**Supports for Basic Needs**

**NOTE:** This information is current as of 2020-04-06 1:42 PM

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Basic needs supports offered</th>
<th>Hours of Operation</th>
<th>Contact</th>
</tr>
</thead>
</table>
| **The Salvation Army, Centre of Hope and Housing Stability Bank (HSB)** | • Not currently completing applications in person for non-urgent appointments, including:  
  o Rental Arrears,  
  o Utility Arrears,  
  o Money Coaching, and  
  o Ontario Electricity Support program applications.  
  • Presently the utility companies are not disconnecting customers from service due to arrears and the Landlord and Tenant Board has suspended all in person hearings related to rental arrears.  
  • Housing Stability Bank will continue to connect with applicants over the phone to assist those who require first and/or last month’s rent for a new unit.  
  • All other applications/appointments will take place once open to the general public again. | Monday – Friday  
  8a.m. - 4p.m. | Melissa Jeffrey  
  Program Manager, Housing Stability Bank  
  The Salvation Army, Centre of Hope  
  519-964-3663 Extension: 310  
  Facebook: [https://www.facebook.com/CentreofHopeLondon](https://www.facebook.com/CentreofHopeLondon) |
| **The Salvation Army, Food Bank** | • The Salvation Army Food Bank remains open.  
  • People are waiting outside and are entering when ready to register.  
  o Max 2 people, (households) in at a time.  
  o Only one person per household come into the food bank (unless it’s an adult with young children). | Monday - Friday  
  9a.m. - 4:30p.m. | Nancy Kerr  
  Program Services Manager, Community and Family Services  
  The Salvation Army Centre of Hope  
  281 Wellington Street, London, ON  
  Phone: 519.661.0343 x266  
  Website: [http://www.centreofhope.ca/](http://www.centreofhope.ca/) |
<table>
<thead>
<tr>
<th><strong>Meals on Wheels</strong></th>
<th><strong>Service Canada</strong></th>
</tr>
</thead>
</table>
| **Meal services are operating but on a limited basis for capacity.**  
  - We ask they call discuss options on a case by case basis.  
  - Trying to focus on those in need.  
  - Frozen crisis meals are available (no cost).  
  - Call to evaluate if someone is in crisis.  
  - Frozen meals are also available for purchase.  
  - Subsidized low cost.  
  - Transportation and all other programs are on hold until further notice. | **All locations are now closed to the public.**  
  **Services will continue virtually.**  
  **Continue to provide Canada Pension Plan/Old Age Security payments as well as Employment Insurance.**  
  **Applying for Employment Insurance can be done online.**  
  **Starting the week of March 15th, clients who are unable to work due to COVID-19 quarantine and who qualify for sickness benefits can have their waiting period waived.** |
| **Frozen crisis meals are available (no cost).**  
  **Call to evaluate if someone is in crisis.**  
  **Frozen meals are also available for purchase.**  
  **Subsidized low cost.**  
  **Transportation and all other programs are on hold until further notice.** | **Monday - Friday**  
  **8:30a.m. - 2:00p.m.**  
  **Staff are available to take calls and respond to emails daily until 4:30p.m.** |
| **Monday - Friday**  
  **8:30a.m. - 2:00p.m.** | **Phone number for Employment Insurance:**  
  **1-800-206-7218**  
  **Phone number for Canada Pension Plan/Old Age Security:**  
  **1-800-277-9914**  
  **Phone number for Employment Insurance Coronavirus line:**  
  **1-833-381-2725** |
| South London Neighbourhood Resource Centre (SLNRC) | • We have redirected all supplies to Northwest London Resource Centre.  
• Full settlement services are operating virtually. | Settlement Services have a variety of hours. Call SLNRC for more information. | Nancy Needham, Executive Director Northwest London Resource Centre  
27A-1225 Wonderland Road North  
(Beside the Goodwill drop-off centre at the Sherwood Forest Mall).  
Phone: 519-471-8444.  
Email: nneedham@slnrc.ca  
Website: www.slnrc.org  www.nwlrc.ca |
|---|---|---|---|
| Northwest London Resource Centre (NWLRC) | • Emergency Food Cupboard is open.  
• One visit per month only.  
• Residents must bring:  
  o One piece of ID for all family members;  
  o A copy of an income statement | Monday - Friday  
10a.m. - 3p.m. | Nancy Needham, Executive Director Northwest London Resource Centre  
27A-1225 Wonderland Road North  
(Beside the Goodwill drop-off centre at the Sherwood Forest Mall).  
Phone: 519-471-8444  
Email: nneedham@slnrc.ca  
Website: www.slnrc.org  www.nwlrc.ca |
| Crouch Neighbourhood Resource Centre | • Crouch is working in collaboration with Glen Cairn Community Resource Centre to create and deliver care packages of perishable and non-perishable goods and hygiene supplies for Seniors and families in need  
• EarlyON/Preschool and child and youth programs suspended until April 6  
• Crouch administrative office remains closed due to location in public library | Centre is closed. | Crouch Neighbourhood Resource Centre  
Executive Director: Jennifer Martino  
550 Hamilton Rd  
Phone: 519.642.7630  
Email: jmartino@crouchnrc.org  
Website: www.crouchnrc.org  
Twitter and Instagram: @crouchnrc |
| Glen Cairn Community | • All programs are cancelled (including London Good Food Box program) | Centre is Closed. | Glen Cairn Community Resource Centre  
Stanislav Rajic  
Executive Director  
Email: srajic@gccrc.ca |
<table>
<thead>
<tr>
<th>Resource Centre</th>
<th>The Centre is closed until April 6th at which point decisions will be re-assessed.</th>
<th>Phone: 519-668-2745</th>
</tr>
</thead>
</table>
| **LUSO Community Services** | - Newcomer Settlement Services operating virtually. | Elisabete Rodrigues, Executive Director  
Phone: 519-452-1466  
(leave message- checking daily)  
Email: elisabete@lusocentre.org  
Website: www.lusocentre.org |
| | - Emergency Food Cupboard is Open.  
   - N5Y and N5V postal codes only  
   - 1 visit per month.  
