



Community Guide



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INTRODUCTION

WELCOME TO OUR CHALMERS COMMUNITY GUIDE

At the heart of every thriving neighbourhood is a simple truth: we are stronger when we look out for one another. As the Executive Director, I see the resilience of our community every day, but I also know that navigating the path to support can feel overwhelming.

At Chalmers, we understand that life comes with unexpected hurdles. That's why we've compiled this comprehensive Community Guide to put clear, actionable information directly into your hands. This resource reflects our commitment to holistic care and our belief that every resident of Guelph deserves the opportunity to flourish.

No single organization can do it all, which is why we work closely with local partners to ensure a seamless web of support. Whether you are a long-time neighbour or new to our area, we invite you to explore these offerings. Together, we are not just providing services; we are building a more resilient foundation for everyone.



Crystle Avery, Executive Director

DROP-IN PROGRAMS

DROP-IN CAFÉS

- **Chalmers Centre** - 41 Macdonell Street, Guelph, N1H 2Z4 | Tel: 519-822-8778

Serving coffee and snacks during cafés, 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.

Monday 9:00 a.m. - 12 noon

Tuesday 9:00 a.m. - 12 noon

Saturday (*temporary*) 9:00 a.m. - 12 noon

- **Three Willows Church** - 577 Willow Road, Guelph, N1H 7H3 | Tel: 519-822-7690

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

Wednesday 10:30 a.m. - 11:30 a.m.

Thursday 8:30 a.m. - 11:30 a.m.

- **Hope House Café** - 10 Cork St. E. Guelph, N1H 2W8 | Tel: 519-265-4299

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.

Monday to Wednesday 9 a.m. - 4:00 p.m.

Thursday: 9 a.m. - 6:00 p.m.

- **Coffee Hour at Brant Ave Neighbourhood Group (BANG) Friendship Place** - 35

Algonquin Road, Guelph, N1E 3P2 | Tel: 519-821-9243

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

Thursday 10:00 a.m. - 12 noon

DROP-IN MEALS

➤ **Royal City Mission** - 50 Quebec St, Guelph, N1H 2T4 | Tel: 519-837-3777

Facilities include washrooms, accessible washroom, change rooms, accessible shower, laundry. RCM's Meal Program serves two meals daily, every day - lunch at 1:00 p.m.; dinner at 6:00 p.m.

Monday, Wednesday, Friday, & Sunday 1:00 p.m. - 7:00 p.m.

DROP-IN SOCIAL SERVICES

➤ **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: 11:30 a.m. - 1:00 p.m. (Call for morning location.)

Thursday Evening: 6:00 p.m. - 7:00 p.m. at Royal City Mission / 7:00 p.m. - 9:00 p.m. at 90 Carden St.

➤ **Ontario Works Mobile Clinic** - Guelph Public Library, 100 Norfolk St., Main Floor, Guelph, N1H 4J6 | Tel: 519-824-6220

An Ontario Works Caseworker can answer questions and assist with filling out forms and applications. No registration is needed. Visit guelphpl.ca/events and type "caseworker" in the *Search* box to confirm dates and times before attending.

Thursday 2:00 p.m. - 4:00 p.m.

➤ **Service Canada Mobile Clinic** - Guelph Public Library, 100 Norfolk St., Main Floor, Guelph, N1H 4J6 | Tel: 519-824-6220

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. Guelph, N1H 4E9 | Tel: 519-265-7278

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!

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

➤ **Art Etc.** - 10 Cork St. E. Guelph, N1H 2W8 | Tel: 519-265-4299

Art Etc. is a drop-in program that meets every Saturday in the café 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 3:00 p.m. Coffee and snacks are also available.

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

➤ **Downtown Social Space** - Guelph CHC Downtown, 176 Wyndham St. N., Lower Level Atrium, Guelph, N1H 8N9 | Tel: 519-821-6631

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

Wednesday 10:00 a.m. - 12 noon

➤ **English Conversation Circle – for Adults** - Guelph Public Library, 100 Norfolk St., Boardroom, Guelph, N1H 4J6 | Tel: 519-824-6220

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.

Saturday 10:00 a.m. - 11:00 a.m.

FOOD RELIEF SUPPORT

FOOD SOURCES

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



GWPoverty foodaccessmap

NO-COST MEALS

➤ **Royal City Mission** - 50 Quebec St, Guelph, N1H 2T4 | Tel: 519-837-3777

Serves two meals daily, every day.

