



Health and Well-being Resource Guide London Area

Disclaimer: Please note this is not an exhaustive list of resources nor is it meant to be a recommendation or endorsement of services or providers.

Table of Contents

Healthy Living and Well-being Services and Supports	3
Physical and General Health Services and Supports	4
Accessing or Finding a Family Doctor	4
Pain Management	5
Other General Health Conditions	6
Adaptive or Medical Equipment	8
Mental Health Services and Supports	9
Crisis Supports	9
Online Mental Health Resources	10
Eating Disorders	11
Insomnia/Sleep	12
Addictions	12
Community and Outpatient Mental Health Services and Supports	13
Grief and Bereavement Support	14
Developmental and Intellectual Disabilities	15
Shelters and Housing Services and Supports	16
Palliative, Long-Term Care and Other Senior Supports	18
Caregiver Support	19
Family Services and Supports	21
Parenting Support Groups	23
Transportation	24
Meal and Nutrition Services and Supports	25
BIPOC Resources	25
2SLGBTQ+	27
Immigration Supports	28
Financial Support	31
Gender Based and Sexual Violence (GBSV) Services and Supports	32
Emergency Supports	32
Other Supports	32
Off-Campus Supports	33

Healthy Living and Well-being Services and Supports

My Active Ingredient | EN

Hours: 24/7, available only online, through the website.

Contact: Online resource, connect with the website, on instagram with @myactiveingredient, Facebook with My Active Ingredient, or Twitter, under @MyActivIngrednt.

Description: My Active Ingredient is a peer-to-peer healthcare hub for physical activity and health – led and curated by individuals living with chronic conditions, healthcare providers, and researchers. We work with physicians, researchers, exercise specialists, patients, and the community to collect and create the best physical activity resources to help make movement more accessible. We keep a library of resources on our website that help you make physical activity part of your every day. Our resources also help healthcare providers advise their patients about physical activity for better health. Services are available for free.

Referral/How to Apply: No referral required, please visit the website to submit questions, resources, or to stay connected by filling out the form provided at My Active Ingredient.

Forest City Sport and Social Club (FCSSC) | EN

Address: 463 King St, London, ON, N6B 1S8

Tel: 519-439-4263

Email: info@fcssc.ca

Description: The Forest City Sport and Social Club was established to promote and improve the quality of life and social engagement of adults 19+ in London, ON. The organization seeks to improve one's connection to the community of London through offering a variety of engagement opportunities in recreational sports, social events such as speed dating, outdoor adventures like hiking and trail running, charity events, and more. The main values of the FCSSC seek to foster connection, friendship, and fun between members of the London community. Registration fee for sport league or event of your choice varies.

Referral/How to Apply: All registrations for sports leagues and social events can be completed through the [FCSSC website](#). Sign up is completed online, however if the registration deadline for an event or league has passed, individuals can contact the FCSSC office.

Areas served: London, ON

Southwest Health Line | EN

Description: A directory of health care options, topics, events and more in the London and surrounding area.

Physical and General Health Services and Supports

Accessing or Finding a Family Doctor

Healthcare Connect Ontario | EN, FR

Tel: 1-800-445-1822

Description: This Ontario Ministry of Health and Long-Term Care led-program refers people without a regular family health care provider to physicians and nurse practitioners who are accepting new patients in their community. One can call the representative hotline above or register online on the website to be connected to a Care Connector Nurse to help search for a family health care provider. Fees may be associated with new patient referrals.

Telehealth Ontario | EN, FR

Hours: Phone line available 24/7 **Contact:** Live chat function on the website

Tel: 811 (TTY: 1-866-797-0007)

Description: This health line will connect you with a registered nurse day or night for free, secure and confidential health advice. They can also assist you in connecting to various programs and services such as applying for a health card, finding a doctor, vaccines and immunizations, coverage for prescription drugs and assistive device programs.

Referral/How to Apply: Anyone can call the line

The London Academy of Medicine | EN, FR

Email: ldam@rogers.com

Description: London, like many cities and towns in Ontario does not have enough family doctors and many are not able to take new patients. With this resource, one can be aware of doctors in the surrounding area who are open to taking new patients and provide names and contract information. If there are no doctors currently on the list, please refer to Healthcare Connect information. Fees may be associated with new patient referrals.

London Intercommunity Health Centre | EN, FR

Address: Dundas Site, Huron Site, and Argyle Site. For site addresses, please visit Contact Us - LIHC

Email: info@lihc.on.ca

Hours: Contact: Please visit Contact Us - LIHC

Description: If you do not have health care coverage (OHIP), you may be able to access primary care services from a Community Health Centre. Primary care services are provided by a team that includes registered nurses, registered practical nurses, a community dietitian, physiotherapists, nurse practitioners, and physicians. Other community resources also include hospitals, schools, interpretation services, and immigration support.

Referral/How to Apply: If you are a prospective client looking for care/services, you must contact a System Navigator. Contact information can be found at Systems Navigator – Intake Coordination - LIHC. The initial appointment will be used to determine your eligibility for various programs by asking questions about your health, income, housing, language, home country, and social support.

Middlesex London Health Unit | EN

Description: Offers helpful information on nutrition, communicable diseases, vaccinations and much more. Flu vaccine clinics are also available.

Heart and Stroke Foundation | EN

Description: This great website will help you understand the signs of stroke, and show you that anyone can do CPR and use a defibrillator to save a life.

Pain Management

St. Joseph's Health Care (SJHC) - Pain Management Program | EN

Description: This program serves individuals with a wide variety of pain problems including musculoskeletal pain and neuropathic pain. Their multidisciplinary team includes physicians, nurses, psychologists, occupational therapists, physical therapists, a social worker and a clinical pharmacist. Their overall goal is to help people manage pain, improve daily functioning, and to engage in life, even in circumstances where pain cannot be completely alleviated. Services available in English.

Referral/How to Apply: Referral from physician is required. Must be 18 years of age or older. Wait periods may be up to 8-months for non urgent cases.

Arthritis Society Canada | EN, FR

Email: info@arthritis.ca

Phone Number:

- London: 519-433-2191 (ext.1221)
- Support and Self Management: 1-800-321-1433 (ext.3599)

Description: This page will provide you with abundant information to help you manage arthritis pain symptoms and improve your quality of life. Information includes

- Educational resources to understand pain
- Pain self-management tools
- Pain management programs and clinics available across Canada
- Online guides to chronic pain management
- Education on pain treatments and medication
- Peer-Support groups and mental wellness resources

Referral/How to Apply: Anyone can access the resources available on the website. For specific programs/ services provided by the organization, self-referral or referral from a health care provider for people with arthritis (see referral form or call office) are required.

Brain Injury Canada - Association of London and Region | EN

Address: 201 King Street, London, ON, N6A 1C9

Email: info@braininjurylondon.on.ca

Contact: [Contact – Brain Injury London](#)

Tel: 519-642-4539

Description: The Brain Injury Association of London and Region provides services including public education and awareness, an information resource library, quarterly journal, support groups, the Peer mentor program, and an annual weekend camp for survivors of brain injuries, as well as their families. Broader services such as brain injury conferences, and advocacy for bicycle helmets are offered for the purposes of public education.

Referral/How to Apply: No referral required, to purchase a membership, or for more information on membership benefits, please visit [Dual Membership - Ontario Brain Injury Association](#), or [Membership – Brain Injury London](#).

Cost: Membership fees apply, for pricing information please visit [Membership – Brain Injury London](#)

Areas served: London/Middlesex, Elgin, Huron, Oxford, Perth

Other General Health Conditions

Epilepsy Southwestern Ontario | EN

Address: 797 York Street, London, ON, N5W 6A8

Email: info@epilepsyswo.ca

Tel: 519-433-4073

Description: Epilepsy Southwestern Ontario is a registered not-for-profit, charitable agency dedicated to enhancing the lives of people who are affected by epilepsy through support services, education, advocacy, and community awareness.

Referral/How to Apply: Referral may be required depending on program.

