## Supports for Basic Needs

**NOTE:** This information is current as of 2020-08-31 12:18 PM

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Basic needs supports offered</th>
<th>Hours of Operation</th>
<th>Contact</th>
</tr>
</thead>
</table>
| **The Salvation Army, Centre of Hope and Housing Stability Bank (HSB)** | • The Housing Stability Bank will be increasing service delivery beginning June 8, 2020  
• Individuals and families who may require financial support to secure or maintain housing will be prioritized based on need and urgency to apply for support through the Housing Stability Bank.  
• In order to access the Housing Stability Bank as safely as possible for all, the following steps have been identified:  
  - Individuals who are attending the food bank as well as HSB are now required to wear a mask; if they don’t have one, one will be provided for them.  
  - The applicant contacts the Housing Stability Bank by phone 519-964-3663 X 300 or by email housing@centreofhope.ca.  
  - Where possible the application will start over the phone or via email.  
  - Please note that the HSB application will be made available on-line at https://centreofhope.ca/housing-stability-bank/ starting on June 19, 2020.  
  - A brief follow up appointment will be scheduled to finalize the details of the | Monday – Friday 8a.m. - 4p.m. | Melissa Jeffrey  
Program Manager, Housing Stability Bank  
The Salvation Army, Centre of Hope  
519-964-3663 Extension: 310  
Facebook: [https://www.facebook.com/CentreofHopeLondon](https://www.facebook.com/CentreofHopeLondon) |
<table>
<thead>
<tr>
<th>The Salvation Army Centre of Hope Community and Family Services (Food Bank)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• The Salvation Army Food Bank remains open</td>
</tr>
<tr>
<td>• People will wait outside; please dress according to the weather</td>
</tr>
<tr>
<td>• Please wear a mask when attending the Food Bank</td>
</tr>
<tr>
<td>• One member per household will be brought into our food bank to be served</td>
</tr>
<tr>
<td>• Using a COVID-19 pre-screening tool for anyone coming into our building</td>
</tr>
<tr>
<td>• Changed from a choice model food bank to pre-made boxes of food</td>
</tr>
<tr>
<td>• Community groups (Healthy Homes) are starting up virtually as of July 2nd – watch our Facebook page and Website for more details</td>
</tr>
<tr>
<td>• Income Tax clinic will begin Thursday, June 25</td>
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<tr>
<td>o Clinics will run Thursdays only until July 25th</td>
</tr>
<tr>
<td>o Appointment based and for 2019 taxes only</td>
</tr>
<tr>
<td>o Call 519-661-0343 ext. 227 to book an appointment</td>
</tr>
<tr>
<td>• Continuing to accept people into our Pathway of Hope Program</td>
</tr>
<tr>
<td>o For more information call our Pathway of Hope Caseworker at 519-808-2357</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>The Salvation Army Centre of Hope</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday - Friday 9:00a.m. - 4:30p.m.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Nancy Kerr</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Services Manager, Community and Family Services</td>
</tr>
<tr>
<td>The Salvation Army Centre of Hope</td>
</tr>
<tr>
<td>281 Wellington Street, London, ON</td>
</tr>
<tr>
<td>Phone: 519.661.0343 x266</td>
</tr>
<tr>
<td>Website: <a href="http://wwwCentreofhope.ca/">http://wwwCentreofhope.ca/</a></td>
</tr>
<tr>
<td>Facebook: <a href="https://www.facebook.com/CentreofHopeLondon">https://www.facebook.com/CentreofHopeLondon</a></td>
</tr>
<tr>
<td>Community Meals</td>
</tr>
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<td>-----------------</td>
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<tr>
<td>• Serving supper meals from the Emergency food truck in the Centre’s parking lot 7 days a week.</td>
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</tbody>
</table>
- Applying for Employment Insurance can be done online.
- Starting the week of March 15th, clients who are unable to work due to COVID-19 quarantine and who qualify for sickness benefits can have their waiting period waived.

Service Canada Centres are closed to the public. Please visit the following address for information:

