MAYOR’S ADVISORY PANEL ON POVERTY

CONVERSATION-IN-A-BOX

If you have any questions about this conversation-in-a-box, please contact povertypanel@london.ca
CONTENT OVERVIEW

CONTENTS

This conversation-in-a-box provides you with tools to assist you in conducting a conversation for the Mayor’s Advisory Panel on Poverty. In this conversation-in-a-box, you will find:

1. **Content overview** – (this document) description of the resources included in the conversation-in-box
2. **Facilitator’s guide** – information for people facilitating the conversation
3. **Facilitator’s tracking form** – captures basic information about the conversation, including date, location, and number of attendees
4. **Participant guide** – a guide for participants that provides an overview of the panel’s purpose, the engagement process, and questions for consideration
5. **Participant feedback forms** – for capturing individual written input
6. **Posters** – to advertise conversation to staff or residents
7. **Question signage** – for “sticky note wall” conversations (if you wish to do a group conversation)
8. **Help Yourself Through Hard Times** – resource for conversation participants who may wish to connect to services and supports
9. **Poverty Trends in London** – statistics on poverty in London – a resource participants may wish to consult during the conversation
10. **Sticky notes** – for capturing group “sticky note wall” conversations
11. **Markers and pens**
# FACILITATOR’S GUIDE

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INTRODUCTION

The Mayor’s Advisory Panel on Poverty offers you our sincere thanks for hosting a conversation on gaps, barriers and solutions to poverty in London. These partner-hosted conversations are an integral part of the panel’s engagement strategy, allowing us to hear from as many voices as possible so that the panel’s recommendations are truly reflective of the community.

We acknowledge the work involved in hosting a conversation and appreciate your support in making this process effective. We have provided this facilitator’s guide and other resources to make your role as easy as possible. Should you have any questions about this guide or other content, please contact povertypanel@london.ca.

Sincerely,

The Mayor’s Advisory Panel on Poverty

PLANNING YOUR CONVERSATION

CHOOSING A FORMAT

The Mayor’s Advisory Panel on Poverty wants to hear from anyone who wishes to participate. Usually, a conversation will include frontline staff members and/or people with lived experience.

The conversation-in-a-box is designed to allow different formats for conversation and input. You know your audience best. Depending on the people in the room, you may wish to use individual or group approaches. No approach is wrong – it’s about finding what works best for the group. The following table can assist you in choosing a format. It is intended as a guide only:

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<th>REVIEWING THE QUESTIONS:</th>
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<th>Group</th>
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<td>Possible approach:</td>
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<td>Step 2: individual completion of feedback forms</td>
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Note 1: The “sticky note wall” is a technique to collect feedback in which participants write their answers on individual sticky notes – one per note – and then post them on the wall under the appropriate question label (provided in the conversation-in-a-box). The sticky notes are then collected and organized by question for submission to the panel. Alternatively, you can take a digital photo of the sticky notes and email it to povertypanel@london.ca as part of the submission.
Note 2: if participants have barriers to providing written input, you will need someone to serve as note taker; this could be an additional staff support or another conversation participant (it’s best if you are free to facilitate).

SCHEDULING

Once you have decided on an audience and format, you’ll need to set the date and venue. You will want to give as much notice as possible to participants and consider any potential barriers to participation when planning.

If hosting a conversation for residents with lived experience, it is a good idea, where possible, to use existing opportunities where residents are already gathering, are comfortable and have made arrangements for transportation, child-minding, etc.

Depending on the format chosen and liveliness of the conversation, you can expect the conversation to take between 45 and 90 minutes. Of course, you are free to go longer!

Once you have scheduled the event, email povertypanel@london.ca as soon as possible, outlining the date, venue and participants for your conversation, and whether you would like us to try to schedule a panel member to attend.

RECRUITING PARTICIPANTS

Invite early and remind often! This conversation-in-a-box includes a poster you are free to adapt to your needs.

If this is a conversation with residents with lived experience, particularly if it is not part of an existing meeting or program, you will want to get the word out as soon as possible and ask staff to drawn attention to the opportunity.

PREPARING PARTICIPANTS

Once participants are confirmed, provide them with a print or electronic version of the engagement guide to review prior to the meeting, if possible.

Remind participants that the focus of the conversation is to:
- review the panel’s current understanding of poverty in London; and
- identify gaps, barriers and solutions to poverty in London.

If participants are not able to attend the meeting but want to provide feedback, you can provide them with a feedback form and include it in the final submission.

PREPARING YOURSELF

As a facilitator, your role is to help the group feel comfortable discussing a set of questions designed to get participants input. Below are some tips that will assist you in your conversation:

- Listen and observe
- Ask probing questions
- Be sensitive to individuals’ feelings
- Get people excited
- Resolve conflict
- Paraphrase and summarize

See Appendix 1 for more tips.
DAY OF THE MEETING

PREPARING THE SPACE

You know what will work best for your participants. In general, make sure: the space is comfortable; water or other refreshments are available; and you have enough engagement guides, feedback forms and pens for each participant (including yourself!).

If using the “sticky note wall” technique, have the question signs printed and on the wall, with plenty of space, and have sticky notes and markers laid out on the table.

LAUNCHING THE MEETING

Once everyone has arrived and you have had a chance to meet and chat with everyone, make sure to cover the following “welcome” items before you begin your discussion:

- Introduce yourself, the note taker (if present) and any other members of your “hosting team”
- Talk to participants, in a general and brief manner, about the purpose of the conversation
- Remind participants of the length of the session
- Emphasize the importance of honest, respectful participation and welcome all contributions to the discussion
- Make sure they are aware they can end their participation at any time if they become uncomfortable with the questions or the discussion environment

GUIDELINES FOR GREAT CONVERSATIONS

You may wish to remind people of the following guidelines for great conversations:

| Focus on Task and Results                       | Get it done and be aware of time |
|                                                | Stay on topic                    |
|                                                | Everyone is prepared to contribute |
|                                                | Meetings have a specific goal   |
|                                                | Be clear and keep comments focused |
| Listen, Support and Encourage                  | Listen carefully to one another |
|                                                | Everyone has the opportunity to be heard |
|                                                | Everyone’s contributions are valued |
|                                                | Everyone listens as one person speaks |
|                                                | No interrupting or speaking over someone else |
|                                                | Be an active listener and a thoughtful speaker |
| Treat Each Other with Respect                  | Maintain respect and honour differences in opinion and experience |
|                                                | Respect differences, embrace similarities |
|                                                | Respectful dialogue              |
CONVERSATION GUIDE AND QUESTIONS

After welcoming the participants and reminding them of the purpose and timing for the conversation, it’s time to start talking!

Participant Guide

Begin by going through the Participant Guide, reminding participants that this provides the background information for the conversation and questions. Depending on the format you selected, you will either take participants through the conversation guide or let them review it quietly on their own.

Encourage questions and dialogue as participants review the contents of the Participant Guide. Ask participants (or the note taker) to capture anything from this conversation in the “Notes” section of the feedback forms or sticky note wall.

Stop at each question to give participants the opportunity to read the question, ask any clarifying questions themselves, discuss the question (if using group conversation), and provide their responses.

Facilitator note: probes and clarifying questions

Probes and clarifying questions are important techniques for gaining meaningful input from group members. By probing and clarifying, you avoid making assumptions about what a participant has said and gain greater insight into their perspectives and experiences.

If participants give incomplete or off-topic answers, you can probe to see if you can get fuller, clearer responses. A few suggested techniques include:

- Repeat the question – Repetition sometimes gives participants more time to think about their response
- Pause for the answer – Sometimes simply waiting for a minute while participants gather their thoughts in a quiet moment will produce more interesting responses. A thoughtful nod or expectant look can convey that
### Conversation-in-a-box

You’re looking for a fuller answer or more information.

- **Repeat the reply** – Repeating the key message from a participant’s answer not only probes to see if you have understood their answer correctly, but it can also stimulate conversation.

- **Ask “W” questions (when, what, where, which, who, and how)** – These questions provide more detailed information by asking for specific details. Be careful with “why” questions because they can put people on the defensive and make participants uncomfortable.

- **Use neutral questions** – Ask neutral follow-up questions to encourage participants to elaborate and/or stimulate more discussion. (Use phrases like: “Anything else?”, “Please tell me (more) about that…”, “Could you explain what you mean by…”, “Can you give me an example?”, “Does anyone have anything else to add?”)

### Closing the Conversation

At the end of the time-period allowed or once the group's goals have been achieved, the facilitator:

- Summarizes the highlights of the conversation
- Thanks everyone for their participation and stresses the value and importance of their input
- Reminds people of next steps
- Collects all written documentation
- Completes the Facilitator’s Tracking Form

### What to Do When You Don’t Know What to Do

If the conversation doesn’t seem to be working, be flexible. Don’t let concerns about the process overwhelm the purpose: above all else, the Mayor’s Advisory Panel on Poverty wants to hear from Londoners on what this community needs to address poverty more effectively.

### After the Meeting

Do not throw away any papers or documentation related to the conversation.

Email povertypanel@london.ca advising that the results of the conversation are ready to be collected. Arrangements will be made to pick up all the written documents.

If you have completed the feedback forms digitally, you can email them to povertypanel@london.ca.

**Thank you**
APPENDIX 1: HANDLING DIFFICULT CONVERSATIONS

Difficult situations, tension and conflict may arise during your conversation. The following are examples of common difficult situations and tips and techniques you can use to problem-solve in these cases.

IS A PARTICIPANT TAKING OVER THE CONVERSATION?

If one person is doing a lot of the talking, this may prevent other group members from contributing their thoughts, limiting the productivity of the group. It is important to notice when this is happening and do what you can to make sure that all group members have an opportunity to contribute. Try to draw out quiet participants and get members to voice their thoughts in their own words as much as possible.

You might want to try responding to a dominant participant by respectfully acknowledging their contribution, thanking them ("I really appreciate your comments") and following up by saying “I’m very interested in hearing how other people feel about this issue,” or something to that effect.

IS THERE LITTLE DISCUSSION? OR IS NO ONE RESPONDING TO A QUESTION?

When an idea is adopted without any general discussion or disagreement, more than likely the group is experiencing pressure to conform to a dominant viewpoint. To minimize this unproductive dynamic, try to probe for alternative views. Consider raising a similar issue or say something like “We have had an interesting discussion, but let’s explore other ideas or points of view. Has anyone had a different experience that they wish to share?”

When no one responds to a question, even after probing or providing clarification, it is helpful to try to understand why people are not responding. Consider the following:

DID YOU ASK A QUESTION THAT WAS DIFFICULT FOR PARTICIPANTS TO UNDERSTAND?

If this might be the case, try asking the question in a different way – so that all the important issues are still explored, but participants can more easily understand what is being asked of them.

IS THE QUESTION CONTROVERSIAL OR SENSITIVE? WOULD PEOPLE FEEL UNCOMFORTABLE ANSWERING THIS QUESTION IN A GROUP OF THEIR PEERS?

Here again, it might be useful to simply rephrase the question or approach the topic from a less sensitive or controversial stance. Remember that by creating an open, honest and safe environment, participants are more likely to feel comfortable providing genuine input.

ARE PEOPLE TIRED OF TALKING ABOUT THE TOPIC? HAVE YOU EXHAUSTED ALL POSSIBLE CONVERSATION ON THE CURRENT ISSUE? IS IT TIME TO MOVE ON?

In this case, consider whether the group has covered the issue already. It might be helpful to ask “Is there anything else you would like to share?” and pause for input before moving on to another question. Don’t try to force more conversation, but remind the group that there is an opportunity to contribute important information by using probes or clarifying questions. Try to make links to other topics covered and encourage participation through connections between issues.
IS THE GROUP IS GETTING OFF TRACK?

Sometimes the conversation will veer away from the goals of the group working session or the topics to be covered by the group. When this happens, you might pause to thank participants for the interesting idea or discussion – pointing to a potential opportunity to discuss the idea or issue later – before reminding the group of the focus of the current working session and asking their consent to move on to another item. Another strategy is to remind the group, periodically, about the time remaining in the working session.

ARE SOME PARTICIPANTS HAVING SIDE CONVERSATIONS?

If people are having side conversations while the broader group is talking or while an individual is providing input, it can disrupt the focus of the group, make members uncomfortable, make it difficult for people to hear what is being said, and make it difficult for the Facilitator and note-taker to concentrate on what is being said.

One of the best strategies for handling this issue is to address it before the working session begins by setting ground rules for participation. Stress that it is critical not to have side conversations because it interferes with individual’s full participation and also creates challenges for the note-taker in making accurate notes of the session.

If side conversations do occur, do not stop the conversation abruptly. Respectfully remind the group of the ground rules and ask that people finish their conversations and rejoin the larger group discussion taking place. Side conversations may signal that the group needs to take a break, and it may be useful to take a 5 minute rest when you notice persistent side conversations.

ARE PARTICIPANTS OFFERING INFORMATION TO A FUTURE QUESTION OR SKIPPING AHEAD OF THE PROCESS?

At times, participants may skip topics, move ahead of where you are in your questions, or move backwards. You will want to use probes and clarifying questions to get detailed and useful information from them on the topic at-hand and then respectfully and gently return them to the topic of interest. Try to keep the working session flowing organically while also ensuring that all questions are fully discussed and answered.

ARE PARTICIPANTS EXPRESSING DISCOMFORT ABOUT A PARTICULAR QUESTION?

An individual participant may not feel comfortable answering a particular question for a variety of reasons. This must be honored.

At the beginning of the working session, clearly inform participants that they may decline to answer a question or choose to stop their participation at any time. If this happens, say “thank you,” acknowledge and appreciate their honesty, and ask them if it okay for you to move on to the rest of your questions.
# FACILITATOR’S TRACKING FORM

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## MEETING DETAILS

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## NOTES

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PARTICIPANT GUIDE: MAYOR’S ADVISORY PANEL ON POVERTY

PANEL’S OVERVIEW
On September 16, Mayor Matt Brown established the Mayor’s Advisory Panel on Poverty. He asked us to take six months to develop recommendations on what our community needs to address poverty more effectively. The panel is working closely with the community to develop recommendations and will present the recommendations to the Mayor by the end of March 2016. The work will include:

- Developing a shared understanding of poverty in London;
- Mapping efforts currently underway to address poverty in London;
- Identifying gaps and areas requiring significant action;
- Engaging local stakeholders in dialogue on gaps and approaches to address poverty; and
- Developing a set of recommendations to better coordinate our collective efforts to address issues related to poverty more effectively throughout London and the areas requiring significant action.

PANEL MEMBERS
- Vanessa Ambtman-Smith, South West Local Health Integration Network
- Helene Berman, Western University, Centre for Research on Health Equity and Social Inclusion
- Maureen Cassidy, City of London
- Dharshi Lacey, Pillar Nonprofit Network
- Andrew Lockie, United Way London & Middlesex
- Christopher Mackie, Middlesex-London Health Unit
- Abe Oudshoorn, Western University & London Homeless Coalition
- Glen Pearson, London Food Bank & London Poverty Research Centre

ENGAGEMENT
Hearing from community members is the foundation of the panel’s approach. We want to hear from anyone with passion and commitment to addressing the problem, particularly community members with lived experience. There will be two community engagement phases:

- November & December: community feedback on the shared understanding of poverty; gaps, barriers, and solutions
- January & February: check-in with community; are recommendations on the right track?
TODAY’S CONVERSATION

Today’s conversation has two goals:

1) Get community feedback on the Shared Understanding of Poverty
2) Gather the community’s input on gaps, barriers, and solutions to poverty in London

As you read through the questions below, provide your thoughts on the attached feedback form, if you are using one. If you don’t have a feedback form, you can provide your answers in an email to povertypanel@london.ca.