Lunch at 1:00 p.m.; Dinner at 6:00 p.m. (subject to change)

➤ **The Bench** - 158 Wyndham St. N, Guelph, N1H 4E8

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 1:30 p.m. - 2:30 p.m

'Saturday Table' - 1:30 p.m. 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. Open to anyone.

Sunday 2:00 p.m. - 3:30 p.m.

➤ **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.

Monday 10:00 a.m. - 3:00 p.m.

➤ **Community FEWD (Food Equity With Dignity) at Double Rainbow Cafe in the Ward - 60 Ontario St., Guelph, N1E 3B1**

Offers free or pay-what-you-can meals. This initiative provides nutritious, often vegetarian and gluten-free meal options to the community.

Attendees are encouraged to bring their own clean containers.
Join the Facebook group to see what the meal is and when it's ready.

Typically on Thursday evenings from 5:00 p.m. - 6:00 p.m.

The next date posted on Facebook is January 29th.

West End Recreation Centre - 21 Imperial Rd. S., Guelph, N1K 1X3 | Tel: 519-837-5699

5-6 p.m.

The West End Community Centre is a fully accessible, multi-purpose community centre that has a full range of facilities including an aquatic facility, a twin-pad arena, a gymnasium and community meeting rooms. There is also a library to complement the facility and provide a variety of additional services to users and customers.

➤ **The Cornerstone** - 1 Wyndham St. N., Guelph, N1H 4E2 | Tel: 519-824-7723

Pay-it forward / Community Support pre-paid meal program. Customers pay ahead for a meal, and anyone can collect it later. The 'prepaid' tickets are on the wall. Individuals in need can take a receipt, present it to a server, and receive a meal "*no questions asked*".

Monday to Saturday 9:30 a.m. - 9:00 p.m.

Sunday 9:30 a.m. to 8:00 p.m.

➤ **My Kitty Café** - 117 Wyndham St. N., Guelph, N1H 4E9 | Tel: 226-979-5775

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

Monday to Thursday 9:00 a.m. - 6:00 p.m.

Friday & Saturday 9:00 a.m. - 8:00 p.m.

Sunday 9:00 a.m. - 6:00 p.m.

GROCERIES

PANTRIES

➤ **Chalmers Centre** - Downtown & Willow West

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, or are shopping for children, 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 St., Guelph, N1H 2Z4 | Tel: 519-822-8778

Wednesday 6:30 p.m. - 8:30 p.m.

Friday 10:00 a.m. - 11:30 a.m.

Chalmers West - Three Willows Church, 577 Willow Road, Guelph, N1H 7H3 (portable behind the Church) | Tel: 519-822-7690

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

➤ **Emergency Food Cupboard** - Onward Willow Neighbourhood Group

For residents of the Onward Willow Area in need.

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

A hamper is available for pickup on:

Monday, Wednesday, & Friday 10:00 a.m. - 3:00 p.m.

Thursday 3:00 p.m. - 7:00 p.m.

➤ **All Saints Lutheran Anglican Church** - 210 Silvercreek Pkwy N, Guelph, N1H 7E5 | Tel:

519-821-7710

There is a waiting list of 2-3 months, but people who are on it can keep showing up for food. People accessing the service go to the back of the building. Call for more information.

Offers groceries every first (1st) and third (3rd) Thursday of the month, starting at 1:30 p.m.

➤ **City Wide Community Fridge** - Onward Willow Neighbourhood Group

For residents of Guelph in need. Stocked by noon daily.

Available for during office hours on Monday, Wednesday, & Friday 10:00 a.m. - 3:00 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

➤ **Hope House Food Market** - 10 Cork St. E. Guelph, N1H 2W8 | Tel: 519-265-4299

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 to Wednesday 9:30 a.m. - 4:00 p.m.

Thursday 9:30 a.m. - 6:00 p.m.

➤ **The Salvation Army Guelph Citadel** - 1320 Gordon St., Guelph, N1L 1H3 | Tel: 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 every day*. (**Bread and produce shelves will be outside.*)

Monday to Friday 1:00 p.m. - 3:45 p.m.

Salvation Army Food Hampers - By Appointment Only

Available once every 2 months *by appointment only.

Tuesday to Friday 10:00 a.m. - 12 noon

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

➤ **Guelph Food Bank** - 100 Crimea St., Unit C12, Guelph, N1H 2Y6 | Tel: 519-767-1380

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>

Client food pick-up is Monday to Friday 9:00 a.m. - 11:45 a.m. (No weekends or Stat Holidays)

Office Hours: Monday to Friday 9:00 a.m. - 4:00 p.m.



