



Community Guide



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Drop-in Programs

Drop-in Café's

Chalmers Centre - 41 Macdonell Street, Guelph

Serving coffee and snacks during cafes, Guests at Chalmers are welcome to socialize, enjoy board games and puzzles with our volunteers while helping themselves to breakfast foods, hot and cold drinks, and snacks. Facilities include washrooms, including an accessible washroom.

Mon: 9:00 to 12 noon Tues: 9:00 a.m. to 12 noon Sat (temporary): 9:00 a.m. to 12 noon

Three Willows Church - 577 Willow Road - Guelph, ON

Morning Coffee Drop-in at the Three Willows Church Community Room.

Wednesday 10:30 to 11:30 a.m. Thursday 8:30 a.m. to 11:30 a.m.

Hope House Café - 10 Cork St. E. Guelph

Hope House café is a welcoming place where everyone in our community can enjoy a warm beverage and build positive relationships with other community members from all walks of life, to bond and form wonderful friendships. Facilities include washrooms, accessible washrooms, elevator access.

Hours: Monday to Wednesday, 9am-4pm

Thursday, 9am-6pm

Coffee Hour - Friendship Place - Brant Ave Neighbourhood Group, 35 Algonquin Rd.

All are welcome to drop in for a coffee and a chat!

Thursdays 10-12

Drop-in Meals

Royal City Mission - 50 Quebec St, Guelph 519-837-3777

Serves two meals daily, every day; lunch at 1 pm, and dinner at 6 pm. Open 1 - 7 Mon, Wed, Fri, Sun.

Facilities include washrooms, accessible washroom, change rooms, accessible shower, laundry.

Social Services Drop-in's

Mobile Community Health Van

Offering snacks & drinks, clothing, hygiene products, referrals to community agencies, brief supportive counselling, Hepatitis, HIV, STI & pregnancy testing, emergency contraception, nursing services & vein and wound care, harm reduction supplies and information, condoms and lubricants, Naloxone kits & overdose prevention training, sharps disposal/needle exchange.

Contact 226-971-3957 for more info on stops and times.

Thursday morning: 11:30am-1pm (Call for morning location.)

Thursday evening: 6-7pm at Royal City Mission

7:00 - 9:00 p.m. at 90 Carden St.

Ontario Works Mobile Clinic - Main Library 100 Norfolk St., Main Floor

Thursdays 2:00 p.m. – 4:00 p.m.

An Ontario Works Caseworker can answer questions and assist with filling out forms and applications. No registration is needed. Visit guelphpl.ca/events to confirm dates and times before attending.

Service Canada Mobile Clinics - Main Library 100 Norfolk St., Main Floor

A Service Canada Outreach specialist is available at the Main Library at 100 Norfolk Street on the third Thursday of every month to answer questions about government applications and services.

Drop-in Social Programs

Open Art Circle - Art Not Shame 119 Wyndham St N

Thursday 3:00 - 5:00 p.m.

Bring your own project, or use art materials we have here.

All ages are welcome, ages 12 and under need a guardian present.

No registration is needed, just drop in!

Art Etc. - Hope House, 10 Cork St. E

Saturday from 2:00 p.m. - 4 p.m.

Art Etc. is a drop-in program that meets every Saturday in the cafe at Hope House.

A variety of art supplies are provided at no cost, including: canvases, paint, brushes, clay, paper, beads, pencil crayons, coloring books, and more.

Artists can bring in their own supplies as well.

Homemade soup and dessert will be served at 3:00pm. Coffee and snacks are also available.

Social Space - Guelph CHC Downtown, 176 Wyndham st N. - Lower Level Atrium

Wednesday 10 a.m. – Noon

A fun and creative program for people to do some creative art, while enjoying a cup of coffee, music and socializing.

English Conversation Circle – for Adults - Main Library 100 Norfolk st., Board Room

Saturday's 10:00 a.m. – 11:00 a.m.

Practice speaking English in a friendly and welcoming space. Join us for this free weekly drop-in program. Registration is optional. Drop-in or register online at guelphpl.ca/events.

Food Relief Supports

What Does It Mean to Be Food Insecure?

Food Insecurity: When a person's ability to consistently access safe and nutritious food is limited by financial or social circumstances.

Food Access Map - Guelph-Wellington Poverty

Created by the Guelph & Wellington Task Force for Poverty Elimination, this map helps community members find where to access free or low-cost food.

Food Access Map (September 2024)



GWPoverty foodaccessmap

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

No-Cost Meals

Royal City Mission - 50 Quebec St, Guelph 519-837-3777

Serves two meals daily.

Lunch at 1 pm. Dinner at 6 pm (subject to change)

The Bench - 166 Wyndham St. N

Located at the corner of Woolwich Street and Wyndham Street in front of Guelph Concert Theatre, no matter what the weather conditions are. Offering food, drinks, snacks and take-away meals and food items, nonperishable foods, hygiene products, clothes and outdoor gear.

Monday to Friday, from 1:30 p.m. to 2:30 p.m

Saturday Table - 1:30 on Saturdays, same location

Your Downtown Guelph Friends

Provides hot food, snacks and drinks downtown, offering a weekly meal program in front of the Guelph Community Health Centre, in front of 176 Wyndham St. on Sundays, from 2 to 3:30 p.m. Open to anyone.

Ready to Eat Meals - Onward Willow Neighbourhood Group

For residents of the Onward Willow Area. Bring your own container. Join the Facebook group to see what the meal is and when it's ready.

Mondays 10 - 3 p.m

Double Rainbow Café - the Ward

60 Ontario st. Guelph
5 -6 p.m.

Friday F.U.N.

Shelldale Family Gateway & EarlyON

West End Recreation Centre

21 Imperial Rd. S.
5 -6 p.m.

20 Shelldale Cres

Friday 10:30 – 2 p.m

The Cornerstone Café - 1 Wyndham St N

Pre-paid meal program. Customers pay ahead for a meal, and anyone can collect it later. The 'prepaid' tickets are on the wall.

Mon - Sat 9:30 a.m. to 9 p.m.

Sun - 9:30 a.m. to 8 p.m.

My Kitty Café - 117 Wyndham St N

Prepaid coffee program. Customers pay ahead for the coffee, and anyone can collect it later.

Mon - Thurs, Sun: 9 a.m. – 6 p.m.

Fri & Sat: 9 a.m. – 8 p.m.

Groceries

Chalmers Centre

Guests are welcome to visit Chalmers pantry once every two weeks to receive fresh fruits and vegetables, cheese, pasta and other healthy options. Chalmers Centre also has drinks and snacks available during the waiting time. The pantry provides choice-based food and personal care products for a maximum of one parent/guardian and three kids. If there is another parent/guardian, they will receive portions for themselves, when they attend in person. The pantry is first come, first served and it is advisable to arrive early, as there may be a line.

Chalmers is a low-barrier, guests are only asked for their name. If guests have a child with them, we will ask for the ID of that child to verify their birthdate.

Chalmers Food support may be accessed once every 2 weeks.

Chalmers Downtown - 41 Macdonell Street

Wednesday: 6:30 p.m. to 8:30 p.m. Friday: 10 a.m. to 11:30 a.m.

Chalmers West - Three Willows Church - 577 Willow Rd – portable behind Church

Thursday: 9:30 a.m. to 11:30 a.m.

Emergency Food Cupboard - Onward Willow Neighbourhood Group

For residents of the Onward Willow Area in need.

A hamper is available for pickup:

Monday, Wednesday, Friday 10 a.m. - 3 p.m. and Thursday 3 - 7 p.m.

Can be accessed once per month. Please provide one piece of ID with proof of address and ID for any family members.

City Wide Community Fridge - Onward Willow Neighbourhood Group

For residents of Guelph in need. Stocked by noon daily. Available for during office hours: Monday, Wednesday, Friday 10 a.m. - 3 p.m. while supplies last.

North End Harvest Market

Must live in the North End Neighbourhood. May not be currently taking new clients / registrations. Offers fresh free fruit and vegetables.