Areas served: London/Middlesex, Elgin, Huron, Oxford, Perth, Grey, Bruce, Thames Valley, Windsor, Essex, Sarnia, Lambton, and Chatham-Kent regions

Wellspring | EN

Address: 382 Waterloo Street (Inside the YMCA), London, Ontario, N6B 2N8

Tel: 519-438-7379

Description: Wellspring helps to provide a warm and supportive gathering place for individuals living with cancer, and those who care for them. The services are available for free.

Referral/How to Apply: Self-referral, complete application online: [Register | Wellspring London and Region](#)

Areas served: London/Middlesex

Canadian Cancer Society | EN

Email: info@cancer.ca

Tel: 1-888-939-3333

Description: Programs and services offered help to answer questions about cancer, manage life with cancer, find community and connection, and build wellness and resilience. Many of the programs are available in different languages. For more information, please visit: [How we can help | Canadian Cancer Society](#)

ALS Society of Canada - Ontario | EN

Tel: 1-800-267-4257

Description: ALS is a physical, emotional and financial challenge for people living with the disease, their caregivers and their loved ones. If you are in Ontario and living with ALS, our team can assist in connecting you to ALS Canada [support services](#), our [equipment program](#), and [ALS clinics](#).

Referral/ How to Access: To access all the support and services available to you, please [register with ALS Canada](#). To be eligible to register, you must be a Canadian resident, living in Ontario and diagnosed with any form of ALS.

Canadian Virtual Hospice | EN

Description: MyGrief.ca is an online resource to help people move through their grief from the comfort of their own home, at their own pace. It can help you understand your grief and approach some of the most difficult questions that may arise. It was developed by people who have experienced the death of someone important to them and grief specialists. It complements existing community resources and helps address barriers to grief services. The services are available for free.

How to access: Please refer to "[How to use page](#)" (mygrief.ca) for details

Adaptive or Medical Equipment

Ontario - Assistive Devices Program (ADP) | EN, FR

Email: adp@ontario.ca

Description: Program assists individuals living with long-term physical disabilities pay for customized equipment and assistive devices ranging from mobility aids, communication devices, prosthetics, respiratory equipment, braces, feeding supplies, and other household equipment (i.e. air purifier, dialysis, diapers, incontinence, stair lift, alarms). Repairs and replacement of items are not covered.

Cost: 75% of costs for equipment and supplies will be covered by ADP and individuals cover 25% (100% will be covered if individuals qualify for ODSP).

Eligibility: Apply through website and email form to assistivedevicesprogram@opddp.ca

London Valley Consistory Club | EN

Address: 29 Tweedsmuir Ave, N5W 1K6

Email: london.consistory.club@gmail.com

Phone: 519-455-0433

Hours: 9 a.m.-12 p.m. Tuesday and Thursday

Description: Loans medical mobility and assistive equipment in verified and good condition, such as crutches, canes, rollators, wheelchairs, walkers, raised toilet seats, commodes, transfer benches and bath items.

March of Dimes Canada - London | EN, FR

Address: 920 Commissioners Road East, N5Z 3J1

Phone: 519-642-3999

Toll-free: 1-866-496-8603

Fax: 519-642-7665

Hours: 9 a.m.-4:30 p.m.

Description: Through various programming in assistance with daily living, accessibility and employment support for people living with disability. Programs include assistive devices, home and vehicle modification, employment services, and redesign of residential areas and businesses to meet accessibility standards.

Cost: Fees may be involved with specific programming. Call for more detail.

Mental Health Services and Supports

Crisis Supports

CMHA Reach Out Line | EN, FR

Phone Number: (519) 433-2023. Or 1-866-933-2023

Hours: Accessible 24/7

Description: Reach Out is a 24/7 bilingual information and referral, support and crisis services for individuals in the local London community. Trained mental health workers answer all calls and provide system navigation, supportive listening, and crisis services.

Mental Health and Addictions Crisis Centre (CMHA) | EN

Address: 648 Huron Street, London.

Email: info@cmhamiddlesex.ca

Hours: Accessible 24/7

Description: Provides walk-in support for individuals experiencing a mental health and/or addiction crisis who do not require hospital or emergency services (911) for free. No referral is needed.

CMHA Talk Suicide Line | EN

Phone Number: 1.833.456.4566 toll-free or text 45645

Hours: Phone line is open all hours, text chat is open between 4 p.m. and midnight ET.

Description: Use this line when you are in crisis and experiencing active suicidal ideation.

Atlohsa Family Health Services Crisis Line | EN

Phone Number: 1-800-605-7477

Hours: Crisis line available 24/7

Description: This line is meant to support indigenous individuals experiencing mental health crises. This organization also runs indigenous-led programs and services, access to Knowledge Keepers, and land-based healing, they strive to bring people home, to inspire, empower and instill a deep sense of pride and belonging. The services are available for free.

First Nations and Inuit Hope for Wellness Help Line

Phone number: 1-855-242-3310

Hours: Crisis line available 24/7

Description: 24-hour culturally relevant telephone and online crisis intervention counseling.

The LGBT Youth Line | EN

Phone number: 1-800-268-9688

Hours: Get in touch with a peer support volunteer from Sunday to Friday, 4:00 p.m. to 9:30 p.m.

Description: This youth line offers free, confidential and non-judgemental peer support through telephone, text and chat services.

Online Mental Health Resources

TogetherAll | EN, FR

Description: Anonymous 24/7 online peer support and education with moderation by clinically trained practitioners.

Referral/How to Apply: Sign up through the website. No referral necessary, anyone can apply.

Mental Health Works (CMHA) | EN

Description: The workshops provide a multitude of strategies to support and strengthen mental health in the workplace. These workshops are typically hosted for businesses and organizations, however they do offer occasional community training for mental health first aid.

Cost: The cost of workshops vary. See website for details.

Referral/how to apply: Anyone can apply for mental health first aid by following this link to register: Register for Programs - CMHA Thames Valley | Addiction and Mental Health Services

Canadian Center for Occupational Health and Safety | EN, FR

Description: This website provides a number of resources that provide information and education on mental health and safety. There are several fact sheets, courses/e-Learning, posters, podcasts, and promotional items that address various mental health topics.

Cost: Most of these resources are free, however some of the e-Learning modules require a fee which can be found on the website.

Referral/How to Apply: Anyone is able to access these resources through the website link provided above.

Mind Beacon | EN, FR

Description: MindBeacon aims to make mental health support more accessible and convenient by providing online therapy, guided programs, live video sessions, and tailored solutions for both individuals and businesses. Services include:

Live Therapy: live video therapy sessions allowing individuals to connect with a therapist in real-time for personalized support.

- Digital Cognitive Behavioral Therapy (CBT): Digital CBT programs that utilize interactive tools and resources to help individuals understand and manage their mental health. These programs are designed to be self-directed and can be accessed anytime and anywhere.
- Guided Therapy: This program combines CBT techniques with personalized guidance from a qualified therapist. This allows individuals to receive effective treatment for conditions such as depression, anxiety, stress and more.

Cost: Most services are covered by most Canadian benefit plans (Understanding your Health Benefits Coverage | MindBeacon). Follow this link to find the most updated prices for different services: Compare our Services | MindBeacon.

Referral/How to Apply: Must be 18 years or older for live sessions. Require access to technology and WIFI.

BounceBack | EN, FR

Description: BounceBack is a free skill-building program managed by the CMHA. It is designed to help adults and youth 15+ manage low mood, mild to moderate depression and anxiety, stress or worry. Delivered over the phone with a coach and through online videos, you will get access to tools that will support you on your path to mental wellness.

Referral/How to Apply: Require a referral from your primary care provider. You may also self-refer but you may need to include the contact information of your primary care provider so that they can be contacted on your behalf. If you do not have a family doctor, you can obtain a referral from a walk-in clinic.