   - Residents need one piece of ID for each member of the household; address; income statement. | Jacqueline Craig  
Basic Needs & Community Support  
Phone: 519-452-1466  
(leave message- checking daily)  
Email: community@lusocentre.org  
Website: www.lusocentre.org |
| | - Breakfast Program.  
   - Take-out breakfast available daily for children & youth in Northeast neighbourhoods. | Mary Ann McDowell  
Operations Coordinator  
London Food Bank  
Email: maryann@londonfoodbank.ca |
| **London Food Bank** | - Hours of operation remain the same at the present time.  
- Unsure if Food depots will continue to open. | Monday to Friday  
9:00a.m. - 4:00p.m. |
| | Monday to Friday  
8:30 a.m. - 4:30 p.m.  
Listing of Staff contact information on LUSO Website-under News & Events; as well as Posted on LUSO Facebook, Twitter and Instagram.  
Tuesday & Thursday  
8:30am – 12:00pm  
Community Portable  
1100 Victoria Drive  
*beside Lord Elgin Public School | Elisabete Rodrigues, Executive Director  
Phone: 519-452-1466  
(leave message- checking daily)  
Email: elisabete@lusocentre.org  
Website: www.lusocentre.org |
| | Monday to Friday  
8:30am – 10:00am  
Community Portable  
1100 Victoria Drive  
*beside Lord Elgin Public School | Jacqueline Craig  
Basic Needs & Community Support  
Phone: 519-452-1466  
(leave message- checking daily)  
Email: community@lusocentre.org  
Website: www.lusocentre.org |
| | Monday to Friday  
9:00a.m. - 4:00p.m. | Mary Ann McDowell  
Operations Coordinator  
London Food Bank  
Email: maryann@londonfoodbank.ca |
<table>
<thead>
<tr>
<th><strong>Alzheimer Society London Middlesex</strong></th>
<th><strong>Rowntree Memorial United Church</strong></th>
<th><strong>St. Michael’s Roman Catholic Parish</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Only one person is allowed into food bank at a time.</td>
<td>Welcome Wednesday Community Meal Providing takeout foods only, for the next several weeks - no coffee and socializing.</td>
<td>Community Meal every Monday will continue.</td>
</tr>
<tr>
<td>1 piece of identification for each family member - REQUIRED EVERY VISIT</td>
<td>Takeout food includes packaged sandwiches, veggies and fruit.</td>
<td>Format has changed to takeout.</td>
</tr>
<tr>
<td>Proof of income, if any (e.g. paystub, OW/ODSP statement).</td>
<td></td>
<td>Community meal 5:30pm - 6:30pm</td>
</tr>
<tr>
<td>If picking up food for someone else, ID is required for each of those people as well.</td>
<td></td>
<td>St Michael’s Roman Catholic Parish 511 Cheapside St Phone: 519-433-6689 Email: <a href="mailto:stmichlon@dol.ca">stmichlon@dol.ca</a></td>
</tr>
<tr>
<td>Office is not open to the public until further notice.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Support services (where appropriate and technically possible) are continuing to be delivered to clients of ASLM, however, face-to-face programming has been temporarily halted.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Our client support workers (RSW and RSSW) are reaching out to clients via phone and email (both outbound and inbound).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clients are also being notified via eblasts regarding updates to current situation and links to other resources (both crisis and counselling services) that may assist them during this time of limited ASLM programming delivery.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Office is not open to the public until further notice.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Staff is working remotely during regular office hours Monday to Friday 8:30a.m. - 4:30p.m.</td>
<td>Welcome Wednesday Community Meal Providing takeout foods only, for the next several weeks - no coffee and socializing.</td>
<td></td>
</tr>
<tr>
<td>Bruce Wray Communications Manager Alzheimer Society London and Middlesex 435 Windermere Road Phone: 519-680-2404 Extension: 232 Website: <a href="http://www.alzheimerlondon.ca">www.alzheimerlondon.ca</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Doris Kipfer Rowntree Memorial United Church Email: <a href="mailto:edkipfer@yahoo.ca">edkipfer@yahoo.ca</a></td>
<td></td>
<td></td>
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<tr>
<td></td>
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</tr>
</tbody>
</table>
| **Trinity United Church** | **Next meal:**  
Sunday, April 5th  
5:30 p.m. - 7 p.m. (based on situation) | **Trinity United Church**  
76 Doulton St  
Phone: 519-455-2710  
Email: trinity@goldenrulechurch.ca  
Website: trinityonhale.ca |
|------------------------|-------------------|-------------------------|
| • Regularly scheduled community meal for those in need on April 5th will be offered as a takeout meal.  
• Regular hours of 5:30 p.m. - 7 p.m. will be observed for meal pick-ups.  
• The Church will also Livestream its Sunday morning service for those interested. | | |
| **LIFE *SPIN** | **Closed** | **LIFE *SPIN**  
866A Dundas Street East  
Phone: 519-438-8676  
Email: life@execulink.com  
Website: www.lifespin.org |
| • All events and activities postponed.  
• Facility closed to the public as of Monday, March 16.  
• Work will continue on files for advocacy clients as long as the government officials are at work to address the information.  
• Income Taxes: Tax clinic must remain suspended until the CRA develops a safe and effective means of preparing returns without direct contact between clients and volunteers.  
• Intake for Disability Benefits: Once a doctor or specialist has completed the medical portion of the Canada Pension Plan- Disability application and/or the Ontario Disability Support Program Application, please email our office the Intake Form.  
• If you are a current advocacy client, our Advocate will contact you by phone.  
• No Donations will be accepted at the Free Store and the store will remain closed.  
• Individual advocacy issues will be handled when Life * Spin re-opens.  
• All programs and events have been cancelled until April 14 at this time. | | |