1. SHARED UNDERSTANDING OF POVERTY

Panel members have been researching best practices and speaking with people across the city to understand how London thinks about and addresses poverty. These conversations have contributed to the panel’s first goal, Developing a Shared Understanding of Poverty in London.

The first goal of today’s conversation is to get feedback on the shared understanding of poverty. Feedback from the community will lead to an improved understanding of how we address poverty in London.

Panel’s proposed definition of poverty:

“A community experiences poverty and cannot reach its potential when people lack or are denied the economic, social, or cultural resources to participate.”

Poverty affects individual and families most directly. We have heard, and we believe, that poverty also affects the entire community. Because of this, we all have a role to play in developing solutions. Further, while poverty is associated with lack of money and resources, it is not just about money. We have to think about social and cultural issues as well.

Panel’s proposed goal:

“London becomes a community reaching its full potential by ending poverty in one generation”

We want recommendations that help London become a community reaching its full potential, and we believe this is only possible if our community includes all Londoners. We want recommendations that start this city on a path to ending poverty in one generation. We will be working with others to figure out the best way to measure our progress on this goal.
Framework:

The following framework is a tool to help us think about all the complexity, root causes, and impacts of poverty. If it looks complicated, that’s because it is. Poverty is a complicated issue that requires a comprehensive strategy.

We think this framework is useful because:

- The “thresholds” idea reminds us that people experience poverty differently and need different supports depending on where they are
- It shows a difference between “foundations” – critical resources needed to survive – and “pathways” – various ways people can take to forge their path out of poverty
- It suggests that everyone has a role to play in making change, from households, to organizations, to the entire community and wider systems

Questions on the shared understanding of poverty

- Does the definition reflect your view of poverty? What do you like about it and what would you change?
- Is the goal the right goal for this community?
- Does the framework make sense? Do you agree with the pathways and foundations?
- What other feedback do you have on how to view the issue of poverty?
2. GAPS & BARRIERS

Many groups have conducted research on gaps and barriers and have developed recommendations for addressing poverty. We want to build on that research to develop recommendations made for London.

Gaps and barriers can exist at many levels. They may be personal, they may be about missing programs and services in the community, or they may be “big picture” gaps and barriers at the level of society.

Listening to Londoners, we have already learned about a number of gaps and barriers in our community:

- Cost of basic needs: housing, food, transportation, etc.
- Lack of jobs / precarious employment
- Difficulties exiting social services
- Lack of coordination between governments
- Short-term approaches to fixing the problem
- Stigma and negative assumptions about people living in poverty
- Isolation and exclusion

Questions on gaps and barriers
- What additional gaps and barriers exist in London that prevent people from exiting poverty?
- Are any gaps and barriers unique to London?

3. SOLUTIONS

We want to build on existing recommendations for addressing poverty. We don’t want to do work that has already been done. We are interested in identifying solutions that are appropriate to London and reflect its unique strengths and opportunities.

Thinking of solutions is not easy. We are starting the conversation today, looking for your early ideas on what this community can do differently to address poverty. This conversation will continue over the months to come.

Questions on solutions
- What should we do differently in London to address poverty?
- What solutions will work best, given London’s strengths and opportunities?
4. OTHER QUESTIONS

Other questions

- What other questions should the panel be asking the community?
- What else would you like to share with the panel?

NEXT STEPS

The panel will collect and review the feedback received from all conversations. The feedback will be used to improve the shared understanding of poverty and to begin the development of recommendations. We will host another Community Forum on December 10, 4pm-6pm at Goodwill to close this engagement phase.

In early 2016, we will share the results of this engagement phase as well as our early recommendations to ask the community if we are on the right track.

More information:

- [www.london.ca/povertypanel](http://www.london.ca/povertypanel)
- [povertypanel@london.ca](mailto:povertypanel@london.ca)

THANK YOU
PARTICIPANT FEEDBACK FORM

This feedback form is to be used with the Participant Guide

1. SHARED UNDERSTANDING OF POVERTY

Questions on the Shared Understanding of Poverty

- Does the definition reflect your experience with poverty? What do you like about it and what would you change?
- Is the goal the right goal for this community?
- Does the framework make sense? Do you agree with the pathways and foundations?
- What other feedback do you have on the Shared Understanding of Poverty?
## 2. GAPS AND BARRIERS

Gaps and barriers identified by the community:

- Cost of basic needs: housing, food, transportation, etc.
- Lack of jobs / precarious employment
- Difficulties exiting social services
- Lack of coordination between governments
- Short-term approaches to fixing the problem
- Stigma
- Isolation and exclusion

### Questions on gaps and barriers

- What additional gaps and barriers exist in London that prevent people from exiting poverty?
- Are any gaps and barriers unique to London? Please list them.
3. SOLUTIONS

Questions on solutions

- What should we do differently in London to address poverty?
- What solutions will work best, given London’s strengths and opportunities?
4. OTHER QUESTIONS

Other questions
- What other questions should the panel be asking the community?
- What else would you like to share with the panel?

THANK YOU!

4
You’re invited

Help the Mayor’s Advisory Panel on Poverty make recommendations that make real change.

The Mayor’s Advisory Panel on Poverty has six months to develop recommendations on what more we can do to address poverty in London.

These recommendations will only work if they are the community’s recommendations. The panel’s job is to listen, learn, and bring together all voices of the community.

This organization is hosting a conversation to gather community feedback on gaps, barriers and solutions to poverty in London. Please join us and share your voice.

**Conversation Information**

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More information:
povertypanel@london.ca
www.london.ca/povertypanel
Shared Understanding of Poverty
Gaps and barriers
Solutions
What else should the panel be asking the community?
Other notes
Help Yourself Through Hard Times

October 2014

Basic needs services for London and Middlesex County

www.info.london.on.ca/

Visit our online directory for a complete listing of social services in London and Middlesex.
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Help Yourself Through Hard Times lists services that provide assistance in basic material aid and emotional or social support to people during times of financial hardship. Services vary depending on availability or in case of emergency. Always check with the individual service to find out what is available. Most of the services listed are provided without charge, at low cost or geared-to-income.

Inclusion of a service does not imply endorsement by the publisher, nor does exclusion indicate a lack of endorsement.

Information London is supported by:

This book is available online at: www.info.london.on.ca. To request additional print copies of this publication for distribution, contact the City of London at 519-661-5336.

About Us
For more than 40 years, Information London has provided the community with up-to-date information about social services. Now a service of thehealthline.ca Information Network, Information London continues that tradition through its website and resource publications.

Visit our online directories:

www.info.london.on.ca     www.southwesthealthline.ca

Follow us on Twitter at:

@InfoLondonON     @THLlme
Although most of these services are located in London, some serve residents of Middlesex County as well. A legend and map for London service locations and neighbourhoods is shown below:

### London service location codes:
- NW = Northwest
- NE = Northeast
- C = Central
- SE = Southeast
- SW = Southwest
- N = North
- W = West
- E = East
- S = South
Central Food Banks

Food items provided on an emergency basis, usually a one to three day supply, once a month to once every three months. Identification for all family members and proof of income and/or residency may be required.

LONDON AND AREA FOOD BANK 519-659-4045
926 Leathorne St (at Adelaide St) E
9am-4pm Monday to Friday. Services available for Western University and Fanshawe College students: 10am-12noon Saturdays, September to April. Baby food also available. Identification for all family members and proof of income required. For satellite locations, see Neighbourhood Food Banks.

FANSHAWE COLLEGE 519-452-4282
Sharing Shop
1460 Oxford St E, Rm B1050 (at First Ave) NE
9am-4pm Monday to Friday. Hours may vary. Fanshawe College students only. If closed, go to the Student Success Centre in Room F2010.

SALVATION ARMY COMMUNITY SERVICES 519-661-0343 ext 227
Centre of Hope
281 Wellington St (at Horton St) C
8am-3:30pm Monday to Friday. Closed in December. Baby food also available. Identification, proof of income and proof of address required.

ST PAUL’S CATHEDRAL 519-434-3225
Daily Bread Program
472 Richmond St (at Queens Ave) C
9:30am-12noon Monday to Friday. Baby food also available.

WESTERN UNIVERSITY N
University Students Council Food Support Service 519-661-3574
Western University students only. E-mail usc.food.support@uwo.ca to request service. Baby food and food vouchers also available.

YOUTH ACTION CENTRE (THE) 226-777-0116
Youth Opportunities Unlimited (YOU)
332 Richmond St, Ste 102 (at York St) C
8-10am and 3-7pm Monday to Friday. 1-4pm Saturday. From the 15th to the end of the month. Youth 16 to 24 years only. Baby food also available.
Neighbourhood Food Banks

Neighbourhood food banks serve people living in the immediate area. Proof of residency, income and/or identification may be required.

**LONDON AND AREA FOOD BANK**  519-659-4045

*Satellite locations (serves area within listed postal codes):*
Note: You may not visit both the main Leathorne St site and a satellite location in the same month.

**Argyle Food Bank Depot**
Richards Memorial United Church, 360 Edgeworth Ave (near Dundas St)  E
10am-3pm second Thursday of each month.  N5V, N5W

**Northeast Food Bank Depot**
Salvation Army Hillcrest, 310 Vesta Rd (at Huron St)  NE
11am-3pm third Wednesday of each month.  N5V, N5Y

**Impact Church Food Bank**
220 Adelaide St N (near Hamilton Rd)  E
1-4pm third Thursday of each month.  N6B, N5W, N5Z

**Kinsmen Food Depot**
Kinsmen Recreation Centre, 20 Granville St (near Wharncliffe Rd N)  W
11am-3pm third Friday of each month.  N6A, N6C, N6H, N6J

**Northwest Food Bank Depot**
Northwest London Resource Centre, 1225 Wonderland Rd N  NW
10am-3:30pm third Tuesday of each month.  N6G, N6H

**CHALMERS PRESBYTERIAN CHURCH**  519-681-7242
342 Pond Mills Rd (at Commissioners Rd E)  SE
1-2pm Tuesday. Appointment required.

**CROUCH NEIGHBOURHOOD RESOURCE CENTRE**  519-642-7630
550 Hamilton Rd (near Egerton St)  SE
9am-12pm Tuesday, Thursday & Friday. Wednesday 9am-12pm, 2-4pm.
Baby food, formula, diapers & food items on emergency basis only.

**EAST LONDON FOOD BANK**  519-691-6267
Salvation Army London Village, 1340 Dundas St (at Highbury Ave)  E
10am-2pm Tuesday and Thursday. Call ahead for supply availability.

**FAMILIES FIRST COMMUNITY ACTION PLAN**  519-649-1248
*FOR CHILDREN (CAPC)*
Westminster, 1043 Southdale Rd E (at Millbank Dr)  SE
9am-12noon Monday to Friday. Baby food bank.
White Oaks, 1119 Jalna Blvd (at Bradley Ave)  S
10am-3pm Monday to Friday. Baby food bank and emergency food.
Call ahead for supply availability.
EAST LONDON UNITED CHURCH OUTREACH (ELUCO)  519-451-0600
Gethsemane Gardens, 1461 Huron St (at Sanford St)  E
9:30am-12pm Wednesday and Friday. Appointment required.

GLEN CAIRN COMMUNITY RESOURCE CENTRE  519-668-2745
244 Adelaide St S (near Commissioners Rd E)  SE
9am-4pm Monday to Friday. Baby food also available. Emergency food kits.

NORTHWEST LONDON RESOURCE CENTRE  519-471-8444
1225 Wonderland Rd N (at Gainsborough Rd)  NW
9:30-11am Tuesday to Friday. 1-4pm Thursday. Emergency food cupboard.

SALVATION ARMY WESTMINSTER PARK  519-668-0025
1190 Southdale Rd E (at Millbank Dr)  SE
Call for an appointment. Open September to June. Community meal program with neighbourhood food bank. Identification for all family members, proof of income and proof of address required.

LONDON COMMUNITY CHAPLAINCY
Southdale Chaplaincy, 975/977 Southdale Rd E  SE  519-685-2771
Limberlost Chaplaincy, 1481 Limberlost Rd, Unit 136  NW  519-472-2459
9am-4:30pm most weekdays. Hours vary. Baby food also available. Call ahead if requiring formula.

WHITE OAKS UNITED CHURCH  519-681-3229
1901 Jalna Blvd (at Southdale Rd E)  SE
1-3pm Monday and Wednesday. 10am-12noon Saturday. Emergency food pantry. Identification required.

**Breakfast Programs**

A sit-down meal is provided to individuals and families. Meals are provided free-of-charge or for a nominal fee. Schedules may change or special meals may be held during holidays or the summer.

ALL SAINTS CHURCH  519-439-4611
249 Hamilton Rd (at Adelaide St N)  E
9-11am third Saturday of each month.

BISHOP CRONYN MEMORIAL CHURCH  519-432-9348
442 William St (at Queens Ave)  C
Coffee and light snacks 9-10:45am Tuesday.

CALVARY UNITED CHURCH  519-434-5526
290 Ridout St S (at Garfield Ave)  S
9-11am third Saturday of each month.

London and Middlesex
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<tr>
<th>Name</th>
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<th>Days</th>
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<tr>
<td>CHURCH OF THE ASCENSION (ANGLICAN)</td>
<td>519-451-7780</td>
<td>2060 Dundas St E (near Wavell St)</td>
<td>7:30-10:30am third Tuesday of each month.</td>
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<tr>
<td>ELMWOOD AVENUE PRESBYTERIAN CHURCH</td>
<td>519-438-3492</td>
<td>111 Elmwood Ave E (at Cathcart St)</td>
<td>9-11am fifth Saturday of each month.</td>
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<tr>
<td>FAIRMONT UNITED CHURCH</td>
<td>519-455-7630</td>
<td>29 Tweedsmuir Ave (at Fairway Ave)</td>
<td>11:30am-1:30pm second last Saturday of each month.</td>
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<tr>
<td>ROWNTREE MEMORIAL UNITED CHURCH</td>
<td>519-432-8075</td>
<td>156 Elliott St (at Cheapside St)</td>
<td>9-10:30am third Saturday of each month.</td>
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<td>SISTERS OF ST JOSEPH HOSPITALITY CENTRE</td>
<td>519-432-0660</td>
<td>707 Dundas St E (at Lyle St)</td>
<td>9:30-11am Monday to Friday. Minimal fee. Identification required.</td>
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<tr>
<td>ST ALBAN THE MARTYR ANGLICAN CHURCH</td>
<td>519-455-5788</td>
<td>1350 Huron St (at Highbury Ave)</td>
<td>9-10:30am third Saturday of each month.</td>
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<tr>
<td>ST JAMES WESTMINSTER ANGLICAN CHURCH</td>
<td>519-432-1915</td>
<td>115 Askin St (at Wortley Rd)</td>
<td>9-11am first Saturday of each month.</td>
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<td>ST LUKE’S ANGLICAN CHURCH</td>
<td>519-432-1270</td>
<td>1204 Richmond St (north of Western University gate on Richmond St N)</td>
<td>9-11am second Saturday of each month.</td>
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<tr>
<td>ST MARTIN OF TOURS</td>
<td>519-433-8175</td>
<td>46 Cathcart St (at Elmwood Ave E)</td>
<td>9-11am fourth Saturday of each month.</td>
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<td>WESLEY KNOX UNITED CHURCH</td>
<td>519-673-4803</td>
<td>91 Askin St (at Teresa St)</td>
<td>8:45-10:30am second Saturday of each month.</td>
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<td>YOUTH ACTION CENTRE (THE)</td>
<td>226-777-0116</td>
<td>332 Richmond St, Ste 102 (at York St)</td>
<td>8-10am Monday to Friday. Youth 16 to 24 years.</td>
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London and Middlesex
Lunch & Dinner Programs

ARK AID STREET MISSION  519-667-0322
696 Dundas St E (at Lyle St)  E
6:45pm Monday to Saturday, 5pm Sunday when available. Coffee and snacks available 1:30-3:30pm Monday to Friday.

