### Supports for Basic Needs

**NOTE:** This information is current as of 2020-03-25 12:41 PM

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Basic needs supports offered</th>
<th>Hours of Operation</th>
<th>Contact</th>
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</table>
| **The Salvation Army, Centre of Hope and Housing Stability Bank (HSB)** | - Not currently completing applications in person for non-urgent appointments, including:
  - Rental Arrears,
  - Utility Arrears,
  - Money Coaching, and
  - 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 8a.m. - 6p.m.
Tuesday 8a.m. - 4 p.m.
Wednesday 8a.m. - 4p.m.
Thursday 8a.m. - 6p.m.
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. | 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 |
| **Meals on Wheels** | All meal services are still operational.  
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.  
Situation is changing daily. We advise all to check the about us section on our website and our social media. Facebook: [https://www.facebook.com/MealsOnWheelsLondon/](https://www.facebook.com/MealsOnWheelsLondon/)  
Website: [https://www.mealsonwheelslondon.ca/about](https://www.mealsonwheelslondon.ca/about) |
| **Service Canada** | 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. | Monday - Friday  
8:30a.m. - 4:30p.m.  
Service Canada Toll-Free Line  
8a.m. - 5p.m.  
Service Canada Centres remain open but those experiencing any symptoms of cough, fever or difficulty breathing or should be in self-isolation or |
| | 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 |  
Phone: 519.661.0343 x266  
Website: [http://www.centreofhope.ca/](http://www.centreofhope.ca/)  
Facebook: [https://www.facebook.com/CentreofHopeLondon](https://www.facebook.com/CentreofHopeLondon) |
| 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 Resource Centre | • All programs are cancelled (including London Good Food Box program) | Centre is Closed. | Glen Cairn Community Resource Centre  
Stanislav Rajic  
Executive Director |
| London Food Bank |  | Email: sracic@gccrc.ca  
Phone: 519-668-2745 |
|------------------|--------------------------|--------------------------|
| **The Centre is closed until April 6th at which point decisions will be re-assessed.** | **London Food Bank**  
**Hours of operation remain the same at the present time.**  
**Unsure if Food depots will continue to open.**  
**Only one person is allowed into food bank at a time.**  
**1 piece of identification for each family member - REQUIRED EVERY VISIT**  
**Proof of income, if any (e.g. paystub, OW/ODSP statement).**  
**If picking up food for someone else, ID is required for each of those people as well.** | **Monday - Friday  
9:00a.m. - 4:00p.m.** |
|  | **Mary Ann McDowell  
Operations Coordinator  
London Food Bank  
Email: maryann@londonfoodbank.ca** | |
| Alzheimer Society London Middlesex | **Alzheimer Society London Middlesex** |  
**Office is not open to the public until further notice.**  
**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.**  
**Our client support workers (RSW and RSSW) are reaching out to clients via phone and email (both outbound and inbound).**  
**Clients are also being notified via eblasts regarding updates to current situation and links to other resources (both crisis and counselling services)** | **Staff is working remotely during regular office hours  
Monday - Friday  
8:30a.m. - 4:30p.m.** |
|  | **Bruce Wray  
Communications Manager  
Alzheimer Society London and Middlesex  
435 Windermere Road  
Phone: 519-680-2404 Extension: 232  
Website: www.alzheimerlondon.ca** | |
| **Rowntree Memorial United Church** | Welcome Wednesday Community Meal  
Providing takeout foods only, for the next several weeks - no coffee and socializing.  
Takeout food includes packaged sandwiches, veggies and fruit. | Wednesday  
12:00p.m.- 1:00p.m.  
Takeout food only. | Doris Kipfer  
Rowntree Memorial United Church  
Email: edkipfer@yahoo.ca |
|---|---|---|---|
| **St. Michael's Roman Catholic Parish** | Community Meal every Monday and will continue.  
Format will change to a takeout format. | Community meal  
5:30p.m - 6:30p.m | St Michael's Roman Catholic Parish  
511 Cheapside St  
Phone: 519-433-6689  
Email: stmichlon@dol.ca |
| **Trinity United Church** | Regularly scheduled community meal for those in need on April 5th will be offered as a takeout meal.  
Regular hours of 5:30p.m. - 7p.m. will be observed for meal pick-ups.  
The Church will also Livestream its Sunday morning service for those interested. | Next meal:  