Phone number for Employment Insurance Coronavirus line: 1-833-381-2725

<table>
<thead>
<tr>
<th>South London Neighbourhood Resource Centre (SLNRC)</th>
<th>South London Neighbourhood Resource Centre (SLNRC)</th>
<th>South London Neighbourhood Resource Centre (SLNRC)</th>
</tr>
</thead>
<tbody>
<tr>
<td>SLNRC Emergency Food and baby food cupboard open in White Oaks! (St. Justin’s Church, 855 Jalna Blvd)</td>
<td>SLNRC Settlement Services are operating virtually. Contact Hana Ali – Settlement Support Worker <a href="mailto:hali@slnrc.ca">hali@slnrc.ca</a> 519-686-8600 ext. 7580</td>
<td>Nancy Needham, Executive Director South London Neighbourhood Resource Centre (temporary location, St. Justin’s Church, 855 Jalna Blvd) Email: <a href="mailto:nneedham@slnrc.ca">nneedham@slnrc.ca</a></td>
</tr>
</tbody>
</table>
| - Using a COVID-19 pre-screening tool for anyone coming to access the Emergency Food Cupboard  
- People are waiting outside  
- 1 piece of identification is required for every visit  
- If picking up food for someone else, ID is required for that individual and a note giving consent for the pick-up.  
- Fresh fruits and vegetables based on supplies | Weekly Breakfast Snack Bags for Children and Youth | Tuesday to Thursday 10:00 a.m. – 3:00 p.m. |
| Tuesday to Thursday 10:00 a.m. – 3:00 p.m. | | Tuesday to Thursday 10:00 a.m. – 3:00 p.m. |
| Monday to Friday 9:00a.m.-5:00 p.m. | | |
| **Youth Programs are running virtually** – contact jmiles@slnrc.ca for registration  
Monday 3:30-5pm Homework Help  
Tuesday 3:30-4:30pm Youth Council  
Wednesday 3:30-5pm Drop In  
Thursday 5-6pm Don't Judge a Book by It's Movie  
Friday 4:30-6pm Youth Chefs | **Families First CAPC are running virtually through posted information and videos**  
contact gcatherwood@slnrc.ca or call 519-649-1248 for information  
Monday:  
**Collective Kitchen** Simple nutritious meals posted on Facebook  
Wednesday:  
**Women’s Support Group Westminster** 10:00  
Drop-In on Zoom  
Thursday:  
**Young Mom’s Group** Activities, songs and Stories videos-meet on Zoom Thursdays- contact Heather Molen at hmolen@slnrc.ca to register | Monday to Friday  
9:00a.m.-5:00 p.m.  
Monday to Friday  
9:00a.m.-5:00 p.m.  
4:00p.m. - 5:00p.m.  
Monday - Friday  
10:00a.m. – 3:00p.m.  
Amani Radhaa, Associate Director  
Northwest London Resource Centre  
27A-1225 Wonderland Road North  
Phone: 519-471-8444.  
Email: amaniradhaa@nwrlc.ca |
- 1 piece of identification is required for every visit.
- If picking up food for someone else, ID is required for that individual and a note giving consent for the pick-up.
- Fresh fruits and vegetables based on supplies.

Weekly Breakfast Snack Bags for Children and Youth

Youth Programs are running virtually – contact jmiles@slnrc.ca for registration.

**Monday** 3:30-5pm Homework Help

**Tuesday** 3:30-4:30pm Youth Council

**Wednesday** 3:30-5pm Drop In

**Thursday** 5-6pm Don't Judge a Book by Its Movie

**Friday** 4:30-6pm Youth Chefs

### Crouch Neighbourhood Resource Centre

- Emergency Food Cupboard open Friday
  - Service takes place outside with a sidewalk pick up model.
- Covid Care Kits of food and hygiene items available each Wednesday for residents in need.
  - Requests must be made by Friday for delivery on Wednesday.

### Nancy Needham, Executive Director
Northwest London Resource Centre
Email: nneedham@slnrc.ca

### Crouch Neighbourhood Resource Centre
Executive Director: Jennifer Martino
550 Hamilton Rd
Phone: 519.642.7630
Email: jmartino@crouchnrc.org
Website: www.crouchnrc.org
Twitter and Instagram: @crouchnrc

Tuesday - Friday 10:00A.M. to 4:00 P.M.

Free tax clinic Friday 1:30-3:30 P.M.

To access supports, contact via email at info@crouchnrc.org or
• Let's Get Cooking at Home kits with recipes and ingredients available weekly for families with children and youth.
• send a direct message to the Crouch Facebook page.

Glen Cairn Community Resource Centre

• In September, GCCRC will start opening its doors to the public.
• GCCRC will allow a limited number of community into the building.
• People coming into the Centre, will have to undergo COVID-19 pre-screening procedure.
• Programs and Services can be accessed either directly or via phoning the reception at 519-668-2745.
• Currently, Glen Cairn CRC is offering following programs and services:
  • **Advocacy Program**
    o For appointment: Call Dorothy Monster at 519-668-2745
  • **Ontario Energy Savings Program (OESP)**
    o For appointment: Call Cathy Hishon at 519-668-2745
  • **Emergency food and basic needs**
    o Access to basic needs and food is available at GCCRC on Tuesdays and Thursdays from 9:30 pm to 3:30pm (Drop-in- Curbside Pickup ONLY)
    o The Centre ceased with the deliveries (only few locations in our area will have hampers delivered once a month)
  • **London Good Food Box**

Monday, Tuesday and Thursday from 9:00a.m. - 4:00p.m.