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 of Guelph and Wellington

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.

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 12:00 noon** for pickup at your chosen location:

- **The Community Food Warehouse at 69 Huron St., Guelph, N1E 5L5 - Thursdays 1:00 p.m. - 5:00 p.m.**
- **20 Shelldale Crescent - in the gym - Fridays 11:00 a.m. - 2:00 p.m.**
- **Guelph Farmers' Market - Saturdays 8:00 a.m. - 1:00 p.m.**



The Seed

<https://theseedguelph.ca/>

CLOTHING RESOURCES

FREE CLOTHING RESOURCES

- **Three Willows Church** - 577 Willow Road, Guelph, N1H 7H3 | Tel: 519-822-7690

Free Clothing and shoes are offered for anyone in need.

The program runs the first two Thursdays of the month, from 9:00 a.m. - 12 noon

- **The Clothing Closet** - 400 Victoria Rd N., Guelph, N1E 5J7 | Tel: 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: Registration opens at 9:00 a.m. Prepare for a line-up outside. 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 a 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 5:00 p.m. 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.

Bus routes 17 & 18400 Victoria Road, North, Guelph.

Open Thursday 9:30 a.m. - 12 noon & 5:00 p.m. - 7:00 p.m.
Doors close 15 minutes prior to closing.

- **Hope House** - 10 Cork St. E. Guelph, N1H 2W8 | Tel: 519-265-4299

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 to Wednesday 9:00 a.m - 3:30 p.m.

Thursday 9:00 a.m. - 5:30 p.m.

➤ **Salvation Army Clothing Room** - 1320 Gordon St., Guelph, N1L 1H3 | Tel: 519-836-9824

Email: guelphsa.familyservices@salvationarmy.ca

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

Tuesday to Friday 10:00 a.m. - 12 noon; or 1:00 p.m. - 3:45 p.m.

➤ **Guelph Community Health Centre** - 176 Wyndham St. N., Guelph, N1H 8N9 | Tel: 519-821-6631

Guelph CHC has limited clothing available.

Monday, Wednesday, Thursday & Friday 9:00 a.m. - 5:00 p.m.

Tuesday 9:00 a.m. - 8:00 p.m.

THRIFT STORES

➤ **THE STORE** - at the Guelph Food Bank - 100 Crimea St., Unit C12, Guelph, N1H 2Y6 | Tel: 519-767-1380

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.

Tuesday and Thursday 2:00 p.m. - 6:00 p.m.

Saturday 10:00 a.m. to 6:00 p.m.

➤ **Other Local Thrift Stores:**

Goodwill Community Store - 340 Woodlawn Rd. W., Guelph, N1H 7K6 | Tel: 519-767-1800

Value Village - 214 Silvercreek Pkwy N., Guelph, N1H 7E5 | Tel: 519-821-9994

Salvation Army Thrift Store - 204 Silvercreek Pkwy N., Guelph, N1H 7P7 | Tel: 519-766-4085

Mission Thrift Store - 228 Victoria Rd. S., Guelph, N1E 5R1 | Tel: 519-821-2498

St- Vincent De Paul Thrift Store - 74 Elizabeth St., Guelph, N1E 2X2 | Tel: 519-836-5829

BIPOC RESOURCES & SERVICES

BLACK, INDIGENOUS and PEOPLE OF COLOUR

➤ **Black Youth Help Line**

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.

Tel: 1-833-294-8650 (everyday 9:00 a.m. - 10:00 p.m.)

➤ **Black Mental Health Canada**

Advocates for culturally safe, affordable and accessible mental health care to Black communities in Canada.

Tel: 1-866-302-7358 | Email: info@blackmentalhealth.ca

➤ **The BIPOC Outdoor Gear Library** - 69 Huron St., Guelph, N1E 5L5 (By appointment only)

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.



BIPOC Outdoor Gear Library

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

Email: bipocgearlibrary@gmail.com

www.bipocoutdoorgearlibrary.com/

INDIGENOUS COMMUNITY SUPPORT & SERVICES

➤ **Indigenous Hope for Wellness Help Line**

Telephone counselling and crisis intervention for Indigenous peoples across Canada. Services are available in English/French and on request, in Cree, Ojibway and Inuktitut.

Tel: 1-855-242-3310. Available 24/7

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

Telephone support for mental health and addictions for adults, youth and families.