(519) 835-1016

Email: oldbatchat@yahoo.ca

Silvercreek Community Market - 210 Silvercreek Pkwy N, Guelph

Must live in the West End of Guelph. 3rd Thursday of each month - not currently accepting new clients.

519-821-7710

Email: allsaints@allsaintsguelph.ca

Hope House Food Market

A welcoming, choice-based pantry style food relief resource, offered at no-cost. Open to working and non-working individuals. Registration required as a Hope House client to access, requiring ID and proof of address.

Monday: 9:30am – 4pm

Tuesday: 9:30am – 4pm

Wednesday: 9:30am – 4pm

Thursday: 9:30am – 6pm

Salvation Army

The Salvation Army Citadel, 1320 Gordon St, Guelph 519-836-9824

Email: guelphsa.familyservices@salvationarmy.ca

Salvation Army Free Shelf - No Appointment Needed

Offering baked goods, bread, and fresh produce. Fresh bread and produce will be offered (when available) to those who need it.

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

Salvation Army Food Hampers - by Appointment Only

Available once every 2 months *by appointment only

Tuesday - Friday 10-12

*Appointments can be made by calling or by emailing the office.

Food Bank

Guelph Food Bank

Main community hub – 100 Crimea St. Guelph 519-767-1380

Hours at this location: 9am-11:45am Mon - Fri (no access weekends or stat holidays)

New clients will need the following to register: ID for everyone in the household, a document to show current address, and income information.

Food Bank New Client Registration - No appointment necessary. MUST BRING: ID for everyone in the household, documents that show your current address.

Find more new client information, transit info and ID
<https://www.guelphfoodbank.ca/support-services>



Guelph Food Bank

The Guelph Food Bank Neighbourhood Locations

The Food Bank now has **Satellite Locations**. New and current clients may be referred to a location closer to where they live. Satellite locations use the same registration system as the central food bank, clients can access supports at **one location** that best suits their needs. Here is a link to Map of Satellite Locations—



Guelph Food Bank Map

<https://www.guelphfoodbank.ca/our-programs#pick-up-locations>

Food Security for Children

Keep Kids Fed at Home - Children's Foundation

Children in Guelph can access nutritious take-home food packages, helping to bridge the weekend gap. During school holidays, this program also provides these children/families with grocery gift cards to help them buy food.

Referral is direct, through the children's school, see the map for participating locations.

<https://www.childrensfoundation.org/what-we-do/food-security/keep-kids-fed-at-home>

Sliding Scale Groceries

The SEED

Access to healthy food is available from a sliding-scale online grocery store. Free items are offered every week. Order by Wednesday at 12 PM for pickup at your chosen location:

The Community Food Warehouse at 69 Huron Street (Thursdays, 1pm to 5pm)

20 Shelldale Crescent - in the gym (Fridays, 11am to 2pm)

Guelph Farmers' Market (Saturdays, 8am to 1pm)

<https://theseedguelph.ca/>



The Seed

Clothing Resources

Free Clothing Resources

Three Willows Church - 577 Willow Road, Guelph

Free Clothing and shoes are offered for anyone in need.

The program runs the first two Thursdays of the month, from 9 am to 12 pm.

The Clothing Closet - 400 Victoria Rd N, Guelph 519-823-5851

email: clothingcloset@newlifecrc.net

Open to anyone who likes to stretch their budget with no 'proof of need' required.

Great quality, gently-used clothing / footwear / linens / bedding for the whole family.

Morning shopping: prepare for a line-up outside. Registration opens at 9:00am, guests can wait in the Cafe until The Clothing Closet opens at 9:30am, or when space becomes available. This can take 1-1.5 hours in busy season. Enjoy complimentary coffee, cookies and conversation in the café.

(Please note that the Café closes for July and August)

Evening shopping: Registration and sign in opens at 5:00pm. Guests wait outside in good weather or inside in poor weather until The Clothing Closet opens or space becomes available. This can take 1 hour in a busy season.

Registration: Each individual wishing to shop must register with picture identification that includes your name and birth year. You must be 16 years old to shop.

Open Thurs 9:30-12:00 and 5:00 – 7:00pm. Doors close 15 minutes prior to closing.

Bus routes 17 & 18400 Victoria Road, North, Guelph

Hope House - Hope House Guelph 10 Cork St. East, Guelph

The Hope House clothing market offers a wide selection of new and gently-used clothing for everyone in all sizes and styles. A points-based system lets community members access clothing once per week per person. No appointment necessary.

Monday: 9am – 3:30 p.m.

Tuesday: 9am – 3:30 p.m.

Wednesday: 9am – 3:30 p.m.

Thursday: 9am – 5:30 p.m.

Salvation Army Clothing Room 1320 Gordon St. 519-836-9824

Email: guelphsa.familyservices@salvationarmy.ca

Offers access to clothing, personal care products, household items, baby items.

Tuesday - Friday 10:00 - 12:00 pm, or 1:00 - 3:45 p.m.

Guelph Community Health Centre - 176 Wyndham St N

Guelph CHC has limited clothing.

Mon, Wed-Fri: 9 a.m. – 5 p.m.

Tues: 9 a.m. – 8 p.m.

Thrift Stores

THE STORE - at the Guelph Food Bank

Clothing and housewares for an affordable price. Open to the public along with food bank clientele. The price range is \$2 to \$10 and people can pay by debit, credit or cash.

Tuesdays and Thursdays: 2pm-6pm

Saturdays: 10am-6pm

Goodwill Community Store - 340 Woodlawn Rd W

Value Village - 214 Silvercreek Pkwy N

Salvation Army Thrift Store - 204 Silvercreek Pkwy N

Mission Thrift Store - 228 Victoria Rd S

St. Vincent dePaul - 74 Elizabeth St

Once Upon a Child - 666 Woolwich St

BIPOC Resources and Services

Black Youth Help Line

1-833-294-8650 (everyday 9 a.m. – 10 p.m.). Multicultural helpline that serves all youth and specifically responds to the need of Black youth with services, positioned and resourced to promote access to professional, culturally appropriate support for youth, families and schools.

Black Mental Health Canada

1-888-220-2510. Advocates for culturally safe, affordable and accessible mental health care to Black communities in Canada.

The BIPOC Outdoor Gear Library - 69 Huron St, Guelph, Ontario

A community-based lending library focused on providing access to outdoor equipment for BIPOC (Black, Indigenous, and People of Colour) communities of Guelph and the surrounding areas. Through collaboration we are working to increase representation of BIPOC communities engaging in outdoor recreation by reducing barriers to access, creating community, and providing resources and education.

Register for a library membership to borrow library gear at no cost!

Email: bipocgearlibrary@gmail.com



BIPOC Outdoor Gear Library

www.bipocoutdoorgearlibrary.com/

Indigenous Community - Supports & Services

Indigenous Hope for Wellness Help Line

1-855-242-3310. Available 24/7. Telephone counselling and crisis intervention for Indigenous peoples across Canada. Services are available in English/French and on request, in Cree, Ojibway and Inuktitut.

Metis Nation of Ontario (MNO) Mental Health and Addictions Crisis Line

1-877-767-7572. Telephone support for mental health and addictions for adults, youth and families.

Spirit Bundles Program - Anishnabeg Outreach

The Indigenous Spirit Bundle program provides a variety of essentials like food, clothing, household items, baby supplies and more, to those who identify as First Nations, Métis, or Inuit. Bi-weekly pick-ups of bundles happen on Thursdays at the Guelph location. Delivery is possible in some cases for those with increased needs.

<https://aocan.org/spirit-bundles/>

Call the Kitchener office to Register 519-742-0300 or sign up online

Registration Link: <https://aocan.org/spirit-bundle-donations/how-to-register/>

Alternate Thursday's

Pick-up at Guelph Location: Trinity United Church - 400 Stevenson St. N Guelph

519-763-5592

Ontario Aboriginal Housing Services

Working to provide safe and affordable housing to urban and rural First Nation, Inuit and Métis people living off-Reserve in Ontario.