AT^LOHSA NATIVE FAMILY HEALING SERVICES  519-438-0068
343 Richmond St, Ste 109 (entrance on King St off parking lot across from the Covent Garden Market)  C
12:30-2pm Monday to Friday. Members of the First Nations community. London CAReS partner.

BETH EMMANUEL CHURCH  519-433-4311
430 Grey St (at Colborne St)  C
5pm Thursday.

DUNDAS STREET CENTRE UNITED CHURCH  519-434-9173
482 Dundas St (at Maitland St)  C
5:30pm every Wednesday from October (after Thanksgiving) to May. Fourth and fifth Wednesday only of the month from June to September.

EAST LONDON UNITED CHURCH OUTREACH (ELUCO)  519-451-3709
216 Marconi Blvd (at Noel Ave)  E
11am Wednesday. Refreshments and games also provided.

FAIRMONT UNITED CHURCH  519-455-7630
29 Tweedsmuir Ave (at Fairway Ave)  E
11:30am-1:30pm second last Saturday of each month.

FIRST ST ANDREW’S UNITED CHURCH  519-679-8182
350 Queens Ave (at Waterloo St)  C
5:30pm Monday.

GRACE UNITED CHURCH  519-451-4530
818 Hamilton Rd (at Glenwood Ave)  SE
5:30-7pm second Sunday of each month excluding July and August.

METROPOLITAN UNITED CHURCH  519-432-7189
468 Wellington St (at Dufferin Ave)  C
5:30pm Friday.

MY SISTERS’ PLACE  519-679-9570
566 Dundas St (at Adelaide St N)  C
12noon-1pm Monday to Friday. Women 16 years and over. London CAReS partner.
SALVATION ARMY
Centre of Hope - 281 Wellington St (near Horton St)  C  519-661-0343
5:15pm Wednesday and Sunday.
Hillcrest - 310 Vesta Rd (at Huron St)  NE  519-659-8568
11am-2pm Wednesday.
Westminster Park - 1190 Southdale Rd E  SE  519-668-0025
5pm Monday.

SISTERS OF ST JOSEPH HOSPITALITY CENTRE  519-432-0660
707 Dundas St (at Lyle St)  E
12noon-2pm Monday to Friday. Minimal fee. Identification required.

ST GEORGE’S ANGLICAN CHURCH  519-438-2994
227 Wharncliffe Rd (at Oxford St W)  NW
5-6pm second and fourth Friday of each month.

ST JOHN THE EVANGELIST CHURCH  519-432-3743
280 St James St (at Wellington St)  C
5-6pm Saturday. Clothing assistance offered.

ST MARTIN OF TOURS  519-433-8175
46 Cathcart St (at Elmwood Ave E)  SW
5-6pm third Sunday of each month.

ST MICHAEL’S RC PARISH  519-433-6689
511 Cheapside St (at Maitland St)  C
5:30pm Monday from September to May.

TRINITY UNITED CHURCH  519-455-2710
76 Doulton St (at Hale St)  E
5:30-6:30pm first Sunday of each month.

WESLEY KNOX UNITED CHURCH  519-673-4803
91 Askin St (at Theresa St)  SW
5pm fourth Sunday of each month.

YOUTH ACTION CENTRE (THE)  226-777-0116
332 Richmond St, Ste 102 (at York St)  C
4:30pm Monday to Friday. Youth 16 to 24 years.
Other Food Programs

COLLECTIVE KITCHENS NETWORK & COMMUNITY GARDEN PROJECT  519-432-1801
London Community Resource Centre
Cooking group offering information on healthy eating, budgeting and meal planning. Garden plots to grow vegetables and fruit available across the city. Rent is geared to income.

ST VINCENT DE PAUL SOCIETY
Food or clothing vouchers. Call any Catholic Church to arrange a home visit with a volunteer to discuss individual needs.

SALVATION ARMY  519-661-1359
Christmas Hamper Program
Western Fair District, Special Events Building, 900 King St (at Rectory St)
Provides food needed to prepare a traditional Christmas dinner and toys for children birth to 12 years.

LUSO COMMUNITY SERVICES  519-452-1466
Summer Breakfast Program
1100 Victoria Dr (beside Lord Elgin Public School)  NE
8:30-10:30am Monday to Friday, open July and August. Children living in postal codes N5Y and N5Z.

SCHOOL NUTRITION PROGRAMS
Provides breakfast, lunch and snacks to children in elementary and secondary schools in Ontario. Visit www.osnp.ca for more information.

Meal Calendar and Food Bank List

The monthly Meal Calendar gives the dates and locations of free or low-cost hot meals in London. The Food Bank List has food banks and food depots throughout the City of London.

A project of the Hunger Relief Action Coalition.

View and print the current month at Information London: www.info.london.on.ca/meal.asp
Shelters offer emergency short-term accommodation and meals. Transitional housing provides longer-term accommodation for residents with supports to assist them with independent living.

**CENTRE OF HOPE**
Salvation Army
281 Wellington St (at Horton St) C
Emergency shelter and transitional housing for single men and women 16 years and over.

**MEN’S MISSION AND REHABILITATION CENTRE**
Mission Services of London
459 York St (and Maitland St) C
Emergency shelter and transitional housing for homeless men 16 years and over. Services include a life skills program.

**ROTHOLME WOMEN’S AND FAMILY SHELTER**
Mission Services of London
42 Stanley St (at Wharncliffe Rd S) C
Emergency shelter for parents and their children. Services include crisis support, advocacy and referrals to community agencies.

**UNITY PROJECT FOR RELIEF OF HOMELESS IN LONDON**
717 Dundas St E (rear building, at Lyle St) C 519-433-8700
Emergency shelter and transitional housing for men, women and couples 18 years and over. Services include food, clothing, peer support and counselling. 24-hour support, counselling and emergency admission.

**WOMEN’S COMMUNITY HOUSE**
(Crisis & 24hr Helpline) 519-642-3000 or 1-800-265-1576
(Office) 519-642-3003 ext 0
101 Wellington Rd (at McClary Ave) S
450 Clarke Rd (at Dundas St) E
Emergency shelter, second stage housing, transitional outreach and telephone helpline for abused women and their children.

**YOU’RE HOME**
Youth Opportunities Unlimited
332 Richmond St (at York St) C
Transitional housing for youth. Services include peer support, life training, pre-employment preparation and educational planning support.
Emergency shelter for abused women and their children belonging to the First Nations community.

**SOCIAL & AFFORDABLE HOUSING**

See *Money* for more financial assistance programs to help with housing costs, such as the Housing Stability Fund.

**HOUSING ACCESS CENTRE (HAC)**

City of London, Housing Division  
Email: hac@london.ca

379 Dundas St, Ste 116 (at Colborne St)
Information and applications for social and affordable housing programs, services, management and subsidy programs in London and Middlesex.

**LONDON AND MIDDLESEX HOUSING CORPORATION**

379 Dundas St, Ste 207 (at Colborne St)
Provides rent-g geared-to-income housing accommodation. Information and list of properties available at [www.london-housing.ca](http://www.london-housing.ca).

**LONDON HOUSING REGISTRY**

379 Dundas St, Ste 203 (at Colborne St)
Resource centre that assists individuals and families in a housing crisis to find affordable and private housing.

**CANADA MORTGAGE AND HOUSING CORPORATION Assistance Programs**

1-800-668-2642
Residential Rehabilitation Assistance Program (RRAP) provides forgivable or repayable loans to upgrade housing to livable standards. Also offers affordable housing programs for older adults, people with disabilities and native peoples.

**DISABLED AND SENIORS EXEMPTION PROGRAM**

The Municipal Property Assessment Corporation  
1-866-296-6722
Property tax relief program for homes built or modified to accommodate seniors and/or persons with disabilities.

**ONTARIO MARCH OF DIMES, SOUTHWEST REGION**

1-877-369-4867
Home and Vehicle Modification
291 King St, 3rd Fl (at Wellington St)
Financial assistance towards the cost of home or vehicle modifications for eligible Ontario residents who have a long-term physical disability.
Housing Rights & Standards

See Advocacy & Legal for more services that help tenants.

ONTARIO TENANTS RIGHTS  www.ontariotenants.ca/
Tenant rights, social justice and rental housing issues information.

LANDLORD AND TENANT BOARD  1-888-332-3234
Southwestern Regional Office
150 Dufferin Ave, Ste 400 (at Richmond St)
Tenant and landlord rights, dispute resolution and rent increase regulation information. Access to the Residential Tenancies Act.

SPECIAL RISK CITIZENS  519-663-5317 ext 2300
Middlesex-London Health Unit, Environmental Health Services
201 Queens Ave, 4th Fl
Health inspection program to assist seniors and individuals with physical disabilities living in squalor and refer to organizations that can help.

DROP-IN CENTRES, STREET OUTREACH & CRASHBEDS

Drop-in centres provide social and recreational activities, snacks, information, support and in some cases, counselling. Showers and laundry facilities may be available. Street outreach programs provide relief and transitional support to individuals living on the street. Crashbeds provide a place to stay overnight as an alternative to emergency shelters.

LONDON CAReS  519-667-CARE (2273)
London Community Addiction Response Strategy
Outreach and housing stability service for individuals experiencing homelessness. Services include foot and mobile outreach, housing stability support and housing with support program for Veterans experiencing homelessness.

ARK AID STREET MISSION  519-667-0322
696 Dundas St E (at Lyle St)
9am-9pm Monday to Friday. 6:45-9pm Saturday. Drop-in centre. Services include counselling, job support, computer literacy and basic skills, social activities and outreach.

AT^LOHSA NATIVE FAMILY HEALING SERVICES  519-438-0068
343 Richmond St, Ste 109
Administration 12:30-2pm Monday to Friday. Shelter 24 hours. Drop-in centre for members of the First Nations community. London CAReS Partner.
Youth Community Support
601 Queens Ave (at Adelaide St) C
Outreach for youth 16 to 21 years who are transitioning from shelters.

LONDON COFFEE HOUSE PROGRAM 519-439-9000
Canadian Mental Health Association (CMHA) 519-439-9000
538 Dundas St (at William St) until December 2014 C
Opening at Hamilton Rd and Redan St in 2015 519-439-9000
3-5pm Monday to Friday. Drop-in centre for adults 20 years and over with limited social and/or financial resources, including adults with mental health issues.

LONDON INTERCOMMUNITY HEALTH CENTRE
Programs for people who are homeless. Services include health care, screenings, counselling, advocacy, outreach and crisis intervention.

Dundas St Site, 659 Dundas St E 519-660-0874
9am-5pm Monday to Friday. Clinic hours 9am-5pm Monday and Friday. 9am-9pm Tuesday and Wednesday. 10:30am-5pm Thursday. Closed the fourth Thursday of each month from 10:30am-12noon.

Huron St Site, 1355 Huron St, Unit 7 NE 519-659-6399
9am-5pm Monday to Friday. Clinic hours 9am-9pm Monday. 9am-5pm Tuesday, Wednesday, Friday. 10:30am-5pm Thursday. Closed the fourth Thursday of each month from 10:30am-12noon.

LONDON YOUTH FOR CHRIST 519-686-0093
254 Adelaide St S (at Commissioners Rd E) S
9am-5pm Monday to Friday. Christian outreach for youth.

Streetlight
First Baptist Church, 568 Richmond St (at Albert St) C
7-9pm Tuesday and Thursday. Mobile drop-in centre for youth 24 years and under.

MISSION SERVICES OF LONDON 519-439-0239
415 Hamilton Rd (at Rectory St) C
Crashbeds Program 519-439-0239
9pm-7am daily (women use front entrance, men use rear entrance). Adults 16 years and over experiencing mental health and or substance use issues. Beds available on a first come, first serve basis.

The Gathering Place 519-495-8545
7-11am daily (entrance at back of building, southwest corner). Drop-in centre for individuals 16 years and over. Services include a safe day space, aid with daily living requirements, showers and nourishment when provisions are available.

Streetscape 519-439-7700
457 York St (west end of building)
Adovocacy and support for individuals 16 years and over with menal health issues.
MY SISTERS’ PLACE  519-679-9570
Canadian Mental Health Association (CMHA)
556 Dundas St (at Adelaide St N)  C
10am-3pm and 6-9pm Monday to Friday. 11am-2pm Saturday and Sunday.
Drop-in centre for women 16 years and over. CounterPoint needle exchange program. London CARES Partner.

FELLOWSHIP CENTRE  519-434-3225
St Paul’s Cathedral, 472 Richmond St (at Queens Ave)  C
Drop-in centre for adults 20 years and over dealing with poverty, homelessness and/or unemployment.

WESTERN AREA YOUTH SERVICES (WAYS)  (Crisis) 519-433-0334
714 York St (at Lyle St)  C
Community services and residential programs for children, youth and their families.

YOUTH OPPORTUNITIES UNLIMITED (YOU)  226-777-0116
Youth Action Centre (The)
332 Richmond St, Ste 102 (at York St)  C
8am-9pm Monday-Friday. Drop-in centre offering outreach and support services for youth 16 to 24 years.

Service Canada
Information on federal government programs, including benefits, seniors’ pensions and employment programs.

London Service Canada Centre
1-800-O-Canada (622-6232)
Dominion Public Building, 457 Richmond St (at Queens Ave)

www.servicecanada.gc.ca
APPLYING FOR ONTARIO WORKS

Two ways to apply for Ontario Works

Phone
519-661-4520 ext 3
(Monday – Friday 8:30 a.m. – 4:00 p.m.)

Online
www.ontario.ca/socialassistance

The online application is:
• Confidential
• Convenient
• Available 24 hours a day, 7 days a week
• Accessible for people with disabilities
• Available in English and French

If you have trouble using the Online Application for Social Assistance, please call Service Ontario at 1-855-231-1255.

Social Services – Market Tower
P.O. Box 5045
151 Dundas St. 2nd Fl
London, ON N6A 4L6
519-661-4520

Social Services – Northland Mall
107-1275 Highbury Ave N
London, ON N5Y 1A8
CLOTHING &
HOUSEHOLD ITEMS

Many services listed in this booklet arrange for clothing, furniture and other material aid to help clients whenever possible. Sharing shops offer used goods for purchase or exchange of another item. Thrift stores sell used clothing, furniture and/or household articles.

KOATS FOR KIDS  
Boys & Girls Club of London, 184 Horton St E (at Richmond St N)  
Winter coats for children in need under 18 years. Distributed in November.

Sharing Shops

FANSHAWE COLLEGE  
Sharing Shop  
1460 Oxford St W, Rm B1050 (at Sanitorium Rd)  
Clothing exchange for Fanshawe College students.