Tel: 1-877-767-7572

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

Tel: 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**

Tel: (519) 743-8635 | Fax: (519) 743-8769 | Email: info@wonaa.ca

Offering mental health support 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 SUPPORT

PROGRAMS & SERVICES

➤ **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://downtownguelph.com/wp-content/uploads/2019/04/Map-Final.pdf>

FAMILY & CHILDREN SUPPORT

PROGRAMS & SERVICES

> Parenting Support

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



Guide to Supports for Ontario Families

<https://www.oacas.org/programs-and-resources/communications-and-public-engagement/resources-and-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.

Tel: 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;



EarlyON

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

> 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 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>



KeepKidsFed - Children's Foundation

➤ **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 SUPPORT FOR CHILDREN

➤ **Children's Walk-in Service** - CMHA WW - 737 Woolwich St., Guelph, N1H 3Z2 | Tel: 1-844-264-2993

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.

**The Children's Walk-In Service is available every Tuesday from 10:00 a.m. - 3:30 p.m.
The last appointment is at 3:30 p.m.**

➤ **Here4Kids**

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).

Tel: 1-844-454-3711

➤ **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.

Parents/caregivers can call Here4Kids at **1-844-4KIDS-11 (1-844-454-3711)** to speak with a service coordinator about linking to services for challenges relating to their child's speech, movement, play, behaviour, learning, and/or development.

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

Kids Help Phone offers FREE, 24/7 confidential mental health support for young people in Guelph and across Canada in English and French. It provides professional counselling and crisis support for various issues, including bullying, anxiety, and relationships.

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

Additional Local and Immediate Support Options:

- Here 24/7 (Guelph/Wellington Crisis Service): 1-844-437-3247.
 - Good2Talk (Post-secondary Students): 1-866-925-5454.
 - The Grove Youth Wellness Hubs: Safe, in-person spaces in Guelph for youth aged 12-25.
 - University of Guelph Students: Text "UofG" to 686868.
-

MENTAL HEALTH SUPPORT FOR PARENTS

➤ 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 Insell on 226-203-0572 | cinsell@guelphchc.ca

Brant Katie Davis on 519-362-6362 | kdavis@guelphchc.ca

Onward Willow Carolyn Joy on 519-803-4347 | cjoy@guelphchc.ca

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

NEWCOMERS

PROGRAMS & SERVICES

➤ 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 - Guelph Public Library, 100 Norfolk St., Boardroom, Guelph, N1H 4J6 | Tel: 519-824-6220

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.

Saturday 10:00 a.m. - 11:00 a.m.

➤ **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.

Tel: 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 Bank** - 127 Woolwich St., Guelph, N1H 3V1 | Tel: 519-836-5334

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

Refugee Program Administrator: **Blair Rennie** – 519-837-0920 ext. 1304 | Email: BRennie@danby.com

SUPPORT FOR SENIORS

PROGRAMS & SERVICES

➤ **Meals on Wheels** - VON Waterloo Wellington

A low-barrier, low cost, hot and frozen meal program, delivered to seniors in the city of Guelph by volunteer drivers.

Monday to Friday 11:30 a.m. - 1:30 p.m. (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. \$5 - \$8.00 per meal.

Make an appointment by online inquiry or through telephone intake.



Meals on Wheels

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>

➤ **Adult Day Programs (ADPs)** - VON Waterloo Wellington

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>

➤ **Seniors' Community Food Market** - Hope House, 10 Cork St. E. Guelph, N1H 2W8 | Tel: 519-265-4299

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

➤ **Friendly Calls Program by the Canadian Red Cross** - Tel: 1-833-979 -9779

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

➤ **Bookmobile - Visiting Library Service**

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.

TRANSPORTATION

➤ **Transportation Services** - VON Waterloo Wellington

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/

2SLGBTQIA+ RESOURCES & SERVICES

HELPLINES

> LGBT YouthLine

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



Friday 4:00 p.m. - 9:30 p.m. | Tel: 1-888-687-9688 | Text: 647-694-4275



> Trans Lifeline - Tel: 1-877-565-8860

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

> LGBTQ+ Support Line

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.

Call or text 226-669-3760 7 days a week from 8:00 a.m. - 10:00 p.m.

DROP-INS

> LGBTQ+ Youth Drop in (FREE) - Victoria Road Recreation Centre, 151 Victoria Rd.N., Guelph, N1E 6M2

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.

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

➤ **OUT² 2SLGBTQIA+ Youth Groups** - The Grove Youth Wellness Hub, 737 Woolwich St., Guelph, N1H 3Z2

"OUT² 2SLGBTQIA+" (pronounced "Out Squared") is the name of a youth group that provides a welcoming space for 2SLGBTQIA+ young people to connect and build community. It is a collaboration between two Ontario-based organizations, Out on the Shelf and Out + About, with The Grove Hubs.