<https://www.ontarioaboriginalhousing.ca>

White Owl Native Ancestry

65 Hanson Avenue, Kitchener, Ontario
Phone: (519) 743-8635
Fax: (519) 743-8769
Email: info@wona.ca

Offering mental health supports for children and youth. Wholistic Practitioners work with individual clients and their families through relationship-building that encourages self acceptance, and a sense of place and belonging.

Resource Page - Anishnabeg Outreach



Anishnabeg Outreach - Resource Page

<https://aocan.org/resources>

Disability Related Supports

taxiSCRIP Program

*For registered Mobility Services and registered requiring the use of a wheelchair or scooter only.

A \$40 taxiSCRIP coupon book can be purchased for \$20. A maximum of three taxiSCRIP coupon books can be purchased each month. taxiSCRIP coupons do not expire.

The taxiSCRIP program provides discounted coupons for Red Top Taxi accessible vehicle service provided within city limits of Guelph. To be eligible for taxiSCRIP, a passenger must have a permanent Mobility Services registration number and be registered as requiring the use of a wheelchair or scooter.

<https://guelph.ca/living/getting-around/bus/mobility-service/taxiscrip/>

Mobility Services - Guelph Transit

A specialized shared-ride transit service that provides transportation from accessible-door-to-accessible-door within the city limits of Guelph. Service is provided on wheelchair accessible buses and, when needed, contracted taxi services.

Application and Registration required.

Call for more information: 519-822-1811 extension 2801

guelph.ca/living/getting-around/bus/mobility-service/

Downtown Accessibility Guide (2016)

This map, accurate as of June 2016, indicates the locations of accessible parking spots, benches, curb ramps, stores that have StopGap ramps, and accessible public washrooms.

<https://downtowntnguelph.com/wp-content/uploads/2019/04/Map-Final.pdf>

Family Supports

Parenting Supports

Resource Guide to Supports for Ontario Families – Children's Aid Society Ontario

<https://www.oacas.org/programs-and-resources/communications-and-public-engagement/resources-and-supports-for-ontario-families/>



Guide to Supports for Ontario Families

Healthline

Speak to a Public Health Nurse for breastfeeding support, formula feeding support, pregnancy and parenting questions or concerns, including mental health and well-being.

1-800-265-7293 ext. 7006.

EarlyOn - Guelph CHC

Free programming for families to make connections, find support and advice about parenting and child development, and access resources and a network of community supports and specialized services. Check the calendar for current programming;



<https://guelphchc.ca/earlyon/>

The Children's Foundation

Keep Kids Fed at Home

Children in Guelph can access nutritious take-home food packages, helping to bridge the weekend gap. During school holidays, this program also provides these children/families with grocery gift cards to help them buy food.

Referral directly through the Children's school, see the map for participating locations.

<https://www.childrensfoundation.org/what-we-do/food-security/keep-kids-fed-at-home>



Free to Grow - Children's Foundation

The Free to Grow Program provides funding for recreational and life-skill opportunities such as sports, arts, camps, driver's education training and leadership development to children living in Guelph.

Free to Grow now also funds mental health counselling for children and youth, referred to us from CMHA and The Grove Hubs.

Funding is available for children and youth, ages 0 to 18, who live in Guelph and Wellington County, for families who qualify for the income limit.

For help with Free to Grow please contact our team at freetogrow@childrensfoundation.org or 519-826-9551 x 123.

For information about eligibility guidelines, see webpage:

<https://www.childrensfoundation.org/what-we-do/free-to-grow>

Application Link: <https://freetogrow.childrensfoundation.org/>

Applications take 2-3 weeks to process.

Adopt-A-Family Program - Children's Foundation

Adopt-A-Family connects families who need support during the holiday season with donors who provide gifts and grocery cards. Families are referred to the program by Social Workers, Schools, Parent Support Workers, Family and Children's Services, or other social-community agencies in Guelph/Wellington County.

While Adopt-A-Family was originally a Christmas holiday program, it is open to families of all backgrounds and traditions to meet their needs and wishes.

To learn more about Adopt-A-Family,

contact aaf@childrensfoundation.org or 519-826-9551 x 136.

<https://www.childrensfoundation.org/what-we-do/adopt-a-family>

Mental Health Supports for Children

Children's Walk-in Service - CMHA

The Children's Walk-In Service is available every Tuesday from 10am-3:30pm at the CMHA WW Office located at 737 Woolwich Street in Guelph. The last appointment is at 3:30pm. The Children's Walk-In Service is an opportunity for a child or youth (6-17 years old) to see a Mental Health Clinician, who will complete an assessment to determine the child, youth, and/or family's needs.

Here4Kids

1-844-454-3711. Here4 Kids is the access point for the Growing Great Kids System of Care. Call to access support and services for children and families in the Wellington-Dufferin-Guelph region, including children's mental health and developmental services (for children 0 to 6 years).

Here4Kids - CMHA

Do you have questions about your child's development? Call Here4Kids to speak with a service coordinator about connecting to services for challenges relating to talking, moving, behavior, learning, playing, development. Caregivers can call 1-844-454-3711.

If you are a service provider please use the Here4Kids referral form:

<https://cmhaww.ca/wp-content/uploads/2024/07/Here4Kids-Referral-Form-v20240418.docx>

Kids Help Phone

24/7 e-mental health service offering free, confidential support to young people in English and French.

1-800-668-6868 or text 'CONNECT' to 686868

Parent Outreach Worker Program

For parents and/or families with one or more children under the age of 18 living within the boundaries of Brant, Two Rivers, Grange Hill East, or Onward Willow Neighbourhood Group. The Parent Outreach Worker is available to support families with referrals connecting to Community Resources & Wellness supports, Coping & Stress Management, Food Access, and Parenting Strategies to help improve Family Functioning.

To access the Parent Outreach Worker you can call:

Grange Hill East Cassandra Insell226-203-0572...cinsell@guelphchc.ca

Brant Katie Davis519-362-6362kdavis@guelphchc.ca

Onward Willow Carolyn Joy519-803-4347cjoy@guelphchc.ca

Two Rivers Maryann Sly-Kensley ...519-803-0989.....msly-kensley@guelphchc.ca

Newcomers

Immigrant Services Guelph-Wellington

Counsellors at Immigrant Services Guelph-Wellington can help clients to: access an interpreter or translator, find a place to live, enroll children in school, look for a job and get ready to work, find and complete forms and applications, including applying for Canadian citizenship, access supports such as medical care, legal and social services, address immigration and settlement issues.

For more information or to book an appointment, contact Binaya at 226-332-0783 or bnyaupane@is-gw.ca



Immigrant Services Guelph-Wellington

<https://is-gw.ca>

Newcomer Services - Guelph Public Library

The Guelph Public Library offers services and programs for newcomers to Canada including books and materials in many languages, English language learning resources for all ages, programs to practice speaking English, and online resources. A library card is free for anyone who lives in Guelph or one of our reciprocal borrowing partners.

English Conversation Circle – for Adults - Main Library Norfolk st., Board Room

Saturday's 10:00 a.m. – 11:00 a.m.

Practice speaking English in a friendly and welcoming space. Join us for this free weekly drop-in program. Register online at guelphpl.ca/events or drop in.

Health Visit, for Newcomers - Guelph Community Health Centre

The CHC can provide a visit for an immediate health concern, or arrange for an intake visit to register for ongoing primary care. The number is 519-821-6638, select option 2 for Shelldale.

<http://www.guelphchc.ca/>

Guelph Wellington Immigration Portal, an online information tool that highlights living, working, and learning in Guelph Wellington.

<http://guelphwellingtonimmigration.ca/>

Circle Home Furniture

127 Woolwich St. - 519-836-5334

A furniture Bank for Sponsored Newcomers. Must fill in an online form to request an appointment. Circle will contact by phone to schedule an appointment. Please bring an Interpreter if needed. Delivery is not available.

