

***Community Resources  
for Newcomers  
with No Health Coverage***



## Background Information

According to the United Nations Universal Declaration of Human Rights, health care is a basic human right. Drastic cuts to the Interim Federal Health Program (IFHP) have resulted in the reduction/elimination of a wide range of health services and benefits to refugee claimants. These cuts are impacting the health status of those seeking refuge in Canada and represent a serious threat to the wellbeing of our community.

**This resource is intended for health professionals and community service providers who are working with newcomers with limited or no health coverage. The resource outlines some of the health related services and programs that are available for free or at a very low cost to people without OHIP.**

These cuts can be confusing and are subject to change. For the most up to date information, visit::

<http://canadagazette.gc.ca/rp-pr/p2/2012/2012-07-18/html/si-tr49-eng.html>

<http://ccrweb.ca/>

<http://www.cic.gc.ca/english/refugees/outside/summary-ifhp.asp>

<http://www.doctorsforrefugeecare.ca/in-the-news.html>

<http://www.gazette.gc.ca/rp-pr/p2/2012/2012-04-25/html/si-tr26-eng.html>

<http://www.ocasi.org/refugee-health-cuts-flow-chart-frontline-workers-ontario>

## **Important Information for Primary Health Care Providers**

- ◆ Health care providers who wish to provide service to refugees covered under the Interim Federal Health Program need to be registered with Medavie Blue Cross in order to be compensated for services. (Please note that Government Assisted Refugees have OHIP coverage and IFHP for supplemental benefits).
- ◆ Medavie Blue Cross is the company that administers IFHP. Providers must verify that a patient is eligible for IFHP with Medavie (1-888-614-1880) before providing a service or product each time the patient is seen as their coverage may change at any time. For information about Medavie Blue Cross, visit Citizenship and Immigration Canada at [www.cic.gc.ca/english](http://www.cic.gc.ca/english).
- ◆ This booklet is focused on the issues related directly to lack of health coverage for newcomers. For information about other basic needs, visit [www.info.london.on.ca](http://www.info.london.on.ca) for the “*Help Yourself Through Hard Times*” resource.

## **General Information**

- ◆ Services are subject to change. Resource was current as of December 2012.
- ◆ When agencies indicate that interpretation is available, this service usually needs to be pre-arranged in advance.
- ◆ For additional copies of the resource, contact Health Connection at Middlesex-London Health Unit, 519-850-2280.
- ◆ For additional information or to provide feedback about this resource, contact Middlesex-London Health Unit, Health Equity Line at 519-663-5317, ext. 3033.

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***Primary  
Health  
Care***

## **Family Health Clinic Middlesex- London Health Unit**

### ***Contact Information***

**Address:** 50 King Street London ON N6A 5L7

**Phone number:** 519-663-5317 ext. 2317

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

### ***Description of Service***

A Nurse Practitioner is available to provide screening for health problems, prenatal care, well baby/child visits, vaccines, treatment of common illnesses, and referrals to specialists as needed. For serious problems, the Nurse Practitioner will either consult with a physician or will direct the client to see a specialist or a doctor at a Walk-In Clinic or Emergency Room, as appropriate. Self-referrals are accepted.

### ***Hours of Operation***

Monday—Friday 8:30 am—4:30 pm for intake and referral

### ***Eligibility Criteria***

These services are available for families with children 0-6 years old (includes all family members), and for teenagers who do not have a family physician.

### ***Interpretation Services***

Can be arranged upon request.

### ***Cost***

There are no fees associated with this service. There may be fees incurred with specific diagnostic tests, as required.

## **Health Zone Merrymount Location**

### ***Contact Information***

**Address:** 1064 Colborne Street London ON N6A 4B3

**Phone number:** 226-777-1988

**Website:** N/A

### ***Description of Service***

This Nurse Practitioner-led clinic offers a full range of client-centred, inter-professional, primary health care services, including those that emphasize health promotion and illness prevention. Program staff includes a Nurse Practitioner, a Registered Nurse, a Dietitian and a Community Advocate who can provide services for families. Self-referrals are accepted.

### ***Hours of Operation***

9:00 a.m.—4:30 p.m.

### ***Eligibility Criteria***

These services are available for families who do not have a family physician.

### ***Interpretation Services***

Not available.

### ***Cost***

There are no fees associated with the Health Zone services. There may be fees incurred with specific diagnostic tests, as required.

## **Health Zone Southdale Location**

### ***Contact Information***

**Address:** 1057 Southdale Road East London ON N6E 1B3

**Phone number:** 226-785-1923

**Website:** N/A

### ***Description of Service***

This Nurse Practitioner-led clinic offers a full range of client-centred, inter-professional, primary health care services, including those that emphasize health promotion and illness prevention. Program staff includes the Nurse Practitioner, a Registered Nurse, a Dietitian and a Community Advocate who can provide services for families. Self-referrals are accepted.

### ***Hours of Operation***

9:00 a.m.—4:30 p.m.

### ***Eligibility Criteria***

These services are available for families who do not have a family physician.

### ***Interpretation Services***

Not available.

### ***Cost***

There are no fees associated with Health Zone services. There may be fees incurred with specific diagnostic tests, as required.



## **Health Zone**

### **Allan Rush Gardens Location**

#### ***Contact Information***

***Address:*** 6 Barberry Court London ON N5Z 3C4

***Phone number:*** 226-785-1929

***Website:*** N/A

#### ***Description of Service***

This Nurse Practitioner-led clinic offers a full range of client-centred, inter-professional, primary health care services, including those that emphasize health promotion and illness prevention. Program staff includes a Nurse Practitioner, a Registered Nurse, a Dietitian and a Community Advocate who can provide services for families. Self-referrals are accepted.

#### ***Hours of Operation***

9:00 a.m.—4:30 p.m.

#### ***Eligibility Criteria***

These services are available for families who do not have a family physician.

#### ***Interpretation Services***

Not available.

#### ***Cost***

There are no fees associated with Health Zone services. There may be fees incurred with specific diagnostic tests, as required.

## London InterCommunity Health Centre

### **Contact Information**

**Address:** 659 Dundas Street London ON N5W 2Z1

**Phone number:** 519-660-0874 ext. 325

**Website:** <http://lihc.on.ca>

### **Description of Service**

The Health Centre offers accessible health care and social services to individuals and families who experience barriers to care including culture, language, income, mental health and addictions, and complex/ chronic health conditions. Health care is available to individuals who do not have OHIP. People who are on a visitor's visa or who are sponsored refugees do not qualify for these services. Primary health care is complemented by specialized community services for youth, immigrant women, newcomer and francophone seniors, and individuals in the community living with chronic conditions such as diabetes and hepatitis C.

### **Hours of Operation**

Monday, Friday 9:00 a.m.—5:00 p.m.

Tuesday, Wednesday 9:00 a.m.—9:00 p.m.

Thursday 10:30 a.m.—5:00 p.m.

### **Eligibility Criteria**

To access medical care, clients must participate in a comprehensive intake process with a System Navigator. They will be asked questions about their health, income, first language, country of origin, housing, education, and immigration/refugee status.

### **Interpretation Services**

Available. The Health Centre contracts the services of Across Languages to ensure that clients receive service in their first language.

### **Cost**

There are no fees associated with this service.

# ***Medical Services***

**\*It is important to consider costs for diagnostic tests that will be charged to newcomers without health care coverage. Various rates are charged for diagnostics depending on the service provider's fees.**

## **Birth Control Clinic Middlesex-London Health Unit**

### ***Contact Information***

**Address:** 50 King Street London ON N6A 5L7

**Phone number:** 519-663-5446

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

### ***Description of Service***

Birth control methods, pregnancy testing and counselling, emergency contraception, pap tests and breast exams are available through this clinic. A Public Health Nurse and a doctor are available to discuss birth control options with the client. Appointments are necessary to receive services.

### ***Hours of Operation***

Monday 1:00—3:00 p.m.

Tuesday 9:00—11:00 a.m., 1:00—3:00 p.m., 4:30—6:30 p.m.

Wednesday 9:00—11:00 a.m., 1:00—3:00 p.m.

Thursday 1:00—3:00 p.m., 4:30—6:30 p.m.

### ***Eligibility Criteria***

Services are available to everyone. If available, clients should bring their health card or their Interim Federal Health form with them. People who do not have health coverage can receive services from the clinic at no cost.

### ***Interpretation Services***

Available. Services need to be requested in advance so that the service can be arranged.

### ***Cost***

There are no fees associated with this service. Birth control methods may be purchased for a low cost.

## **Sexually Transmitted Infections (STI) Clinic Middlesex-London Health Unit**

### ***Contact Information***

**Address:** 50 King Street London ON N6A 5L7

**Phone number:** 519-663-5446

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

### ***Description of Service***

Sexually transmitted infections testing and treatment are provided to clients and their partners. Emergency contraception and pregnancy testing is also available. This clinic operates on a drop-in basis. No appointment is required and clients do not have to present a health card.