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. **Out on the Shelf Events Link:** <https://www.outontheshelf.com/events/>

Age 12 - 15, and 16 - 25 (alternating weekly) - Wednesdays from 4:30 - 6:00 p.m.

➤ **Out on the Shelf** - 10C, Second Floor, 42 Carden St, Guelph, N1H 3A2

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.

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

OOTs Programming Calendar Link



Out on the Shelf

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

WOMEN & GENDER DIVERSE INDIVIDUALS

PROGRAMS & SERVICES

➤ **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** - Tel: 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.

Thursday Morning: 11:30 a.m. - 1:00 p.m. (Call 226-971-3957 for morning location.)

Thursday Evening: 6:00 p.m. - 7:00 p.m. at Royal City Mission AND 7:00 p.m. - 9:00 p.m. at 90 Carden St.

➤ **Guelph-Wellington Women in Crisis** - 38 Elizabeth St, Guelph, N1E 2W6 | Tel: 519-836-1110

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.**

24 Hour Crisis Line: Toll Free 1-800-265-7233 or 519-836-5710

Crisis Line support in languages other than English.

➤ **The Assaulted Women's Helpline** - 24-hours a day

Toll Free 1-416-364-4144x228 | #SAFE (#7233) on your Bell, Rogers, Fido or Telus mobile phone

➤ **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.



Women in Crisis

gwwomenincrisis.org/

➤ **Pregnancy Shelter Support**

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 Youth Wellness Hub, 737 Woolwich St., Guelph, N1H 3Z2 | Tel: 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 2:00p.m. - 7:00 p.m. | Wellness Supports 11:00 a.m. - 1:00 p.m.
Closed 1 p.m. – 2 p.m. daily

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

➤ **University of Guelph Site - Vaccarino Centre for Student Wellness, located in the J.T. Powell Building (168 Reynolds Walk)50 College Ave W, Guelph, N1G 2Z6 | Tel: 1-833-43-GROVE (47683) Ext. 4**

Monday to Friday 2:00p.m. - 7:00 p.m. (closed for summer)

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

➤ **Concurrent Youth Hub – Wyndham House - 133 Woolwich St., Guelph, N1H 3V1 | Tel: 519-822-2768**

The Concurrent Youth Hub is a warm and welcoming space where harm reduction meets traditional substance use treatment. Youth are celebrated and cared for based on who they are, regardless of abstinence or other complexities. Young people can be supported either on a short-term or long-term basis and are encouraged to set their own goals to improve their safety and/or overall health and wellness. The Hub provides a wrap-around model of support that takes

a biopsychosocial approach to healthcare, and is focused on supporting youth facing a high degree of complex intersecting challenges. The Hub offers diverse services to youth so that every aspect of their needs is met in order to improve their health outcomes.

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

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

<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.

Tel: 1-866-925-5454

> LGBT Youth Lifeline

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

Sunday to Friday 4:00 p.m. - 9:30 p.m. | Tel: 1-800-268-9688 | 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 SUPPORT & SERVICES

WALK-IN COUNSELLING

➤ **Compass Community Services** - 20 Shelldale Crescent, Guelph, ON N1H 1C8 | Tel: 519-824-2431

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 12:30 p.m. on Wednesdays

Email: bintake@compasscs.org

➤ **Here 24/7 Guelph** - 176 Wyndham St. N., Guelph, N1H 8N9

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

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

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

➤ **CHC Drop-in Counselling** - Guelph Community Health Centre Guelph Community Health Centre (CHC), 176 Wyndham St. N., Guelph, N1H 8N9 | Tel: 519-821-6638 Ext. 1

Drop-in counselling sessions 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 to Friday, 3:00 p.m. - 5:00 p.m.

First come, first served. 15 minutes “grace” is offered for late arrivals.

You must disclose any other service use. Must turn off cell phones in the clinic.

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

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

➤ **Government of Canada - Mental Health Support**

Mental health is just as important as physical health. Learn about the support available to you, and how to get help when you need it.

Click here to find Ontario Mental Health Support

➤ **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: 8:00 a.m. - 9:00 p.m., 7 days a week

To register for this program, call 519-821-3760 ext. 2

MENTAL HEALTH PROGRAMS

➤ **Compass Community Services** - 20 Shelldale Crescent, Guelph, ON N1H 1C8 | Tel: 519-824-2431

Compass offers special programming, along with quick access to walk-in counselling services, no appointment needed, fees geared to income.

