................................... 62
Eastwood Fellowship Baptist Church – Clothing Cupboard ............ 68
Eastwood Fellowship Baptist Church – Non-Profit Housing Corporation .... 69
Elgin-St. Thomas Housing Corporation .................................. 78
Fresh Start Maternity Supports ............................................ 92
    Fresh Start Support Housing ........................................... 0
    Fresh Start Pregnancy Support Centre ............................. 92
Inn Out of the Cold St. Thomas - Elgin .................................. 94
Landlord and Tenant Board – Southwestern Regional Office ........ 97
Ontario Rental Housing Tribunal – Southwestern Regional Office .... 129
Port Stanley Christ Church Anglican Food Bank ..................... 133
Rotholme Stanley Women’s and Family Shelter ..................... 140
St. Thomas – Elgin Second Stage Housing ............................. 148
Salvation Army Thrift Store & Family Services ....................... 154
    Thrift Store .................................................................. 154

Revision January 2014
<table>
<thead>
<tr>
<th><strong>Government</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Accessible Parking Permit Program ................................................................... 15</td>
</tr>
<tr>
<td>Assistive Devices Program .................................................................................. 25</td>
</tr>
<tr>
<td>Canada Revenue Agency .......................................................................................... 33</td>
</tr>
<tr>
<td>City of St. Thomas .................................................................................................. 47</td>
</tr>
<tr>
<td>Environmental Services ......................................................................................... 47</td>
</tr>
<tr>
<td>City Clerk’s Office ............................................................................................... 47</td>
</tr>
<tr>
<td>Parks &amp; Recreation .............................................................................................. 47</td>
</tr>
<tr>
<td>City of St. Thomas Police Services ......................................................................... 48</td>
</tr>
<tr>
<td>Emergency Police Services .................................................................................... 48</td>
</tr>
<tr>
<td>Block Parents ........................................................................................................ 48</td>
</tr>
<tr>
<td>Neighbourhood Watch ............................................................................................ 48</td>
</tr>
<tr>
<td>Child Safety Resource .......................................................................................... 48</td>
</tr>
<tr>
<td>Safety Patrollers and Parent Safety Patrol Training ............................................... 48</td>
</tr>
<tr>
<td>Crime Stoppers Program ....................................................................................... 48</td>
</tr>
<tr>
<td>Landlord and Tenant Board – Southwestern Regional Office ................................ 97</td>
</tr>
<tr>
<td>Ministry of Children and Youth Services-Youth Justice Services ......................... 118</td>
</tr>
<tr>
<td>Ministry of Children &amp; Youth Services - Home Visiting Program for Infants (HVPI) .. 119</td>
</tr>
<tr>
<td>Ministry of Community &amp; Social Services – Ontario Disabilities Support Program   (ODSP) ............................................................. 120</td>
</tr>
<tr>
<td>Ontario Provincial Police – Elgin County ................................................................ 128</td>
</tr>
<tr>
<td>St. Thomas Fire Department .................................................................................... 149</td>
</tr>
<tr>
<td>St. Thomas - Service Canada Centre ...................................................................... 152</td>
</tr>
<tr>
<td>Service Ontario ................................................................................................. 158</td>
</tr>
<tr>
<td>ServiceOntario INFOline ..................................................................................... 159</td>
</tr>
<tr>
<td>Telehealth Ontario ................................................................................................ 167</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Health &amp; Wellness</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Babeeze in Arms Doula Centre .............................................................................. 28</td>
</tr>
<tr>
<td>Central Community Health Centre .......................................................................... 40</td>
</tr>
<tr>
<td>Dutton Dunwich Community Centre ......................................................................... 65</td>
</tr>
<tr>
<td>Elgin Audiology Consultants ............................................................................... 71</td>
</tr>
<tr>
<td>Elgin St. Thomas Public Health-Health Promotion Programs ................................ 79</td>
</tr>
<tr>
<td>Elgin St. Thomas Public Health-Health Protection Department ............................ 81</td>
</tr>
<tr>
<td>Family YMCA of St. Thomas-Elgin ........................................................................ 89</td>
</tr>
<tr>
<td>Fetal Risk Assessment from Maternal Exposure (FRAME) ....................................... 91</td>
</tr>
<tr>
<td>Hope’s Garden - Eating Disorders Support and Resource Centre ............................ 93</td>
</tr>
<tr>
<td>Lenscrafter’s Gift of Sight Program ..................................................................... 100</td>
</tr>
<tr>
<td>London Health Sciences Centre-Children’s Hospital of Western Ontario ............... 105</td>
</tr>
<tr>
<td>London Health Sciences Centre-University and Victoria Campuses ....................... 107</td>
</tr>
<tr>
<td>London Crisis Pregnancy Centre .......................................................................... 109</td>
</tr>
<tr>
<td>The Lung Association of Ontario - Blue Water Thames Valley .............................. 111</td>
</tr>
<tr>
<td>Smoking Cessation .............................................................................................. 111</td>
</tr>
<tr>
<td>Asthma ............................................................................................................... 111</td>
</tr>
</tbody>
</table>
Maternal Health
Babeeze in Arms Doula Centre .......................................................... 28
Elgin St. Thomas Public Health-Health Promotion Programs ................. 79
Fetal Risk Assessment from Maternal Exposure (FRAME) ....................... 91
Fresh Start Maternity Supports .......................................................... 92
La Leche League Canada – St. Thomas-Elgin ...................................... 96
London Health Sciences Centre-University and Victoria Campuses ........ 107
London Crisis Pregnancy Centre ....................................................... 109
Mother Reach Postpartum Drop-In .................................................... 121
Motherisk .......................................................................................... 122
St. Thomas & District Right to Life ..................................................... 144
Talbot Creek Midwives ...................................................................... 164
Thames Valley Midwives ................................................................... 171
Vesta Parenting Centre ..................................................................... 178
WomanCare Midwives ..................................................................... 190