LIFE*SPIN FREE STORE  
872 Dundas St E (at Ontario St)  
10am-2pm Thursday. Clothing and household article exchange. Provides new backpacks and school supplies seasonally.

Thrift Stores

ARK AID STREET MISSION  
696 Dundas St E (at Lyle St)  
Low-cost clothing available Tuesday, Wednesday and Thursday afternoons.

GOODWILL INDUSTRIES, ONTARIO GREAT LAKES  
255 Horton St E  
1044 Adelaide St N (Goodwill Bookstore)  
1165 Oxford St E  
1225 Wonderland Rd N (Sherwood Forest Mall)  
3410 White Oak Rd (Goodwill Outlet – By the Pound)  
9am-6pm Monday to Friday. 9am-4pm Saturday. Sells new and used building and renovating materials below regular cost.

HABITAT FOR HUMANITY RESTORE  
317 Adelaide St S  
40 Pacific Ct, Unit 2  
9am-6pm Monday to Friday. 9am-4pm Saturday. Sells new and used building and renovating materials below regular cost.
MAY COURT SHOP
519-439-4811
May Court Club of London
594 Dundas St (at Adelaide St)  C
10am-4pm Tuesday to Friday. 11am-2pm Saturday. July: 10am-4pm Tuesday to Thursday. Sells used clothing on consignment.

MISSION STORE (THE)
519-438-3056
Mission Services of London
300 William St (at Bathurst St)  C
Accepts vouchers provided by agencies and churches.

MY NEIGHBOUR'S CLOSET
519-451-4334
476 Clarke Rd (north of Dundas St)  E
10am-4:30pm Monday to Friday. 10am-4pm Saturday.

NEARLY NEW SHOP
519-660-6198
Church of St Jude, 1537 Adelaide St N (at Fanshawe Park Rd)  NE
10am-12noon Tuesday. 9am-12noon Saturday.

ST VINCENT DE PAUL SOCIETY
585 York St (at Adelaide St)  C 519-438-7071
9am-4pm Saturday.
1005 Elias St (at Quebec St)  E 519-433-9210

SUSAN'S PLACE  www.susansplace.ca/
London Christian Academy, 85 Charles St (portables behind school)  W
Monday, Thursday and Friday before school. 3:30-5pm Tuesday. 9am-12noon first Saturday of the month (excluding January, July and August). Sells used children’s clothing and footwear on consignment.

MONEY
A variety of programs are available to help with financial matters, including basic income support, budgeting advice and purchasing necessary items. See Social & Affordable Housing, Advocacy & Legal and Health Care for additional financial assistance services.

Basic Income & Employment Supports
ONTARIO WORKS (OW)  519-661-4520 Option 3
City of London, Social Services  www.ontario.ca/socialassistance
Market Tower, 151 Dundas St, 2nd Fl (at Richmond St)  C
Northland Mall, 107-1275 Highbury Ave N (Huron St)  NE
Income support for food, shelter, household and personal needs, along with help finding employment. Special allowances/health benefits may be available as a supplement to the monthly cheque.
Income and employment supports for adults 18 years and over with a physical disability or mental health issue that is continuous or recurrent and expected to last one year or more.

Emergency & Supplementary Assistance

DISCRETIONARY BENEFITS 519-661-5910
City of London, Social Services
Market Tower, 151 Dundas St, 3rd Fl (at Richmond St) C
Special fund for social assistance recipients and low income Londoners to pay for necessary medical goods and related items (e.g., dentures, emergency dental, essential furniture, funerals and burials).

HOUSING SUPPORT SERVICES 519-661-0343 ext 300
Salvation Army Centre of Hope
281 Wellington St (at Horton St) C
Housing Stability Bank - Financial assistance to Londoners with low income or those at risk of homelessness to obtain and retain housing.
Rental Assistance - Interest-free loan/grant program to help pay due or last month’s rent for those behind in rent, facing eviction or moving to a new home in London.
Emergency Utility Assistance - Grant program to assist with water, gas or electricity bills for those who are facing disconnection of utility services or have been disconnected.

Other Financial Assistance Programs for Children & Families

CHILD CARE FEE SUBSIDY 519-661-4834
City of London, Neighbourhood, Children and Fire Services
Market Tower, 151 Dundas St, 4th Fl (at Richmond St) C
Financial assistance to parents of children birth to 12 years, who have low income or receive social assistance and to parents of children birth to 18 years with a special need. Application forms available from child care centres and the City of London.

FAMILY SUPPORT PROGRAM 519-661-5550
City of London, Social Services
Market Tower, 151 Dundas St, 3rd Fl (at Richmond St) C
Assists Ontario Works recipients to obtain child and spousal support payments.
Canada Child Tax Benefit - Tax-free monthly benefit, based on annual family income, made to eligible families to help with the cost of raising children under 18 years.

National Child Care Benefit - Tax-free monthly benefit of $100 per month per child under 6 years to assist with the cost of child care.

Ontario Ministry of Children & Youth Services 519-438-5111
217 York St, Ste 203 (at Clarence St)  C

Assistance for Children with Severe Disabilities - Financial support for parents or legal guardians who have a child under 18 years with a severe disability who lives at home. Must meet income level criteria.

Special Services at Home - Supports families caring for children with a physical or developmental disability who live at home.

FAMILY RESPONSIBILITY OFFICE 1-888-815-2757
Ontario Ministry of Community and Social Services
Helps families get the financial support they are entitled to by enforcing court ordered responsibilities and domestic contracts. Ensures compliance with support orders from reciprocating jurisdictions.

Ontario Ministry of Finance 1-866-668-8297
Monthly supplement to help with child care costs to parents of children, birth to 7 years, who have low or middle income. Parents may either be working, in school or at home. Applications accepted annually.

Tax Credits & Exemptions

GST/HST Credit for Individuals 1-800-959-1953
Canada Revenue Agency
Tax-free payment based on annual family income to help individuals and families offset the cost of GST/HST.

Ontario Ministry of Finance 1-866-668-8297
Tax credits and exemptions for persons with a disability, such as the Ontario Motor Vehicle Tax Rebate and Ontario Retail Sales Tax Exemption.
Income Support for Contributors

EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA
Service Canada Centre, 457 Richmond St (at Queens Ave) C

Employment Insurance Program (EI) 1-800-206-7218
Basic income protection and re-employment benefits to unemployed workers. Benefits for interruption of earnings due to illness, injury, pregnancy, compassion, adoption or parental leave.

Public Pensions & Disability Benefits 1-800-277-9914
Old Age Security (OAS) benefits and other benefits for seniors. Canada Pension Plan (CPP) including disability, survivors’ and death benefits and international social security agreements.

VETERANS AFFAIRS CANADA 1-866-522-2122
Pensions and allowances for veterans and their dependants in Canada, including financial help for emergencies such as shelter and health care.

WORKPLACE SAFETY AND INSURANCE BOARD 1-800-387-0750
148 Fullarton St, 7th Fl (at Richmond St) C
Insurance benefits in case of injury or death occurring at work.

Budget & Debt Counselling

CREDIT COUNSELLING 519-433-0159
Family Service Thames Valley
125 Woodward Ave (between Oxford St W and Riverside Dr) W
Budget counselling, debt management programs, third party mediation and bankruptcy counselling. Application and assessment required. Service locations in Middlesex County.

OFFICE OF THE COMMUNITY ADVOCATE 519-438-8676
LIFE*SPIN
866A Dundas St E (at Ontario St) SE
Assists with completion of forms for ODSP, OAS, GIS, subsidized housing and assistive devices. Issues vouchers for Mission Store, Sleep Country and Health Access vouchers. Volunteer income tax program available.

OFFICE OF THE SUPERINTENDENT OF BANKRUPTCY
London District Office, Industry Canada 1-877-376-9902
451 Talbot St, Ste 303 (at Queens Ave) C
Supervises the administration of estates in bankruptcy. Individuals or businesses who want to declare bankruptcy must first contact a Bankruptcy Trustee.
EMPLOYMENT ASSISTANCE

Employment assistance programs help people prepare for and find employment. Services include résumé and interview assistance, skills training and job finding clubs.

JOB BANK

Website of employment opportunities across Canada.

LINK2WORK

Website of employment and training resources for London and Middlesex.

EMPLOYMENT ONTARIO

(Hotline) 1-800-387-5656
TTY: 1-866-533-6339

Helps people in Ontario get job training skills and the experience they need to find employment. Ontario Employment Services:

- **College Boreal, Employment Options**
  Citi Plaza, 355 Wellington St, Ste 142 (at King St) 519-672-1562
  C

- **Fanshawe College, Community Employment Services**
  Citi Plaza, 355 Wellington St, Unit 114 (at King St) 519-432-1751
  C
  Nelson Plaza, 155 Clarke Rd (at Trafalgar St) 519-432-1220
  E

- **Goodwill Industries, Ontario Great Lakes**
  255 Horton St, 2nd Fl (at Wellington St) 519-850-9000
  C

- **London Employment Help Centre**
  150 Dufferin Ave, Main Fl (at Richmond St) 519-439-0501
  C

- **London Training Centre**
  317 Adelaide St S, Unit 110 (at Commissioners Rd E) 519-685-4331
  S

- **Nokee Kwe**
  1069 Wellington Rd S, Ste 104 (at Bradley Ave) 519-667-7088
  S

- **WIL Employment Connections**
  141 Dundas St, 4th Fl (at Richmond St) 519-663-0774
  C

- **Youth Opportunities Unlimited**
  Employment Resource Centre, 141 Dundas St, 2nd Fl 519-432-1112
  C
EMPLOYMENT RESOURCE CENTRE
Association Canadienne-Française de l’Ontario – Regional Board of London-Sarnia 519-850-2236
495 Richmond St, Unit 200 (at Richmond St) C

ACCESS CENTRE FOR REGULATED EMPLOYMENT 519-858-2348
171 Queens Ave, Ste 320 (at Richmond St) C
Information and application assistance for newcomers and internationally trained individuals.

ETAC EMPLOYMENT RESOURCE CENTRE 519-858-4500
ATN Access for Persons with Disabilities
The Skill Centre, 141 Dundas St, 5th Fl, Room 509 (at Richmond St) C

LONDON CROSS CULTURAL LEARNER CENTRE 519-432-1133
Job Search Workshop for Newcomers
505 Dundas St E (at Adelaide St N) E

PATHWAYS SKILL DEVELOPMENT & PLACEMENT CENTRE 519-667-7795
210 Dundas St, 2nd Fl (at Clarence St) C

OVER 55 (LONDON) 519-438-1111
Kiwanis Seniors Community Centre
78 Riverside Dr (at Wharncliffe Rd S) SW

Employment Assistance for People with Disabilities

ATN ACCESS FOR PERSONS WITH DISABILITIES
The Skill Centre, 141 Dundas St, Ste 504 C 519-433-7950
Tanys Quesnel Living Learning Centre W 519-432-7087
101 Cherryhill Blvd, Unit 113 (at Oxford St W)
Computer training and computer-assisted learning for individuals with disabilities.

CANADIAN HEARING SOCIETY, LONDON REGION 519-667-3325
181 Wellington St (at Grey St) C

CANADIAN MENTAL HEALTH ASSOCIATION (CMHA) 519-668-0624
Vocational Rehabilitation Services
534 Queens Ave (at William St) C
Employment consultations, workplace social skills training and support for adults 16 years and over with a serious mental illness.

COMMUNITY LIVING LONDON 519-673-5600
Employment Services, 379 Dundas St, Ste 120 (at Colborne St) C

London and Middlesex 25
EMPLOYMENT SKILLS
LifeSkills Centre  519-680-3808
111 Belmont Dr, Ste 102 (at Wharncliffe Rd S)  SW
Assists individuals with disabilities to find ODSP Employment Supports.

HUTTON HOUSE LEARNING CENTRE  519-472-1541 ext 232
Employment Services, Cherryhill Village Mall, 301 Oxford St W  NW

LEADS EMPLOYMENT SERVICES  519-439-0352
171 Queens Ave, Ste 410 (at Richmond St)  C

LEARNING DISABILITIES ASSOCIATION OF ONTARIO  519-438-6213
Employment/Employer Services
303 Richmond St, Unit 205 (at Bathurst St)  C
Support to employees/employers with regard to learning disabilities.

NEW FRONTIERS SUPPORT SERVICES  519-439-8000
111 Waterloo St, Ste 403 (at South St)  C
Support services, employment and volunteer activities for adults with intellectual disabilities.

ONTARIO MARCH OF DIMES  519-642-3999
Employment Services, 920 Commissioners Rd E (at Adelaide St)  S

MENTAL HEALTH

Community mental health programs help people who have a mental illness live safely in the community. If you are at immediate risk of harm to yourself or others as a result of a crisis, go to the emergency department or call 911. See also Drop-in Centres for services to people who are homeless.

LONDON AND DISTRICT DISTRESS CENTRE  519-667-6709
Help by telephone offered 24 hours daily.
Distress Line:  519-667-6711
Crisis Response Line:  1-866-933-2023 or 519-433-2023
Senior’s Helpline:  519-667-6600

CANADIAN MENTAL HEALTH ASSOCIATION (CMHA)
534 Queens Ave (at William St)  C  519-668-0624
      519-434-9191
Email: info@cmhamiddlesex.ca

Information and referral to community and professional resources. Education support groups on a variety of topics. Community programs include crisis services, residential crisis support beds, drop-ins, outreach, women’s resources and housing advocacy.
CHILD AND PARENT RESOURCE INSTITUTE (CPRI)  519-858-2774
600 Sanatorium Rd (at Oxford St W)   SW
Mental health resource centre for children and youth under 18 years and their families, guardians and caregivers.

MENTALHEALTH4KIDS.CA  www.mentalhealth4kids.ca
Website for youth, parents, educators and health care providers with information about mental health related services.

YOUTH MENTAL HEALTH SERVICES  (Intake and Crisis) 519-433-0334
Centralized intake for Craigwood Youth Services, Vanier Children’s Services and Western Area Youth Services (WAYS).

SOUTHWEST ONTARIO ABORIGINAL HEALTH ACCESS CENTRE  519-672-4079
425-427 William St (between Dundas St and Queens Ave)  C
Mental health services for the Aboriginal community.

Peer Support:

CAN-VOICE (CONSUMER SURVIVOR COMMUNITY SUPPORT SERVICES)  519-434-8303
450 Spruce St (near First St and Second St)  NE
10:30am-4pm Monday to Thursday. Adults 16 years and over.

CITY ART CENTRE  519-433-0991
652 Elizabeth St, 2nd Fl (at Oxford St E)  E
11:30am-4pm Monday to Friday. Focus on artistic expression and skill development.

CONNECT FOR MENTAL HEALTH  www.connectformh.ca
Weekly social and recovery groups.

MINDYOURMIND.CA  www.mindyourmind.ca/
Website for youth providing a peer forum for shared resources, information and experience about mental health and stress management.

Family Counselling

ARK AID STREET MISSION  519-667-0322
696 Dundas St E (at Lyle St)  E
Individual, family, marital, career, financial counselling etc.

DAYA COUNSELLING CENTRE  519-434-0077
141 Dundas St, 6th Fl (at Richmond St)  C
Counselling for individuals, couples and families 16 years and over. Fee is based on ability to pay.

London and Middlesex
FAMILY SERVICE THAMES VALLEY  519-433-0183
125 Woodward Ave (at Oxford St W)  W
Counselling for individuals, couples and families. Fee is based on ability to pay. Locations in Middlesex County. Call for information.