Refugee Program Administrator:

Blaire Rennie – 519-837-0920 ext. 1304

Email: BRennie@danby.com

Supports for Seniors

Red Cross - Friendly Calls Program by the Canadian, 1-833-979-9779

Free service with scheduled calls from Red Cross volunteers who provide supportive listening, social interaction and emotional support.

VON - Waterloo Wellington

Meals on Wheels

A low-barrier, low cost hot and frozen meal programs, delivered to seniors in the city of Guelph by volunteer drivers, 11:30 a.m. -1:30 p.m. daily.

Runs Monday - Friday, (not statutory holidays or weekends)

To be eligible, must be over 65, or anyone with physical disabilities (does not need to be long term, can be post-surgery). Special diets can be accommodated.

Registration is required, the intake period takes 3- 5 business days.

Make an appointment by online inquiry or through telephone intake

\$5 - \$8.00 per meal

For more information please call 519-323-2330 ext 6223, or press 2.

<https://von.ca/en/locations/waterloo-wellington-dufferin?Meals-on-Wheels-Hot#location>



Meals on Wheels

Seniors' Food Markets - Hope House

A weekly "farmers market" taking place at 8 subsidized housing locations across Guelph. Locations and items are listed on the Hope House website under "food".

www.hopehouseguelph.ca

Transportation

Transportation Services - VON helps seniors and adults with disabilities who have no access to transportation, so they can stay independent at home. Friendly volunteer or paid drivers provide mobility to those who are unable to use other forms of transportation, such as public transit. They may take clients to medical appointments, grocery shopping, adult day programs, to run errands or to other appointments or social outings. For more information please call 519-323-2330

Seniors Ride Free - Guelph Transit

Seniors over 65+ who have a registered OnYourWay Fare Card can ride for free every Thursday.

For more information on how to make sure the card is registered properly:



Guelph Transit

guelph.ca/living/getting-around/bus/fares-and-passes/where-to-get-tickets-and-passes/

Adult Day Programs (ADPs) - VON Provides social, recreational and therapeutic activities for seniors and individuals with a disability, in a safe and supervised environment. Adult Day Programs offer the chance to connect with peers while taking part in a wide range of enjoyable activities led by staff specially trained in therapeutic recreation. Serving people with Alzheimer's disease or other forms of dementia, cognitive impairment, chronic illness or physical impairments. Activities are designed to be accessible to each participant by focusing on their abilities, not their disabilities. Activities could include exercise classes, cards and games, art and crafts, music and cooking, all of which can be adapted to the specific needs of your loved one. Adult Day Programs also offer caregivers the opportunity for daytime respite.

Daily fee includes a hot lunch, snacks and refreshments. Contact VON to inquire about eligibility, costs and transportation options. For more information please call 519-323-2330.

<https://von.ca/en/von-care/adult-day-program>

Visiting Library Services

Can't make it to the Library? Our Bookmobile delivers library services to assisted living communities and neighbourhoods that aren't close to any of our branches. Check the schedule at guelphpl.ca/locations.

We can also bring the Library to you through our visiting library service, available to homebound patrons. We provide longer loan times, staff-selected materials and delivery to your home. Sign up online at guelphpl.ca and select Mobile library services from the Services menu, or call 519-824-6220.

2SLGBTQIA+ Resources and Services



Helplines

LGBT Youth Lifeline

Confidential, non-judgmental and informed 2SLGBTQ+ peer support through telephone, text and chat services.

phone 1-800-268-9688

text 647-694-4275

Sunday to Friday, 4 p.m. to 9:30 p.m.

Trans Lifeline

Run by and for the trans community, this organization offers direct emotional and financial support to trans people in crisis.

1-877-330-6366

LGBTQ+ Support Line

Call or text 226-669-3760 7 days a week, 8 a.m. - 10 p.m.

Trained volunteers and staff provide free and confidential emotional support and referrals to community resources; operators use active listening and provide an inclusive space to those who identify as part of the LGBTQ+ community, or to those who may be questioning their identity or sexuality.

Drop-in's

LGBTQ+ Youth Drop in (FREE)

Friday 7:00-9:00 p.m.

Victoria Road Recreation Centre

Join in this safe, inclusive and fun space to hang out! The Drop-in offers art-based activities, movie nights, recreational opportunities, workshops, guest speakers and more! All friends and allies are welcome. Ages 12-18. Programming runs January-June, excluding holidays.

Check us out on Instagram @guelphlgbtqyouth for updates

OUT² 2SLGBTQIA+ Youth Groups - Grove Hubs, 737 Woolwich St.

Wednesdays from 4:30 - 6:00 p.m.

Age 12 - 15, and 16 - 25 (alternating weekly)

A FREE drop-in program, no registration required. This is a space to connect with other 2SLGBTQIA+ youth, build community, and participate in fun activities in a safe and inclusive environment. Each week will feature a different activity or event.

Check out the calendar link here:

<https://www.outontheshelf.com/events/>

Out on the Shelf - Second Floor, 42 Carden St, Guelph

<https://www.outontheshelf.com/>

A Safe Space for the 2SLGBTQIA+ Community in Guelph and Wellington County. OOTS offers an extensive resource library of books, films, and materials, and both regular and special program opportunities for connecting to the community.

OOTs Programming Calendar Link



Out on the Shelf

<https://www.outontheshelf.com/events/>

Women and Gender Diverse Individuals - Support

Period Pin - Find Free Menstrual Products

Period Pin is working to make it easy to find the free menstrual products needed, when they are needed. Supplies are available at libraries, museums, community-based organizations, and some private businesses – all committed to providing free menstrual products.

See the map:

<https://periodpin.ca/>



Period Pin Map

Emergency Contraception & Birth Control Info - Wellington-Dufferin Public Health

Book an appointment or speak to a nurse about the options to learn more about emergency contraception options. Residents under the age of 24 may qualify for birth control at a lower cost.

More information is available at: 1-800-265-7293 ext. 7006

Mobile Community Health Van - 226-971-3957

Offering snacks, drinks, essentials like hygiene products, referrals, brief supportive counselling, Hepatitis, HIV, STI & pregnancy testing, emergency contraception, nursing services, harm reduction supplies, condoms and lubricants.

Thurs morning: 11:30am-1pm (Call for morning location.)

Thurs evening: 6-7pm at Royal City Mission

7:00 - 9:00 p.m. at 90 Carden St.

Guelph Wellington Women in Crisis

WIC offers free support for women and their children who are dealing with issues of family violence, including emotional, physical, sexual, human trafficking or financial abuse. WIC provides many supports, including risk assessment and safety planning, counselling, emergency shelter, transitional housing program, and legal support.

The Crisis Line is a 24-hour telephone and TTY support, and referral line offering support to those who have experienced or are experiencing physical, sexual, emotional or financial abuse and/or stalking. This line will also speak to concerned friends and family members of abused women, service providers and other professionals in contact with abused women. Confidential & free.

519-836-5710

1-800-265-7233

Crisis Line support in languages other than English, you can call

The Assaulted Women's Helpline, 24-hours a day--

1-866-863-0511

TTY: 1-866-863-7868

Emergency Shelter

Marianne's Place is an accessible emergency shelter where we welcome all women and their children who are experiencing physical, sexual, emotional or financial abuse and/or stalking or human trafficking.



gwwomenincrisis.org/

Pregnancy Shelter Supports

Shelter and Support to Expectant and New Mothers – Michael House

The Residential Program at Michael House provides shelter and support to women who are expectant or new mothers. Helping mothers with their most immediate needs: a warm and safe home, food, counselling, access to medical resources, and 24/7 onsite support staff. Children under 2 are welcome. Families in the program can stay up to one year. The program requires an application process, interview, and sometimes, a waiting list.

<https://www.michaelhouse.ca/>

Youth Resources

Drop-in Spaces

The Grove Youth Wellness Hubs

Safe, inclusive walk-in spaces for youth by youth. Open to all youth 12 to 25 years old, programming for youth mental health and wellbeing, access to community agencies, services and tools to support mental health concerns. Snacks and drinks provided. Digital bus tickets available to attend.