### ***Hours of Operation***

Monday, Wednesday 5:00 p.m. – 7:00 p.m.

Friday 8:30 a.m. – 10:30 a.m.

### ***Eligibility Criteria***

Clients can walk in to the STI clinic. No appointment is needed. No health card or Interim Federal Health form is necessary.

### ***Interpretation Services***

Available. Services need to be requested in advance so that the service can be arranged.

### ***Cost***

There are no fees associated with this service. All testing and treatments are free.

## **Immunization Clinic Middlesex- London Health Unit**

### ***Contact Information***

**Address:** 50 King Street London ON N6A 5L7

**Phone number:** 519-663-5317ext 2330

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

### ***Description of Service***

The Immunization Clinic provides publicly funded (free) vaccines to all age groups. This clinic will also provide some vaccines which have a cost.

### ***Hours of Operation***

Monday, Wednesday, Friday 9:00 a.m.— 4:00 p.m.

The first and third Wednesday of each month, open until 7:00 p.m.

### ***Eligibility Criteria***

Publicly funded vaccines are available for free to people of all ages. No Health Card is required. No appointment is needed.

### ***Interpretation Services***

Not available.

### ***Cost***

There is no cost for publicly funded vaccines. There is a cost for vaccines which are not publicly funded. The cost depends on the vaccine being requested.

## Ontario Breast Screening Program

### **Contact Information**

**Address:** 746 Baseline Road East Suite 303 London ON N6C 2R5

**Phone number:** 519-685-8500 ext. 54926

**Website:** <https://www.cancercare.on.ca/cms/one.aspx?pageId=9486>

### **Description of Service**

The Ontario Breast Screening Program (OBSP) is a program of Cancer Care Ontario. High-quality routine breast cancer screening is provided for eligible women age 50 to 74 years. Screening is also available for women 30 – 69 years old who have been medically identified at high risk for breast cancer. Screening appointments can be arranged by calling 519-432-0255. Screening is available in London and in Strathroy.

### **Hours of Operation**

Monday to Friday 8:00 a.m.—4:00 p.m.

### **Eligibility Criteria**

Services are available for women aged 50 and over with no breast implants or personal history of breast cancer. Eligible women who are refugees or newcomers who do not have OHIP will not be refused or billed for screening.

### **Interpretation Services**

Available only at the St. Joseph's Health Care site but must be arranged in advance of appointment.

### **Cost**

There are no fees associated with this service. There is a cost for any additional diagnostic tests that may be needed as a result of abnormal screening results.





***Prenatal  
Services***

## Thames Valley Midwives

### ***Contact Information***

**Address:** 434 Maitland Street Suite #1 London ON N6B 2Z2

**Phone number:** 519-433-5855

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

### ***Description of Service***

Midwives offer care for pregnancy, delivery of the baby and care during the postpartum period. Midwifery services are available to women living in London and in the counties of Middlesex, Elgin and Oxford (as far east as Woodstock). Thames Valley Midwives have home and hospital birth care privileges at London Health Sciences Centre and Woodstock General Hospital. Self-referrals accepted.

### ***Hours of Operation***

Monday, Friday 8 a.m.-3 p.m.

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

### ***Eligibility Criteria***

Midwifery services are offered for low risk pregnancies to residents of Ontario or people who have applied to become permanent residents of Ontario. Newcomers without OHIP will be considered to receive free care.

### ***Interpretation Services***

Available. Interpretation services can be arranged as needed.

### ***Cost***

Fees covered by OHIP. Newcomers without OHIP will be considered to receive free care. Fees are associated with laboratory services, ultrasound services, consultations with doctors, hospital fees, and other costs.

## **Womancare Midwives**

### ***Contact Information***

**Address:** 345 Westminster Avenue Suite 101 London ON N6C 3V4

**Phone Number:** 519-645-0316

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

### ***Description of Service***

Midwives offer care for pregnancy, delivery of the baby and follow-up during the post-partum period, including newborn care. Midwives support a woman's choice to give birth at home or in hospital. Families without OHIP coverage will be required to pay for laboratory fees, ultrasound exams, prescription medications, and hospital services as required during their course of care.

### ***Hours of Operation***

Monday to Friday 9:00 a.m.—5:00 p.m. (administration)

### ***Eligibility Criteria***

These services are available for women residing in Ontario, with low risk pregnancies.

### ***Interpretation Services***

Not available.

### ***Cost***

Midwifery services are free. If no OHIP coverage, fees will be charged for laboratory tests, ultrasound exams, medications, obstetrician consultations, and hospital admissions, as needed.

## **Healthy Babies Healthy Children Program Middlesex-London Health Unit**

### ***Contact Information***

**Address:** 50 King Street London ON N6A 5L7

**Phone number:** 519-850-2280

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

### ***Description of Service***

The Healthy Babies Healthy Children program provides home visits by Public Health Nurses and Family Home Visitors to expectant mothers and new parents who need additional support and can benefit from the program. Home visits help families learn about having a healthy pregnancy & birth, connecting with their baby, children's growth & development, being a parent, breastfeeding, food and nutrition, taking care of self and family, and connecting to other programs and services in the community.

### ***Hours of Operation***

Monday to Friday 8:30 a.m.—4:30 p.m. for intake and referral

### ***Eligibility Criteria:***

This program is available to pregnant women, new parents or families with children under 6 years of age. Clients are screened for eligibility using the Healthy Babies Healthy Children Screening Tool.

### ***Interpretation Services***

Available.

### ***Cost***

There are no fees associated with this service.

## **Smart Start for Babies Program Middlesex-London Health Unit**

### ***Contact Information***

**Address:** 50 King Street London ON N6A 5L7

**Phone number:** 519-646-2961

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

### ***Description of Service***

Smart Start for Babies is a free prenatal nutrition and support program for pregnant women and teens and their partner or support person. It is available at various locations in London and in Strathroy. Weekly classes are offered on topics such as healthy nutrition, healthy lifestyle choices, prenatal education, and newborn care.

### ***Hours of Operation***

Call 519-646-2961 for information on specific locations and times

### ***Eligibility Criteria***

This program is available to pregnant women and their partners. Early registration before 20 weeks gestation is preferred.

### ***Interpretation Services***

Available. Interpreters may be provided for languages other than English.

### ***Cost***

There are no fees associated with this program.



# ***Developmental Screening***

## **Developmental Resources for Infants (DRI)**

### ***Contact Information***

**Address:** 779 Base Line Road East London ON N6C 1X6

**Phone number:** 519-685-8710

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

### ***Description of Service***

DRI is a combination of resources working together to provide easy-to-access, family centered services. It is a partnership between CPRI, Home Visiting Program for Infants, Thames Valley Children's Centre, Children's Hospital of Western Ontario and the Developmental Follow Up Clinic of St. Josephs Health Care Centre. Services may include nursing, nutrition, occupational therapy, physiotherapy, psychology, psychometry, recreational therapy, social work, speech and language services and others.

### ***Hours of Operation***

8:30 a.m.—4:30 p.m. for intake and referral

### ***Eligibility Criteria***

Services are available for families with children who are 2 years old and younger with developmental concerns.

### ***Interpretation Services***

Available. Services need to be requested in advance so that they can be arranged.

### ***Cost***

There are no fees associated with this service. There may be costs for specialized medical clinics and specialty equipment but assistance will be provided to help find funds to cover these costs.



## **All Kids Belong**

### ***Contact Information***

**Address:** Merrymount 1064 Colborne Street London ON N6A 4B3

**Phone number:** 519-434-8247

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

### ***Description of Service***

This program promotes the inclusion of children with special needs into licensed childcare settings, and before and after school programs. All Kids Belong offers a wide array of early childhood services for families with children who require extra support to participate in community childcare settings within London and Middlesex County.

### ***Hours of Operation***

8:30 a.m.– 4:30 p.m. for referral and intake

### ***Eligibility Criteria***

Services are available to infants and children, birth to 12 years old, who require extra support integrating into a licensed community child care, recreation, and before and after school programs.

### ***Interpretation Services***

Available. Services need to be requested in advance so that the service can be arranged.

### ***Cost***

There are no fees associated with this service.

## **Healthy Babies Healthy Children Program Middlesex-London Health Unit**

### ***Contact Information***

**Address:** 50 King Street London ON N6A 5L7

**Phone number:** 519-850-2280

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

### ***Description of Service***

The Healthy Babies Healthy Children program provides home visits by Public Health Nurses and Family Home Visitors to expectant mothers and new parents who need additional support and can benefit from the program. Home visits help families learn about having a healthy pregnancy & birth, connecting with their baby, children's growth & development, being a parent, breastfeeding, food and nutrition, taking care of self and family, and connecting to other programs and services in the community.

### ***Hours of Operation***

Monday to Friday 8:30 a.m.—4:30 p.m. for referral and intake

### ***Eligibility Criteria:***

This program is available to pregnant women, new parents or families with children under 6 years of age. Clients are screened for eligibility using the Healthy Babies Healthy Children Screening Tool.