Anxiety Canada | EN, FR

Description: Anxiety Canada developed the app MindShift which uses CBT strategies to help you learn to relax and be mindful, develop more effective ways of thinking, and use active steps to take charge of your anxiety. More recently, a Community Forum feature was added which enables users to find and offer peer-to-peer support.

MindYourMind | EN

Description: MindYourMind is an organization that provides a wide range of mental health tools and resources. Their services are for free, focused on empowering individuals to take control of their mental well-being and seek support. Some of the services provided include (but are not limited to):

- Online Tools: Interactive online tools designed to support mental health and well-being by covering areas such as stress management, anxiety reduction, coping skills, and self-care practices.
- Apps and Mobile Tools: The apps listed offer features such as mood tracking, guided meditations, stress management techniques, and helpful resources on various mental health topics.
- Personal Stories Blog: Blog posts that explore various mental health experiences and challenges. These stories aim to create a sense of connection, reduce stigma, and inspire hope by sharing lived experiences and recovery journeys.

Referral/How to Apply: Anyone who is able to access the website can access the tools and resources.

Eating Disorders

CAMH - Eating Disorder Support | EN, FR

Description: This website provides education on the different types of eating disorders and interventions commonly used to treat them. If you are concerned about your own or a loved one's mental health or eating habits, call (416) 535-8501, option 2, to obtain information regarding eligibility requirements and instructions on how to make a referral to CAMH, including self-referrals. Service is available for free.

Referral/How to Apply: Information on the website is accessible to all individuals. However the services provided by CAMH typically require a referral from a physician or nurse practitioner.

National Eating Disorder Information Center Help-Line (NEDIC) | EN

Phone Number: 1-866-633-4220

Email: nedic@uhn.ca

Description: NEDIC help-line and website provides information, resources, referrals and support to Canadians affected by eating disorders.

Hours: Monday through Thursday, 9am-9 p.m.. Fridays 9am-5 p.m.. Saturdays and Sundays 12 p.m.-5 p.m.

Referral/How to Apply: No referral necessary to access help-line

National Eating Disorder Association (NEDA) | EN

Description: NEDA is a nonprofit organization dedicated to supporting individuals and families affected by eating disorders. They also provide free and low cost support options to offer a way for those with eating disorders to connect with others and receive tools to promote recovery (although these should not replace professional support):

- NEDA Support groups
- NEDA Recovery Community
- Online support groups
- Recovery Mentors
- Project HEAL
- The alliance for eating disorders awareness virtual support groups
- Recovery Record smartphone application

Referral/How to Apply: Sign up through the website. No referral necessary, anyone can apply.

Insomnia/Sleep

Sink Into Sleep | EN

Description: This website provides users with evidence-based, free resources for sleeping well. It shares information about sleep and sleep disorders, and starting points for reversing chronic sleep problems. It is their mission to make treatments, especially cognitive behavioral therapy for insomnia (CBT-i), available to the people who need them.

Referral/How to Apply: Anyone can access the website.

My Sleep Well | EN

Description: This website provides free information to people experiencing insomnia. They include a highly scrutinized short list of recommended CBT-I resources to help you get started without delay. Their recommendations take a self-help approach to CBT-I rather than requiring that a therapist be involved, which is still a great option but sometimes difficult to access.

Referral/How to Apply: Anyone can access the website and corresponding resources.

Thames Valley Family Health Unit - Dream On: Virtual CBTi Program | EN

Description: One-time, 2 hour interactive education session focusing on CBT for insomnia, which offers a non-medication approach to help get your sleep back. The service is available for free.

Referral/How to Apply: You don't need to be a patient at TVFHT in order to participate. Must be 18 years or older and struggle with either: falling asleep, staying asleep, waking too early, or a combination of these. Open to the general public. Register to attend a virtual session on the website.

Addictions

ConnexOntario | EN

Phone Number: 1-866-531-2600

Hours: Call-line is available 24/7

Description: This organization provides free and confidential health services information for people experiencing problems with alcohol, drugs, mental illness, or gambling by connecting them with services in your area. You can call, email or use the chat feature on their website to obtain this information.

Referral/How to Apply: Anyone can call.

Ontario Health - Breaking Free Recovery Support Program | EN, FR

Description: This program is an online support tool designed to assist individuals aged 16 and above in reducing or ceasing the use of over 70 substances, including tobacco, alcohol, drugs, and opioids. The program uses practical, self-guided courses, positive coping skills, and behavior change techniques to aid in early intervention, prevention and rehabilitation. It aims to empower individuals in managing addiction and reducing the likelihood of relapse.

Hours: Program is accessible 24/7 on any device

Referral/How to Apply: Contact Breaking Free directly to obtain a service code that will enable enrolment.

Addiction Services of Thames Valley | EN, FR

Description: Addiction Services of Thames Valley (ADSTV) offers a range of free programs staffed by trained counselors and case managers. These services are confidential and provided free of charge. Their services include screening, assessments, treatment planning, and addiction treatment for individuals with concerns about substance use, internet and gaming disorder, or problem gambling. ADSTV also provides support, education and treatment for family members affected by addiction.

Referral/How to Apply: Must receive referral to access certain programs.

SouthWest Health Line London and Middlesex - Addiction Support Groups | EN

Description: Provides a list of different free support groups for individuals affected by addiction so that they can get together and share experiences and practical tips. Some of these groups include:

- Alcoholics Anonymous
- Gamblers Anonymous
- Marijuana Anonymous
- Al-anon Family Group

Referral/How to Apply: Anyone can join Anonymous groups. Visit the website for meeting dates and locations.

Community and Outpatient Mental Health Services and Supports

Mission Services: Community Mental Health Programs | EN

Address: 4-797 York Street, London, Ontario

Phone Number: 519-433-2807 x 2031

Description: Community Mental Health Programs (CHMP) offers various support services to assist the needs of people experiencing homelessness, those at risk of becoming homeless, as well as those experiencing mental health and addiction issues. They promote rehabilitative, harm reduction, and recovery-based models of service to provide opportunities for clients to attain their self-identified goals. Services include:

- Transitional Case Manager: Supportive team providing transitional assistance and support to those who are leaving hospital and coping with mental illness. Case managers maintain ongoing contact with clients after hospital discharge for up to nine weeks.
- Streetscape: Offers support including housing advocacy, assistance with income services, and more. Helps clients navigate and access other social services, food services agencies, and community resources. To get help, call 519-439-7700 or complete the online referral form found on their website.
- Court Division: Help to alleviate a client's need to attend court proceedings by advocating and serving in an administrative capacity.
- The Resource Centre (459 York St.):
 - Operates from 8 am to 12 p.m. and 1 p.m. to 4 p.m., Monday to Friday.
 - Provides access to a telephone and computer as well as vocational, social, leisure, and educational programming; access to water, snacks, and haircuts on certain days.
 - Also provides access to individual function assessments, addiction assessments, and referral to treatment centers and other services

LHSC - Outpatient Adult Mental Health | EN

Description: This program provides services primarily for the residents in London and Middlesex Country. Their patient population is primarily between the ages of 16 and 64 years of age. Services are delivered by an interdisciplinary team consisting of psychiatrists, social workers, psychologists, nurses, occupational therapists, nurse case managers, dieticians, and office support staff. The clinical services include:

- General Adult Ambulatory Mental Health Services (GAAMHS) | LHSC
- Prevention & Early Intervention in Psychosis (PEPP | LHSC) This program provides intensive treatment for individuals in early psychosis for three years, offering medication, psychotherapy, social work support, and nurse case management. There are also staff dedicated to supporting you with education, employment and recreation. Treatment approaches are used uniquely based on the client's needs, determined collaboratively with the client, family (if applicable), case manager, psychiatrist, psychologist, and recreation specialist.

Cost: Costs are covered by the Ontario government.

Referral/How to Apply: Physician referral to outpatient mental health services.

Grief and Bereavement Support

St. Joseph's Hospice - Bereavement Support | EN

Email: info@sjhospicelondon.com

Phone Number: 519-438-2102

Description: Free support services that help bereaved clients adjust to the loss(es) associated with the death of a loved one, including individual and group counseling, spiritual care and complementary therapies.