This service operates Wednesday 1:00 p.m. - 7:00 p.m.

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



GW-CMHA

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

HEALTH CARE & MEDICAL SERVICES

WALK-IN CLINICS

- **Silvercreek Walk in Clinic** - 103-105 Silvercreek Pkwy North Guelph | Tel: 519-822-9363

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

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

Friday 9:00 a.m. - 8:30 p.m.

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

- **Speedvale Medical Clinic** - 334 Speedvale Ave. E., Guelph (in LCBO plaza at Stevenson) | Tel: 519-822-0100

Monday to Friday 9:00 a.m. - 7:00 p.m.

Saturday 9:00 a.m. - 1:30 p.m.

Sunday 9:00 a.m. - 12 noon

- **Summerside Walk-In Clinic** - 175 Stone Rd W Guelph in Walmart | Tel: 519-780-8585

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

Saturday 9:00 a.m. - 1:00 p.m.

Sunday Closed

- **Dawson Road Family Medical Clinic** - 83 Dawson Rd. Guelph | Tel: 519-766-1360

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

- **Library - Nurse Available on Tuesday Evenings** - 100 Norfolk St. | Tel: 519-824-6220

- **Telehealth Ontario** - 1-866-553-7205

- **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

<https://health811.ontario.ca/static/guest/home>

MEDICAL - OTHER SUPPORTS

➤ **AIDS Committee of Cambridge, Kitchener - Waterloo and Area (ACCKWA)** | Tel: 1-877-770-3687

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

Email: clinicalservices@guelphchc.ca

➤ **Hive Health Services** - 77 Westmount Road, Ste. 110, Guelph, N1H 5J1 | Tel: 519-780-5298

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 p.m. - 2:00 p.m. for lunch)

➤ **Sanguen Health Centre** - 176 Wyndham Street N. Lower Level, Guelph, N1H 8N9 | Tel: 519-603-0223 | toll-free: 1-877-351-9857 ext 1

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.

Email: info@sanguen.com

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 - 1-888-811-3887**

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.

PROGRAMS & SUPPORT

- **Stay Sharp Harm Reduction - Guelph CHC | Tel: 519-821-6638 Ext. 341**

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

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

Mornings: With the Health Outreach Mobile Engagement (HOME) truck (CLICK for the schedule)

Afternoons: Royal City Mission from 1:00 p.m. - 5:00 p.m.

- **Drug Checking - Guelph CHC**

CHC was granted an exemption from Health Canada to offer drug checking as a mobile service, and is now available at select stops on the Health Outreach Mobile Engagement (HOME) truck route.

- **Rapid Access Addiction Medicine Clinic - Guelph CHC, 176 Wyndham St. N., Guelph, N1H 8N9 | Tel: 1-844-722-2977**

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

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

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

➤ **trueNorth Medical Guelph Addiction Treatment Centre** - 45 Wyndham St. N., Unit 10, Guelph, N1H 4E4 | Tel: 1-888-878-3563

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.

Monday to Friday 9:00 a.m. - 6:00 p.m.

Saturday 10:00 a.m. - 2:00 p.m.

Sunday 10:00 a.m. - 11:00 a.m.

➤ **HART Hub** - Guelph CHC, 176 Wyndham St. N., Guelph, N1H 8N9 | Tel: 519-821-6638 (Option 3)

Guelph Wellington Homelessness & Addiction Recovery Treatment

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, N1E 6K9 | Tel: 1-866-839-2594**

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.

Email: addiction@homewoodhealth.com

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



Homewood Substance-use Program

➤ **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, UTILITY & SHELTER SUPPORT

PROGRAMS & SERVICES

➤ **The Housing Stability Programme** - County of Wellington Eviction Prevention | Tel: 519-837-2670 Ext. 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 SUPPORT

➤ **Stepping Stone Emergency Overnight Shelter - 23 Gordon St., Guelph, N1H 4G9 | Tel: 519-837-0080 (Main) or 226-821-3345 (Prevention and Diversion)**

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 p.m. to 8:00 a.m., seven (7) nights a week

➤ **Pets**

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

➤ **Youth Emergency Shelter - Wyndham House - 18 Norwich St. E., Guelph, N1H 7A1 | Tel: 519-837-0065 | Email: shelter@wyndhamhouse.org**

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

Call for Diversion Support-

Monday to Friday: 8:30 a.m. - 4:30 p.m. on 226-962-3574

Evenings and Weekends: 519-837-3892

COMMUNITY RESOURCES

IN YOUR NEIGHBOURHOOD

➤ **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** - Old Quebec Street Shoppes, 55 Wyndham St. N., Unit T14, Guelph, N1H 7T8 | Tel: 519-836-7909 | Email: info@guelphtoolibrary.org

The Guelph Tool Library loans specialized tools for repair, maintenance, food preparation, entertainment, arts, and crafts. Members share knowledge, skills and resources to help build community resilience.