### ***Interpretation Services***

Available.

### ***Cost***

There are no fees associated with this service.

***Vision***  
***Services***

## **Eye Glasses Fund Middlesex-London Health Unit**

### ***Contact Information***

**Address:** 50 King Street London ON N6A 5L7

**Phone number:** 519-850-2280

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

### ***Description of Service:***

The local Lions Club has provided limited funds to assist families who need eye glasses for their school aged child. All referrals must be directed through the Public Health Nurse assigned to the child's school who will sign the eyeglass referral form. If the fund has been depleted, the Public Health Nurse may be able to help the family to obtain glasses for the child in need.

### ***Hours of Operation***

Monday to Friday 8:30a.m.—4:30 p.m.

### ***Eligibility Criteria:***

Child must attend a London or Middlesex County school and have a current eyeglass prescription. The family must have limited finances, no medical insurance and not be receiving social assistance.

### ***Interpretation Services***

Not available.

### ***Cost***

There are no fees associated with this service provided funding is available through the local Lion's Club.

## LensCrafters “OneSight” Program

### **Contact Information**

**Address:** 1105 Wellington Road South London ON N6E 1V4

**Phone number:** 519-649-2377

**Website:** [www.onesight.org](http://www.onesight.org)

### **Description of Service**

The “OneSight” program is available to provide free eyewear to people in need. A person in need can contact a local non-profit organization (eg. church, Lion’s Club, social service agency) to request a letter for submission to LensCrafters. LensCrafters relies on local charitable partners to pre-screen recipients based on visual and financial need. The letter needs to be printed on official letterhead and contain the organization’s charitable donation number.

### **Hours of Operation**

Monday—Friday 9:30 a.m.—9 p.m.

Saturday 9:30 a.m.—9 p.m.

Sunday 12 p.m.—5 p.m.

### **Eligibility Criteria**

The family must have limited finances, no medical insurance and not be receiving social assistance.

### **Interpretation Services**

Not available.

### **Cost**

There are no fees associated with this service providing the funding is available. Note: Funding is limited each calendar year.

## **Canadian National Institute for the Blind (CNIB)**

### ***Contact Information***

**Address:** 749 Base Line Road East London ON N6C 2R6

**Phone number:** 519-685-8420

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

### ***Description of Service***

Low vision services are available for people with partial vision loss to help them maximize their remaining sight. Services are available to help people live independently, including travel.

### ***Hours of Operation***

Monday—Friday 9:30 a.m.—4:30 p.m.

### ***Eligibility Criteria***

CNIB services are available to people who have difficulty with everyday activities due to vision loss.

### ***Interpretation Services***

Not available.

### ***Cost***

There are no fees associated with this service.

## **Blind Low Vision Early Intervention Program Middlesex-London Health Unit**

### ***Contact Information***

**Address:** 50 King Street London ON N6A 5L7

**Phone number:** 519-663-5317 ext. 2224  
519-685-8420

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

### ***Description of Service***

This program is designed to give children who are born blind or with low vision the best possible start in life. The program offers education and support to parents so they can encourage the healthy development of their child. Services offered include family support, intervention services and consultation services. Canadian National Institute for the Blind Early Intervention Specialists provide the consultant services for this program.

### ***Hours of Operation***

Monday—Friday 8:30 a.m.—4:30 p.m. for intake and referral

### ***Eligibility Criteria***

Specialized family-centered services are available for children from birth to Grade 1. OHIP is not required for this service.

### ***Interpretation Services***

Available. Services need to be requested in advance so that the service can be arranged.

### ***Cost***

There are no fees associated with this service.





***Hearing  
Services***

## **Infant Hearing Program Middlesex-London Health Unit**

### ***Contact Information***

**Address:** 50 King Street London ON N6A 5L7

**Phone number:** 519-663-5317 ext. 2224

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

### ***Description of Service***

The Infant Hearing Program (IHP) conducts hearing screening for all newborn infants in the hospital or in the community. This program provides follow up supports and services such as family support, and audiology and communication development for all infants identified with permanent hearing loss.

### ***Hours of Operation***

Monday—Friday 8:30 a.m.—4:30 p.m. for intake and referral

### ***Eligibility Criteria***

Hearing screening is available for infants only. Children must have a diagnosis of permanent hearing loss and be between the ages of birth and 6 years old to be eligible for other services.

### ***Interpretation Services Available***

Available. Services need to be requested in advance so that interpretation services can be arranged.

### ***Cost***

There are no fees associated with this service.

## Canadian Hearing Society

### ***Contact Information***

**Address:** 181 Wellington Street London ON N6B 2K9

**Phone number:** 519-667-3325

**Teletype:** 1-888-697-3613

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

### ***Description of Service***

This organization provides a variety of social services for people who are culturally deaf, oral deaf, deafened or hard of hearing. Some of the services offered include general support services, hearing care counselling for seniors with a hearing loss, Ontario interpreter services, CONNECT mental health programs, employment services and a communication devices program.

### ***Hours of Operation***

Monday to Friday 9:00 a.m.—5:00 p.m. (administration)

### ***Eligibility Criteria***

Services are available to anyone with a hearing loss or with an interest in hearing loss.

### ***Interpretation Services***

American Sign Language with English interpreting.

### ***Cost***

There are no fees associated with this service. There may be fees for devices. There is a set fee for sign language interpreting.



# ***Dental Services***

## **Dental Outreach Community Service (DOCS) Program**

### ***Contact Information***

**Address:** 184 Horton Street London ON N6B 1K8

**Phone number:** 519-434-9114 ext. 235

**Website:** [www.schulich.uwo.ca/dentistry/docs](http://www.schulich.uwo.ca/dentistry/docs)

### ***Description of Service***

The DOCS program, managed entirely by volunteer dentists, hygienists, and students provides free dental care to low income families who have no dental insurance. This program is available only in specific areas of London. Donated dental equipment is brought into designated community centres in order to provide services. Free services include examinations, x-rays, cleanings, basic fillings, and extractions (arranged through the Schulich School of Dentistry).

### ***Hours of Operation***

Monday, Wednesday, Friday 10 a.m.—2 p.m.—administration

### ***Eligibility Criteria***

To qualify for this program, the person must live within the program catchment area, and meet the screening criteria. It is not a walk-in clinic service.

### ***Interpretation Services***

Not available.

### ***Cost***

There are no fees associated with this service provided the person meets the eligibility requirements.

## **Medix Dental Preventative Care**

### ***Contact Information***

**Address:** Medix College 303 Richmond Street London ON N6B 2H8

**Phone number:** 519-659-4822

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

### ***Description of Service***

Medix College offers preventive dental services to the community at a minimal cost. Dental treatment is based on the patient's needs as determined by an oral assessment. All treatment is diagnosed, prescribed and supervised by a dentist. Treatment may include 1 unit of supragingival scaling, 1 unit of coronal polishing, radiographs, application of desensitizing agents, application of anticariogenic agents, fabrication of a mouthguard and dental sealants.

### ***Hours of Operation***

7:30 a.m.—8 p.m. for appointment bookings

### ***Eligibility Criteria***

Eligibility will be determined through the medical and dental history review. People who have complicated medical histories and who may need to be pre-medicated may not be eligible for treatment at this Dental Clinic.

### ***Interpretation Services***

Not available.

### ***Cost***

An administrative fee of \$25 will be charged for the services rendered as outlined above.

## **Oral Health – Prev-OH Program Middlesex-London Health Unit**

### ***Contact Information:***

**Address:** 50 King Street London ON N6A 5L7

**Phone number:** (519) 663-5317 ext. 2231

**Website:** [www.healthunit.com/article.aspx?ID=14667](http://www.healthunit.com/article.aspx?ID=14667)

### ***Description of Service***

The Prev-OH program offers cleaning and polishing of the teeth, fluoride treatments if required, and dental sealants (plastic coatings on back teeth) where indicated. This program also provides dental screening to determine eligibility for dental care at no cost for children who require immediate treatment. The child must have an active OHIP card or have applied for an active OHIP card.

### ***Hours of Operation***

Monday—Friday 8:30 a.m.—4:30 p.m.—Oral Health Administration Office

### ***Eligibility Criteria***

Person must be 0 to 17 years of age and a resident of London or Middlesex County. The family must have limited finances, no dental insurance and not be receiving social assistance.

### ***Interpretation Services***

Available.

### ***Cost***

There are no fees associated with this service.



**Dental Emergency Care  
Oral Health - CINOT  
Middlesex-London Health Unit**

***Contact Information***

***Address:*** 50 King Street London ON N6A 5L7

***Phone number:*** 519-663-5317 ext.2231

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

***Description of Service***

The CINOT program (Children in Need of Treatment) provides no cost dental care to children and youth 17 years and younger. The child must require immediate /urgent dental care as determined by a Middlesex-London Health Unit Oral Health staff member. The services covered by this program can include exams, removal of teeth, fillings, root canals, sedation, fluoride, scaling and dental sealants. Cosmetic dentistry and orthodontic treatment are not covered by this program.