Referral/How to Apply: Call or email for an appointment. Assessment performed by service caseworkers.

Canadian Mental Health Association (CMHA) - Bereavement Services | EN

Phone Number: 519-438-2102

Description: Free support services available to anyone ages 16+ grieving the loss of a loved one as a result of a critical incident of suicide or an overdose. A bereavement counselor will connect with you, offering to assess and support your quality of life and implementing coping strategies, reducing isolation, integrating your loss and regaining your own well-being.

Referral/How to Apply: email_grief@cmhatv.ca

Additional Resource: Grief Guide

Bereaved Families of Ontario, Southwest Region | EN

Phone Number: 519-686-1573

Email: info@bfosw.ca

Description: Free Bereavement support provided to parents and families following the death of a child at any age, including adult children and pregnancy loss, supports to children and youth who have experienced the death of a sibling or parent, support is based on self help/mutual aid and includes:

- One-to-one in person/telephone support
- Group meetings
- Community education regarding bereavement and its impact on families
- Guest speakers
- Lending library with books relevant to the grieving process and bereavement
- Special memorial events throughout the year

Referral/How to Apply: Call to make an appointment

Children and Youth Grief Network | EN, FR

Description: This support aims to connect individuals and organizations who provide services and resources that benefit children and youth who are grieving a death. The services are available for free.

Developmental and Intellectual Disabilities

Community Living London | EN

Address: 190 Adelaide St. S, London, Ontario, Canada, N5Z 3L1

Phone Number: 519-686-3000

Email: info@ccl.on.ca

Description: Support is personalized to best fit each person and can be provided on an hourly, daily, weekly, or monthly basis. They help adults manage their medical, financial and active living needs, including: Personal health management, financial management, active living, community participation, and supported independent living.

Eligibility: Call or email to inquire about eligibility

Cost: If you have passport dollars or personal funds to purchase services contact Community Living London's Fee For Service Supervisor at 519-686-3000 ext. 396 or info@ccl.on.ca

West Region | Autism Ontario | EN, FR

Phone Number: 1-800-472-7789

Description: Autism Ontario is a charitable organization that helps all autistic individuals and families in their communities have access to meaningful support, information, and connections so they are equitably and seamlessly supported across their life course. The services are available for free.

Eligibility: Must be 18 and older to obtain a membership

Referral/How to Apply: Anyone over 18 years of age can sign up for a membership on their website at [Autism Ontario Membership](#)

Thames Valley Children Centre (TVCC) - Autism & Behavioral Services | EN

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

Phone: 1-866-590-8822

Description: TVCC works to support children and their families through a variety of services, supports and resources for children and youth with physical disabilities, communication disorders, development delays, and autism spectrum disorders. Cost for services may vary.

Shelters and Housing Services and Supports

Housing Services - CMHA | EN, FR

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

Phone Number: 519-673-3242 x 1222

Email: info@cmhatv.ca

Description: Housing is available in both shared living homes and in individual units, with support ranging from 24/7 on-site staff support, to daily or weekly support, to support that can be initiated by tenants when needed. Support within shared living environments can include assistance with activities of daily living, medication education and administration, and in some cases higher levels of personal care. Many of our housing options are provided in conjunction with psychosocial rehabilitation programming and/or case management services that will help you develop practical daily living skills, foster independence, and facilitate your continued community integration.

Cost: Subsidized monthly rent payments that are geared-to-income (utilities, grocery, and parking may also be additional costs)

Eligibility: Must complete a self-referral form First Contact & Access Options - CMHA Thames Valley. Additional physician or other service provider documentation may be required.

Rotholme Family Shelter | EN

Address: 42 Stanley Street

Hours: Open 24hrs, 7 days a week

Email: info@missionservices.ca

Phone Number: 519-673-4117

Description: Rotholme provides accommodations for up to 20 families for a short term duration of stay (up to one month). Housing stability workers provide counseling and support individuals in their housing search. The services are available for free.

Eligibility: Two-parent, single-parent families, both male or female led. Shelter provided for those who are homeless or in a personal crisis and in need of temporary emergency accommodation.

My Sisters Place | EN

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

Hours: Monday to Friday, 8:30 am – 4:30 p.m.

Email: mysistersplace@cmhatv.ca

Phone Number: 519-679-9570 x 5000

Description: Drop-in center for individuals who identify as women. The services are available for free.

Services Offered:

- Education/skills development
- Mental health services
- Clinical services
- Connection to community programs
- Lunches from 11:30 a.m. - 12:30 p.m., Monday through Friday

Eligibility: Individuals who identify as women experiencing personal crisis.

Salvation Army: Center of Hope | EN

Address: 281 Wellington Street, London, Ontario N6B 2L4

Hours: 24 hours, 7 days a week

Phone Number: 519-661-0343

Description: Free emergency shelter offers 82 beds for men and 40 beds for women.

- Other services include:
- 24-hour staff that provide support for housing searches, basic needs,
- Spiritual Care: Chapel services
- Transitional Housing (Community Housing): is rent-geared-to-income
 - Available for 1 year on a pay-to-stay basis
 - Private furnished room with individual bathroom
 - Must fill out an application request a room

Eligibility: Ages 16 years and older. All genders.

Mission Services: Men's Mission | EN

Address: 459 York Street, London, Ontario

Hours: 24 hours, 7 days a week

Phone Number: (519) 672-8500

Description: This branch of Mission Services of London is a 111-bed facility that serves men in need. It functions as an emergency shelter for men experiencing homelessness (76 beds), as well as a residence for men who require longer term care and support (35 beds). The services are available for free

Other services offered:

- Rehabilitation counseling
- Chapel services
- Men's clothing room
- Life Skills Program
- The Resource Center (computers available with links to community resources)
- Subsidized Housing list: Contact Men's Mission services to receive an updated list of subsidized housing rentals in London Ontario. Contact Streetscape line at 519-439-7700 to be added to a mailing list that receives an updated housing list every Monday.

Eligibility: Ages 16 and older, male.

Salvation Army - Housing Stability Bank | EN

Address: 281 Wellington St N6B 2L4

Hours: Monday & Wednesday & Friday 8 a.m.-4 p.m., Thursday 8 a.m.-6 p.m.

Email: londoncoh.hsb@salvationarmy.ca

Phone Number: 519-964-3663 ext 300

Description: Offers financial assistance to low income residents of London to obtain and retain their housing with assistance with utility arrears and if there is more than one eviction notice. As well as providing first and last months rent free of interest with small monthly repayment plans. Offers financial assistance to those at risk of homelessness to remain housed. The services are available for free.

Eligibility: Resident in London meeting income requirements through an eligibility appointment via call.

Palliative, Long-Term Care and Other Senior Supports

Independent Living		Assisted Living	
Home Care/ Senior Apartments	Hospice Care (support for end-of-life) / Palliative Care (within six months)	Long Term Care / Nursing Homes	Retirement Homes
Can arrange for allied health (i.e. nurses, community physicians, personal support workers) to visit your home help you with supports where be, Community Paramedicine for Long-Term Care program or community support services may provide additional care to support nearby.	If you or a loved one requires end-of-life care, there are options available to stay at home with external allied health (i.e. nurses, personal support workers, occupational therapists) available	Often is publicly funded homes for those who require help with most or all daily activities of living with 24 hour personal care. Includes services such as meals, medical services, housekeeping, social recreation with other residents and more.	If you don't need a lot of outside help, but no longer want the workload of managing your own home, or feel isolated living on your own. Often is privately funded with fee/rent to live in a retirement home with access to various services such as housekeeping, recreation with other residents, self-care upkeep and more.
Residential Care - London and Middlesex	Hospice Palliative Care Residences - London and Middlesex - southwesthealthline.ca Hospice Palliative Care - In-Home - London and Middlesex - southwesthealthline.ca	Long-Term Care Homes - London and Middlesex - southwesthealthline.ca	Retirement Homes - London and Middlesex - southwesthealthline.ca

Home and Community Care Support Services | EN

Address: 356 Oxford Street West, London, ON, N6H 1T3

Phone Number: 1-800-811-5146

Email: SWAccesslandR@hccontario.ca

Description: They assess patient care needs, and deliver in-home and community-based services to support health and well-being. They provide access and referrals to other community services, and manage Ontario's long-term care home placement process. Support services aim to assist with:

- Remain safely at home with the support of health and other care professionals
- Return home from hospital and recover at home
- Find a family doctor or nurse practitioner
- Find community services that support healthy, independent living
- Transition to long-term care or supportive housing
- Die with dignity in the setting of their choice

Eligibility: Depending on the services required, get in touch by calling 310-2222 (no area code required). A care coordinator will advise you about your options and may need to complete an assessment to help determine eligibility, guiding you through the application process and providing other valuable information.