### Ontario Addiction & Mental Health Helplines

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Health Helpline</td>
<td>1-866-531-2600</td>
</tr>
<tr>
<td>Drug and Alcohol Helpline</td>
<td>1-800-565-8603</td>
</tr>
<tr>
<td>Ontario Problem Gambling Helpline</td>
<td>1-888-230-3505</td>
</tr>
</tbody>
</table>

Operated by ConnexOntario:
www.connexontario.ca/.

### ADDICTIONS

#### LONDON CAReS  519-667-CARE (2273)
**London Community Addiction Response Strategy**
Outreach and housing stability service for individuals and families experiencing homelessness. Services include foot and mobile outreach, housing stability support, housing with support program for Veterans experiencing homelessness and syringe recovery program.

#### ADDICTION SERVICES OF THAMES VALLEY  519-673-3242
200 Queens Ave, Ste 260 (at Clarence St)  C
Assessment, treatment planning and referral for alcohol, drugs and gambling. Walk-in intake for substance abuse concerns.

#### MY SISTERS’ PLACE  519-679-9570
566 Dundas St (at Adelaide St N)  E
Addiction support group for women.

#### N'AMERIND (LONDON) FRIENDSHIP CENTRE  519-672-0131
260 Colborne St (Horton St E)  C
Alcohol, drug or solvent abuse support for Aboriginals, First Nations individuals and families.

#### COUNTERPOINT  1-866-920-1601
**Regional HIV/AIDS Connection**
186 King St, Ste 30 (between Richmond St and Clarence St)
Information about drug treatment and injection options, outreach and needle exchanges.
12-Step Programs

These groups hold meetings and support groups at various locations in London and area. Call for locations and times.

AL-ANON/ALATEEN 519-457-9393
ALCOHOLICS ANONYMOUS 519-438-1122
GAMBLERS ANONYMOUS 519-668-3030
NARCOTICS ANONYMOUS 1-888-811-3887
OVEREATERS ANONYMOUS 519-457-8686
AT^LOHSA NATIVE FAMILY HEALING SERVICES 519-438-0068
COALITION OF SEXUAL AND RELATIONSHIP 519-640-2025
ADDITION RECOVERY GROUPS

Alcohol & Drug Residential Programs

WITHDRAWAL MANAGEMENT CENTRE 519-432-7241
Salvation Army, Centre of Hope  C
281 Wellington St (at Horton St)
Acute detoxification for adults 16 years and over. 24-hour admission.

QUINTIN WARNER HOUSE 519-434-8041
Mission Services of London  C
477 Queen Ave (at Maitland St)
Recovery home with prevention services for men 18 to 60 years who have graduated from an addictions treatment program. Annexes at 440 and 479 Maitland St for aftercare stays of up to one year.

TEEN CHALLENGE CANADA 519-652-0777
9340 Sharon Rd (near Westdel Bourne) SW
Rehabilitation program for men 18 years and over with drug and/or alcohol addictions.

TURNING POINT INCORPORATED
612 Mornington Ave  E (Women’s Residence) 519-659-2250
225 Wharncliffe Rd N  C (Men’s Residence) 519-439-9034
Residential recovery homes for individuals 16 years and over.
HEALTH CARE

Community care, public health and government health care programs are listed here. Some services do not require a valid Ontario health card. Check with the provider. For a list of walk-in and other medical clinics, visit www.southwesthealthline.ca.

MINISTRY OF HEALTH AND LONG-TERM CARE

Assistive Devices and Home Oxygen Programs 1-800-268-6021
Assistive Devices Program (ADP) - Assists with the cost of authorized devices and supplies for persons with a physical disability lasting 6 months or longer. Specific eligibility criteria for each device category.
Home Oxygen Program (HOP) - Assists with the cost of oxygen and equipment for individuals on long-term oxygen therapy.

Health Care Services, OHIP 1-800-267-8097
217 York St, 5th Fl
Issues health cards that allow eligible persons to receive certain health care services free of charge.

Trillium Drug Program 1-800-575-5386
Assists with the cost of certain prescription drugs for eligible people.

Telehealth Ontario 1-866-797-0000
Registered nurses provide 24-hour health information by telephone.

SOUTH WEST COMMUNITY CARE ACCESS CENTRE
ACCESS CENTRE (CCAC) 519-473-2222
356 Oxford St W (at Beaverbrook Ave) gethelp@sw.ccac-ont.ca
Information about community health and support services. Coordinates access to publicly-funded home health care and long-term care homes.

MIDDLESEX-LONDON HEALTH UNIT 519-663-5317
50 King St (at Ridout St)
Information and services to promote health and prevent disease. See page 32 for more information.

SOUTHWEST ONTARIO ABORIGINAL
HEALTH ACCESS CENTRE 519-672-4079
427 William St (between Dundas St and Queens Ave)
Health and mental health services combining traditional healing and Western medical practices to the Aboriginal community.

LONDON INTERCOMMUNITY HEALTH CENTRE
Dundas St Site, 659 Dundas St E E 519-660-0874
Huron St Site, 1355 Huron St, Unit 7 NE 519-659-6399
Wellington St Site, Centre of Hope, 281 Wellington St C 519-645-2348
Primary health care, health promotion and community programs.
OPTIONS CLINIC – ANONYMOUS HIV TESTING
No identification required. By appointment only. Results in 20 minutes. Pre and post-test counselling and information.
London InterCommunity Health Centre, 659 Dundas St  519-673-4427
9am-5pm Monday, Tuesday, Friday. 9am-9pm Wednesday. 10:30am-5pm Thursday.
Regional HIV/AIDS Connection, 186 King St Unit 30  519-434-1601
3-5pm Wednesday and Friday.
Youth Action Centre Options Clinic, 332 Richmond St  519-434-6500
Central Spa (Bathhouse), 728 York St  519-438-2625
Men with male partners only. 11:30am-1:30pm Monday. 6-9pm Thursday.

REGIONAL HIV/AIDS CONNECTION  519-434-1601
186 King St, Ste 30 (Richmond St and Clarence Ave)  C
Counselling, referrals, prevention services and practical supports for people living with or affected by HIV/AIDS and Hepatitis C. Outreach services across the South West region. CounterPoint Needle Exchange. London CAReS partner. Open Closet - A support group for gay, lesbian, bisexual and transgender youth.

Find a Doctor

HEALTH CARE CONNECT  1-800-445-1822
Ministry of Health and Long-Term Care
Telephone referral service connecting people in Ontario without a family health care provider with doctors/nurse practitioners accepting new patients.

LONDON AND DISTRICT ACADEMY OF MEDICINE  519-673-0950
Website that lists doctors who are accepting new patients.  www.ldam.ca/

London and Middlesex  31
The Middlesex-London Health Unit is public health in London and Middlesex County. Our many programs and services are designed to help you live a healthy life, free from disease and injury.

**Clinic Services at 50 King St, London**

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Birth control options, testing and treatment of sexually transmitted infections, free needle exchange.</td>
<td>519-663-5446</td>
</tr>
<tr>
<td>Breastfeeding Clinics, by appointment in London and Strathroy. Call for an appointment.</td>
<td>519-850-2280</td>
</tr>
<tr>
<td>Well Baby/Child &amp; Breastfeeding Clinics (drop-in), call or visit our website for full schedule.</td>
<td>519-850-2280</td>
</tr>
<tr>
<td>Dental Clinic, free for children 0-17 years of families who receive Ontario Works benefits, Healthy Smiles Ontario and CINOT Program.</td>
<td>519-663-5449 519-663-5317 ext 2231</td>
</tr>
<tr>
<td>Family Health Clinic – A nurse practitioner sees families with children 6 and under, and high school students without a family doctor. No health card required. Call for appointment. Email: <a href="mailto:familyhealthclinic@mlhu.on.ca">familyhealthclinic@mlhu.on.ca</a>.</td>
<td>519-663-5317 ext 2317</td>
</tr>
<tr>
<td>Immunization Clinic, walk-in or by appointment. Call or visit our website for clinic hours.</td>
<td>519-663-5317 ext 2330</td>
</tr>
<tr>
<td>Travel Clinic - Travel-related immunizations.</td>
<td>519-663-3395</td>
</tr>
<tr>
<td>Smart Start for Babies – Prenatal and postnatal nutrition and support program. Call to find out if this program is right for you.</td>
<td>519-646-2961</td>
</tr>
<tr>
<td>Healthy Babies Healthy Children – Home visits may be offered to pregnant women and parents of new babies and children up to age 6. Call for info.</td>
<td>519-850-2280</td>
</tr>
</tbody>
</table>

**Clinic Services at Kenwick Mall, 51 Front St E, Strathroy**

<table>
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<tbody>
<tr>
<td>Immunization Clinic, 3:30-7:30pm first Tuesday of each month.</td>
<td>519-245-3230</td>
</tr>
<tr>
<td>Birth Control, testing &amp; treatment of sexually transmitted infections. Call for an appointment.</td>
<td>519-663-5446</td>
</tr>
<tr>
<td>Breastfeeding Clinics, by appointment in Strathroy and London, visit. Call for an appointment.</td>
<td>519-850-2280</td>
</tr>
<tr>
<td>Well Baby/Child &amp; Breastfeeding Clinics (drop-in), Call or visit our website for full schedule.</td>
<td>519-850-2280</td>
</tr>
<tr>
<td>Family Health Clinic – A nurse practitioner sees families with children 6 and under, and high school students without a family doctor. No health card required. Call for an appointment. Email: <a href="mailto:familyhealthclinic@mlhu.on.ca">familyhealthclinic@mlhu.on.ca</a>.</td>
<td>519-663-5317 ext 2317</td>
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**Phone Services**

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
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</thead>
<tbody>
<tr>
<td>Communicable Disease Information Line</td>
<td>519-663-5317 ext 2330</td>
</tr>
<tr>
<td>Immunization Records</td>
<td>519-663-5317 ext 2452</td>
</tr>
<tr>
<td>Food Safety, Water Quality, Air Quality &amp; Tobacco Enforcement Questions/Complaints</td>
<td>519-663-5317 ext 2300</td>
</tr>
<tr>
<td>Prenatal Classes Registration</td>
<td>519-663-5317 ext 2772</td>
</tr>
<tr>
<td>Health Connection, health information for families, 8:30am-4:30pm Mon-Fri</td>
<td>519-850-2280</td>
</tr>
<tr>
<td>tykeTALK, speech and language services for children birth to five years</td>
<td>519-663-5317 ext 2224</td>
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</tbody>
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**After Hours Services**

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
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<tbody>
<tr>
<td>24/7 EMERGENCIES such as animal bite, food poisoning, disease outbreak or natural disaster</td>
<td>519-675-7523</td>
</tr>
<tr>
<td>Infantline, 4:30-10pm Monday to Friday. 10am-8pm weekends and holidays</td>
<td>519-675-8444</td>
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</tbody>
</table>
Dental Care

DENTAL CLINIC, MIDDLESEX-LONDON HEALTH UNIT 519-663-5449
Oral Health Team, 50 King St (at Ridout St) C
Emergency dental care at no cost for Ontario Works adult clients and other eligible individuals.
Children in Need of Treatment (CINOT) 519-663-5317 ext 2231
No-cost dental care for eligible children with urgent treatment needs.
Healthy Smiles Ontario (HSO) – No cost dental care for eligible children and youth 17 and under.

DENTAL CLINIC, SCHULICH MEDICINE AND DENTISTRY
Western University, Dental Sciences Building 519-661-3326
Low-cost dental treatment provided to adults by dental students.
Children’s Dental Clinic 519-661-3329
Children 2 to 12 years.
Dental Outreach Community Service (DOCS) 519-661-3326
Free dental care to families with low income and no access to dental insurance. Prescreening by a participating agency.

Parenting & Health Programs
For Young Families

See also Community Centres and Family Centres for more programs.

MIDDLESEX-LONDON HEALTH UNIT 519-850-2280
50 King St (at Ridout St) C
Family Health Services Infantline: 519-675-8444
Information and advice about family health, parenting and infant care. Referrals to the Health Unit and community programs. See page 32 for more information.
IPARENT.NET www.iparent.net
Website with information on parenting resources in London and Middlesex.

CROUCH NEIGHBOURHOOD RESOURCE CENTRE 519-642-7630
Child and Youth Programs ext 228 SE
550 Hamilton Rd (near Egerton St) Leadership opportunities, nutrition, recreation, education and after school programs for children and youth 10 to 17 years.

FAMILIES FIRST COMMUNITY ACTION PLAN FOR CHILDREN (CAPC), WHITE OAKS 519-649-1248
1119 Jalna Blvd (near Bradley Ave) S
Information and programs that enhance the healthy development of families with young children, birth to 6 years, who live in White Oaks.
LONDON CRISIS PREGNANCY CENTRE  (Crisis) 519-432-7098
261 Piccadilly St (at Richmond St)  C 519-432-2073
Practical, emotional and spiritual support to individuals in distress during and following pregnancy, as well as for post-abortive women.

LUSO COMMUNITY SERVICES  519-452-1466
Children and Youth Services
1193 Oxford St E, Unit 2 (at Mornington Ave)  E
Literacy and education-based programs for school age children and recreational and social-based programs for youth.

MERRYMOUNT FAMILY SUPPORT AND CRISIS CENTRE  519-434-6848
1064 Colborne St (at Huron St)  NE
Services to support children under 13 years and their families who are going through a crisis or transition.

N'AMERIND (LONDON) FRIENDSHIP CENTRE  519-672-0131
260 Colborne St (at Horton St E)  C
Family support, prenatal and postnatal programs for First Nations and Aboriginal individuals and families.

ONTARIO EARLY YEARS CENTRES
London North Centre, Childreach, 265 Maitland St  C 519-434-3644
London West, 1019 Viscount Rd  SW 519-473-2825
London-Fanshawe, 1892 Dundas St E  E 519-455-2791

ST LEONARD'S COMMUNITY SERVICES  519-850-3777
Youth Community Services
405 Dundas St (at Colborne St)  C
Peer counselling and social, behavioural and educational programs for youth 12 to 18 years.

SINGLE WOMEN IN MOTHERHOOD  519-432-5454
Training Program, 296 Horton St, Ste 4 (at Wellington St)  C
Support and guidance to single mothers and their families.

VANIER CHILDREN’S SERVICES  (Intake and Crisis) 519-433-0334
871 Trafalgar St (near Hamilton Rd)  SE

CHILDREACH  519-434-3644
265 Maitland St (at Hamilton Rd)  C
Parent and child resource centre with education, outreach and information.  
Parent Connect - Free telephone support and counselling for people in London with questions about parenting and children.
Lost Your Identification?

**ServiceOntario** has information to help you replace lost identification. It also provides access to Government of Ontario services and documentation and information and referral.

www.serviceontario.ca

**London Locations**

- 920 Commissioners Rd E, Ste 118 S 519-649-2461
- 100 Dundas St, Main Fl C 1-800-267-8097
- 1790 Dundas St E, Unit 18 E 519-455-1600
- 2295 Wharncliffe Rd S S 519-652-3222
- 217 York St, 5th Fl C 1-800-267-8097

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**FAMILY VIOLENCE, WOMAN ABUSE & SEXUAL ASSAULT**

**REGIONAL SEXUAL ASSAULT AND DOMESTIC VIOLENCE TREATMENT CENTRE**

(Crisis) 519-646-6100 ext 0
(Office) 519-646-6100 ext 64224

24-hour emergency and follow-up care for females or males who have been sexually or physically assaulted, plus domestic violence services. Go to the closest emergency room or visit the Urgent Care Centre at St. Joseph’s Hospital, 268 Grosvenor St (8am-6pm Monday to Friday, 8am-4pm Saturday and Sunday) and ask to speak to the on-call nurse.