***Hours of Operation***

Monday—Friday 8:30 a.m.—4:30 p.m.—Oral Health Administration Office

***Eligibility Criteria***

Only available to children and youth 17 years and younger. **MUST** have a valid health card or be in process of applying for one. Family must have limited finances, no dental insurance and not be receiving social assistance.

***Interpretation Services***

Available.

***Cost***

There are no fees associated with this service.

## **Healthy Smiles Ontario Middlesex-London Health Unit**

### ***Contact Information***

**Address:** 50 King Street London ON N6A 5L7

**Phone number:** 519-663-5317 ext.2231

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

### ***Description of Service***

Healthy Smiles Ontario is a program that provides dental care at no cost to eligible children 17 years of age and younger. Families are assessed by a Health Unit staff member prior to coverage being extended to each eligible child.

### ***Hours of Operation***

Monday—Friday 8:30 a.m.—4:30 p.m.—Oral Health Administration Office

### ***Eligibility Criteria***

Resident of Ontario, 17 years of age or younger; household with an Adjusted Family Net Income of \$20,000 per year or below; and no access to any other form of dental coverage including other government-funded programs.

### ***Interpretation Services***

Available.

### ***Cost***

There are no fees associated with this service.

## **Schulich Dentistry Program Adult Dental Clinic**

### ***Contact Information***

**Address:** Dental Sciences Building, Western University London ON N6A 5C1

**Phone number:** 519-661-3326

**Website:** [www.schulich.uwo.ca/dentistry/mainadult](http://www.schulich.uwo.ca/dentistry/mainadult)

### ***Description of Service***

This program provides general dental treatment in its role as a teaching facility for dental students who are supervised by faculty members. Services include comprehensive adult care. The dental hygiene program offers a full range of preventive services including cleaning, fluoride, and sealants. Services are offered from September through to June of each year. Self-referrals accepted.

### ***Hours of Operation***

Monday—Friday 8:30 a.m.—5:30 p.m. for referral and intake

### ***Eligibility Criteria***

Services are available for adults, youth and children 2 – 12 years .

### ***Interpretation Services***

Not available.

### ***Cost***

There is a fee but it is lower than those recommended by the Ontario Dental Association.

## **Schulich Dentistry Program Adult Emergency Dental Clinic**

### ***Contact Information***

**Address:** Dental Sciences Building, Western University London ON N6A 5C1

**Phone number:** 519-661-3331

**Website:** [www.schulich.uwo.ca/dentistry/emergency](http://www.schulich.uwo.ca/dentistry/emergency)

### ***Description of Service***

People in need of emergency dental care can be seen by dental students who are supervised by certified dentists. The treatment received at this clinic is temporary until the person can visit a private dentist or become a permanent patient of the main Schulich dental program. This service is provided by appointment only.

### ***Hours of Operation***

Monday to Thursday 9:00 a.m.—12:00 p.m.

Monday, Tuesday, Thursday, Friday 2:00 p.m.—5:00 p.m.

### ***Eligibility Criteria***

Services are available for adults and youth who are 13 years of age and older.

### ***Interpretation Services***

Not available.

### ***Cost***

The fee to be seen in Emergency is \$20. It does not include possible x-rays and other treatments that may be needed. Other fees are about 60 % of fees charged by private dentists.

## **Schulich Dentistry Program Children's Dental Clinic**

### ***Contact Information***

**Address:** Dental Sciences Building, Western University London ON N6A 5C1

**Phone number:** 519-661-3329

**Website:** [www.schulich.uwo.ca/dentistry/childrensclinic](http://www.schulich.uwo.ca/dentistry/childrensclinic)

### ***Description of Service***

Dental services are provided by dental students under the supervision of licensed dentists to determine if the child has dental or orthodontic needs. Orthodontic services may be available if the person meets the teaching criteria. Appointments must be prescheduled and will take about 90 minutes. Services are only available from September to June of each year.

### ***Hours of Operation***

Monday to Thursday 9:00 a.m.—12:00 p.m. and 2:00 p.m.—5:00 p.m.

By appointment only.

### ***Eligibility Criteria***

Services are available for children between the ages of 2 and 12 years.

### ***Interpretation Services***

Not available.

### ***Cost***

Fees charged are about 30-50% lower than the fees charged by dentists in private practice.



# ***Speech Services***

**TykeTALK – Thames Valley Preschool  
Speech and Language  
Middlesex-London Health Unit**

***Contact Information***

**Address:** 50 King Street London ON N6A 5L7

**Phone number:** 519-663-5317 ext. 2224

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

***Description of Service***

The Thames Valley Preschool Speech and Language Program (tykeTALK) provides prevention, early identification/assessment and treatment for children who are at risk for, or have problems with speech and language development. The Middlesex-London Health Unit coordinates tykeTALK and contracts with assessment and therapy services at various locations to provide services to children in need.

***Hours of Operation***

Monday to Friday 8:30 a.m.—4:30 p.m. for referral and intake

***Eligibility Criteria***

Children between the ages of birth and eligibility to attend senior kindergarten are eligible to receive these services.

***Interpretation Services***

Available. Services need to be requested in advance so that the service can be arranged.

***Cost***

There are no fees associated with this service.



***Medical  
Supplies/  
Medications***

## **London Consistory Club**

### ***Contact Information***

***Address:*** N/A

***Phone number:*** 519-438-5443

***Website:*** N/A

### ***Description of Service***

The London Consistory Club, operated by the Masonic Order, loans medical equipment such as crutches, wheelchairs of all types, walkers, transfer benches and bath items in good condition.

### ***Hours of Operation***

Service is available on Tuesdays and Thursdays from 9 am – 12 pm.

### ***Eligibility Criteria***

Items are available to all individuals who are in need of equipment loans.

### ***Interpretation Services***

Not available.

### ***Cost***

There are no fees associated with this service.

## **Canadian Cancer Society**

### ***Contact Information***

**Address:** 123 St. George Street London ON N6A 3A1

**Phone number:** 519-432-1137

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

### ***Description of Services***

The Canadian Cancer Society provides volunteer drivers to pick up and transport patients to their cancer-related care appointments and to offer a friendly, supportive environment for the client.

Wigs are available at no charge. Turbans are available for a nominal fee. Donations are accepted.

### ***Hours of Operation***

Monday to Friday 9:00 a.m.—5:00 p.m.

### ***Eligibility Criteria***

Anyone who is attending a cancer-related care appointment is eligible for the volunteer driver program and the wig program.

### ***Interpretation Services***

Available. Services are available in 100 languages.

### ***Cost***

There are no fees associated with these services, except for the nominal cost for the turbans if desired.

## **Canadian Diabetes Association**

### ***Contact Information***

**Address:** 442 Adelaide Street North London ON N6B 3H8

**Phone number:** 519-673-1630

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

### ***Description of Service***

Supports diabetes research; provides services, education and advocacy for clients with diabetes; provides free literature on diabetes; lending library; provides information on financial assistance options for clients in need of diabetic supplies; offers the Community Pharmacy Outreach Program (CPOP) which is a program of pharmacy-based diabetes management services. Offers safe, medically supervised summer camps for children and youth with diabetes.

### ***Hours of Operation***

Office hours by appointment only.

### ***Eligibility Criteria***

Services are available to individuals with diabetes and also to the general public.

### ***Interpretation Services***

Services are available in English and French.

### ***Cost***

Subsidies are available for the summer camp.

## **Lilly Canada Cares Insulin and Glucagon Assistance Program**

### ***Contact Information***

**Address:** 3650 Danforth Avenue Toronto ON M1N 2E8

**Phone number:** 1-888-545-5972

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

### ***Description of Service***

Lilly Canada provides a patient assistance program for all Lilly insulin and glucagon products. The application form can be obtained from the website by the primary health care practitioner or the diabetes educator. Eligible persons can receive 6 months' supply of medication. A second application form can be completed after the 6 months' supply has been exhausted if needed. The supply will be delivered to the practitioner for the client to pick up.

### ***Hours of Operation***

Monday—Friday 8:00 a.m.—5 p.m.

### ***Eligibility Criteria***

Program is available to people who use insulin if their income is below the Statistics Canada Low Income Cut Off. Person must not receive any private or government health insurance benefits.

### ***Interpretation Services***

Available. Services are provided in English and French .

### ***Cost***

There are no fees associated with this service.

## **Epipens**

### **Middlesex-London Health Unit**

***Contact Information***

***Address:*** 50 King Street London ON N6A 5L7

***Phone number:*** 519-850-2280

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

***Description of Service:***

This assistance program can be used to purchase the first Epipen for a child who has been diagnosed with an anaphylactic allergy. The child must have a recent prescription for an Epipen from a primary health care practitioner. Funds cannot be used to purchase a spare Epipen. Referrals must be directed to the Public Health Nurse assigned to the child's school. This program is dependent on available funding.

***Hours of Operation***

Monday to Friday 8:30 a.m.—4:30 p.m.