Caregiver Support

Ontario - Respite Care | EN

Description: For caregivers of someone with a health condition, disability or care needs associated with aging. There are some fees associated with specific programming

Eligibility: Caregivers

Alzheimer's Society Southwest Partners | EN

Address: 435 Windermere Rd N5X 2T1

Phone Number: 519-680-2404

Hours: Weekdays 8:30 a.m.-4:30 p.m.

Description: Available services from one on one to group support for people, regardless of age, living with Alzheimer's and other dementias, and for the care and support of families and care partners. Additional services include education series to learn about dementia, coping strategies, social work support, and support groups for caregivers. The services are available for free.

Eligibility: People with Alzheimer's disease and other dementias, and their caregivers

Caregiver Exchange | EN

Address: 201 King St N6A 1C9

Phone Number: 519-660-5910

Hours: Weekdays 9 a.m.-5 p.m.

Description: A hub for support services across Ontario looking for additional support for relatives, friends, neighbors who require caregiver support. Services include education on caregiving and tips and advice to manage psycho-emotional wellbeing. The services are available for free.

Eligibility: Caregivers

McCormick Dementia Services | EN

Address: 2022 Kains Rd N6K 0A8

Phone Number: 519-439-9336

Hours: Weekdays 8:30 a.m.-4:30 p.m.

Description: Support for people living with Alzheimer's and other dementia, and support for their caregivers. Services include recreational and therapeutic activities, caregiver support through counseling, education, and overnight relief for caregivers.

Eligibility: Individuals living with Alzheimer's and dementia and their caregivers

Cost: Specific to the program.

St. Joseph's Health Care - Outreach Program | EN, FR

Address: 550 Wellington Rd N6C 0A7

Hours: Weekdays 8 a.m.-4 p.m.

Phone Number: 519-646-6100 ext 44028

Description: Weekly programming for family members, service providers, and caregivers caring for the wellbeing of another. Services include psychogeriatric education, transition to long-term care, community care assessments, and training on caregiving. The services are available for free.

Eligibility: Older adults living with disability and caregivers, referral required.

St. Joseph's Health Care - Caregiver Support | EN 

Address: 485 Windermere Rd, 3rd Floor, N5X 2T1

Phone Number: 519-438-2102

Hours: Weekdays 8:30 a.m.-4:30 p.m.

Description: Emotional support for caregivers and their families through respite and support services with complementary therapies and wellness programs available. The services are available for free.

Eligibility: Caregivers

The Ontario Caregiver Organization | EN, FR 

Phone Number: 416-362-2273 helpline 24/7 care

Hours: 24/7 care via helpline, admin contact on weekdays 9 a.m.-5 p.m.

Description: The all inclusive hub for caregivers to learn more about caregiving, receive physical/emotion support, resources, and information seeking of the How-Tos of caregiving. The services are available for free.

Eligibility: Anyone

Additional Resource: WORK AND CAREGIVING: A BALANCING ACT

Family Services and Supports

Children's Aid Society - London & Middlesex (CASLM) | EN, FR

Address: 1680 Oxford Street East, London ON, N5Y 5R8

Phone Number: 519-455-9000 ext 2610, after hours 519-858-5998

Hours: Monday to Fridays 8:30 a.m.-4:30 p.m.

Description: Goal to protect children and strengthen families following the Child and Family Services Act to investigate allegations/evidence of children under 18 who may be in need of protection, protection of families where possible, provide guidance and counseling, supervise children in care, place children for adoption and foster care. Interpreter available upon request.

Eligibility: Children and youth 18 years and under and their families

Canadian Mental Health Association - Middlesex - Family Support | EN

Address: Various locations around London: Huron Street Site (Information, Intake and Referral)

648 Huron Street, London ON, N5Y 4J8

Phone: 519-434-9191

Phone Number: 519-518-2436 (general)

Email: familysupport.info@cmhamiddlesex.ca

Hours: Vary to accommodate the need with schedule for upcoming events

Description: Currently only offering ONLINE support through referral by call/email of the Family Support Program to make a self-referral. No formal or professional referral required. Interpreter available

Eligibility: Anyone

My Sisters Place | EN

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

Phone Number: **Crisis Hotline:** 705-435-3835

Toll Free 800- 461-5419

Hours: Monday-Friday 9:30 a.m.-8 p.m., Saturday-Sunday 10 a.m.-3 p.m.

Description: A charitable organization partially funded by the Ministry of Children, Community, and Social Services with the goal of equipping safety, equity, and empowerment for women and their children. Only upon contact are they able to provide the location and transportation to safe havens.

Other Services Offered: Community support for short-term individual counseling, Shelter & Outreach for crisis counseling for women and children, Second Stage Housing of affordable bedroom apartments for 6 months, Third Stage Housing for long-term affordable housing. The services are available for free.

Eligibility: Women and their children

Merrymount Family Support and Crisis Centre | EN, FR

Address: 1064 Colborne St N6A 4B3

Hours: 24/7 support, admin assistance 8 a.m.-5 p.m. weekdays

Phone Number: 519-434-6848

Description: With the mission of supporting stronger children, stronger families, and a stronger community, the organization provides support, transition and crisis care for children and families through strength based supports for family life and well-being with family support groups, overnight care, and supervised protection services.

Eligibility: Children birth up to 13 years and their families experiencing stress, support, and resources

Cost: Fee associated with specific programs, subsidies may be available for eligible families

Craigwood Children Youth & Family Services | EN

Address: 520 Hamilton Road London, ON N5Z 1S4

Phone Number: 24/7 support line 519-433-0334, Family and Community Support Program 519-432-2623

Hours: Monday to Friday 8:30 a.m.-4:30 p.m.

Description: No appointment or referral required, Craigwood Services offers free “Talk-In” clinics located throughout London-Middlesex to talk to professional counselors in support for children, youth, and families.

Other Services Offered:

- Intensive Out of Home Services: “mental health treatment for youth who experience severe emotional, social and/or behavioral difficulties at home and/or in the community and who are unable to remain in the home full time or in a less intensive setting”
- Tandem: Intake assessment, crisis intervention, brief solution focused counseling and support services for children and families with serious behavioral, emotional and social problems

Eligibility: Anyone

Thames Valley Children Centre | EN

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

Hours: Monday to Friday 8 a.m.-5 p.m.

Phone Number: 519-685-8700

Description: Working together to support children and their families achieve the best quality of life where possible through services, supports, and resources for children and youth with physical disabilities, communication disorders, development delays, and autism spectrum disorder.

Other Services Offered: Autism & Behavioural Services, Early Years, Equi p.m.ent/Mobility, Family/Community, Occupational Therapy/Physiotherapy/Speech-Language/Vision-Hearing, Recreation/Fitness, School Related Services

Cost: Foundational Family Service, Entry to School and Caregiver Mediated Early Years programs are funded by the Ontario Autism Program. Core Clinical Services are a fee for service treatment option.