| **SafeSpace** | Distribution at our door of food, harm reduction items and personal items.  
| | Asking attendees to keep a safe distance from others.  
| | Requires the use of hand sanitizer (provided) before the exchange of any items.  
| | Attendees will be met at the door and a staff person will get requested items.  
| | No hugs or hang-outs.  
| | Space is not open as a resting place unless in imminent crisis and in need of referral to another service.  
| | Limited number of people permitted in the space.  
| | If you cannot get to the space, private message staff on Facebook to see if outreach can be arranged.  
| **Monday to Tuesday** | 6p.m. - 9p.m.  
| **Thursdays** | 10:30a.m. - 1:30p.m.  
| **SafeSpace London** | 96 Rectory Unit A  
| | Email: safespacelondon@gmail.com  
| | Facebook: www.facebook.com/safespace.london  
| **Metropolitan United Church** | Friday dinner will continue  
| | Format is a hot takeout meal  
| **Every Friday at 5:30p.m.** |  
| **St. John's The Evangelist Church** | A hot meal will be available for take-out on Saturdays  
| | Meal service will be available as long as possible.  
| **Every Saturday at 5:00 p.m.** |  
| **St. John's The Evangelist Church** | 280 St. James Street  
| | Phone: 519-495-3907  
| **St. Paul's Social Services Food Bank and Fellowship Centre** | St. Paul's Social Services provides an emergency three-day supply of food including:  
| | o fresh eggs  
| | o milk powder  
| | o peanut butter  
| | o canned fish  
| | o fresh produce  
| **Social Services and Food Bank:** | Monday to Friday  
| | 9:30a.m. - 12:00 noon  
| | The Food Bank is closed Good Friday and Easter Monday.  
| **St. Paul's Social Services Fellowship Centre and Food Bank** | 472 Richmond Street-Entrance off Queen's Avenue Parking Lot.  
| | Phone: 519-434-8979  
| | Facebook: www.facebook.com/St.PaulsSocialServices/  
| **Metropolitan United Church** | 468 Wellington St  
| | Phone: 519-432-7189  
| **St. John's The Evangelist Church** | 280 St. James Street  
| | Phone: 519-495-3907  
| **St. Paul's Social Services Food Bank and Fellowship Centre** | 472 Richmond Street-Entrance off Queen's Avenue Parking Lot.  
| | Phone: 519-434-8979  
| | Facebook: www.facebook.com/St.PaulsSocialServices/  
| **St. Paul's Social Services Food Bank and Fellowship Centre** | 472 Richmond Street-Entrance off Queen's Avenue Parking Lot.  
| | Phone: 519-434-8979  
| | Facebook: www.facebook.com/St.PaulsSocialServices/ |
- This service is available in coordination with the other two major food banks in London; the Salvation Army and the London Food Bank.
- Additionally, hygiene products, baby food and formula, mittens, scarves, hats, shopping bags and layettes are provided to clients if availability.
- The Fellowship Centre is closed for the interim we will no longer be serving a bag lunch at the door on Monday, Wednesday and Friday.