**SEXUAL ASSAULT CENTRE LONDON**

(Crisis) 519-438-2272
225 Horton St E, 5th Fl, Ste 5 C (Administration) 1-800-529-2772

24-hour crisis and support telephone line and advocacy service for people who have experienced sexual violence as adults or as children.

**ASSAULTED WOMEN’S HELPLINE**

(24-hour) 1-866-863-0511
Confidential telephone crisis line for women.

**LONDON ABUSED WOMEN’S CENTRE**

(Helpline) 519-642-3000
(Administration) 519-432-2204
797 York St, Unit 5 (at Rectory St) C
Counselling, support and advocacy for women, 16 years and over, experiencing violence and abuse in their intimate relationships.
Help for healing and recovery from violence for the First Nations community. London CARES partner.

**Family Support Unit** - Intervention and prevention of family violence through group and individual counselling, traditional teaching circles and advocacy.

**Zhaawanong Shelter** 519-432-2270
Emergency shelter for women experiencing abuse and their children.

**CHANGING WAYS (LONDON)** 519-438-9869
825 Bradley Ave (east of Wellington Rd)
Family violence control program for men 18 years and over and their families.

**MUSLIM RESOURCE CENTRE FOR SOCIAL SUPPORT AND INTEGRATION** 519-672-6000
111 Waterloo St, Ste 211 (at Hill St)
Family violence prevention and intervention services for Muslim and Arabic families.

**FAMILY SERVICE THAMES VALLEY** 519-433-0183
Sexual Abuse Services Program
125 Woodward Ave (near Oxford St W)
Short-term counselling for women who have experienced sexual abuse or assault.

**WOMEN’S COMMUNITY HOUSE** (Crisis) 519-642-3000
101 Wellington Rd (south of Grand Ave) S (24-hour) 1-800-265-1576
450 Clarke Rd (at Dundas St) E (Office) 519-642-3003 ext 0
Crisis line, counselling, emergency shelter and transitional housing for women experiencing abuse and their children.

**FEM’AIDE-LIGNE DE SOUTIEN POUR FEMMES TOUCHÉES PAR LA VIOLENCE** (24-hour) 1-877-336-2433
Distress line for Francophone women who have experienced violence, are dealing with violence in an intimate relationship and/or have been sexually assaulted.

**CARREFOUR DES FEMMES DU SUD-OUEST DE L’ONTARIO CONFIDENTIAL SERVICES FOR FRENCH-SPEAKING WOMEN** 1-888-858-0954
Support, awareness, education programs and referrals to community services for Francophone women dealing with violence and sexual assault.
Children’s Services

CHILDREN’S AID SOCIETY OF LONDON & MIDDLESEX  519-455-9000
1680 Oxford St E    NE    (After Hours Emergency) 519-858-5998
Protects and cares for children at risk and promotes the healthy
development of children, families and communities.

MERRYMOUNT FAMILY SUPPORT AND CRISIS
CENTRE  (24-hour) 519-434-6848
1064 Colborne St (at Huron St)    NE
Immediate response to families with young children in an emergency or
crisis situation. Overnight and flexcare for children birth to 13 years.

KIDS HELP PHONE  (24-hour) 1-800-668-6868
Telephone information and counselling for troubled or abused
children/youth. Online counselling:  www.kidshelpphone.ca

Seniors Services

SENIORS HELPLINE  (24-hour) 519-667-6600
London and District Distress Centre
Confidential 24-hour telephone support for seniors and their caregivers.

ADVOCACY & LEGAL

Advocacy services support the enforcement of laws that protect and
promote the rights and interests of people. Community legal clinics offer
assistance in matters related to disability support, pensions and other
government programs.

COMMUNITY LEGAL SERVICES  519-661-3352
Western University, Faculty of Law
Faculty of Law Building, Rm 120, 1151 Richmond St (at University Dr)    N
9am-4:15pm Monday to Friday. Legal assistance and representation for
small claims court, landlord-tenant issues, summary conviction criminal
matters, simple wills and powers of attorney. Assistance is provided by law
students under the direct supervision of a lawyer.

DISPUTE RESOLUTION CENTRE  519-661-4044
Western University, Faculty of Law
Faculty of Law Building, Rm 126, 1151 Richmond St (at University Dr)    N
Mediation for disputes such as neighbourhood, landlord-tenant, employer-
employee and interpersonal conflicts. Does not offer help for disputes
involving parental responsibility.
SMALL CLAIMS COURT PROJECT PRO BONO STUDENTS CANADA
Western University, Faculty of Law 519-661-3352
Assistance with small claims court forms and procedures. Appointments held 5:30-8:30pm Wednesday at the London Public Library, Central Branch.

LEGAL AID ONTARIO 519-433-8179
London District Office, 150 Dufferin Ave, Ste 802 (at Richmond St) C Issues certificates to pay for legal costs for family court and child welfare cases and appearance in criminal and young offender cases to eligible individuals. Assists with immigration and refugee claims.

FAMILY MEDIATION CENTRE (THE) 519-673-1113
651 Talbot St (at John St) C Court-attached mediation services for those with disputes in family law.

FAMILY LAW INFORMATION CENTRE 519-660-3001
Court House, 80 Dundas St (at Ridout St N) C Drop-in information and resource centre. Lawyer advice available 9am-3pm Monday to Friday. Duty counsel and social worker available.

LAW SOCIETY REFERRAL SERVICE 1-800-268-8326
Law Society of Upper Canada 9am-5pm Monday to Friday. Telephone referral to registered lawyers or paralegals based on client needs, law required and geographic area.

NEIGHBOURHOOD LEGAL SERVICES 519-438-2890
Market Tower, 151 Dundas St, Ste 507 (at Richmond St) C Legal advice and representation in court on EI, OW, ODSP, CPP and tenant evictions to individuals who meet financial eligibility guidelines.

LIFE*SPIN 519-438-8676
Public Legal Education 866A Dundas St E (at Ontario St) SE Advocacy, mediation and/or representation at appeal boards to help individuals who have a low income.

Criminal Justice Outreach

JOHN HOWARD SOCIETY OF LONDON AND DISTRICT
Bail Verification and Supervision Program 519-438-4168 ext 34
601 Queens Ave (at Adelaide St) C Alternative to incarceration for individuals while waiting for court deposition.

ST LEONARD’S COMMUNITY SERVICES LONDON AND REGION
Main Office, 405 Dundas St C 519-850-3777 Residential staff assists federal and provincial offenders.
NEWCOMER & IMMIGRANT SERVICES

Settlement assistance and other supports are available to immigrants, refugees and newcomers. Visit info.london.on.ca for service listings pertaining to specific ethnocultural groups.

CITIZENSHIP AND IMMIGRATION CANADA 1-888-242-2100
417 Exeter Rd (at Chalkstone Dr) SW
Government information about settling in Canada and citizenship.

LONDON INTERCOMMUNITY HEALTH CENTRE
Dundas St Site, 659 Dundas St E E 519-660-0874
Huron St Site, 1355 Huron St, Unit 7 NE 519-659-6399
Social and health services for newcomers, including seniors’ drop-in, Women of the World groups and multicultural diabetes program.

YMAP-YMCA MAPPING THE WAY FOR NEWCOMER YOUTH 519-860-0907
Youth Room, 382 Waterloo St (at King St) C
For high-school aged permanent residents and convention refugees.

ACROSS LANGUAGES TRANSLATION AND INTERPRETATION 519-642-7247
129/131 Wellington St (at Hill St) C
Interpreter and translator services available to service providers.

WIL EMPLOYMENT CONNECTIONS 519-663-0774
The Skill Centre, 141 Dundas St, 4th Fl (at Richmond St) C

MUSLIM FAMILY SUPPORT SERVICE 519-433-0183 ext 8213
Family Service Thames Valley
125 Woodward Ave (at Oxford St W)

ASSOCIATION CANADIENNE-FRANÇAISE DE L’ONTARIO REGIONAL BOARD OF LONDON-SARNIA 519-850-2236
495 Richmond St, Unit 200 (at Dufferin Ave) NE
Support, employment and translation services for the Francophone community.
Settlement Services

Settlement services to immigrants and refugees include information and referral to community services, job search workshops and Settlement Workers in Schools Program (SWIS).

LONDON CROSS CULTURAL LEARNER CENTRE 519-432-1133
505 Dundas St E (at Adelaide St N)  NE
Also temporary accommodation for immigrants and refugees.

LUSO COMMUNITY SERVICES 519-452-1466
1193 Oxford St E, Unit 2 (at Mornington Ave)  E

SOUTH LONDON NEIGHBOURHOOD RESOURCE CENTRE 519-686-8600
1119 Jalna Blvd (at Bradley Ave)  SW

LONDON & MIDDLESEX COUNTY www.immigration.london.ca/
IMMIGRATION PORTAL
Settlement and information services website about living in London and Middlesex County.

SETTLEMENT.ORG www.settlement.org/
Information website to help newcomers settle in Ontario.

ACQUISITION CENTRE FOR THE TALENTS AND COMPETENCIES OF FRANCOPHONE IMMIGRANTS IN SOUTHWESTERN ONTARIO (CACTIFO) 226-973-5259
1365 Huron St (at Highbury Ave)  NE
For immigrants and newcomers who speak French.

COMMUNITY CENTRES

Services offered may include information, social, recreational and educational programs, family support, counselling, advocacy, food, clothing, newcomer assistance and more. There may be a fee for some programs.

BOYS & GIRLS CLUB OF LONDON 519-434-9114
184 Horton St E (at Richmond St N)  C

CROUCH NEIGHBOURHOOD RESOURCE CENTRE 519-642-7630
550 Hamilton Rd (near Egerton St)  SE
**Family Centres**

London’s Child and Youth Network has created a network of Family Centres that are a neighbourhood connection to parenting, early learning programs, early childhood education, public health and wellness, recreation, leisure activities, information, referral and resources.
Seniors Centres

HAMILTON ROAD SENIORS CENTRE  519-661-5758
525 Hamilton Rd (at Smith St)  SE

HORTON STREET SENIORS CENTRE  519-434-9114
Boys & Girls Club of London, 184 Horton St E (at Richmond St N)  C

NORTH LONDON OPTIMIST COMMUNITY CENTRE
1345 Cheapside St (at Highbury Ave N)  N  519-661-2500 ext 5198

KIWANIS SENIOR’S COMMUNITY CENTRE  519-661-5740
78 Riverside Dr (at Wharncliffe Rd N)  C

Libraries

LONDON PUBLIC LIBRARY  519-661-4600

Service Canada

Information on federal government programs, including benefits, seniors' pensions and employment programs.

Strathroy Scheduled Outreach Site
Middlesex County Library, Strathroy Branch
34 Frank St, Strathroy
1-800-O-Canada (622-6232)
www.servicecanada.gc.ca

Call or visit website for outreach location dates and times.
FOOD

Food items provided on an emergency basis, usually a one to three day supply, once a month to once every three months. Identification for all family members and proof of income and/or residency may be required.

AILSA CRAIG AND AREA FOOD BANK 519-293-3637
161 Main St, Ailsa Craig
10am-5pm Monday to Saturday.

SALVATION ARMY FAMILY SERVICE CENTRE 519-245-5398
71 Maitland Terrace, Strathroy
10am-12noon, 1-3pm Monday, Wednesday and Friday.
WOMEN'S RURAL RESOURCE CENTRE OF STRATHROY AND AREA
145 Beech St, Strathroy
Food cupboard. Non-perishable food items/produce available as needed.

CLOTHING & HOUSEHOLD ITEMS

Many services, in addition to those listed here, arrange for clothing, furniture and other material aid to help assist their clients whenever possible.

ST VINCENT DE PAUL ECONOMY SHOP
209 Main St, Glencoe 519-287-3500
9:30am-5pm Monday to Friday, 9:30am-3pm Saturday
71 Richmond St, Strathroy 519-245-0810
9:30am-5pm Monday to Saturday.

SALVATION ARMY 519-245-5371
71 Maitland Terrace, Strathroy
9:30am-5pm Monday to Saturday.
Thrift store. Sells used clothing and furniture.

EMERGENCY SHELTER & TRANSITIONAL HOUSING

Shelters offer emergency short-term accommodation and meals. All shelters provide 24-hour admission unless otherwise indicated. Transitional housing provides longer-term accommodation for residents with supports to assist them with independent living.

WOMEN'S RURAL RESOURCE CENTRE 519-246-1526
(Crisis) 1-800-265-5390
145 Beech St, Strathroy
Emergency shelter and transitional housing for women and their children.

SOCIAL & AFFORDABLE HOUSING

HOUSING ACCESS CENTRE (HAC) 519-661-0861
City of London, Housing Division Email: hac@london.ca
379 Dundas St, Ste 116, London
Information and applications for social and affordable housing programs, services, management and subsidy programs in London and Middlesex.
DROPP-IN CENTRES

Services to help individuals who are homeless or at risk of homelessness and who may have mental health and/or addiction issues. Drop-in centres provide a place to go for friendship, recreation, meals, life skills and other support. Showers and laundry facilities may be available.

NEXT WAVE YOUTH CENTRE 519-245-4272
Youth Opportunities Unlimited
32 Front St W, Strathroy
9am-4:30pm Monday to Friday. Drop-in centre for youth 12 to 30 years. Employment workshops, counselling and recreational resources.

MONEY

A variety of programs are available to help with financial matters, including basic income support, budgeting advice and purchasing special items.

Basic Income & Employment Supports

ONTARIO WORKS (OW) (Application) 519-661-4520 Option 3
Middlesex County (General Information) 519-434-7321 ext 2235
Social Services
399 Ridout St N, London
Income support for food, shelter, household and personal needs, along with help finding employment. Special allowances/health benefits may be available as a supplement to the monthly cheque.

Emergency & Supplementary Assistance

DISCRETIONARY BENEFITS 519-434-7321 ext 2236
Middlesex County Social Services
399 Ridout St N, London
Special fund for social assistance recipients to pay for necessary medical goods and related items (e.g., dentures, emergency dental, essential furniture and funerals and burials).

LEAP EMERGENCY FINANCIAL ASSISTANCE 519-245-5398
Salvation Army Family Services
71 Maitland Terrace, Strathroy
One-time emergency financial assistance towards electricity bills up to $500.
Other Financial Assistance Programs For Children & Families

CHILD CARE SUBSIDY PROGRAM (Applications) 519-661-4520
Middlesex County Social Services
399 Ridout St N, London
Financial assistance to parents of children, birth to 12 years, who have low income or receive social assistance and to parents of children, birth to 18 years with special needs. Application forms available from child care centres.

Budget & Debt Counselling

CREDIT COUNSELLING THAMES VALLEY 519-433-0159
Family Service Thames Valley
Counselling located at Strathroy General Hospital, 395 Carrie St
Budget counselling, debt management programs, third party mediation and bankruptcy counselling. Application and assessment required.

EMPLOYMENT ASSISTANCE

Employment assistance programs help people prepare for and find employment. Services include resumé and interview assistance, skills training and job finding clubs.