Atlohsa Family Healing Services - Indigenous Led Programming | EN

Address: 343 Richmond St, Suite 109 N6A 3C2 **Hours:** 9 a.m.-5 p.m. Weekdays with 24/7 help hotline

Phone Number: 519-438-0068 and 1-800-605-7477 (24/7)

Description: Indigenous-led free programs and services that focus on holistic healing and wellness. Programming using a strengths-based healing, wellness supports, and trauma-informed and harm reduction approaches are utilized .

Other Services Offered: Supports for individuals with complex needs, including but not limited to: mental health, substance use, homelessness, domestic violence, and trauma.

Eligibility: Individuals belonging to the Indigenous community

Extended Families Support Services | EN

Address: 230 Victoria Street, Suite 210, N6A 2C2

Hours: 24/7

Phone Number: 519-913-2123

Description: Helping with families who are coping with aging, disability, and/or stress with various home and community support services by a team of professional caregivers. Services include personal care, homemaking, companionship, long distance caregiving, and family consultation.

Eligibility: No referral needed, call number. Older adults and people with disabilities

Cost: Fee associated upon call / service needed

Easter Seals Ontario - London Regional Office | EN

Address: Bruce Power Recreation Centre, 2265 Oxford St, Unit 1, N6K 4P1

Phone Number: 519-432-9669 ext 221

Hours: 8:30 a.m.-4:30 p.m. Weekdays

Description: Available services pertaining to the advocacy and public education of helping children and youth with physical disabilities and their families. Services include Direct Financial Assistance for assistive equipment (topped up with the Assistive Devices Program), Incontinence Supplies Grant Program, and camps.

Eligibility: Children from birth to 18 years living with physical and development disabilities.

Cost: Fees associated with specific programs.

Parenting Support Groups

Families First CAPC | EN

Address: South London Neighbourhood Resource Centre - 1119 Jalna Blvd N6E 3B3

Hours: Monday 4 p.m.-6 p.m.

Description: Free programs and services for those with children aged 0-6 years

Community Services Coordination Network | EN, FR, Spanish

Phone Number: 519-438-4783

Address: 171 Queens Ave, Suite 750 N6A 5J7

Hours: Weekdays 8:30 a.m. to 4:30 p.m.

Description: Free services for children and youth with complex needs who require more than one service provider with development needs and individualized and family-driven plans.

Eligibility: Application online, children and youth from birth to eighteen

Childreach | EN, FR, Spanish, Polish

Phone Number: 519-434-3644

Address: 265 Maitland St N6B 2Y3

Hours: Weekdays 9:00 a.m. to 4:30 p.m.

Description: Free services for parents that offer education, information, support and outreach regarding parenting skills and child development. Other services include a resource and toy-lending library with parent education seminars and phone in option for inquiry on parenting.

Eligibility: Parents and caregivers of children 0-12 years

London Transit Commission (LTC) - Paratransit | EN

Address: 450 Highbury Avenue North London, ON N5W 5L2 (main office)

Phone Number: 519-453-3444 and 519 455 4579 (for medical transit)

Description: Upholding the Accessibility for Ontarians with Disabilities Act (AODA), London Transit Commission provides Paratransit, a specialized transit service, to meet the needs of all citizens. With the service being a shared ride with others in the community, this door-to-door service allows individuals living with a disability to meet their community travel needs. Though it is important to note that trips are not guaranteed and the service is influenced by accordance therefore, apply through their application form and remember to book three days in advance of the trip. At this time, one can only book via call with importance to note that call wait times are long.

Other Services Offered: Service for all of Southwestern Ontario, provides Rural community travel

Eligibility: Application form required to be completed by regulated health professional (i.e. physician, occupational therapist, physiotherapist, social worker)

Cycling Trails in London | EN

Phone Number: [Contact us | City of London](#)

Description: Biking is a fun and affordable way to commute around the city of London. With over 350 km of visually beautiful across London, you can use this method of transportation to commute where you need to go on safe bike-designated paths - with a trail cutting right through Western University.

Other Services Offered:

- Bike lockers available around the city (visit website for bike locker map and a “How To” to use).
- Ebikes are also allowed on bike lanes.
- Local Cycling Groups: [Local cycling groups | City of London](#)

Attack Racing, CAN-BIKE London, Huff N’ Puff Seniors, London Cycling Club, and more!

Eligibility: Must have helmet, bike, bike lights, and lock.

Meal and Nutrition Services and Supports

Hunger Relief Action Coalition | EN

Phone Number: 519-471-3963

Description: Distributes up to date available listing of meals and food banks available in London and surrounding area. The services are available for free.

Eligibility: Anyone

Meal Calendar and Food Banks List that is Updated Live Every Month: [Meal Calendar and Food Banks List - informationlondon.ca](https://www.mealcalendarandfoodbankslist.ca)

BIPOC Resources

BIPOC Women's Health Network | EN

Description: Mission statement: To provide culturally competent, anti-oppressive, and feminist health care resources for health care providers, medical students, and racialized women in local Canadian communities.

Mandate: The BIPOC Women's Health Network aims to provide healthcare resources for serving racialized women in local Canadian communities. We believe providing information that is culturally-sensitive, anti-oppressive, multilingual, feminist, and pro-choice is crucial to addressing healthcare disparities faced by BIPOC women. Our organization is dedicated to accomplishing these goals by providing education for health care providers, medical students, and patients. We are committed to improving healthcare access, advocating for patients, and empowering women to take control of their health. The services are available for free.

Other Services Offered: triannual zine, [resources for patients](#), [resources for healthcare learners](#), events, interviews, press releases

Eligibility: Everyone is welcome, though services are catered towards BIPOC Women.

Southwest Ontario Aboriginal Health Access Center | EN

Address: 425-427 William Street, London, ON, N6B 3E1 **Hours:** Monday-Friday, 8:00 a.m. - 5:00 p.m.

Contact: [Contact information](#).

Description: SOAHAC's mission is to improve access to, and the quality of, health care services for First Nation, Inuit and Metis peoples in the spirit of partnership, mutual respect and sharing. This program provides innovative, Indigenous-informed health care through a combination of health and social services, including: traditional healing, primary health care, health promotion service, cultural programs, community development initiatives, and social support services. The services are covered by OHIP.

Other Services Offered: traditional healing, mental health and addictions services, clinical services (primary health care, diabetes education, nutrition, Aboriginal midwifery, etc.)

Eligibility: provide proof of lineage (i.e., status card, Metis registration or letter from the community that you are affiliated with)

N'Amerind Friendship Center | EN

Address: 260 Colborne Street, London, ON, N6B 2S6 **Hours:** Monday-Friday, 8:30 a.m. - 4:30 p.m.

Contact: [Contact information.](#)

Description: The N'Amerind Friendship Center is a non-profit organization committed to the promotion of physical, intellectual, emotional and spiritual well-being of Native peoples and in particular, urban Native peoples. The commitment is realized through the implementation of culturally relevant programs aimed at social, recreational, and educational needs; at developing leadership, at increasing awareness levels of Native heritage, establishing resources for community development, and in promoting the development of urban Indigenous self-governing institutions.

Other Services Offered: Indigenous court worker, Akwe:go at risk ages 7-12 program, urban Indigenous health living, family supports, employment and training, prenatal supports, healthy weights connection, Wasanabin youth program, Indigenous healing and wellness

Eligibility: First Nations, Inuit, Metis or Indigenous status

Cost: Varies depending on the service accessed.

At'Lohsa Native Family Healing Services | EN

Address: 109-343 Richmond Street, London, ON **Hours:** Crisis line available 24/7.

Contact: [Contact information.](#)

Description: At'Lohsa was founded in 1986 as an outgrowth of a Needs Assessment Survey, which indicated a severe need for family violence services catered specifically to First Nations communities to promote the physical, mental, emotional and spiritual needs of First Nations women, men, and children.

Other Services Offered: shelter for women and children; elders circle and teaching program; community education; training and prevention; Indigenous youth in training; Indigenous homelessness diversion

Eligibility: First Nations, Inuit, Metis or Indigenous status

Cost: Varies depending on the service accessed.