Glen Cairn Community Resource Centre
244 Adelaide Street South
Stanislav Rajic
Executive Director
Email: srajic@gccrc.ca
Phone: 519-668-2745
Website: [https://www.gccrc.ca/](https://www.gccrc.ca/)
• Program is continuing normally once a month.
  o The cost of food box is $10.00.
  o For more information contact Cathy Hishon directly at chison@gccrc.ca, or phone at 519-668-2745

• Committee work
  o Glen Cairn Basic Needs Committee is resuming meetings in September.

• Children’s and Youth Camps
  o Have finished for the summer and all of our programs for children, youth, parents and adults are continuing either remotely, hybrid or in person!

• Youth Programs
  o Youth programs are resuming virtually, in person or hybrid.
  o For more details about youth programs visit our website at gccrc.ca or contact Justin directly at jmcdougal@gccrc.ca, or phone at 519-668-2745

• Children and Parenting Programs
  o Children and Parenting programs are resuming virtually, in person or hybrid.
  o For more information, visit our website at gccrc.ca or contact Dorothy directly at dmonster@gccrc.ca, or phone at 519-668-2745

• Adult Programming
  o Adult programs are resuming virtually, in person or hybrid.
For more details about adult programs visit our website at gccrc.ca or contact Cathy Hishon directly at chison@gccrc.ca, or phone at 519-668-2745.

**LUSO Community Services**

- Newcomer Settlement Services operating virtually.
- Emergency Food Cupboard is Open.
  - N5Y and N5V postal codes only
  - 1 visit per month.
  - Begin to transition service back indoors (one household at a time)
  - all visitors must have a face covering to enter and access service
  - Residents need one piece of ID for each member of the household; address; income statement.

  Monday to Friday
  8:30 a.m. - 4:30 p.m.
  Listing of Staff contact information on LUSO Website - under News & Events; as well as Posted on LUSO Facebook, Twitter and Instagram.

  Tuesday & Thursday
  8:30am – 12:00pm
  Community Portable
  1100 Victoria Drive
  *beside Lord Elgin Public School

  Elisabete Rodrigues, Executive Director
  Phone: 519-452-1466
  (leave message - checking daily)
  Email: elisabete@lusocentre.org
  Website: www.lusocentre.org

  Jacqueline Craig
  Basic Needs & Community Support
  Phone: 519-452-1466
  (leave message - checking daily)
  Email: community@lusocentre.org
  Website: www.lusocentre.org

**Neighbourhood Resource Association of Westminster Park (NRAWP)**

- Breakfast Snack Bags for Children and Youth Families First Craft Bags for Preschoolers
- Youth Programs are running virtually - contact jmiles@slnrc.ca for registration
- Monday 3:30-5pm Homework Help

  Thursday
  12:00p.m. - 4:00p.m.

  Kelly Clark-Emery, Manager Neighbourhood Community Development Neighbourhood Resource Association of Westminster Park
  650 Osgoode Drive
  Phone: 519-680-0991
  Email: nrawp.volunteers@gmail.com or kclarkemery@slnrc.ca
  Website: westparkcommunity.ca
| **Tuesday** 3:30-4:30pm Youth Council | Nancy Needham, Executive Director  
South London Neighbourhood Resource Centre  
Email: nneedham@slnrc.ca |
| **Wednesday** 3:30-5pm Drop In |  |
| **Thursday** 5-6pm Don't Judge a Book by Its Movie |  |
| **Friday** 4:30-6pm Youth Chefs |  |

| **London Food Bank** | **Monday to Friday** 9:00a.m. - 4:00p.m. | **Mary Ann McDowell**  
Operations Coordinator  
London Food Bank  
Email: maryann@londonfoodbank.ca |
|---|---|---|
| • Hours of operation remain the same at the present time.  
• Please wear a mask when attending the food bank.  
• Unsure if Food depots will continue to open.  
• Only one person is allowed into food bank at a time.  
• 1 piece of identification for each family member - REQUIRED EVERY VISIT  
• Proof of income, if any (e.g. paystub, OW/ODSP statement).  
• If picking up food for someone else, ID is required for each of those people as well. |  |