***Eligibility Criteria:***

The child must be currently enrolled in an elementary school in London or Middlesex County. The family cannot have medical insurance or be receiving social assistance. Finances for the family must be limited.

***Interpretation Services***

Not available.

***Cost***

There may be a minimal cost to the family providing the funding is available.

***Mental Health  
&  
Addiction  
Services***

## Canadian Mental Health Association

### ***Contact Information***

**Address:** 648 Huron Street London ON N5Y 4J8

**Phone number:** 519-434-9191

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

### ***Description of Service***

Programs and services include Information, education & support, crisis mobile services, face to face appointments with the London Mental Health Crisis Service (with trained RN's), access and assessment services, case management, housing advocacy, justice services, as well as London Coffee House, which is a social recreation program located in central London.

### ***Hours of Operation***

Monday to Friday 8:30 a.m.—4:00 p.m.

### ***Eligibility Criteria***

These services are available for adults 18 years and over who have been diagnosed with a mental health issue or for their families and caregivers.

### ***Interpretation Services***

Available. Need to request in advance so that the service can be arranged.

### ***Cost***

There are no fees associated with this service.



## **Family Service Thames Valley**

### ***Contact Information***

**Address:** 125 Woodward Avenue London ON N6H 2H1

**Phone number:** 519-433-0183

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

### ***Description of Service***

The Community Counselling Program at Family Service Thames Valley provides affordable professional counselling and therapeutic groups for individuals, couples, and families in the London/Middlesex area. Counselling and group programs help people to 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.

### ***Hours of Operation***

Monday to Thursday 9:00 a.m.—8:00 p.m.

Friday 9:00 a.m.—5:00 p.m.

### ***Eligibility Criteria***

No formal referral is required. Prefer that the person wanting service call the agency themselves.

### ***Interpretation Services***

Available. Counselling available in English, French, Polish, Spanish, Dutch and Arabic. Counselling in other languages is available using interpreters.

### ***Cost***

Sliding fee scale, based on ability to pay.

## **Muslim Family Support Service**

### ***Contact Information***

**Address:** 125 Woodward Avenue London ON N6H 2H1

**Phone number:** 519-433-0183

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

### ***Description of Service***

A program of Family Service Thames Valley that provides a culturally sensitive outreach service with the purpose of connecting Muslim individuals and families to local supports, services and resources. Service is available to people living in London and Middlesex County at various times, Monday to Thursday.

### ***Hours of Operation***

Monday to Thursday 9:00 a.m.—8:00 p.m.

Friday 9:00 a.m.—5:00 p.m.

### ***Eligibility Criteria***

No formal referral is required.

### ***Interpretation Services***

Service is available in Arabic and English. Service in other languages is available using interpreters.

### ***Cost***

There are no fees associated with this service .

## **WOTCH Community Mental Health Services**

### ***Contact Information***

**Address:** 534 Queens Avenue London ON N6B 1Y6

**Phone number:** 519-668-0624

**Website:** [www.wotch.org](http://www.wotch.org)

### ***Description of Service:***

Provides assistance to individuals living with a mental illness by supporting illness management in any of the following areas: activities of daily living, getting back into the community, affordable housing, life skill development, social & recreational activities, employment and education, healthy relationships, and budgeting. Also see separate listings for Women's Mental Health Resources (page 60) and My Sister's Place (page 61)

### ***Hours of Operation***

Monday to Friday 8:30 a.m.—4:30 p.m. (administration)

### ***Eligibility Criteria***

These services are available for adults over 16 years of age who have been formally diagnosed with a mental illness. Assessment determines eligibility for specific services (which are available in London, Exeter and Goderich).

### ***Interpretation Services***

Interpreters are scheduled for clinical services. Some group work has Spanish interpretation.

### ***Cost***

There are no fees associated with this service.

## **Women's Mental Health Resources WOTCH Community Mental Health Services**

### ***Contact Information***

**Address:** 550 Hamilton Road London ON N5Z 1S4

**Phone number:** 519-642-7630, ext. 225

**Website:** [www.wotch.org](http://www.wotch.org)

### ***Description of Service***

This program of WOTCH Community Mental Health Services is located within the Crouch Neighbourhood Resource Centre at the Crouch Library. It offers various supports to women living with mental illness, including information, promotion and education on women's mental health; drop-in service; assessment, referral and advocacy; consultation; crisis intervention; individual counselling, and support groups (e.g. collective kitchen, life skills, art therapy group, rug hooking group).

### ***Hours of Operation***

Tuesday to Thursday 9:30 a.m.—4:30 p.m.

### ***Eligibility Criteria***

Women over 16 years of age who have been formally diagnosed with a mental illness, and who reside in the Hamilton Road area of London. Focus is on women aged 40 years and over.

### ***Interpretation Services***

Not available.

### ***Cost***

There are no fees associated with this service.

## **My Sister's Place WOTCH Community Mental Health Services**

### ***Contact Information***

**Address:** 566 Dundas Street London ON N6B 1W8

**Phone number:** 519-679-9570

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

### ***Description of Service***

A program of WOTCH Community Mental Health Services. Services can include: home-made lunch; showers, laundry and day beds; telephone and computers; counselling and support groups; basic hygiene needs; activities such as gardening, yoga, sewing, art therapy. Referral to addiction and mental health services and other community supports.

### ***Hours of Operation***

Monday to Friday 10:00 a.m.—3:00 p.m. and 6:00 p.m.—9:00 p.m.

Saturday and Sunday 11:00 a.m.—2:00 p.m.

Lunch: Monday to Friday 12:00 p.m.—1:00 p.m.

### ***Eligibility Criteria***

For women who are street involved, homeless, or at risk of homelessness.

### ***Interpretation Service***

Available.

### ***Cost***

There are no fees associated with this service.

## **Merrymount Family Support and Crisis Centre**

### ***Contact Information***

**Address:** 1064 Colborne Street London ON N6A 4B3

**Phone number:** 519-434-6848

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

### ***Description of Service***

Crisis Residential/Respite Program: provides temporary 24 hour care to meet the needs of children during family instability, including emergency and crisis situations.

Short-Term Licensed Child Care Program: provides care to children whose families are experiencing emergency/crisis, stress, disruptive situations and are in need of transitional care.

### ***Hours of Operation***

Monday to Friday 8:00 a.m.—5:00 p.m. (administration)

### ***Eligibility Criteria***

These services are available for children from birth up to 13 years and their families; and especially those who are experiencing stress and are need additional support and resources.

### ***Interpretation Services***

Available.

### ***Cost***

Set fee. Subsidy available for eligible families.

## **Addiction Services of Thames Valley**

### ***Contact Information***

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

**Phone number:** 519-673-3242

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

### ***Description of Service***

Provides assessment, referral and community-based treatment for individuals facing substance abuse, or gambling problems, at all stages of change. Individual counselling and group work are available. Range of related programs for particular populations/needs. This is not a crisis service.

### ***Hours of Operation***

Monday to Friday 8:30 a.m.—4:30 p.m. (closed 12:00 p.m.—1:00 p.m.)

### ***Eligibility Criteria***

These services are available for individuals, or concerned others, affected by substance abuse or gambling problems. Mild/moderate concurrent mental illness can be served.

### ***Interpretation Services***

Will be arranged as required and available.

### ***Cost***

There are no fees associated with this service. The only exception is the Back on Track Program (Impaired Drivers Education Program), which has fees set by the Ministry of Transportation.

## **Muslim Resource Centre for Social Support and Integration**

### ***Contact Information***

**Address:** Unit 211-111 Waterloo Street London ON N6B 2M4

**Phone number:** 519-672-6000

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

### ***Description of Service***

Engages/coordinates services for individuals & families in crisis situations, especially those affected by domestic violence, involvement with child protection services and/or the criminal justice system. Advocacy services to support navigating & communicating within social service and/or social justice system also provided. Generates alternatives for identified problems, including safety planning. Provides supervision for court-ordered access visits for parents with their children.

### ***Hours of Operation***

Monday—Thursday 9 a.m.—4 p.m.

Friday 9 a.m.—12 p.m.

### ***Eligibility Criteria***

The centre serves the Muslim and Arabic communities in London and surrounding areas.

### ***Interpretation Services***

Not available. Some staff speak Mid-Eastern languages such as Arabic, Amharic.

### ***Cost***

Free. Negotiable, some services may have a cost.



## Changing Ways

### ***Contact Information***

**Address:** 825 Bradley Avenue London ON N6E 3C2

**Phone number:** 519-438-9869

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

### ***Description of Service***

Counselling groups to help men eliminate their abusive and violent behaviours in their primary and intimate relationships. Basic group is 10-week program that requires attendance at an information & assessment night and an intake interview prior to starting the program. Following the basic program, a 6-week consolidation group is available. Also offers “Caring Dads” - an intervention program (17 weeks) for fathers who have abused or neglected their children or exposed them to domestic violence.