Membership provides you with access to more than 1,500 tools! Memberships are final sale and non-transferable. Membership fees help cover the cost of operating our not-for-profit library.

Join the Guelph Tool Library here to start browsing and reserving right away!
Annual Memberships are only \$70 (plus applicable taxes and fees).

Monday, Tuesday and Thursday 4:00 p.m. - 7:00 p.m.

Wednesday 12:00 noon - 6:00 p.m.

Saturday 11:00 a.m. - 3:00 p.m.

Friday and Sunday Closed

➤ **Freehub Community Bike Centre** - Guelph Tool Library, Old Quebec Street Shoppes, 55 Wyndham St. N., Unit T14, Guelph, N1H 7T8 | Tel: 519-836-7909 | Email: freehub@guelphtoolibrary.org

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

Tuesday and Thursday 6:00 p.m. - 9:00 p.m.

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

➤ **Repair Cafe** - Guelph Tool Library, Old Quebec Street Shoppes, 55 Wyndham St. N., Unit T14, Guelph, N1H 7T8 | Tel: 519-836-7909 | Email: info@guelphtoolibrary.org

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://guelphtoolibrary.org/calendar/>

➤ **Stitch Together** - Guelph Tool Library, Old Quebec Street Shoppes, 55 Wyndham St. N., Unit T14, Guelph, N1H 7T8 | Tel: 519-836-7909 | Email: info@guelphtoolibrary.org

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.

Stitch Together is a volunteer-run initiative, and there is no cost to participate, but donations are welcome! 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 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://guelphtoolibrary.org/calendar/>

COMMUNITY WELL-BEING

SERVICES & SUPPORT

➤ **Welcoming Streets Initiative** - Guelph CHC | Tel: 519-838-6737

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** - 176 Wyndham St. N., Guelph, N1H 8N9 ([map](#)) | Fax: 519-824-0770 | Contact Lindsay Sprague at lsprague@sanguen.com

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.

Thursday Morning: 11:30 a.m. - 1:00 p.m. (Call for morning location.)

Thursday Evening: 5:00 p.m. - 7:00 p.m. at Royal City Mission (back parking lot)

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

➤ **Health Outreach Mobile Engagement** - Guelph CHC

H.O.M.E. provides mobile support, harm reduction supplies, access to basic needs and searsource 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

SERVICES & SUPPORT

➤ **Washroom Map** - City of Guelph

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** - City of Guelph

Map of water fountain and water refill stations 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** - 2025-26 Warm-Up locations, GWPoverty.ca

This resource includes plans for individuals experiencing homelessness to find resources and access to emergency shelters and warm-up locations in periods of cold weather. 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.wpcomstaging.com/>

Resources include:

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

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

[Access to digital skill training:](#)

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

PERSONAL CARE

➤ **Access to Showers** - Royal City Mission - 50 Quebec St, Guelph, N1H 2T4 | Tel: 519-837-3777

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

Open Monday, Wednesday, Friday and Sunday: 1:00 p.m. - 7:00 p.m. (subject to change)

➤ **Drop-in Shower Program** - Guelph CHC, 176 Wyndham St. N., Guelph, N1H 8N9 | Tel: 519-821-6638

Created for anyone who does not have access to shower facilities.

Monday to Thursday 10:00 a.m. - 12:00 noon (last entry 11:30 a.m.)

➤ **West End and Victoria Road Recreation Centre** - Tel: 519-837-5699

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

Locations:

- 21 Imperial Road South
- 151 Victoria Road North

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

➤ **Hair Cuts - Hope House Hair Salon** - 10 Cork St. E. Guelph, N1H 2W8 | Tel: 519-265-4299

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

When our volunteer stylist is at Hope House, a sign will be posted at reception. Haircuts are available on a first-come, first-served basis.

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

Suggested \$3 donation per appointment.

LAUNDROMATS, MENDING, & PERSONAL ITEM STORAGE

- **Kings Cleaners** - 49 Gordon st, Guelph, N1G 4H2 | Tel: 519-824-5464

Monday to Friday 8:00 a.m. - 8:00 p.m.
Saturday and Sunday 9:00 a.m. - 6:00 p.m.