Woolwich Site - the Grove 737 Woolwich St, Guelph 519-836-6220

The Grove Woolwich offers: peer support, wellness team services, primary care with a nurse practitioner, addiction support, and access to a mental health clinician. Whether you're looking for someone to talk to, need healthcare guidance, or want support on your wellness journey, we're here to help.

Monday to Friday 2-7 p.m., Wellness Supports 11 a.m. – 1 p.m.

Closed 1 p.m. – 2 p.m. daily

View the monthly calendar: <https://www.thegrovehubs.ca/woolwich>

University of Guelph Site - the Grove 50 College Ave W, Guelph

1-833-43-GROVE (47683) Ext. 4

Hours: 12-7 p.m. (closed for summer)

Site webpage: <https://www.thegrovehubs.ca/uofg>

Youth Hub – Wyndham House

Drop-in hours Tuesday 1:30 PM to 4:00 PM

Low-barrier, complex care for at-risk youth under the age of 25

Mental health and substance use counseling and assessments, Case Management, harm reduction supplies, nursing care.

Referral required - contact Katelyn Whitworth, Mental Health Clinician, 226-962-2986 or katelyn.whitworth@wyndhamhouse.org

<https://www.wyndhamhouse.org/programs/youthservicehub/>

Virtual Mental Health

Good2Talk

Free, confidential support services for post-secondary students that provides counselling, information and referrals for mental health, addictions and well-being.

1-866-925-5454

LGBT Youth Lifeline

Confidential, non-judgmental and informed 2SLGBTQ+ peer support through telephone, text and chat services.

Sunday to Friday, 4 p.m. to 9:30 p.m.

Phone 1800-268-9688

Text 647-694-4275

Mind Your Mind

This service works with community partners and young people aged 14 to 29 to co-create interactive tools and innovative resources to build capacity and resilience.

mindyourmind.ca

One Stop Talk

A virtual walk-in mental health clinic that offers free counselling and therapy to anyone in Ontario over the age of 12. The service is available in multiple languages and offers same-day appointments.

onestoptalk.ca

Together All An online mental health and well-being service that provides anonymous peer support, guided self-help, and online therapy. Available to Ontario residents aged 16 and over.

togetherall.com/en-ca/

Public Health

Birth Control Info & Emergency Contraception

Book an appointment or speak to a nurse about the options to learn more about emergency contraception options. Residents under the age of 24 may qualify for Birth Control at a lower cost. More information is available at: 1-800-265-7293 ext. 7006

Dental Care for Youth

For residents of Guelph 17 and under, and cannot afford dental care, Public Health has programs that can help. To learn more-

Please call the Dental Line: 1-800-265-7293 ext. 2661

Mental Health Supports & Services

Walk -in Counselling

Compass Community Services

Compass offers quick access to walk-in counselling services, offered in-person or virtually by phone/video.

Wednesday – sessions available 1:00-7:30 p.m.

Walk-in 20 Shelldale Cres. Guelph, or contact Intake starting at 12:30pm on Wednesdays

Email: bintake@compasscs.org

Here 24/7 Guelph - 176 Wyndham St N

Provides support for addictions, mental health and crises. Here 24/7 does the intake, assessment, referral, crisis, waitlist and appointment booking.

Mon – Fri: 9 a.m. to 5 p.m.

Phone: 1-844-437-3247 (844-HERE247)

CHC Drop-in Counselling - Guelph Community Health Centre

Downtown - Main Location 176 Wyndham Street North 519-821-6638 ext. 1

<https://guelphchc.ca/healthy-living/social-work-and-outreach/counselling/>

Drop-in counselling are offered for immediate issues, only at the Downtown Location.

Offering Individual counselling sessions of up to one hour with Registered Social Workers. On-going counselling sessions can be booked in advance, 12 sessions maximum.

No Referral Necessary. Must be a Client of the CHC

The Guelph Community Health Centre (Guelph CHC) limits client intake to provide health services for priority populations only, who meet a minimum of two of the following requirements plus have no current access to primary care.

- Homeless, at risk of homelessness/ precariously housed
- Low income
- Newcomers to Canada (in the last 5 years) with language barriers
- Moderate to severe mental health and/or addiction issue
- Moderate to severe disabilities
- Aboriginal communities, including First Nations, Inuit and Métis
- 2SLGBTQI+ community members
- Vulnerable children and their families

Drop-in counselling Hours: Monday-Friday, 3:00-5:00 p.m First come, first served.

15 minutes “grace” is offered for late arrivals

Must disclose any other service use. Must turn off cell phone in the clinic.

Self-Help Programs

BounceBack Ontario

A free, guided self-help program that's effective in helping people aged 15 and up who are experiencing mild-to-moderate anxiety or depression, or may be feeling low, stressed, worried, irritable or angry. Participants receive telephone coaching, skill-building workbooks and online videos to help them overcome these symptoms and gain new skills to regain positive mental health.



Bounceback

bouncebackontario.ca

Helplines

Crisis Services Canada

If you, or someone you know, is in crisis, Crisis Services Canada is here to help. Offering free mental health and suicide prevention.

If you feel you need help, please call or text:

Phone 1-833-456-4566 available 24/7

Text 45645 available 4pm – 12am

9-8-8 Suicide Crisis Helpline

If you or someone you know is thinking about suicide, call or text 9-8-8. Help is available 24 hours a day, seven days a week. The 9-8-8: Suicide Crisis Helpline offers bilingual, trauma-informed, culturally appropriate support to anyone in Canada.

<https://988.ca>

Here 24/7 hotline - Canadian Mental Health Association (CMHA)

CMHA offers a wide range of resources and programs to support mental health and recovery, and to help individuals develop coping strategies and build resilience.

To access mental health supports in Waterloo Wellington call 1-844-437-3247

<https://here247.ca>

Compass Community Services Distress Line

Trained volunteers provide emotional support through active listening and empathy at times when you may feel stressed, overwhelmed, lonely, and hopeless.

- Free service & confidential
- Call 1-888-821-3760 or 519-821-3760

Compass Community Services TeleConnect Line

A free service where local community members can improve their social connection by receiving a daily phone call from a trained volunteer. Calls may focus on providing emotional support, casual conversation, or establishing reminders and prompts that support the needs of the individual.

- No referral required
- Hours of operation: 8am-9pm, 7 days a week
- To register for this program, call 519-821-3760 ext. 2

Mental Health Programs

Compass Community Services

Compass offers special programming, along with quick access to walk-in counselling services, no appointment needed, fees geared to income. This service operates Wednesday 1pm – 7pm.

Compass Community Services (Guelph Office)
20 Shelldale Crescent
Guelph 519-824-2431

Bus Directions: Route 11 Willow West. Dawson/Shelldale

Canadian Mental Health Association Waterloo Wellington Dufferin

CMHA offers assessments and treatment for individuals with mental health and developmental needs, and a variety of supports, from individual therapy to group support programs, tailored to different age groups and needs. CMHA also offers Self-Help and Peer Supports for those with mental health and addiction issues, provided by individuals with lived experience.

For general information, call 1-844-264-2993



<https://cmhaww.ca/services/>

Health Care & Medical

Walk-in Clinics

Silvercreek Walk in Clinic

103-105 Silvercreek Pkwy North Guelph

Monday, Wednesday and Sunday 9:00 a.m. – 3:00 p.m.

Tuesday, Thursday and Saturday 9:00 a.m. – 5 p.m.

Friday 9:00 a.m. – 8:30 p.m.

Phone: 519 822 9363

Website: <https://www.silvercreekwalkin.com>

Speedvale Medical Clinic

334 Speedvale Ave E, Guelph (in LCBO plaza at Stevenson)

Monday to Friday 9 a.m. – 7 p.m.

Saturday 9 a.m. – 1:30 p.m.

Sunday 9 a.m. – 12 noon

Summerside Walk-In Clinic

175 Stone Rd W Guelph in Walmart

Monday to Friday 9 a.m. – 5 p.m.

Saturday 9 a.m. – 1:00 p.m.