### ***Hours of Operation***

Monday to Friday 10:00 a.m.—3:00 p.m. (administration)

### ***Eligibility Criteria***

These services are for men, 18 years and older. Referrals can be self-initiated or court-mandated by the Criminal Justice System. Other community agencies can also refer.

### ***Interpretation Services***

Not available.

### ***Cost***

There are no fees associated with this service.

## **Daya Counselling**

### ***Contact Information***

**Address:** Skill Centre-141 Dundas St. (6<sup>th</sup> floor) London ON N6A 1G3

**Phone number:** 519-434-0077

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

### ***Description of Service***

Provides therapeutic short term counselling for individuals, couples and families. All counsellors are professionally trained at the Masters level and have extensive clinical experience. Counselling by appointment only. Provide a setting in which personal issues and concerns can be discussed in an accepting and safe environment. Voluntary service by self-referral.

### ***Hours of Operation***

Monday to Friday 9:00 a.m.—4:00 p.m. (closed 12:00 p.m.—1:00 p.m.)

### ***Eligibility Criteria***

Services are for individuals, aged 16 years and older. Commitment and ability to attend regularly scheduled appointments is required. Service is short-term, not intended for those with long-term intensive therapy goals.

### ***Interpretation Services***

Service in English, French, Spanish, American Sign Language. Interpreters offered for other languages.

### ***Cost***

Sliding scale based on income; full subsidies are available for those who qualify. Waitlist for service generally varies from 1 to 4 months.

## **Réseau-femmes du Sud-Ouest de l'Ontario**

### ***Contact Information***

**Address:** Regional office is located in Sarnia

**Phone number:** 226-374-6644

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

### ***Description of Service***

This is a regional service that includes counselling and mental health promotion for French-speaking victims of domestic violence, or any kind of violence. The current contact person in the London area is Gisele Hauser (phone number listed above).

### ***Hours of Operation***

Monday to Friday 9 a.m. –4 p.m.

### ***Eligibility Criteria***

These services are available for women over 16 years of age who speak French.

### ***Interpretation Services***

Services only offered in French.

### ***Cost***

There are no fees associated with this service.



***Miscellaneous  
Children's  
Services***

## **Vanier Children's Services**

### ***Contact Information***

**Address:** 871 Trafalgar Street London ON N5Z 1E6

**Phone number:** 519-433-3101

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

### ***Description of Service***

Children's mental health centre offering community-based assessment, counselling and treatment for children and families in residential, respite and outpatient and out client programs. Includes: family therapy, positive parenting programs, attachment therapy, occupational therapy, in home parent coaching, managing emotions groups, as well as limited psychiatric and psychological assessment and consultation.

### ***Hours of Operation***

Monday to Thursday 8:30 a.m.—8:30 p.m.

Friday 8:30 a.m.—4:30 p.m.

Evenings and weekends by appointment.

### ***Eligibility Criteria***

Services are for children and youth (birth-14 years) who have behavioural, social, emotional difficulties, and their families.

### ***Interpretation Services***

French intake and family therapy services are available. Interpreters available as needed.

### ***Cost***

There are no fees associated with this service.

## **Child and Parent Resource Institute (CPRI)**

### ***Contact Information***

**Address:** 600 Sanatorium Road London ON N6H 3W7

**Phone number:** 519-858-2774

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

### ***Description of Service***

Multiple programs are offered by this regional children's mental health resource centre. Provides specialized (tertiary) diagnostic assessment, consultation, education, research and short-term treatment services.

### ***Hours of Operation***

Monday to Friday 8:30 a.m.—5:00 p.m.

Residential services daily 24 hours.

### ***Eligibility Criteria***

Children and youth up to 18 years of age with complex emotional and behavioural disorders and their families.

### ***Interpretation Services***

Available.

### ***Cost***

There are no fees associated with this service.

## **Crisis Intake Team**

### ***Contact Information***

**Address:** 871 Trafalgar Street London ON N5Z 1E6

**Phone number:** 519-433-0334

**Website:** [www.craigwood.on.ca](http://www.craigwood.on.ca) / [www.vanier.com](http://www.vanier.com) / [www.ways.on.ca](http://www.ways.on.ca)

### ***Description of Service***

Provides intake assessment, crisis intervention, brief solution-focused counselling and support services for children and families with serious behavioural, emotional and social problems. This is a collaborative project with four agencies (Vanier Children's Services, Craigwood Youth Services, Western Area Youth Services, Oxford-Elgin Child and Youth Centre).

### ***Hours of Operation***

24-hour telephone service

### ***Eligibility Criteria***

Children and Youth with mental health issues between 0 and 18 years, including young offenders and those with intellectual challenges.

### ***Interpretation Services***

Available as needed.

### ***Cost***

There are no fees associated with this service.



## Thames Valley Children's Centre

### ***Contact Information***

**Address:** 779 Base Line Road East London ON N6C 5Y6

**Phone number:** 519-685-8700

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

### ***Description of Service***

Multiple services are offered by this regional rehabilitation centre to support participation in all areas of life by focusing on the strengths of clients and their families at home, school and community. Service options include: assessment, consultation, therapy, parent education and support groups.

### ***Hours of Operation***

Monday to Friday 8:00 a.m.—5:00 p.m.

### ***Eligibility Criteria***

Children and young adults up to 19 years of age with physical disabilities, communication disorders, developmental delays and autism spectrum disorders, living primarily in Southwestern Ontario.

### ***Interpretation Services***

French reception, intake, services and resources available.

Interpretation available upon request.

### ***Cost***

There are no fees associated with this service.



# ***Respite Services***

## Merrymount Children's Centre

### **Contact Information**

**Address:** 1064 Colborne Street London ON N6A 4B3

**Phone number:** 519-434-6848

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

### **Description of Service**

Crisis Residential/Respite Program provides temporary 24-hour care to meet the needs of children during family instability, including emergency and crisis situations. Provides several different programs and services to strengthen family life and support the well-being of children. Includes children's groups, parenting groups, community outreach, and the operation of an Ontario Early Years Centre.

### **Hours of Operation**

Monday to Friday 8:00 a.m.—5:00 p.m. (administration)

### **Eligibility Criteria**

These services are available for children from birth up to 13 years and their families; and especially those who are experiencing stress and are in need of additional support and resources.

### **Interpretation Services**

Available.

### **Cost**

Set fee. Subsidy available for eligible families.

## Community Living London

### **Contact Information**

**Address:** 190 Adelaide Street South London ON N5Z 3L1

**Phone number:** 519-686-3000

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

### **Description of Service**

Weekend relief: Provides care Friday to Sunday for a child under 18 years who lives with a caregiver. Caregivers can use this service a few weekends per year. Extended relief: For people with an intellectual disability of any age who live with a caregiver. Care is provided in a home-like setting for one week at a time.

### **Hours of Operation**

Monday to Friday 8:00 a.m.—4:30 p.m.

### **Eligibility Criteria**

Adults, children & youth with an intellectual disability and their families. Can self-refer as caregiver of a child under 18 years. Adults over 18 years must apply through Developmental Services Ontario.

### **Interpretation Services**

Available upon request, depending on agency capacity

### **Cost**

\$10.00 per night for children accessing respite services.

\$23.80 per night for adults accessing respite services.



# ***Food Banks***

## **City of London Food Banks**

### ***Contact Information***

**Address:** 926 Leathorne Street London ON N5Z 3M5

**Phone number:** 519-659-4045

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

### ***Description of Service***

Food hampers provided to individuals and families in need.

### ***Hours of Operation***

Monday to Friday 9:00 a.m.—4:00 p.m.

Saturday 10:00 a.m.—12:00 p.m. (STUDENTS ONLY)

### ***Eligibility Criteria***

No criteria outside of need. Service may only be used once a month. Identification for each family member and proof of income (e.g. paystub, OW/ODSP statement) required.

### ***Interpretation Services***

Not available. Some pamphlets are available in various languages.

### ***Cost***

There are no fees associated with this service.



## County of Middlesex Food Banks

### ***Contact Information***

**Address:** 161 Main Street Ailsa Craig ON N0M 1A0

**Phone number:** 519-293-3637

**Website:** [www.ailsacraigareafoodbank.org](http://www.ailsacraigareafoodbank.org)

### ***Description of Service***

Provides food as well as low-cost clothing and household items to low-income persons unable to provide food for themselves. Food hampers equivalent to about 10 day supply of groceries. Can access monthly.

### ***Eligibility Criteria***

Residents of Lucan-Biddulph, Middlesex Centre, North Middlesex and eastern communities of Lambton Shores who are in need. Eligibility based on proof of income, local residency, number of people in household.

### ***Hours of Operation***

Monday to Friday 10:00 a.m.—5:00 p.m.

Closed Mondays on long weekends.

### ***Interpretation Services***

Not available.

### ***Cost***

There are no fees associated with this service.