**Sanctuary London**
- All regular programs are currently cancelled.
- Providing a bagged "to go" meal twice a week.
  - The meals will be available at the door.

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
<th>Address</th>
<th>Phone</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>12:00 noon - 1p.m.</td>
<td>Sanctuary London 531 Talbot Street London, ON N6A 2S5</td>
<td>519-280-8895</td>
<td><a href="http://www.sanctuarylondon.ca">www.sanctuarylondon.ca</a></td>
</tr>
<tr>
<td>Wednesday</td>
<td>5:00p.m. - 6:00p.m.</td>
<td>Sanctuary London 531 Talbot Street London, ON N6A 2S5</td>
<td>519-280-8895</td>
<td><a href="http://www.sanctuarylondon.ca">www.sanctuarylondon.ca</a></td>
</tr>
</tbody>
</table>

**Youth Opportunities Unlimited (YOU)**
- The Youth Action Centre continues to provide supports to youth.
  - Increased COVID-19 screening procedures are in place.
- Young people ages 15-25 can access the space for:
  - basic needs
  - meals to go
  - housing supports
  - trusteeship services
- The YOU Career Services staff can assist youth ages 15-29 with employment counselling and supports:
  - in person
  - at the Youth Action Centre
  - remotely via technology

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
<th>Address</th>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday to Friday</td>
<td>10:00a.m. - 6:00p.m.</td>
<td>Youth Opportunities Unlimited (YOU) 332 Richmond St, London, ON N6A 3C3</td>
<td>519-432-1112</td>
<td><a href="mailto:info@you.ca">info@you.ca</a></td>
</tr>
</tbody>
</table>
| Ark Aid Street Mission | • Takeout meals are offered each afternoon at 5:00 p.m. in front of Ark Aid Street Mission.  
• Washrooms available for use weekday only  
• All other of our programs are CLOSED, except clothing on emergency basis. | Office open for donations  
Monday to Friday  
9:00a.m. - 5:00p.m.  
Take-out food-daily at 5:00p.m. | Ark Aid Street Mission  
696 Dundas Street, London ON, N5W2Z4  
Phone: 519-667-0322  
Email: director@arkaidmission.com  
Website: www.arkaidmission.com  
Social Media: @arkaidmission |
| CMHA Middlesex – My Sisters’ Place/London Coffee House | • Handing out bagged lunches, hot coffee, snacks, harm reduction, basic needs and connection for information & resources.  
• London Coffee House participants can go to MSP for support and services. | Monday-Friday 11:00a.m. - 1:00p.m. and 4:00p.m. - 5:30p.m.  
Weekends, 11:00a.m.-1:00p.m. | CMHA Middlesex/My Sister’s Place London Coffee House  
534 Queens Ave, 534 London ON N6B 1Y6  
Telephone: 519-668-0624 Extension 302  
Email: k.trentman@cmhamiddlesex.ca  
Email: k.bell@cmhamiddlesex.ca |
| London Intercommunity Health Centre | • The Health Centre continues to provide the following:  
  o Affidavits;  
  o Mail pick-up;  
  o Water;  
  o Food distribution;  
  o Harvest Bucks;  
  o Grocery cards; and,  
  o Harm Reduction equipment.  
• Client services provided in the back parking lot, strict physical distancing is practiced.  
• Some instrumental supports such as community resource information and service coordination. | Monday to Friday  
9:00a.m. - 4:00p.m. | London Intercommunity Health Centre  
659 Dundas Street (back door only off Marshal Street)  
Phone: 519-660-0875 Extension 225  
Email: gnash@lihc.on.ca  
Website: London InterCommunity Health Centre |
### Big Brothers Big Sisters of London and Area