EMPLOYMENT ONTARIO (Hotline) 1-800-387-5656
TTY: 1-866-533-6339

Helps people in Ontario get job training skills and the experience they need to find employment. Ontario Employment Services:

- Community Employment Services 1-888-478-2111
  16 B Second St E, Strathroy
- Leads Employment Servuces 226-777-0916 ext 101
  51 Front St, Strathroy
- Dorchester Employment Resource Centre 519-268-1045
  Dorchester Public Library, 2123 Dorchester Rd, Dorchester
- Strathroy Employemnt Resource Centre 519-245-1290
  Strathroy Public Library, 34 Frank St, Strathroy
- AUSABLE COMMUNITY CENTRE 519-227-1453
  183 Main St, Lucan
Free employment services for employers and job seekers.
YOUTH OPPORTUNITIES UNLIMITED (YOU)  519-245-4272
Next Wave Youth Centre
32 Front St W, Strathroy

QUEST CENTRE (THE)  519-287-2726
3851 Concession Dr, Glencoe
Resource centre with job search assistance and resources.

Employment Assistance For People with Disabilities

ATN ACCESS FOR PERSONS WITH DISABILITIES  519-433-7950
Computer training and computer-assisted learning for individuals with developmental disabilities. Call for outreach services in Middlesex County.

CONNECTIONS  519-227-6766
Crest Support Services
13570 Elginfield Rd, Lucan
Training and vocational opportunities for adults 18 years and over with developmental disabilities and/or serious mental health issues.

MENTAL HEALTH

Community mental health programs help people who have a mental illness live safely in the community. If you are at immediate risk of harm to yourself or others as a result of a mental health crisis, go to the emergency department at your closest hospital or call 911.

CANADIAN MENTAL HEALTH ASSOCIATION (CMHA)
21 Richmond St, Strathroy
(Crisis) 1-866-933-2023
(Office) 519-245-0120
8:30am-4:30pm Monday to Friday. Case management services, counselling, crisis response, activity programs, information and referral services for individuals 16 years and over with mental health issues.

LONDON AND DISTRICT DISTRESS CENTRE  519-667-6709
Help by telephone offered 24-hours daily.
Distress Line:  519-667-6711
Crisis Response Line:  1-866-933-2023 or 519-433-2023
Seniors Helpline:  519-667-6600

MIDDLESEX COMMUNITY LIVING  519-245-1301
82 Front St W, Strathroy
Employment services and independent living opportunities for adults 18 years and over with intellectual disabilities.

Middlesex County
CREST SUPPORT SERVICES 519-227-6766
13570 Elginfield Rd, Lucan
Support program for adults with a serious mental illness or developmental disability.

STRATHROY-MIDDLESEX ASSERTIVE COMMUNITY TREATMENT TEAM 519-245-3106
St Joseph’s Health Care
51 Front St, Ste W-7, Strathroy
Community mental health treatment program. Assists individuals to live independently.

HEALTH CARE

Community care, public health and government health care programs are listed here. Some services do not require a valid Ontario health card. Check with the provider. For a list of walk-in and other medical clinics, visit www.southwesthealthline.ca.

FOUR COUNTIES HEALTH SERVICES 519-693-4441
1824 Concession Dr, Newbury
Acute care hospital with emergency department offering medical, day surgery, therapy and ambulatory care. South West CCAC Care Coordinators on site.

STRATHROY MIDDLESEX GENERAL HOSPITAL 519-245-5295
395 Carrie St, Strathroy
Community hospital with emergency department offering inpatient and ambulatory care services. South West CCAC Care Coordinators on site.

SOUTH WEST COMMUNITY CARE ACCESS CENTRE (CCAC) 519-473-2222
395 Carrie St, Ste 311, Strathroy
Information about community health and support services. Coordinates access to publicly-funded home health care and long-term care homes.

MIDDLESEX-LONDON HEALTH UNIT 519-245-3230
Kenwick Mall, 51 Front St E, Strathroy
Information and services to promote health and prevent disease. Communicable disease, sexual health and immunization clinics. See page 32 for more information.

SOUTHWEST MIDDLESEX HEALTH CENTRE 519-264-2800
22262 Mill Rd, Mount Brydges
Community health clinic offering dental care services, social work counseling, diabetes information sessions and laboratory services.
STRATHROY MEDICAL CLINIC  519-245-0430
74 Front St E, Strathroy
Medical clinic offering social work counseling, diabetes information sessions, pharmacy and laboratory services.

VICTORIAN ORDER OF NURSES (VON)  519-245-3170
Middlesex-Strathroy Office, 274 Head St N, Strathroy
8:30am-4:30pm Monday to Friday. Programs to improve health and support independent living for seniors and adults with disabilities.

Parenting & Health Programs
For Young Families

WELL BABY, CHILD AND BREASTFEEDING CLINICS
Middlesex-London Health Unit  519-850-2280
Ontario Early Years Centre, 80 Frank St, Strathroy
Family health services, infant and child care and community resources. See page 32 for more information.

ONTARIO EARLY YEARS CENTRES
Early learning and literacy programs, parenting support, information services and links to other community programs.

Glencoe, Glencoe Presbyterian Church, 177 Main St  519-245-8879
Ilderton, Middlesex County Library, 40 Heritage Dr  519-666-3227
Parkhill, Leisure Centre, 176 Broadway St  519-245-8879
Strathroy, 80 Frank St  519-245-8879

Family Counselling

FAMILY SERVICE THAMES VALLEY  519-433-0183
Counselling for individuals, couples, families and groups. Fee is based on ability to pay. Services provided in outreach locations in Lucan, Parkhill and Glencoe. Call for times and locations.

JOHN HOWARD SOCIETY OF LONDON AND DISTRICT  519-438-4168
Middlesex County Youth Outreach
Registered social workers visit schools in Northwest Middlesex County and receive referrals of high-risk youth for counselling.
FAMILY VIOLENCE, WOMAN ABUSE & SEXUAL ASSAULT

VICTIM SERVICES OF MIDDLESEX COUNTY  519-245-6660
85 Zimmerman St S, Unit 2, Strathroy
Support services for individuals and families who have experienced violent crime. Contact any Middlesex Police Service.

SEXUAL ABUSE SERVICES PROGRAM  519-433-0183
Family Service Thames Valley
Strathroy Middlesex General Hospital, 395 Carrie St, Strathroy
Short-term counselling for women who have experienced sexual abuse or assault.

WOMEN’S RURAL RESOURCE CENTRE
OF STRATHROY AND AREA  (24-hour) 1-800-265-5390
145 Beech St, Strathroy
Education, prevention, and support services for women and families impacted by abuse.

Children’s Services

CHILDREN’S AID SOCIETY (CAS)  519-455-9000
51 Front St E, Strathroy  (After Hours Emergency) 519-858-5998
Protects and cares for children at risk and promotes the healthy development of children, families and communities.

NEWCOMER & IMMIGRANT SERVICES

Settlement assistance and other supports are available to immigrants, refugees and newcomers.

LONDON & MIDDLESEX COUNTY www.immigration.london.ca/
IMMIGRATION PORTAL
Settlement and information website about living in London and Middlesex.
Services offered may include information, social and educational programs, family support, counselling, advocacy, food and clothing, newcomer assistance and more. There may be a fee for some programs.

**Ausable Community Centre**  519-227-1453
183 Main St, Lucan
9am-5pm Monday to Thursday. 9am-4pm Friday

**Quest Centre (The)**  519-287-2726
3851 Concession Dr, Glencoe
9am-7:30pm Monday. 9am-4pm Tuesday to Thursday. 1-5pm Friday.

**Seniors Centres**

**Lions Senior Centre**  519-268-2025
Dorchester Community Centre, 2066 Dorchester Rd
8:30am-4:30pm, Monday to Friday (closed 12noon-1pm).

**Strathroy and Area Seniors Centre**  519-245-8950
137 Frank St, Strathroy
9am-8pm Monday to Wednesday. 9am-4pm Thursday and Friday.

---

**Lost Your Identification?**

ServiceOntario has information to help you replace lost identification. It also provides access to Government of Ontario services & documentation.

www.serviceontario.ca

**Middlesex County Locations**

<table>
<thead>
<tr>
<th>Location</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>4179 Hamilton Rd, Dorchester</td>
<td>519-268-3447</td>
</tr>
<tr>
<td>186 Main St, Lucan</td>
<td>519-227-4827</td>
</tr>
<tr>
<td>229 Main St, Parkhill</td>
<td>519-294-0351</td>
</tr>
<tr>
<td>323 Caradoc St S, Strathroy</td>
<td>519-245-3280</td>
</tr>
</tbody>
</table>
MIDDLESEX COUNTY LIBRARY
Visit www.middlesex.library.on.ca for more information.

Branch Locations:
Ailsa Craig, 147 Main St 519-293-3441
Coldstream, 10227 Ilderton Rd 519-666-1201
Delaware, 29 Young St 519-652-9978
Dorchester, 2123 Dorchester Rd 519-268-3451
Glencoe, 178 McKellar St 519-287-2735
Ilderton, 40 Heritage Dr 519-666-1599
Komoka, 1 Tunks Lane 519-657-1461
Lucan, 261 Main St 519-227-4682
Melbourne, 6570 Longwoods Rd 519-289-2405
Mount Brydges, 22501 Adelaide Rd 519-264-1061
Newbury, 22894 Hagerty St 519-693-4275
Parkhill, 229 B Main St 519-294-6583
Strathroy, 34 Frank St 519-245-1290
Thorndale, 21790 Fairview Rd 519-461-1150
Wardsville, 21935 Hagerty St 519-693-4208

FIRST NATION RESERVES

Munsee-Delaware Nation

HEALTH CENTRE 519-289-2220
289 Jubilee Rd, Muncey
Health centre offering prenatal and postnatal care, addiction programs, immunization services and health education.

KIIKEEWANNIIKAAN SOUTHWEST REGIONAL (Crisis) 519-289-9090
HEALING LODGE
275 Jubilee Rd, Muncey
Eagle Watch Crisis Intervention
Support, counselling and community workshops.

Healing Lodge (Office) 519-289-0148
Emergency housing and support services for native women who have experienced family violence.

Chippewas of the Thames First Nation

HEALTH CENTRE 519-289-5641
322 Chippewa Rd, Muncey
Health centre offering health education and counselling.
<table>
<thead>
<tr>
<th>Service Type</th>
<th>Contact Number</th>
<th>Address</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>ONTARIO WORKS (OW)</td>
<td>519-289-5621</td>
<td>320 Chippewa Rd, Muncey</td>
<td>Income support for food, shelter, household and personal needs, along with help finding employment.</td>
</tr>
<tr>
<td>DISCRETIONARY BENEFITS</td>
<td>519-289-5555</td>
<td>320 Chippewa Rd, Muncey</td>
<td>Short-term income support for shelter and basic needs. Emergency support or discretionary benefits for special items of extreme need.</td>
</tr>
<tr>
<td>CHIPPEWA LIBRARY</td>
<td>519-289-2176</td>
<td>328 Chippewa Rd, Muncey</td>
<td></td>
</tr>
</tbody>
</table>

**Oneida Nation of the Thames**

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Contact Number</th>
<th>Address</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>HEALTH CENTRE</td>
<td>519-652-0500</td>
<td>2213 Elm Ave, Southwold</td>
<td>Health centre offering prenatal and postnatal care, addiction programs, immunization services and health education.</td>
</tr>
<tr>
<td>ONTARIO WORKS (OW)</td>
<td>519-652-1055</td>
<td>2213 Elm Ave, Southwold</td>
<td>Income support for food, shelter, household and personal needs along with help finding employment.</td>
</tr>
<tr>
<td>EMPLOYMENT AND TRAINING</td>
<td>519-652-9350</td>
<td>2110 Ballpark Rd, Unit 2, Southwold</td>
<td>Business, economic development and employment assistance services.</td>
</tr>
<tr>
<td>ASSISTANCE PROGRAM</td>
<td>519-652-3244</td>
<td>2212 Elm Ave, Southwold</td>
<td>Manages donations and expenses directed towards emergency situations within the Oneida community.</td>
</tr>
<tr>
<td>ONYOTA’A:KA FAMILY HEALING LODGE</td>
<td>519-652-0657</td>
<td>1686 Elijah Rd, Southwold</td>
<td>Residential shelter for individuals and families who are at risk of, or in a violent family situation.</td>
</tr>
</tbody>
</table>
Looking for Health Information? We can help.

- Visit www.southwesthealthline.ca to find accurate, easy-to-use information about local health and social services and supports. Plus find local health careers, news and events.

- Call the South West Community Care Access Centre at 310-2222 (CCAC) or email gethelp@sw.ccac-ont.ca to connect with expert and friendly help to navigate the health system.
211 helps people find the right community and social services.

Free. Confidential. Live answer 24/7.

Call 211

www.211ontario.ca
Poverty Trends in London
September 2015
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In 2008, the City of London endorsed the Child and Youth Agenda developed by the Child and Youth Network. Ending Poverty in our city is one of the priority areas of the Agenda and aligns with Ontario’s Poverty Reduction Strategy which was also implemented in 2008.

Measurement is one of the challenges in tracking poverty trends. Measures used depend on the definition of poverty that is accepted and tracking trends requires the consistent availability of comparable data over time.

This report is intended to be a key resource for individuals and groups who want to learn and talk about poverty in London. Having a common reference tool strengthens a community’s ability to advocate and plan for change and evaluate collective impact. This resource helps to inform a common language and understanding of poverty by:

- Providing a description of the different ways that poverty can be understood and measured;
- Sharing statistics for London; and
- Describing London’s poverty trends.

The measures selected for inclusion in this report are those for which there is comparable current and historic data. For the most part, this report provides statistics for the income measures of poverty. Selected community measures include food bank use, emergency shelter use, social assistance caseloads and housing affordability.

The development of this report was informed by the measures used by the Provincial Poverty Reduction Strategy and Cities Reducing Poverty Change Indicators.

The Market Basket Measure, the Low Income Cut Off, and the Low Income Measure are three complementary measures that “provide some indication of the extent, nature, and evolution of persons with low-income who may be said to be at-risk of poverty”\(^1\).

For some, “Poverty is a condition of serious deprivation. The poor are likely to be ill-housed, inadequately clothed, or lacking in some other essential need”\(^2\). This could include people without housing or having to use a food bank, or people receiving social assistance.

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For others, poverty means not being able to afford a basket of goods and services that allows for a modest standard of living. The Market Basket Measure (MBM) is one such measure – it is a basket of goods and services that is “sufficient for a standard of living between the poles of subsistence and social inclusion”.\(^3\)

For others, poverty is more about income inequality; where poverty is measured in relation to community norms and standards. The Low Income Measure (LIM) is one such measure. People living with income below the Low Income Measure (LIM) have income that is less than half of the median income\(^4\) in Canada.

The Low Income Cut Off (LICO) reflects poverty in relation to a combination of a basket of goods and equity. People living with income below the LICO are more likely to be spending a larger proportion of their income on food and shelter compared to the average family and is at higher risk of living in straitened circumstances.

**who is most likely experiencing poverty?**

Regardless of the definition and understanding of poverty, certain populations are more likely to be at risk of living poverty as a result of having low income:

- Single individuals particularly those between age 45 and 64
- Children and youth
- Aboriginal peoples
- Recent immigrants and racialized communities,
- Lone parent families particularly those led by women, and
- People with disabilities or mental health issues

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4 Median income is that point where half of households have income that is higher and half have income that is lower.
how ontario is tracking poverty

Ontario is using 10 indicators to track the progress of child poverty\(^5\). For the most part, aggregated city level data is not readily available for most of these indicators.