# ***Settlement Agencies***

## **Association canadienne français de l'Ontario (ACFO)**

### ***Contact Information***

**Address:** 495 Richmond Street Unit 200 London ON N6A 5A9

**Phone number:** 519-850-2236

**Website:** [www.acfo-ls.org](http://www.acfo-ls.org)

### ***Description of Service***

Centre for Survivors of War and/or Hate Crimes: services and supports for survivors of war & hate crimes (e.g. individual & group counselling, medical & health referrals). Settlement programs to support the integration of Francophone newcomers into the community (e.g. assessment of immediate needs, accompaniment services). Host Program: mentoring matches and group activities. Integration Program in French Schools: services for elementary and secondary students.

### ***Hours of Operation***

Monday to Friday 9:00 a.m.—5:00 p.m.

### ***Eligibility Criteria***

Members of the Francophone community who meet criteria established by Citizenship & Immigration Canada. Criteria vary depending on the program being accessed.

### ***Interpretation Services***

Services available in French and English.

### ***Cost***

There are no fees associated with this service.

## **LUSO Community Services**

### ***Contact Information***

**Address:** 1193 Oxford Street East Unit 2 London ON N5Y 3M2

**Phone number:** 519-452-1466

**Website:** [www.lusocentre.org](http://www.lusocentre.org)

### ***Description of Service***

Offers a range of programs to people of all ages from diverse backgrounds. Programs specifically for immigrants, newcomers and refugees include Newcomer Settlement Program, Settlement Workers in Schools (SWIS) program, Library Settlement Program (LSP) and Employment Support program. School based and library based settlement programs operate primarily in the north-east part of the city. Newcomer Settlement program and Employment Support Program available regardless of where they live.

### ***Hours of Operation***

Monday to Thursday 9:00 a.m.—5:00 p.m.

Friday 9:00 a.m.—4:30 p.m.

Closed 12:00 p.m.—1:00 p.m. daily.

### ***Eligibility Criteria***

Depends on the program. Criteria for some programs set by Citizenship & Immigration Canada or Ministry of Citizenship and Immigration.

### ***Interpretation Services***

Interpretation can be arranged. Staff can provide service in Spanish, Amharic, Arabic, Turkish, Twi, Polish & Portuguese, but they do not act as interpreters.

### ***Cost***

There are no fees associated with these services, but certain criteria do apply for access.

## South London Neighbourhood Resource Centre

### **Contact Information**

**Address:** 1119 Jalna Boulevard London ON N6E 3B3

**Phone number:** 519-686-8600

**Website:** [www.slhrc.org](http://www.slhrc.org)

### **Description of Service**

Settlement programs include: Job Search Workshops for landed immigrants and convention refugees, Settlement Workers in School (SWIS) for school age children and their families, Settlement Workers in Jalna Branch Library (LSP) which is open to all immigration categories. Other programming includes Families' First program (families with children from 0-6 years of age), youth programs (youth up to 24 years of age), and seniors' programs.

### **Hours of Operation**

Monday to Friday 9:00 a.m.—5:00 p.m.

Some programs held in the evenings.

### **Eligibility Criteria**

Serves residents of South London, but also assists people who live outside this area. Some programs have requirements related to age and residential status.

### **Interpretation Services**

Services offered in English, Arabic, Kurdish, and Spanish.

### **Cost**

No fees associated with Settlement Services. Other programs have very nominal fees to cover/partially cover program costs.

## **Cross Cultural Learner Centre**

### ***Contact Information***

**Address:** 505 Dundas Street East London ON N6B 1W4

**Phone number:** 519-432-1133

**Website:** [www.lcclc.org](http://www.lcclc.org)

### ***Description of Service***

CCLC provides settlement services to immigrants and refugees and promotes intercultural awareness and understanding. Services include: temporary housing, language assessment, settlement counselling, case management, community development, job search workshop, translation and community connections.

### ***Hours of Operation***

Monday to Friday 8:30 a.m.—4:00 p.m.

### ***Eligibility Criteria***

Can vary depending on the program eligibility and funding criteria. Call for further information.

### ***Interpretation Services***

Available. Staff speak multiple languages.

### ***Cost***

There are no fees associated with this service, except for document translation.





# ***Interpretation Services***

## **Across Languages**

### ***Contact Information***

**Address:** 129 & 131 Wellington Street London ON N6B 2K7

**Phone number:** 519-642-7247

**Website:** [www.acrosslanguages.org](http://www.acrosslanguages.org)

### ***Description of Service***

Provides translation of documents and professional & insured interpretation for health, legal, education, government and social service providers and professionals to communicate effectively with clients and patients. Interpretation service can be provided 24/7 on-site or via telephone.

### ***Hours of Operation***

Daily 24 hours.

Monday to Friday 8:30 a.m.—4:30 p.m. —administration

After-hours interpretation services available through Women's Community House (519-642-3003 ext. 4 )

### ***Eligibility Criteria***

Translation: Organizations and general public

Interpretation: Organizations & professionals serving limited or non-English speakers. Individual referrals accepted under certain circumstances.

### ***Interpretation Services***

Interpreters can provide services in around 200 languages.

### ***Cost***

Set fee for interpretation with limited subsidy available. Subsidies are available for victims of domestic violence/abuse, sexual assault and human trafficking.

# ***Emergency Shelters***

## Mission Services of London

### **Contact Information**

**Address:** 415 Hamilton Road London ON N5Z 1S1

**Phone number:** 519-433-2807

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

### **Description of Service**

Mission Services of London provides emergency shelter for men, women and families, addiction treatment, community mental health services and street outreach. See separate listings for the Men's Mission and Rehabilitation Centre (page 93), Crash Beds (page 94), and Rotholme Women's' and Family Shelter (page 95). The Mission Store at 300 William St. operates a Voucher Program where individuals/families can access basic need items (bedding, clothes, pots, pans, etc.) at no cost.

### **Hours of Operation**

24-hour emergency admission.

Monday to Friday 8:30 a.m.—4:30 p.m. (administration)

### **Eligibility Criteria**

Varies depending on the program—see the separate service listings.

### **Interpretation Services**

Not available

### **Cost**

No fees for most services. See individual programs.

## **Men's Mission and Rehabilitation Centre Mission Services of London**

### ***Contact Information***

**Address:** 459 York Street London ON N6B 1R3

**Phone number:** 519-672-8500

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

### ***Description of Service***

Men's Mission and Rehabilitation Centre is a 146 bed emergency and domiciliary shelter providing accommodation, rehabilitation, counselling and meals, with 111 emergency hostel beds and 35 residence beds for longer term care and support. Services include: a Resource Centre with computers; assistance to link with community resources via the Community Mental Health Program; men's clothing room; chapel services.

### ***Hours of Operation***

Daily registration begins at 3:30 p.m.

24-hour emergency admission.

Monday to Friday 8:30 a.m.—4:30 p.m. (administration)

### ***Eligibility Criteria***

Men, 16 years and older.

### ***Interpretation Services***

Available upon request.

### ***Cost***

Some fees, dependent on income.

## **Crash Beds**

### **Mission Services of London**

#### ***Contact Information***

**Address:** 457 York Street London ON N6B 1R3

**Phone number:** 519-672-8500

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

#### ***Description of Service***

“Crash Beds” is a program of Mission Services of London that offers 21 beds for individuals that either cannot or will not access regular shelter beds. Beds available on a first-come, first-served basis. Ten gender-segregated beds for women and 11 for men, with separate entrance for each. Receive a private room, and access to shower facilities and nourishment.

#### ***Hours of Operation***

Monday to Sunday 9:00 p.m. to 7:00 a.m.

#### ***Eligibility Criteria***

Men and women, 16 years and older, who are homeless or at risk of being homeless due to mental health issues.

#### ***Interpretation Services***

Not available.

#### ***Cost***

There are no fees associated with this service.

## **Rotholme Women's and Family Shelter Mission Services of London**

### ***Contact Information***

**Address:** 42 Stanley Street London ON N6C 1B1

**Phone number:** 519-673-4114

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

### ***Description of Service***

Rotholme is a 41 bed emergency shelter facility that provides accommodation for one day to several weeks for homeless parents and their children. Offers crisis support and counselling, advocacy and referrals to appropriate community agencies via caseworkers and child and youth workers.

### ***Hours of Operation***

24-hour emergency admission.

### ***Eligibility Criteria***

Women with children who are homeless, fathers with custody of children, two-parent families.

### ***Interpretation Services***

Available upon request.

### ***Cost***

Some fees, dependent on income.

## Women's Community House

### **Contact Information**

**Address:** 101 Wellington Road London ON N6C 4M7

**Phone number:** 519-642-3003 (business line)

**Website:** [www.shelterlondon.org](http://www.shelterlondon.org)

### **Description of Service**

Offers 67 short-term beds at a high security *Emergency Shelter* (2 sites); group and individual counseling available. Walk-in crisis support is accessible 24/7, year round. *Second Stage Housing:* Geared-to-income rental apartments for abused women and their children, for stays up to one year; including on-site supportive services. *Transitional Outreach Program:* Counseling, information, and referrals for abused women who are unaware of the services offered, who have left the shelter, or who may wish to access shelter services. In addition, the 24 Hour *Abused Women's Helpline* (page 108) is available.