- **Resources for families with children and youth who are experiencing significant issues related to isolation.**
- **Office is now closed. All employees are working from home. Mentoring coordinators are still available to provide match support via phone and email.**
- **After-hours answering service continues to be available for urgent matters.**

<table>
<thead>
<tr>
<th>Savanna Harmon, Family Enrollment Coordinator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Big Brothers Big Sisters of London and Area</td>
</tr>
<tr>
<td>543 Ridout St N London ON N6A 2P8</td>
</tr>
<tr>
<td>Phone: 519-438-7065</td>
</tr>
<tr>
<td>Email: <a href="mailto:savanna.harmon@bigbrothersbigsisters.ca">savanna.harmon@bigbrothersbigsisters.ca</a></td>
</tr>
<tr>
<td>Website: <a href="https://london.bigbrothersbigsisters.ca/">https://london.bigbrothersbigsisters.ca/</a></td>
</tr>
</tbody>
</table>

### Youth for Christ

- **Evening Meal Distribution.**
  - Youth ages 12-25 and their families.
  - Provided to those who self-identify need for meals to support during crisis.

- **Noon Meal Distribution**
  - Senior’s meal distribution for those 65+
  - Provided as a minimal fee per meal

- **Social Isolation Support**
  - Virtual Drop-In
    - Monday-Friday at 12pm: Zoom Virtual Drop-In for ages 18-25
    - Zoom Meeting Code: 169-096-689
    - Monday-Friday at 2pm: Zoom Virtual Drop-In for ages 12-18
    - Zoom Meeting Code: 872-248-546

- **Online Skate Club**
  - Thursdays at 6pm: Online Skate Club for ages 12-18

<table>
<thead>
<tr>
<th>Youth for Christ</th>
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</thead>
<tbody>
<tr>
<td>254 Adelaide Street South, London ON,N5Z 3L1</td>
</tr>
<tr>
<td>Phone: 519-686-0093</td>
</tr>
<tr>
<td>Email: <a href="mailto:info@yfclondon.com">info@yfclondon.com</a></td>
</tr>
<tr>
<td>Website: <a href="https://yfclondon.com/">https://yfclondon.com/</a></td>
</tr>
<tr>
<td>Downtown Hub (formerly known as Streetlight) – this has been moved to meal distribution to youth and a “DowntownHub” Zoom gathering</td>
</tr>
<tr>
<td>Online hours of operation are from 8:00a.m. – 10:00p.m.</td>
</tr>
</tbody>
</table>

| ANOVA | 24 hours per day/7 days a week. |
| Crisis and Support line available 24/7 for those experiencing violence or supporting those who are experiencing violence. |
| This includes abuse or sexual violence. |
| Sexual assault intake and counselling: |
| Now done via phone or zoom, |
| Accessed through the crisis line. |
| Outreach and family court support: |
| now done via phone or zoom, |
| Accessed through the crisis line. |
| Shelter options for women and children: |
| Accessed through the crisis line. |

| 2020-2021 Highlights: |
| 3 additional program support groups based upon registration |
| Online competitions, instructions and community fitness |
| Stay at Home – Skate Board Competitions |
| Compass Basketball – Instagram Live chats and workouts with NCAA players |
| Cooking at Home – Instagram Live lessons for youth in cooking at home. |
| Screening additional volunteers from the community for deliveries while training them in the additional practices of safe-distancing and sanitization while delivering meals. |
Please note that this document is updated regularly. While we attempt to include as many services as possible, we apologize if some services have been missed. If your organization is providing basic needs services and would like to be included on the list please contact cyn@london.ca.

For additional information please visit https://211ontario.ca/

Partners are encouraged to update their information at https://211ontario.ca/contact-211-with-service-updates/

Subsidized transit passes will be available for purchase at CitiPlaza every Friday from 1pm to 4pm. http://www.london.ca/newsroom/Pages/PSA-Upcoming-essential-services-available-.aspx

For additional supports and services resident are encouraged to visit https://www.informationlondon.ca/123/Information_London_COVID19_Resources_Page/