Sunday closed

519 780 8585

Dawson Road Family Medical Clinic

83 Dawson Rd. Guelph

Phone: 519 766 1360

Website: <https://www.dawsonroadfamilymedicalclinic.com/>

Library - Nurse Available on Tuesday Evenings

100 Norfolk St.

(519) 824-6220

Telehealth

Health 811

Connect to this free, secure and confidential health care service, and talk with a registered nurse 24/7 through online chat or by phone. The 811 website also offers guides to your health such as a symptom checker and medical library.

Click link to chat online or call 811

www.health811.ontario.ca

Medical - Other Supports

AIDS Committee of Cambridge, Kitchener - Waterloo and Area (ACCKWA) 1-877-770-3687

ACCKWA's focus is on support, prevention, education and advocacy

Email: clinicalservices@guelphhc.ca

Hive Health Services - 77 Westmount Road Unit 110

Provides specialized health care and wraparound support for those living with HIV and those seeking gender-affirming care.

Open Monday – Friday from 9:00am – 5:00pm, closed 1:00-2:00 for lunch

Sanguen Health Centre - 176 Wyndham Street N. Guelph, 519-603-0223

Email: info@sanguen.com

Services for individuals in Wellington-Dufferin-Guelph who are living with or at risk for Hepatitis C. Offering education, targeted outreach, unwavering support, and comprehensive medical care, ensuring compassionate assistance.

Substance Use and Addiction Supports

Helplines

Here24/7: 1-844-437-3247

(Addictions, Mental Health & Crisis Services Waterloo–Wellington)

Ontario Drug and Alcohol Helpline: 1-800-565-8603

Ontario Mental Health Helpline: 1-866-531-2600

Ontario Problem Gambling Helpline: 1-888-230-3505

Narcotics Anonymous

Call the helpline (888) 811-3887, or email info@gtascna.org for support with drug and alcohol addiction. For meetings in Guelph, Kitchener-Waterloo, Cambridge, Hanover, Fergus and Listowel please visit; gtascna.org.

Stay Sharp Harm Reduction - Guelph CHC

50 Quebec St.

Pick up harm reduction supplies (syringes, alcohol prep pads, distilled water, etc)

1 p.m. – 4p.m. daily

Stay sharp focuses on meaningful interactions, reducing stigma, increasing clients' feelings of self-worth, and improving access to non-judgemental health services.

For more information, phone: 519-821-6638 ext. 341

Drug Checking - Guelph CHC

The downtown CHC currently offers multiple options for Drug Checking services at the main site, 176 Wyndham Street. Check with the CHC for updates on operational changes as they become available.

Rapid Access Addiction Medicine Clinic - Guelph CHC

RAAM clinic provides access to addiction medicine. First appointments are provided on a walk-in basis, or by calling 1-844-722-2977 to speak with the RAAM team. Arriving earlier in the day is recommended due to high patient volume. The clinic is closed on statutory holidays.

Email: info@raamww.ca

Phone: 1-844-722-2977

Fax: 1-855-951-0129

Monday– 9:00am-4:00pm

Wednesday -9:00am-4:00pm

Friday 9:00am-4:00pm

*Please note clinic is closed daily from 1:00-2:00 for Lunch

trueNorth Addiction Medicine Program - 45 Wyndham St N Unit 101

This trueNorth clinic is located within the Pharmasave Wyndham Pharmacy. trueNorth offers substance use treatment on a walk-in basis including methadone, suboxone, kadian, alcohol use disorder, benzodiazepine taper, and smoking cessation.

Mon to Fri: 9 a.m. – 6 p.m.

Sat: 10 a.m. – 2 p.m.

Sun: 10 a.m. – 11 a.m.

HART Hub

Guelph Wellington Homelessness & Addiction Recovery Treatment

Guelph CHC - 176 Wyndham Street N. Guelph 519-821-6638 (Option 3)

Guelph Wellington Homelessness and Addiction Recovery Treatment (HART) Hub is a health care facility, and a regional network of care teams, that provides care, housing, and treatment for people in our community with the most complex needs. This includes people experiencing complex mental health and/or addiction challenges, housing instability or homelessness.

Health care

- onsite and outreach services
- episodic nursing care (foot care, wound care)
- primary care (medical practitioners)
- health and recovery support

Social supports (Guelph CHC/ Wyndham House)

- onsite and outreach services
- counselling
- peer support
- ID clinic
- shower program
- naloxone distribution and education
- system navigation and referrals

Naloxone kits available at Guelph Public Library

The Main Library at 100 Norfolk Street has nasal spray naloxone kits available to individuals at risk of opioid overdose and their family and friends. Pick up a kit at the basement level desk.

Homewood Substance Use Program - 150 Delhi St. Guelph

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

Homewood's offers a 6-week specialty inpatient program focused on treating individuals who are struggling with substance use, including alcohol, drugs, and/or prescription medications.



Homewood Substance-use Program

Email: addiction@homewoodhealth.com

Women for Sobriety (WFS)

WFS is the first peer-support program tailored specifically for women overcoming substance use disorders (SUDs). With online, and Click 'n Go meetings, groups and discussion forums provide mutual support online. The WFS New Life Program is inclusive of all women, regardless of financial resources, race, religion, sexual orientation, abilities, and backgrounds.

WFS offers more than 40 free, online meetings per week for women to meet remotely from all corners of the globe. Complete a simple registration to gain access, or skip the registration to attend Click 'n Go online meetings instead. A time zone converter is available to adjust for your location.

Join here with this link to Registration—



Women for Sobriety

<https://womenforsobriety.org/>

Housing and Utility Help

The Housing Stability Programme - County of Wellington Eviction Prevention 519.837.2670 x 3712

The Housing Stability Programme (HSP) and Housing Set-Up Fund (HSF) provide essential support for individuals and families to secure and maintain stable housing. HSP can assist with rental arrears, utility arrears, and first and last month rent deposit. Eligibility Criteria include: Residence in Wellington County or the City of Guelph, being at risk, or currently experiencing homelessness, willingness to collaborate with Housing Stability Staff on actions to improve housing stability, able to demonstrate the ability to maintain future shelter expenses.

The application process is approximately 5 days after submitting all documentation.

Payments are made directly to vendors (e.g. landlord, utility company, moving company)

Housing Stability Programme funds have a maximum benefit every 24 months per household.

<https://www.wellington.ca/programmes-services/housing-services-supports/eviction-prevention>

The Ontario Energy Support Program (OESP)

The Ontario Energy Support Program lowers electricity bills for lower-income households. The OESP provides a monthly credit to eligible customers based on household income and household size. The OESP credits are applied directly to eligible customers' bills. Eligible customers will receive on bill credits for 2 years.

Can't apply online? Call 519-837-2670 x 3712 In Guelph, or 519-843-7000 for Wellington County. If you have not filed taxes within the last two years you will need to contact an intake agency.

Applications take 6-8 weeks to process once all of the information is submitted along with a signed consent form.

To Apply:

You need your electricity bill account number, service address, and account holder details, the birthdates and names of all residents in your home, and Social Insurance Numbers or Temporary Tax Numbers for tax-filing household members.

<https://ontarioelectricitysupport.ca/>

Low-income Energy Assistance Program (LEAP)

If you're behind on your electricity or natural gas bill and face having your service disconnected, you may qualify for emergency financial help through the Low-income Energy Assistance Program (LEAP). You need to meet certain criteria to qualify for these programs, and must go through an intake agency to apply.

www.oeb.ca/consumer-information-and-protection/bill-assistance-programs/low-income-energy-assistance-program

Low-Cost Home Internet - Rogers Connected for Success (CFS)

Rogers CFS offers high-speed, low-cost internet service and mobile plans.. Eligible individuals and families on social assistance programs in Ontario can open an account for services costing only \$10.00 per month including modem rental (delivered free of charge), with no activation or installation fees, and no term contracts. 24/7 technical support available.

Application time- approximately 2 weeks.

<https://www.rogers.com/connected-for-success>

Shelter Supports

Emergency Overnight Shelter - Stepping Stone

Stepping Stone offers shelter to individuals and families experiencing homelessness, and supportive assistance toward securing permanent housing in Guelph through housing focused programs and individualized support.