Mental Health
Canadian Mental Health Association .................................................. 35
Crisis Outreach .................................................................................. 35
CPRI - Child and Parent Resource Institute ......................................... 58
CSCN - Community Services Coordination Network ......................... 61
Elgin Assertive Community Treatment (ACT) Team – Regional Mental Health Care... 70
Mother Reach Postpartum Drop-In .................................................... 121
Oxford Elgin Child & Youth Centre ..................................................... 130
Psychiatric Survivors Network of Elgin (PSNE) ..................................... 135
Regional Mental Health Care – Concurrent Disorders Program ............. 136
Regional Mental Health Care – Crisis and Relapse Prevention Services .... 137
Regional Support Associates ............................................................... 138
St. Joseph’s Health Care London ........................................................ 142
S.A.F.E. BC (Self Abuse Finally Ends by Caring) .................................. 156
Vanier Children’s Services ................................................................ 176
Crisis ................................................................................................. 176
Early Years & Families ..................................................................... 176
Community Mental Health Services ................................................... 176
Living at Vanier ............................................................................... 177

Transportation
Accessible Parking Permit Program .................................................. 15
The Canadian Red Cross Society – St. Thomas/Elgin Branch ................. 36
Community Health Services - Supportive Housing ............................... 36
<table>
<thead>
<tr>
<th>Service</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Equipment Loan Program (H.E.L.P.)</td>
<td>36</td>
</tr>
<tr>
<td>Injury Prevention and First Aid Programs</td>
<td>36</td>
</tr>
<tr>
<td>Transportation Services</td>
<td>36</td>
</tr>
<tr>
<td>St. Thomas Paratransit</td>
<td>150</td>
</tr>
<tr>
<td>St. Thomas Transit Services</td>
<td>153</td>
</tr>
<tr>
<td>VON Middlesex-Elgin Branch - Community Supports Services</td>
<td>183</td>
</tr>
<tr>
<td>West Elgin Community Health Centre-Transportation Network</td>
<td>189</td>
</tr>
</tbody>
</table>