- **Golden Coin Laundry** - 165 Edinburgh Rd. N., Guelph, N1H 5R6 | Tel: 519-823-8789

Monday to Sunday 6:00 a.m. - 10:00 p.m.

- **Royal City Mission** - 50 Quebec St, Guelph, N1H 2T4 | Tel: 519-837-3777

Monday, Wednesday, Friday and Sunday 1:00 p.m. - 7:00 p.m. (subject to change)

- **Clothes Mending** - Chalmers Downtown, 41 Macdonell Street, Guelph, N1H 2Z4 | Tel: 519-822-8778

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.

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

- **Personal Item Storage Bin Program** - Royal City Mission, 50 Quebec St, Guelph, N1H 2T4 | Tel: 519-837-3777

Provides secure, accessible storage for unhoused individuals, offering approximately 100–125+ bins to store personal items, while navigating support systems. This initiative addresses the need for safe, temporary storage, often with a waiting list due to high demand.

Open 1:00 p.m. - 7:00 p.m.

- *currently waitlisted, please inquire*

SOCIAL ASSISTANCE

SOCIAL SERVICES

➤ **County of Wellington Social Services** - Guelph Social Services Centre, 129 Wyndham St. N., Guelph, N1H 3T9 | Tel: 519-837-2670

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.

Housing Services

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

Ontario Works Program

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

Monday to Friday 8:30 a.m. - 4:00 p.m.

➤ **Wellington & Guelph Social Services Help Centre** - Guelph Social Services Centre, 129 Wyndham St. N., Guelph, N1H 3T9 | Tel: 519-824-9990

Help you apply for services, such as child care subsidies, housing applications and waitlists, Ontario Works, emergency assistance, etc., and assist with you filling out forms and applications.

Connect you with community programmes, such as food banks, mental health and addiction services, support for newcomers and youth, and answer your questions and guide you through the process.

Visit the Help Centre in person: Monday to Friday - 8:30 am to 4:00 pm
Contact the Help Centre by phone 519-837-6274 or [Email](#).

➤ **Ontario Disability Support Program (ODSP)** - Guelph Office, 1 Stone Rd. W., 1st. Fl., Guelph, N1G 4Y2 | Tel: 519-822-7500, or toll free 1-800-567-2953

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.

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

CITY OF GUELPH SUBSIDIES

➤ **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.

Animal Licensing: In Guelph, the [Animal Control Bylaw](#) regulates the keeping of pets and other animals within the city. Residents are required to license their dogs and cats annually and register snakes and poultry once.

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

➤ ID Clinic Connection

- Assistance with applications for new or replacement Canadian birth certificates
- Assist homeless community members with replacing the Ontario Health Card

Drop in to the Guelph CHC Downtown Main Level, ask for staff for our ID Clinic Connection Monday to Friday 9:00 a.m. - 12 noon and 2:00 p.m. - 4:00 p.m.

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 Income 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 SUPPORT

LEGAL SELF-ADVOCACY SUPPORT

➤ **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**

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

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

➤ **Steps to Justice**

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.

<https://stepstojustice.ca/>

➤ **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** - Call: 1-844-HERE 247 (#s 437-3247)

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+.

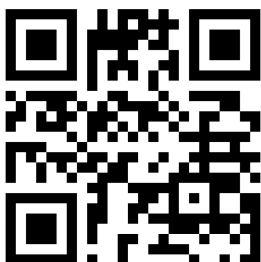
<https://cmhaww.ca/wp-content/uploads/2023/01/Mental-Health-and-Justice-Services-Brochure-Digital.pdf>

LEGAL CLINIC & ADVICE

➤ **Legal Clinic of Guelph-Wellington County** - 176 Wyndham St. N., (Inside the Guelph Community Health Centre), Guelph, N1H 8N9 | Tel: 519-821-2100 | Toll-Free: 1-800-628-9205 | Email: clinic@gw.clcj.ca

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.

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



GW Legal Clinic

clinic@gw.clcj.ca

➤ **Pro Bono Ontario** - Legal Advice Hotline: 1-855-255-7256

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.

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

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

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.

<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**

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.

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

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>

Email: gethelp@211ontario.ca

<https://211ontario.ca/>

➤ **Downtown Community Connections Booklet (2021)**

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

Chalmers Disclaimer:

This guide is for informational purposes only, and was put together to help everyone get the most out of our community. While we do our very best to keep information in this guide accurate and up-to-date, we know that things change! We'll strive to make updates when we learn of them, but it's up to you to double-check details like opening hours or contact info.