Any individual over the age of 25 can attend our Emergency Shelter. No intake required. Staff will assist in making referrals to other programs and support as needed.

Your last known address must be in Guelph Wellington to qualify to use the shelter.

The Shelter is a mixed population, accommodates up to 35 people (all genders over the age of 25), on a first-come, first-served basis.

Hours: 8:00 PM to 8:00 AM, seven nights a week

Located at 23 Gordon St.

Prevention and Diversion Phone Number: [226-821-3345](tel:226-821-3345)

Main Phone Number - for all other inquiries: [519-837-0080](tel:519-837-0080)

Pets

Stepping Stone accepts pets at the Housing Focused Shelter location. Please connect with diversion@steppingstonegw.com or 226-821-3345 to determine eligibility and availability of space.

Youth Emergency Shelter - Wyndham House

The Shelter provides emergency housing, daily meals, basic needs, healthcare, transportation needs, supportive guidance, and community referrals to the youth residents staying at the shelter.

An essential access point for young people to find the support needed to stabilize their housing situation and attain basic needs.

Hours: Open 7 days-a-week, 24 hours-a-day

18 Norwich Street East, Guelph

Tel: 519 837 0065

shelter@wyndhamhouse.org

Call for Diversion Support-

Monday to Friday: 8:30 – 4:30, call 226-962-3574

Evenings and Weekends: 519-837-3892

Community Resources

Guelph Neighbourhood Groups

Guelph's neighbourhood groups connect communities through various supports, activities and programs specific to each neighbourhood, to help meet the needs of children, youth, and families who live there.

Neighbourhood groups may organize events, recreational activities, summer camp, drop-in programs, emergency food support, and more.

Find your Neighbourhood Group using this map (see link)



Guelph Neighbourhood Group Map

<https://guelphneighbourhoods.org/members/neighbourhoods/>

Repair Help

Guelph Tool Library

Freehub Community Bike Centre - Guelph Tool Library, Quebec St. Mall

Free do-it-yourself bike repair help. Book an appointment or come in person.

Tuesdays and Thursdays 6:00 - 9:00 p.m.

Saturdays 1:00 - 5:00 p.m.

Web: guelphtoollibrary.org/freehub/

Email: freehub@guelphtoollibrary.org

Repair Cafe - Guelph Tool Library, Quebec st Mall

Come to the repair cafe for help fixing almost anything, like household appliances such as a toaster or vacuum cleaner.

Repair Cafe happens approximately every 2 months.

Check this calendar link-



Guelph Tool Library

<https://guelphtoollibrary.org/calendar/>

Stitch Together - Guelph Tool Library, Quebec st Mall

A drop-in Community DIY mending program, visitors can bring their clothing and textiles that need mending and work with volunteers that will teach them how. Materials and sewing machines are provided with friendly mending support.

Volunteers are happy to provide support for folks new to sewing that are looking to improve their skills and confidence.

All ages and skill levels are welcome.

No registration is required for these drop-in events, and supplies will be available for use, but participants are also welcome to bring their own. Stitch Together is a volunteer-run initiative, and there is no cost to participate, but donations are welcome!

Stitch Together sessions take place twice per month (generally on the second and fourth Mondays of each month, unless impacted by a holiday) at the Guelph Tool Library – upcoming dates can be found on the Guelph Tool Library calendar.



Guelph Tool Library

<https://guelphtoollibrary.org/calendar/>

Community Well-being

Welcoming Streets Initiative

Welcoming Streets helps make downtown Guelph safe, inclusive, and welcoming for all community members. Our team of outreach workers works in the downtown area, responding to situations that do not require the help of police, and engaging with vulnerable individuals to connect them with the services they need. Outreach Workers are available during business hours, 7 days a week to respond in Guelph's downtown core. Please call 519-838-6737

If you see someone on the street in need of assistance (not an emergency response) and Welcoming Streets is unavailable, call:

- Guelph Police Service non-emergency line, 519-824-1212
- Wellington County OPP non-emergency line, 1-888-310-1122
- HERE 24/7, 1-844-437-3247
- Call 911 if it is a life threatening emergency situation

Mobile Community Health Van

Offers snacks & drinks, clothing, hygiene products, referrals to community agencies, brief supportive counselling, Hepatitis, HIV, STI & pregnancy testing, emergency contraception, nursing services & vein and wound care, harm reduction supplies and information, condoms and lubricants, Naloxone kits & overdose prevention training, sharps disposal/needle exchange.

Contact 519-603-0223 for more info on stops and times.

Thurs morning: 11:30am-1pm (Call for morning location.)

Thurs evening: 5-7 p.m. at Royal City Mission (back parking lot)

Thurs evening: 7- 9 p.m. at 90 Carden St.

Health OutreachMobile Engagment

H.O.M.E. provides mobile support, harm reduction supplies, access to basic needs and seashore navigation to people in Guelph-Wellington who are struggling with their substance use and experiencing homelessness or precariously housed.

Visit <https://guelphchc.ca/home-program/> to see times and locations.

Community Facilities

Washroom Map

Map of washroom facilities in Guelph. Click the link to find a Park Washroom

<https://guelph.ca/living/recreation/parks/find-a-park-washroom/>

Water Map

Map of water fountains in Guelph. Click the link to find a water fountain and water Refill station.

Water fountains open at the beginning of May and close at the end of October for the winter, so pipes don't freeze.

<https://guelph.ca/living/recreation/parks/find-a-water-fountain-and-refill-station/>

Cold Weather Response 2025 - Warm-Up locations, GWPoverty.ca

This resource includes plans for individuals experiencing homelessness to find resources they need in the winter. Organizations and their listed hours are available. Provided by Guelph Wellington Poverty Elimination Collaborative.

<https://www.gwpoverty.ca/cold-weather-response-for-individuals-who-are-unhoused/>

Digital Access Guide

Created by the Guelph Wellington Digital Equity Coalition, this access guide helps community members find digital resources provided by local organizations.

<https://gwdec.wpcosstaging.com/>

Resources include:

Access to devices: <https://gwdec.wpcosstaging.com/resources/access-to-devices/>

Public Wifi: <https://gwdec.wpcosstaging.com/resources/access-to-internet/>

Access to digital skill training:

<https://gwdec.wpcosstaging.com/resources/access-to-digital-skill-training/>

Personal Care

Access to Showers

Royal City Mission

50 Quebec St, Guelph 519-837-3777

Open Mon, Wed, Fri, Sun: 1 p.m. - 7 p.m. (subject to change)

A brand new shower is now available, hours to be announced

Drop-in Shower Program - Guelph CHC Downtown, 176 Wyndham st N.

Drop-in Shower Program

Monday – Thursday 10 a.m – Noon (last entry 11:30 a.m.)

A drop-in shower program for anyone who does not have access to shower facilities.

West End and Victoria Road Recreation Centre

Showers available FREE, to drop-in let the desk attendant know you are there for a shower.

Require a quarter for the locker.

<https://guelph.ca/living/recreation/rec-facilities/west-end-community-centre/>

21 Imperial Road South

Guelph, Ontario

519-837-5699

151 Victoria Road North

Guelph, Ontario

519-837-5699

Hair Cuts - Hope House Hair Salon

At Hope House Hair Salon, community members can access hair services from a skilled stylist in a welcoming and inclusive environment.

Book an appointment with reception at 519-265-4299.

Suggested \$3 donation per appointment.

Laundromats

Kings Cleaners

49 Gordon st, Guelph

(519) 824-5464

Open Mon to Fri 8 a.m. – 8 p.m., Sat and Sun 9 a.m. – 6 p.m.

Golden Coin Laundry

165 Edinburgh Rd N

Open Monday to Sunday 6 a.m. – 10 p.m.

Royal City Mission

50 Quebec St

Open Mon, Wed, Fri, Sun: 1 p.m. – 7 p.m. (subject to change)

Clothes Mending - Chalmers Downtown 41 Macdonell St, Guelph

Wednesday 6:30 to 8:00 p.m., Friday 10:00 to 11:30 a.m.