### **Hours of Operation**

Daily 24 hours (shelter and help-line)

Monday to Friday 8:30 a.m.—3:30 p.m. (administration)

### **Eligibility Criteria**

These services are available for abused women and their children.

### **Interpretation Services**

Available.

### **Cost**

There are no fees associated with this service.



## Salvation Army Centre of Hope

### **Contact Information**

**Address:** 281 Wellington Street London ON N6B 2L4

**Phone number:** 519-661-0343

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

### **Description of Service**

The Centre of Hope is a residential shelter service that provides a safe environment for men and women who are homeless. There are 144 emergency beds for men and 57 beds for women. The shelter provides 3 meals per day, clean linens and towels, and is staffed 24 hours per day. Chapel services and Chaplains are available for the spiritual needs of the residents.

### **Hours of Operation**

Monday to Friday 8:00 a.m.—3:30 p.m. (administration)

Daily 24 hours (shelter)

### **Eligibility Criteria**

Ages 16 years and older who are homeless or at risk of being homeless.

### **Interpretation Services**

Not available.

### **Cost**

No fee for first 42 days. If person has income (e.g. ODSP, CPP), stay is free for the month of entry, with a requirement to pay after that.

## **Unity Project for Relief of Homelessness in London**

### ***Contact Information***

**Address:** 717 Dundas Street London ON N5W 2Z5

**Phone number:** 519-433-8809 (administration)  
519-433-8700 (front-line support services)

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

### ***Description of Service***

Provides basic needs (food, shelter, clothing) through programming that includes drop-in, crash beds (nightly stays - first-come first-served), emergency shelter (23 beds for short-term stays up to 42 days, longer if required), and transitional housing (for longer duration stays and more independent living). Shelter is open and staffed 24 hours every day. Includes resident participation, peer support, case-management support and life skills counselling.

### ***Hours of Operation***

Monday to Sunday 8:00 a.m.—11:30 a.m. , 6:00—8:00 p.m. (drop-in)  
24 hour emergency admission

### ***Eligibility Criteria***

Men and women, 18 years and older.

### ***Interpretation Services***

Not available.

### ***Cost***

There are no fees associated with this shelter and programming services. Transitional housing residents pay a monthly rent.

***Sexual  
Assault  
Services***

## **Sexual Assault Centre London**

### ***Contact Information***

**Address:** 255 Horton Street East (3rd Floor) London ON N6B 1L1

**Phone number:** 519-439-0844

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

### ***Description of Service***

Offers 24 hour crisis and support line, as well as accompaniment for clients who need access to community services, woman-only counseling, woman-only support groups and public education/outreach.

### ***Hours of Operation***

Monday to Friday 9:00 a.m.—5:00 p.m. (administration)

Daily 24 hours (crisis and support)

### ***Eligibility Criteria***

These services are available for women. This is currently a woman-only space. However, support is provided for men by calling the crisis and support line.

### ***Interpretation Services***

Available.

### ***Cost***

There are no fees associated with this service.

## **Carrefour des Femmes du Sud-Ouest de l'Ontario (CFSOO)**

### ***Contact Information***

**Address:** 285 King Street Suite 200 London ON N6B 3M6

**Phone number:** 519-858-0954

**After-hours phone number:** 1-877-336-2433

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

### ***Description of Service***

Counselling on an individual basis and within support groups. Information and referrals to other resources, including accompaniment if necessary. Drop-in centre provides activities, conversation circles, and a safe, friendly place for women to socialize and relax.

### ***Hours of Operation***

Monday to Friday 9:00 a.m.—5:00 p.m.

Drop-in centre is open every day, and one Saturday afternoon per month (call for further information).

### ***Eligibility Criteria***

These services are available to all French-speaking and Francophile women, aged 16 years and older. Clients do not have to speak French to receive counselling, or to participate in other activities and services.

### ***Interpretation Services***

Available.

### ***Cost***

There are no fees associated with this service.



***Telephone  
Help Lines***

## London & District Distress Centre

### **Contact Information**

**Address:** PO Box 801 Station B London ON N6A 4Z3

**Phone number:** separate phone number for each of 3 services

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

### **Description of Service**

The London and District Distress Centre is a community-based agency that provides individuals in need with short-term empathetic listening and confidential telephone support, operated 24 hours a day by highly trained and caring volunteers. Three separate services are offered: Crisis Response Line (page 105), Distress Line (page 106) and Seniors' Help line (page 107).

### **Hours of Operation**

Monday to Friday 9:00 a.m.—5:00 p.m. (administration)

Daily 24 hours (crisis support)

### **Eligibility Criteria**

These services are available for adults and youth 16 years and older, who are experiencing a mental health crisis (with access to a telephone).

### **Interpretation Services**

No language interpretation, but can accommodate requests to use relay service (deaf and hard of hearing).

### **Cost**

There are no fees associated with this service.



## **Crisis Response Line London & District Distress Centre**

### ***Contact Information***

**Address:** PO Box 801 Station B London ON N6A 4Z3

**Phone number:** 519-433-2023

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

### ***Description of Service***

The Crisis Response Line helps callers manage immediate mental health crisis, providing support and links to professional resources to cope with depression, suicide thoughts or mental health issues.

### ***Hours of Operation***

Monday to Friday 9:00 a.m.—5:00 p.m.. (administration)

Daily 24 hours (crisis support)

### ***Eligibility Criteria***

These services are available for adults and youth 16 years and older, who are experiencing a mental health crisis (with access to a telephone).

### ***Interpretation Services***

No language interpretation, but can accommodate requests to use relay service (deaf and hard of hearing).

### ***Cost***

There are no fees associated with this service.

## **Distress Line London & District Distress Centre**

### ***Contact Information***

**Address:** PO Box 801 Station B London ON N6A 4Z3

**Phone number:** 519-667-6711

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

### ***Description of Service***

The Distress Line provides confidential short-term crisis intervention and telephone support, by trained volunteers who listen and attempt to de-escalate crisis situations. Referrals to other appropriate agencies made as necessary.

### ***Hours of Operation***

Daily 24 hours.

### ***Eligibility Criteria***

Services are available for individuals in distress or crisis, who want to talk and have access to a telephone.

### ***Interpretation Services***

No language interpretation, but can accommodate requests to use relay service (deaf and hard of hearing).

### ***Cost***

There are no fees associated with this service.

## **Senior's Help Line London & District Distress Centre**

### ***Contact Information***

**Address:** PO Box 801 Station B London ON N6A 4Z3

**Phone number:** 519-667-6600

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

### ***Description of Service***

The Senior's Help Line provides confidential and non-judgemental telephone support for seniors and their caregivers needing to talk to someone. Discuss options and makes referrals to other appropriate agencies if necessary.

### ***Hours of Operation***

Daily 24 hours.

### ***Eligibility Criteria***

Services are available for seniors and those who care for them, and who have access to a telephone.

### ***Interpretation Services***

No language interpretation, but can accommodate requests to use relay service (deaf and hard of hearing).

### ***Cost***

There are no fees associated with this service.

## **Abused Women's Helpline**

### ***Contact Information***

***Address:*** N/A

***Phone number:*** 519-642-3000

***Website:*** N/A

### ***Description of Service***

The Helpline is a service of Women's Community House that provides trained counsellors to answer the helpline. It offers counselling, support safety planning, and referrals to women of all ages.

### ***Hours of Operation***

Daily 24 hours.

### ***Eligibility Criteria***

Service is available for women experiencing abuse, as well as professionals and concerned family members and friends. Victims of either gender can speak with a counsellor on the Helpline.

### ***Interpretation Services***

Available.

### ***Cost***

There are no fees associated with this service.

## Telehealth

### ***Contact Information***

***Address:*** N/A

***Phone number:*** 1-866-797-0000

***Website:*** [www.health.gov.on.ca](http://www.health.gov.on.ca)

### ***Description of Service***

Free, confidential access to registered nurses trained to help individuals decide about appropriate options for care. Service provides health advice and/or general health information. Callers can be connected to medication information and health information audiotapes. This does NOT replace 911 for emergency situations.

### ***Hours of Operation***

Daily 24 hours.

### ***Eligibility Criteria***

These services are available to all residents of Ontario.

### ***Interpretation Services***

Service provided in English and French, with translation support for multiple languages.

### ***Cost***

There are no fees associated with this service.

## **Fem'aide**

### ***Contact Information***

***Address:*** N/A

***Phone number:*** 1-877-336-2433

***ATS:*** 1-866-860-7082

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

### ***Description of Service***

A confidential provincial helpline, that assists women who have experienced violence in intimate relationships and/or women who have been sexually assaulted. Provides support, information, and referral to appropriate front-line services within the woman's community. Also responds to requests for information made by family and friends of women who are victims of violence.

### ***Hours of Operation***

Daily 24 hours.

### ***Eligibility Criteria***

Clients must be francophone women.

### ***Interpretation Services***

Not available.

### ***Cost***

There are no fees associated with this service.