<table>
<thead>
<tr>
<th>Indicators</th>
<th>Availability of London-Specific Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Birth weights</td>
<td>Not at this time</td>
</tr>
<tr>
<td>School readiness (Early Development Instrument)</td>
<td>Yes</td>
</tr>
<tr>
<td>Educational progress (combined grade 3 and 6)</td>
<td>Board level</td>
</tr>
<tr>
<td>High school graduation rates</td>
<td>Board level</td>
</tr>
<tr>
<td>Low Income Measure (LIM50)</td>
<td>Yes*</td>
</tr>
<tr>
<td>Depth of Poverty (LIM40)</td>
<td>Not at this time</td>
</tr>
<tr>
<td>Ontario Housing Measure</td>
<td>Not at this time</td>
</tr>
<tr>
<td>NEW: Youth Not in Education, Employment and Training (NEET)</td>
<td>To be determined</td>
</tr>
<tr>
<td>NEW: Long Term Unemployment</td>
<td>To be determined</td>
</tr>
<tr>
<td>NEW: Poverty rates of Off-reserve Aboriginal persons age 16+, Recent immigrants age 16+, Persons with disabilities age 16+, unattached individuals age 45 to 64, female lone parents</td>
<td>To be determined</td>
</tr>
</tbody>
</table>

* due to Provincial methodology to calculate this measure, local data is not comparable to Provincial data reported in Poverty Reduction Strategy reports.

vibrant communities canada: cities reducing poverty change indicators

In 2014, London’s Child and Youth Network endorsed the adoption of Cities Reducing Poverty Change Indicators. Change in low income rates as measured by the after tax Low Income Measure and using Small Area Administrative data (i.e. Taxfiler data) as the data source is the income related indicator that will be reported. Change Indicator measures included and not included in this report are shown in the table below:

<table>
<thead>
<tr>
<th>Change Indicator Measures included in this report</th>
<th>Change Indicator Measures not included in this report</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Median after tax income and low income rates for the total population and lone parent families</td>
<td>• Median after tax income and low income rates for couples and singles</td>
</tr>
<tr>
<td>• Child poverty rate</td>
<td>• Income inequality measure</td>
</tr>
<tr>
<td>• Working poor population as a % of total population</td>
<td>• Ratio of debt to income</td>
</tr>
</tbody>
</table>

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poverty can mean serious deprivation

In 2011/12, 6.9% of people age 12 and over living in the Middlesex London Health Unit Region were unable to afford the food they needed compared to 7.0% in 2007-08. This is similar to the province and to other health unit regions that share similar socio-economic and demographic characteristics.

Food costs account for a growing portion of total expenses as measured by the Market Basket Measure. In 2006, in Ontario cities the size of London, a nutritious food basket accounted for 24.9% of expenses for a four-person family. In 2011, the cost of a nutritious food basket accounted for 29% of expenses for a four-person family.

The London Food Bank serves about 9,000 individuals a month. Food bank statistics underestimate food insecurity - it is estimated that less than one quarter of food insecure households use a food bank.

Use of emergency shelter beds is decreasing

In 2013, the City paid for 307 people to stay in an emergency shelter each night, a 12.5% decrease from 2006. A reduction in the number of beds in the system in 2013 coupled with a shift towards a Housing First approach to homelessness during this time period may contribute to this downward trend.

This is likely an undercount of the total number of people staying in an emergency shelter. At this time, a census count is not available.

Over one quarter of households are paying more than 30% of their income on housing costs.

A comparison of Statistics Canada’s 2006 Census and 2011 National Household Survey data suggests that more households are paying 30% or more of their income on shelter costs. This observation must be viewed cautiously as the difference may be due to the changes in survey methodology.

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6 Statistics Canada. Table 105-0547 - Household food insecurity, by age group and sex, Canada, provinces, territories, health regions (2013 boundaries) and peer groups, occasional (number unless otherwise noted), CANSIM (database). (accessed: 2013-12-12).
9 Ontario Municipal Benchmark Initiative.
10 The 2011 NHS has a smaller target population, excluding people living in collective dwellings, and was a voluntary survey, unlike the 2006 Census.
Growing number of people relying on social assistance

8.2% of London and Middlesex’s total population and 12.7% of households received social assistance (Ontario Works and Ontario Disability Support Program) in June 2014\(^{11}\). This compares to 6.5% and 9.6%, respectively, in 2006\(^{12}\).

From 2006 to 2014, London’s social assistance caseloads have been increasing faster than London’s total population. From 2006 to 2014, population in London and Middlesex increased by 7\(^{13}\). The number of people receiving social assistance increased 35%. Since 2011, the ODSP caseload has been growing more than the OW caseload.

Families and individuals relying on social assistance income including tax credits and transfers are likely experiencing difficulty paying for basic necessities.

Deprivation Index\(^{14}\)

In 2009, the Province of Ontario developed a Deprivation Index to inform the Provincial Poverty Reduction Strategy. The Deprivation Index survey measured how many families were unable to satisfy their basic material needs such as food, clothing, housing as well as social needs of participation and leisure. In 2009, 22% of families in the London CMA were unable to afford one or more of ten items deemed to be necessities; 11% experienced 2 or more deprivations; and 7% experienced 3 or more deprivations. These figures were comparable to Ontario.

Changes at Statistics Canada eliminated the survey that carried the Ontario Deprivation Index, making data on the existing Standard of Living indicator inconsistent and likely unavailable in future.

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poverty can be not having enough disposable income to meet the cost of living

A growing number of people may not have enough income to meet the cost of living. In 2011, 80,000 people in the London CMA (15.9%) may have been unable to afford a modest basket of goods and services according to the Market Basket Measure (MBM)\(^{15}\). This compares to 10.5% in 2006. In 2012, 17.2% of Londoners and 14.4% of people in Ontario lived with income below the MBM threshold\(^{16}\).

The reason(s) for the dramatic increase in the low income rate from 2009 to 2010 are not known at this time but could include lag effect of the recession and data quality.

The Market Basket Measure reflects the cost of living in communities according to community size, family size, and Province or Territory.

Data limitations:
Data before 2011 data must be used with caution due to poor data quality. Data for 2012 is not comparable to previous years due to a change in Statistics Canada's Survey methodology.

16 Statistics Canada. Table 206-0004 - Canadian Income Survey (CIS), persons in low income, Canada, provinces and census metropolitan areas (CMAs), annual (percent unless otherwise noted). CANSIM (database) (accessed: 2015-09-10). Series terminated.
poverty can mean there is barely enough money to pay for much more than food, shelter and clothing.

The Low Income Cut Off (LICO) is the historical measure of poverty. Prior to 2006, Statistics Canada reported low income rates based on before tax income. In 2006, Statistics Canada reported both before tax and after tax low income rates. Statistics Canada prefers the use of after tax figures.\(^{17}\)

The proportion of the London CMA population living with income below the Low Income Cut Off has been increasing since 2006.

London CMA's low income rate is increasing more than Ontario's. This is likely due to the fact that Southwestern Ontario, including London, was particularly hard hit by the recession and is recovering more slowly than the Province as a whole.

In 2012, 14.8% of Londoners and 11.3% of people in Ontario lived with income below the after tax LICO.\(^{18}\)

People living with income below the low income cut off are likely spending 64% or more of their after tax income on food, shelter and clothing.

\(^{17}\) Statistics Canada. Low Income Lines, 2013-2014
\(^{18}\) Statistics Canada. Table 206-0004 - Canadian Income Survey (CIS), persons in low income, Canada, provinces and census metropolitan areas (CMAs), annual (percent unless otherwise noted), CANSIM (database). (accessed: 2015-09-10). Series terminated.
poverty can mean not having enough income to participate fully in society, limiting opportunity

The proportion of the City of London’s population living in households with income below the Low Income Measure (LIM) has increased since 2006 and is higher than across Ontario.

- The Province is using the LIM to benchmark its progress on poverty.
- Across Ontario, the number of people living with income below the after tax LIM line has increased an average of 1.3% per year since 2006.
- In London, the number of people living with income below the after tax LIM line has increased an average of 1.8% per year since 2006.

1 out of 6 people has income that is less than 50% of Canada’s median income. As an example, a 4 person family whose after tax income is less than $41,866 may not be able to participate fully in our society (2013).
child and youth poverty is increasing

Increasing numbers of children and youth under age 18 may be experiencing serious deprivation and a growing number are at higher risk of social exclusion.

Policy changes associated with the transformation of social assistance and Ontario’s Poverty Reduction Strategy are intended to help reduce poverty.

• The number of children living in families who are relying on social assistance has been increasing at a rate of 2.2% per year since 2006, with most of the growth happening before 2010. By 2014, there are 962 more children on the caseload than in 2006.
• In London, there is an overall upward trend in the number and proportion of children and youth with income below the LIM has been increasing despite a decline in the child population (based on taxfiler data). The number of children living in households with low income has been increasing an average of 0.7% per year and the rate has been increasing by 1.3% per year. This compares to Ontario where the number and rates show an overall downward trend.


Source: Statistics Canada. Small Area Administrative Data. Table 18 provided through the Community Data Program.
poverty among lone parent families is increasing and the income gap is widening

An increasing number of lone parent families are relying on social assistance, though this trend may be reversing.

The number of lone parent families receiving social assistance increased at a rate of 1.7% per year since 2006. By 2014 there are over 500 more lone parent families receiving OW or ODSP than in 2006.

In London, the number and percent of lone parents with income below the LIM has fluctuated over the years, however, the overall trend has been upward. Compared to 2006, in 2013, there are 6% more lone parents with low income. The total number of lone parents increased by 2%. The gap between the median income of low income lone parent families has been increasing at a rate of 1.2% per year.
poverty among older adults peaked in 2010

Since 2006, the number and proportion of older adults living below the LIM has increased. This local trend is consistent with provincial and national trends. While low income rates among older adults decreased from 2010 to 2012, 2013 low income rates rose.

- There are relatively fewer low income older adults in London compared to Ontario.
- Low income rates increased the most for elderly women, reflecting “lower wages, more part-time work and career gaps...as well as the effect of longer female life expectancy”19.
- According to taxfiler data, 3.5% of Londoners age 65 and older received social assistance in 2010, increasing to 4.8% in 2011 and 2012. On average, seniors received an average of almost $2,900 in social assistance benefits, likely as a top-up to other income received20.
- Older adults in London had an after-tax median income of $28,430 in 2010, increasing to $29,900 in 201221.

Source: Statistics Canada. Small Area Administrative Data. Table 18 provided through the Community Data Program

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20 Statistics Canada. Small Area Administrative Data. Table 5. Provided through the Community Data Program.
21 Statistics Canada. Small Area Administrative Data. Table 5. Provided through the Community Data Program.
low income households are falling further behind

The gap between the median income of all families in London and the median income of London’s families with income below the Low Income Measure is showing signs of slow growth. Since 2006, the gap has been increasing by an average of just over 0.6% each year.

After Tax Median Incomes, Lone Parent Families


Source: Statistics Canada. Small Area Administrative Data. Table 18. Provided through the Community Data Program.

roughly 11,000 adults are “working poor”

Working poverty is defined as individuals with an after-tax income below the Low Income Measure (LIM-AT) and earning an annual individual working income of over $3,000.

Based on taxfiler data, in 2010 and 2011, roughly 11,000 adults age 18+ in London (5%) are working poor. Full-time post secondary students living on their own are not included in the working poor count.

Across Ontario, 5.5% of all adults age 18+ are working poor. They likely “work a comparable number of weeks per year to the rest of the working-age population” and “hold jobs mainly in sales and service occupations (close to one-third compared to one-fifth of the overall working population)”.

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local context

London's economy continues to struggle to recover from the recession. Economic growth has been sluggish and the labour market reflects this: the area unemployment rate remained above 8% from the year 2008 until the year 2013; 10,000 fewer people were working in the year 2014 compared to the year 2007, the employment high point for the decade from 2004 to 2014.

Working to End Poverty

Although these numbers may seem discouraging, there are a number of initiatives across Canada, Ontario and in London that are focused on issues of poverty.

In London

In recent years, a number of poverty focused initiatives have emerged and have purposefully working together to reduce poverty in London. London's Child and Youth Network brings together over 170 organizations many of which are working actively on projects stemming from the CYN's strategic priority to end poverty in London. (http://londoncyn.ca/). London's Poverty Research Centre established in 2014 is housed at King's College, Western University. They have been working to assemble research on poverty in London which can be used to inform local policy and program response. (http://povertyresearch.ca/) As well, a new community-academic partnership, the Centre for Research in Health Equity & Social Inclusion, is established. This Centre provides a means to greater research and funding opportunities, resulting in enhanced local capacity to develop and implement local responses to poverty issues.

Across Ontario

Ontario's Poverty Reduction Strategy initiated in 2008 continues to move forward on its commitment to reduce child poverty by 25%. The 2014 to 2019 Poverty Reduction Strategy: Realizing Our Potential was released in December 2013, and is focused on removing barriers for Ontarians so they have an opportunity to realize their potential (http://www.ontario.ca/home-and-community/realizing-our-potential-poverty-reduction-strategy-2014-2019).

Across Canada

Vibrant Communities is a Pan Canadian connected learning community of 100 Canadian cities and regions with multi-sector roundtables addressing poverty reduction. Vibrant Communities’ goal aligns with poverty reduction strategies in cities, provinces and the federal government resulting in reduced poverty for 1 million Canadians (http://vibrantcanada.ca/).

Living Wage Canada is a site/portal to facilitate learning and information sharing among communities interested in building a national living wage movement. It includes details about the Canadian Living Wage Framework which provides a consistent living wage definition, calculation methodology, and strategy for recognizing corporate and community leadership who commit to pass a living wage policy (http://www.livingwagecanada.ca/).
# Appendix: Table of Data Sources and Data Notes

<table>
<thead>
<tr>
<th>Measure</th>
<th>Data Source</th>
<th>Data Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population with food insecurity</td>
<td>Statistics Canada. Table105-0547 – Household food insecurity, by age group and sex, Canada, territories, health regions (2013 boundaries) and peer groups, occasional (number unless otherwise noted), CANSIM (database). (accessed: 2013-12-16)</td>
<td>Middlesex-London Health Unit. Population, 12 years and over. Available occasionally</td>
</tr>
<tr>
<td>People in emergency shelters each night</td>
<td>City of London data provided to the Ontario Municipal Benchmark Initiative.</td>
<td>This is an undercount as it includes only those whose stay is paid by the city. Available annually</td>
</tr>
<tr>
<td>Low income population – LIM, total, children and youth, lone parents, seniors</td>
<td>Statistics Canada. Small Area Administrative Data. Tables 17 and 18. Provided to the City of London through the Community Data Program</td>
<td>Data provided is City level data and is available annually.</td>
</tr>
<tr>
<td>Older adults receiving social assistance income</td>
<td>Statistics Canada. Small Area Administrative Data. Table 5. Provided to the City of London through the Community Data Program</td>
<td>Data provided is City level data and is available annually.</td>
</tr>
<tr>
<td>Median income – all families, lone parents, seniors, low income families, low income lone parents</td>
<td>Statistics Canada. Small Area Administrative Data. Tables 17 and 18. Provided to the City of London through the Community Data Program</td>
<td>Data provided is City level data and is available annually.</td>
</tr>
</tbody>
</table>