Nokee Kwe | EN

Address: 104-1069 Wellington Road South, London, ON **Contact:** [Contact information.](#)

Hours: Monday-Thursday: 8:30 a.m. - 4:30 p.m., Friday: 8:30 a.m. - 4:00 p.m. - services only by appointment

Description: Nokee Kwe is a charitable non-profit organization delivering employment, training and transitional services to Indigenous and non-Indigenous youth and adults in London and the surrounding community. Nokee Kwe services are geared to individuals experiencing unemployment or difficulty with career and life transitions.

Other Services Offered: education and vocational assessments, literacy and basic skills, OSSD and GED courses, E-Learning courses, job search and skills, financial literacy

Eligibility: serves everyone, though is geared towards Indigenous youth and adults experiencing unemployment or difficulty with career and life transitions

Cost: Varies depending on the services accessed.

Indigenous Navigators via Cancer Care Ontario | EN

Contact: [Contact information found here](#). For those who reside in London/Southwestern Ontario, contact representative Rachel Sutherland at 519 685 8500 ext. 54043

Description: provides support and advocacy for First Nations, Inuit, Metis and urban Indigenous patients and families by facilitating and coordinating access to cancer services for palliative and supportive care, addressing cultural and spiritual needs, and networking with Indigenous and non-Indigenous partners to make the cancer journey a culturally safe experience. The services are available for free.

Eligibility: First Nations, Inuit, Metis or Indigenous status

WEAN Community Center | EN

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

Contact: Contact information found at the bottom of the webpage.

Description: Mission: to serve all members of the community with a focus on supporting and empowering the black and marginalized communities by creating initiatives for equal opportunity and equal access to well-being, spiritual health and personal economic prosperity.

Other Services Offered: Business To-Go Workshop, advocacy and civic engagement

2SLGBTQ+

PFLAG Canada - London Chapter | EN

Address: 50 King Street (Middlesex London Health Unit)

Contact: [Contact information](#).

Description: A free monthly group that supports persons who are struggling with issues of their sexual orientation, gender identity, or gender expression. This group also supports, educates, and provides resources to parents, families, friends, and colleagues with questions or concerns.

Eligibility: Parents, families, friends, and colleagues of people who identify as LGBTQ2S+, as well as those who are struggling with their gender identity or sexual orientation

Trans Health Care via London Intercommunity Health Center (LIHC) | EN

Address: Dundas Site: 659 Dundas Street, London, ON, N5W 2Z1

Huron Site: 1355 Huron Street, Unit 7, London, ON, N5V 1R9

Argyle Site: 1700 Dundas Street, Unit 1, London, ON, N5W 3C9

Contact: [Contact information](#).

Description: Specializes in trans and non-binary related health care with wraparound support including physicians, a dedicated program nurse, social workers and other supports as well as referrals to affirming specialists. The services are covered by OHIP.

Other Services Offered: Hormone replacement therapy, blood monitoring for the therapeutic effect of hormones, referral for trans related surgery, collaboration with trans affirming surgeons and post trans related surgical assessments and support, mental health support regarding transition, pubertal suppression, referral to endocrinology/gynecology or other specialties when indicated, identity remediation support

Eligibility: Referral from primary care provider (family physician) or self referral.

Immigration Supports

Newcomer Settlement Program via Black Community Employment and Empowerment Services (BCEES) | EN

Address: 34 Covent Market Place, London, ON, N6A 1E2

Contact: [Contact information here.](#)

Hours: Monday-Friday: 8:00 a.m. - 6:00 p.m., Saturday: 9:00 a.m. - 12:00 p.m.

Description: The BCEES newcomer settlement program helps to facilitate the early and healthy integration of newcomers into Canadian society, by enhancing access to and support services that aid in the transition to self-reliance and financial independence. The services are available for free.

- Provide Comprehensive and culturally appropriate settlement services that include client needs assessment, orientation, information and referral, interpretation and translation, housing assistance, and employment support.
- Identify needs specific to each newcomer in order to determine how best those needs could be met with existing community resources.
- Provide newcomers with relevant, culturally, and linguistically appropriate information and services that facilitate settlement.
- Provide referrals to community resources.
- Organize workshops/group sessions on a variety of settlement issues like health, legal, transportation, education and skills building.

Eligibility: Newcomers to Canada.

Berhan Immigration and Settlement Services | EN

Address: 536 Queens Ave., Suite 101, London, ON

Hours: Monday-Friday, 9:00 a.m. - 5:00 p.m.

Contact: [Contact information here.](#)

Description: Berhan Immigration and Settlement Services is an immigration consulting firm with two locations in London, Ontario and Woodstock, Ontario. The cost for services varies.

Other Services Offered: immigration to Canada, working in Canada, studying in Canada, visiting Canada for business or leisure, sponsor for Canada immigration, humanitarian and compassionate grounds, Canadian citizenship, settlement services, etc.

Eligibility: Canadian newcomers

London Cross Cultural Learner Center | EN

Address: 505 Dundas Street, London, ON, N6B 1W4

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

Contact: [Contact information here.](#)

Description: The London Cross-Cultural Learner Center is London's leading newcomer agency. We work to enrich our community through services and advocacy, furthering the success and sense of belonging of newcomers and individuals from diverse backgrounds. Interpreter available. Other Services Offered: corporate volunteer program, corporate sponsorship, corporate donation, community fundraiser

Eligibility: newcomers to London, ON

Cost: Varies depending on resources accessed.

LUSO Community Services | EN

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

Contact: [Contact information here.](#)

Hours: Monday-Thursday: 9:00 a.m. - 5:00 p.m., Friday: 9:00 a.m. - 4:30 p.m., closed daily between 12:00 p.m. - 1:00 p.m.

Description: LUSO Community Services is a non-profit multicultural neighbourhood resource center dedicated to promoting inclusiveness, well-being and the prosperity of the London community. Goals include providing educational programs to help individuals improve their lives, conducting activities that will lead to the reduction of poverty, providing services and educational programs that facilitate the integration of immigrants or refugees in need into the community, and providing charitable social services to members of the multilingual and multi-cultural group living with the communities serviced by the Center.

Other Services Offered: newcomer and immigrant services: information and orientation services, library settlement program, settlement worker in schools, community connections children, youth and families - literacy support, basic needs and community support, multicultural education and outreach program

Eligibility: Newcomer to Canada.

Cost: Varies depending on resources accessed.

Carrefour Communautaire francophone de London | EN, FR

Address: 920 Huron Street, London, ON, N5Y 4K4

Hours: Monday-Friday, 8:30 a.m. - 5:00 p.m.

Contact: [Contact information here.](#)

Description: As a unifying organization, the CCFL's role is to promote the synergies and engagement of its members and partners in order to respond to the ever-evolving needs of the community, and to ensure its full potential in all aspects of life in French.

To do this, the organization ensures:

1. Contribute to the fair and equitable integration of French-speaking people and ensure the vitality of all Francophones regardless of their origin.
2. Promote Francophone culture among youth through activities, programs and services that foster a sense of belonging, create a climate of identity and a commitment to the Francophone community.
3. Raise the awareness of Francophone and Francophile communities in London of activities offered in French and encourage them to participate in them.

Other Services Offered: program overview

Eligibility: Francophiles communities in London

Cost: Varies depending on the activity.

Newcomer Settlement Services via South London Neighbourhood Resource Center

Address: 1119 Jalna Blvd, London, ON, N6E 3B3

Contact: [Contact information](#). Call, email, or drop-in - no referral required.

Hours: Monday-Thursday: 9:00 a.m. - 7:00 p.m., Friday-Saturday: 9:00 a.m. - 5:00 p.m.

Description: SLNRC Newcomer Settlement Services staff help newcomers make informed settlement decisions and understand life in Canada. Our Settlement Workers in Schools (SWIS) assist newcomer students and their families to settle in their schools and the community while Settlement Workers at Jalna Branch Library (LSP) provide newcomer library clients with information & referral library and community resources. In addition, Youth and Adult Community Connectors help newcomers establish professional and social networks so they are engaged and feel welcomed in their communities. The services are available for free.