Sunday, April 5th  
5:30p.m. - 7 p.m. based on situation | Trinity United Church  
76 Doulton St  
Phone: 519-455-2710  
Email: trinity@goldenrulechurch.ca  
Website: trinityonhale.ca |
| **LIFE *SPIN** | 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. | Closed | LIFE*SPIN  
866A Dundas Street East  
Phone: 519-438-8676  
Email: life@execulink.com  
Website: www.lifespin.org |
| SafeSpace | **Distribution at our door of food, Harm Reduction items and personal items.** | **Monday - Tuesday 6p.m. - 9p.m.** | SafeSpace London  
96 Rectory Unit A  
Email: [safespacelonndon@gmail.com](mailto:safespacelonndon@gmail.com)  
Facebook: [www.facebook.com/safespacelondon](http://www.facebook.com/safespacelondon) |
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<tbody>
<tr>
<td>SafeSpace</td>
<td><strong>Asking attendees to keep a safe distance from others.</strong></td>
<td><strong>Thursdays 10:30a.m. - 1:30p.m.</strong></td>
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<tr>
<td>SafeSpace</td>
<td><strong>Requires the use of hand sanitizer (provided) before the exchange of any items.</strong></td>
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<tr>
<td>SafeSpace</td>
<td><strong>Attendees will be met at the door and a staff person will get requested items.</strong></td>
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<tr>
<td>SafeSpace</td>
<td><strong>No hugs or hang-outs.</strong></td>
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<tr>
<td>SafeSpace</td>
<td><strong>Space is not open as a resting place unless in imminent crisis and in need of referral to another service.</strong></td>
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<tr>
<td>SafeSpace</td>
<td><strong>Limited number of people permitted in the space.</strong></td>
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- 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.
<table>
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<tr>
<th>Location</th>
<th>Services</th>
<th>Time</th>
<th>Contact Information</th>
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<tbody>
<tr>
<td>Metropolitan United Church</td>
<td>Friday dinner will continue Format is a hot takeout meal</td>
<td>Every Friday at 5:30p.m.</td>
<td>Metropolitan United Church 468 Wellington St Phone: 519-432-7189</td>
</tr>
<tr>
<td>St. John’s The Evangelist Church</td>
<td>A hot meal will be available for take-out on Saturdays Meal service will be available as long as possible.</td>
<td>Every Saturday at 5:00p.m.</td>
<td>St. John’s The Evangelist Church 280 St. James Street Phone: 519-495-3907</td>
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<tr>
<td>St. Paul’s Social Services Food Bank and Fellowship Centre</td>
<td>St. Paul’s Social Services provides an emergency three-day supply of food including: - fresh eggs, - milk powder, - peanut butter, - canned fish and - fresh produce 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.</td>
<td>Social Services and Food Bank: Monday to Friday 9:30a.m. - 12:00 noon The Food Bank is closed Good Friday and Easter Monday.</td>
<td>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: <a href="http://www.facebook.com/St.PaulsSocialServices/">www.facebook.com/St.PaulsSocialServices/</a></td>
</tr>
<tr>
<td>Sanctuary London</td>
<td>All regular programs are currently cancelled.</td>
<td>Monday 12:00 noon-1 p.m.</td>
<td>Sanctuary London 531 Talbot Street</td>
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</tbody>
</table>
| Youth Opportunities Unlimited (YOU) | | London, ON N6A 2S5  
| Phone: 519-280-8895  
| www.sanctuarylondon.ca |
|---|---|---|
| - Providing a bagged "to go" meal twice a week.  
  - The meals will be available at the door. | Wednesday  
5:00 p.m. - 6:00 p.m. | - 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 etc.  
  - The YOU Career Services staff can assist youth ages 15-29 with employment counselling and supports:  
    - in person;  
    - at the Youth Action Centre; and,  
    - remotely via technology. | Monday - Friday  
10:00 a.m.-6:00 p.m. | Youth Opportunities Unlimited (YOU)  
332 Richmond St, London, ON N6A 3C3  
Phone: 519-432-1112  
Email: info@you.ca |

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/](https://211ontario.ca/)

Partners are encouraged to update their information at [https://211ontario.ca/contact-211-with-service-updates/](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](http://www.london.ca/newsroom/Pages/PSA-Upcoming-essential-services-available-.aspx)