Mending services are offered at Chalmers downtown location - during the food pantry hours, There is a limit of one item at a time per family each month. Guests may need to come back in the following weeks to retrieve their repaired garments.

Personal Item Storage Bin Program - Royal City Mission 50 Quebec St.

Open 1 p.m. - 7 p.m.

- currently waitlisted, please inquire

Social Services

County of Wellington Social Services 129 & 138 Wyndham St. N

Phone: 519-837-2670

Open Mon-Fri 8:30am-4pm

1. Children's Early Years

Provides services to support children and families; where to find child care, information about child care fee subsidy, information about licensed home child care programs and supports for children with disabilities and special needs.

2. Housing Services

Applications for subsidized housing and other housing services to residents of Wellington County and the City of Guelph.

3. Ontario Works Program

Provides temporary financial assistance to eligible residents of Wellington County and the City of Guelph.

Ontario Disability Support Program (ODSP)

1 Stone Rd. W 519-822-7500, or toll free 1-800-567-2953

Mon-Fri 8:30am-5pm

Provides income support and financial assistance for clients and their eligible family members to help with basic needs, like food, clothing and shelter; and benefits like drug coverage and vision care. Employment support may help clients with disabilities find and keep a job, and advance their careers.

City of Guelph Subsidy & Program Fee Assistance

The City offers fee assistance and financial subsidies for people living on a low income.

Affordable bus pass: The affordable bus pass was created to offer transportation at an affordable cost for anyone living on a low income in Guelph.

Fee Assistance in Recreation (FAIR): The Fee Assistance in Recreation (FAIR) program offers fee assistance to adults and seniors needing financial assistance to access recreation programs offered by the City.

To Apply, download and complete the subsidy application form and bring it to one of the locations listed below. Printed application forms are available at:

- City Hall, Service Guelph, 1 Carden Street
- Evergreen Seniors Centre, 683 Woolwich Street
- West End Community Centre, 21 Imperial Road South
- Guelph Transit, 170 Watson Road South
- Victoria Road Recreation Centre, 151 Victoria Road North

Subsidy programs rely on income information to determine your eligibility. Youth, adults and seniors can apply at any time throughout the year and must re-apply each year.



CityofGuelph FeeSubsidy

<https://guelph.ca/how-can-we-help-you/fee-assistance-subsidy/>

ID Clinic Connection

Drop in to the Guelph CHC Downtown Main Level, ask for staff for our ID Clinic Connection

Monday to Friday 9:00 am-12 noon and 2:00 pm- 4:00 pm

Assistance with applications for new or replacement Canadian birth certificates

Assist homeless community members with replacing the Ontario Health Card

If you need a Health Card without assistance:

Call Service Ontario 1-800-267-8097 to find out what you need to do to replace your health card or visit 1 Stone Road, or 485 Silver Creek Pkwy N Unit 16.

(Visit the Service Ontario website for a list of acceptable identity documents).

If you need a Social Insurance Card:

Call Service Canada 1-800-622-6232

or visit 259 Woodlawn Rd. W. Suite C

<https://guelphchc.ca/healthy-living/social-work-and-outreach/id-clinic-connection/>

Financial Resources

Taxes

Hope House Tax Program

Hope House offers a free Income Tax Program through the Community Volunteer Income Tax Program (CVITP) under the Canada Revenue Agency.

Low-Barrier Money Management

MyMoney Account - KOHO

The MyMoney Account is a spending and savings account managed through the KOHO app, in partnership with Canada Post. Offering both no-fee and low-fee plans, the **MyMoney Account** creates access to banking services without the barriers of traditional bank institutions.

Customers can deposit cash at any Canada Post location, which is convenient for those who prefer or rely on cash transactions. This account can also send and receive online money transfers, and it can be used to make payments just like a credit card.

The Canada Post **MyMoney Account** aims to break down financial barriers by providing accessible, low-cost, and feature-rich banking solutions through a safe, trusted and widely available network.



Canada Post MyMoney Account

<https://www.canadapost-postescanada.ca/cpc/en/personal/canada-post-mymoney-account.page>

Justice

Legal Self-Advocacy & Supports

Human Rights and Rental Housing in Ontario: A Self-Advocacy Toolkit

<https://housingrightscanada.com/resources/human-rights-rental-housing-ontario-self-advocacy-toolkit/>

Cleo Community Legal Education Ontario

<https://www.cleo.on.ca/en>

Legal information to help people in Ontario who face barriers to the justice system, including discrimination, income, language, and literacy.

Steps to Justice

<https://stepstojustice.ca/>

Steps to justice has videos and many printable resources for self advocacy, covering all matters of law including family criminal tribunals, which may include landlord, tenant income assessment, small claims, court, family violence, debt, and consumer rights.

The Canadian Centre for Housing Rights (CCHR)

CCHR provides free, individualized services to renters in Ontario who are facing challenges in their housing. While we are unable to offer in-person legal support, our team is happy to assist you by phone or email.

CCHR caseworkers work to empower renters by—

Providing legal information and resources – including self-advocacy guides – to help them address discrimination in their home. Providing referrals to other services that may be available to help them.

<https://housingrightscanada.com/>

Mental Health & Justice Services

Mental Health and Justice Services help people who are experiencing mental health or concurrent addictions and mental health concerns (whether diagnosed or symptoms suggesting a major mental illness) who are also charged with a criminal offense in Waterloo or Wellington Region. We offer direct support, individualized assistance, and advocacy in accessing services and community resources for adults 18+.

Call: 1-844-HERE 247

<https://cmhaww.ca/wp-content/uploads/2023/01/Mental-Health-and-Justice-Services-Brochure-Digital.pdf>

Legal Services

Legal Clinic of Guelph-Wellington County - 176 Wyndham Street N. Guelph

The Legal Clinic provides free legal advice to people who live in Guelph and Wellington County. You may have to show that you have a low income (financially eligible) to access help, depending on the type of services you are asking for. The Legal Clinic helps people with legal issues related to social assistance benefits, housing and employment- but they will also point people in the right direction about any other legal matter, if you call them.

Hours: Monday-Friday 8:30am – 4:30pm
519-821-2100 or toll-free 1-800-628-9205



GW Legal Clinic

clinic@gw.clcj.ca

Pro Bono Ontario

Provides free legal services to low-income Ontarians who cannot afford a lawyer and do not qualify for legal aid. They have a service providing 30 minutes of free legal advice by telephone, connecting a network of lawyers to offer this help for those in need.

The service is limited to one call per day. Matters Pro Bono can help with include: going to court, appeals, employment law, consumer protection and debt, power of attorney, and housing issues. They do not help with: family law, immigration and criminal law.

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

Legal Advice Hotline - 1-855-255-7256

<https://www.probonoontario.org/>

Ontario Ombudsman

The Ombudsman works to make sure that people are treated fairly by the Ontario government and public services, and that your rights have been respected. Contact the Ombudsman with a question, problem or complaint.

Toll-free (Ontario only): 1-800-263-1830

<https://www.ombudsman.on.ca/en>

Other Resource Guides

Map of Downtown Guelph - Downtown Guelph BIA

<https://downtownguelph.com/map/>

211 - Ontario Community and Social Services Info guide & Help hotline

<https://211ontario.ca/>

211 is a free and confidential service that easily connects people to the critical social and community support they need. A help centre and database of Ontario's community and social services, 211 is accessible online, by chat, by phone, text and email.

Call 2-1-1 to speak to real people 24/7 in 150+ languages

Text 2-1-1

Toll Free 1-877-330-3213

Chat: <https://211ontario.ca/chat>

Monday to Friday from 7 a.m. to 9 p.m. in English and French

Email: gethelp@211ontario.ca

Downtown Community Connections Booklet (2021)

<https://downtownguelph.com/wp-content/uploads/2021/11/Supportive-Community-Connections-Digital-Booklet-2021-2022-compressed.pdf>