Other Services Offered:

- Assesses needs and provides guidance to make informed settlement decisions
- Provides timely, useful, and accurate information
- Develops settlement plans to meet needs and help establish priorities
- Assists with appointment scheduling and registration for appropriate programs
- Assistance with coping with the problems of everyday living, and navigating the canadian system
- Information on the rights and obligations of newcomers
- One-on-one, family, and group information sessions to enhance newcomer integration into society
- Information packages, including web-based information sources and referrals to ircc programs and other programs/services in the community

Eligibility: Newcomers to Canada

Service Available In: English, Arabic, Portuguese, Spanish, Kurdish, Vietnamese, Amharic, Malay, Pashto, Tagalog, Ukrainian, Belarusian

For additional information and a further detailed list of supports, please refer to:

[List of various ethnocultural social/support groups in London](#)

Financial Support

London Transit Commission (LTC) - Income Related Transit Program | EN

Address: 450 Highbury Avenue North London, ON N5W 5L2 (main office)

Phone Number: 519-451-1347

Hours: 6:00 a.m. – 10:00 p.m. Monday to Friday, 8:30 a.m. – Noon & 1:00 p.m. – 4:30 p.m. on Saturday and Sunday

Description & Eligibility: Individuals of London residency, 18 years of age and older, and have a current income below the 'Low Income Cut Off After Tax', [apply here](#) for a subsidized transit pass. Services available in English (though individual bus drivers may vary in language spoken).

First Nation Housing and Affordable Housing | EN, FR (On- Reserve and Off-Reserve)

Address: 100 Sheppard Ave E., Suite 300, Toronto, ON, M2N 6Z1 **Hours:** Monday-Friday 8:30 a.m.-4:30 p.m.

Email: ONINHS@cmhc.ca

Contact: [Contact us](#)

Tel: 613-748-2000

Toll Free: 1-800-668-2642

Description: This organization exists to provide affordable housing for First Nations, Métis and Inuit people as well as residents of northern communities. On-reserve services include financing techniques and training tools to address housing needs, while off-reserve services provide financing techniques and information to meet housing needs. The services are available for free.

Referral/How to Apply: To apply, contact your Band Council, or your local CMHC office.

Areas served: Ontario

Child Care Fee Subsidy Program | EN

Address: City Hall, PO Box 5045, London, ON, N6A 4L6. Cit Plaza, 355 Wellington St, Suite 248.

Email: childcare@london.ca

Tel: 519-661-4834

Teletype: 519-661-4889

Hours: Monday, Wednesday-Friday 8:30 a.m.-4:30 p.m., Tuesday 8:30 a.m.-6 p.m.

Contacts: [Child care supports | City of London](#)

Description: The Program provides assistance with the costs of licensed child care services. The services are available for free.

Referral/How to Apply: To apply, an eligibility determination must first be made. Eligibility is based on the Provincial legislation income test as well as the activity of the parent or guardian (ie, working status, full time student status). Application forms are available at child care centers and through the City of London.

Areas served: London

Financial Help for Medications in Ontario | EN

Description: Understanding programming and plans available for support to receive the necessary medications one needs.

- For babies, children and youth to age 24 - [OHIP+](#) programming is available with no requirement of enrollment.
- For adults: one can be covered through a private and/or workplace insurance plan, the [Ontario Drugs Benefit Program](#) (through application for eligibility), the [Trillium Drug Program](#) (for those who spend a large part of income on prescription medication). Explore [Publically Funded Drug Programs here](#)

Cost: Set fees associated with specific programming

Gender Based and Sexual Violence (GBSV) Services and Supports

Emergency Supports

Western Special Constable Services | EN

Lawson Hall, Rm. 1257 (24/7)

From a campus phone: call 911 or x83300 (non-emergency line)

From a cell phone: call 519-661-3300

*For reports of gender-based violence, WSCS will connect you with the local police service.

St. Joseph's Sexual Assault and Domestic Violence Treatment Program | EN

Address: St. Joseph's Hospital 268 Grosvenor St N6A 4V2 - Room B0-644

Phone Number: 519 646-6100 ext. 64224

Website: Sexual Assault and Domestic Violence Treatment Program | St. Joseph's Health Care London

Hours: 24/7 call to speak with a nurse, go to the St. Joseph's Hospital Urgent Care Centre and ask to speak to the nurse on call for sexual assault/domestic violence, or contact your local police department.

Description: Provides emotional support and crisis intervention, counseling, physical examination with forensic evidence that can be stored anonymously for up to one year while you decide if you wish to involve the police, testing and treatment of pregnancy and sexually transmitted infections, safety planning, referrals as needed. The services are available for free.

Other Supports

Western Human Rights Office (non-emergency) | EN

Address: Room 2139, Somerville House. London, ON, Canada, N6A 3K7.

Email: humanrights@uwo.ca **Tel:** 519-661-3334

Hours: Some drop-ins accommodated, appointment basis preferred.

Contact: [Contact Info - Human Rights Office - Western University](#)

Description: The human rights office at Western provides advice and support to all members of Western's campus community, and addresses concerns including but not limited to, human rights-based harassment, discrimination, and concerns related to personal harassment or workplace harassment. The services are available for free.

Referral/How to Apply: No referral or application required, please visit [Human Rights Office - Western University \(uwo.ca\)](#) for further assistance on individual inquiries and concerns.

Areas served: Western University

Off-Campus Supports

Anova | EN

Address: 255 Horton Street E. London, Ontario, N6B 1L1

Phone Number: Non-crisis/business inquiries: 519-642-3003. 24-hr crisis and support helpline: (519) 642-3000 or toll free 1-800-265-1576

Hours: 9 a.m. - 5 p.m., Monday through Friday

Description: Anova provides services and support for adults and children affected by abuse and sexual violence. The services are available for free. Different programs are available:

- Sexual Assault Support Groups (For female identifying individuals)

Anova uses a trauma-informed approach that is grounded in the Relational Healing Model. Groups provide opportunities for stabilization, psycho-education, psychotherapy and social interactions for women who have experienced sexual violence at various times in their lives. Call the support line to inquire about group or individual counseling.

- Mothers and Children Living Peaceful Lives Group

Weekly sessions offer children (ages 5-12 and their caregivers) topics such as feelings awareness, an opportunity to explore feelings, understanding the importance of establishing safe boundaries and sharing worries and ideas that have emerged as a result of their experiences living in a home where violence has occurred. Through art, games and activities, children can explore and examine their experiences in a safe and secure way

Assaulted Women's & Senior Safety Helpline | EN, FR

Phone Number for Assaulted Women's Helpline : Toll Free: 1-866-863-0511

From a Bell, Rogers, Fido, Telus phone dial #7233

Phone Number for Assaulted Senior Safety Helpline: 1-866-299-1011

Description: 24 hours/7 days a week call helpline only for crisis counseling, safety planning, emotional support, information and referrals to local resources for women experiencing domestic violence and for seniors experiencing neglect and abuse. The services are available for free.

Victim Services of Middlesex-London | EN, FR

Address: c/o London Police Station. 601 Dundas St, London, ON, N6B 1X1

Hours: Emergency Services: Daily 24 hours

Administration: Monday-Friday 8 a.m. -4 p.m.

Contact: Victim Services of Middlesex-London | Ontario **Tel:** 519-661-5636

Description: The Victim Services of Middlesex-London deliver the Victim Crisis Assistance Ontario (VCAO) Program, for on-site early intervention and crisis intervention, safety planning, enhanced support to vulnerable victims, and assistance with applications to the Victim Quick Response Program (VQRP). The VQRP assists with emergency expenses related to victims of violent crime types, and provides support to victims of intimate partner abuse, human trafficking, natural disaster, and more. For more information on support, please visit the website. The services are available for free.

Referral/How to Apply: Referral to the service by police, emergency services, community agency, or self-referrals accepted.

Areas served: London and Middlesex County