| **Alzheimer Society London Middlesex** | **Staff is working remotely during regular office hours**  
Monday to Friday 8:30a.m. - 4:30p.m. | **Bruce Wray**  
Communications Manager  
Alzheimer Society London and Middlesex  
435 Windermere Road  
Phone: 519-680-2404 Extension: 232  
Website: www.alzheimerlondon.ca |
|---|---|---|
| • Office is not open to the public until further notice.  
• Support services (where appropriate and technically possible) are continuing to be delivered to clients of ASLM, however, face-to-face programming has been temporarily halted.  
• Our client support workers (RSW and RSSW) are reaching out to clients via phone and email (both outbound and inbound).  
• Clients are also being notified via eblasts regarding updates to current situation and links to other resources (both crisis and counselling |  |
<table>
<thead>
<tr>
<th>Services</th>
<th>Location</th>
<th>Days/Hours</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome Wednesday Community Meal</td>
<td>Rowntree Memorial United Church</td>
<td>Wednesday 12:00p.m. - 1:00p.m.</td>
<td>Doris Kipfer, Email: <a href="mailto:edkipfer@yahoo.ca">edkipfer@yahoo.ca</a></td>
</tr>
<tr>
<td>Community Meal every Monday</td>
<td>St. Michael's Roman Catholic Parish</td>
<td>Monday 5:30pm - 6:30pm</td>
<td>St Michael's Roman Catholic Parish 511 Cheapside St, Phone: 519-433-6689, Email: <a href="mailto:stmichlon@dol.ca">stmichlon@dol.ca</a></td>
</tr>
<tr>
<td>Regularly scheduled community meal</td>
<td>Trinity United Church</td>
<td>First Sunday of every month 5:00p.m. – 6:30 p.m.</td>
<td>Trinity United Church 76 Doulton St, Phone: 519-455-2710, Email: <a href="mailto:trinity@goldenrulechurch.ca">trinity@goldenrulechurch.ca</a>, Website: trinityonhale.ca</td>
</tr>
<tr>
<td>The Community Advocate is continuing to assist clients to make application for disability supports, pension benefits, and file Internal Reviews for individuals who have been denied disability benefits, discretionary assistance or COVID-19 emergency funds. Clients can book an appointment or request a call at <a href="https://form.jotform.co/43025151619852">https://form.jotform.co/43025151619852</a></td>
<td>LIFE *SPIN</td>
<td>Closed</td>
<td>LIFE *SPIN 866A Dundas Street East, Phone: 519-438-8676, Email: <a href="mailto:life@execulink.com">life@execulink.com</a>, Website: <a href="http://www.lifespin.org">www.lifespin.org</a></td>
</tr>
</tbody>
</table>
For the Community Volunteer Income Tax Program, Clients that were assisted by LIFE*SPIN to file their Income Taxes in the past, can now be assisted remotely to file their 2019 taxes. We remain closed to the public, but CRA has provided a program to us to use to complete returns over the telephone. To book an appointment, please complete the form at https://form.jotform.com/201405204019035.

Free Store; as the Covid-19 restrictions are being lifted, many residents may be thinking about returning to work, school, worship, or visiting with friends and family. We have set up the Free Store to enable folks to be provided a new outfit to face the world as we now know it. While the LIFE*SPIN Free Store is not open to the public, we have started to reach out to 12 invite our program participants to shop with us remotely. We are starting with families of one or two adults. Agencies that provide employment services to Londoners are encouraged to refer their program participants as well. The apparel is ‘business-casual’ and will help make a professional impression to potential employers, as families struggle to get their lives back to a new normal. Folks can complete the online order form for curbside pickup at https://form.jotform.com/201405204019035.

In addition to posting information on the LIFE*SPIN website, agencies can access print resources to share with their participants at https://lifespin.org.
- Information Resources – Information sharing continues to be a priority. Resources and supports are updated regularly at [https://lifespin.org.doodlekit.com/home/urgent-communityresources](https://lifespin.org.doodlekit.com/home/urgent-communityresources).
- There is also a print version available as a pdf to share with clients that do not have access to internet.

<table>
<thead>
<tr>
<th>SafeSpace</th>
<th>Distribution at our door of food, harm reduction items and personal items.</th>
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<tbody>
<tr>
<td></td>
<td>Have added prepared meals on each shift.</td>
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<td></td>
<td>Asking attendees to keep a safe distance from others.</td>
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<td></td>
<td>Requires the use of hand sanitizer (provided) before the exchange of any items.</td>
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<td>Attendees will be met at the door and a staff person will get requested items.</td>
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<td></td>
<td>No hugs or hang-outs.</td>
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<td></td>
<td>Space is not open as a resting place unless in imminent crisis and in need of referral to another service.</td>
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<td></td>
<td>Limited number of people permitted in the space.</td>
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<td></td>
<td>If you cannot get to the space, private message staff on Facebook to see if outreach can be arranged.</td>
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</table>

|                       | Sunday 12:00 p.m.-3:00p.m.                                                 |
|                       | Mondays & Tuesdays 6:00 p.m. -9:00 p.m.                                   |
|                       | Wednesday 12:00 p.m.-3:00p.m.                                             |
|                       | Thursday 10:30 a.m.-1:30 p.m.                                             |
|                       | Friday dinner only, out front. 4:30 p.m.-5:30 p.m. (or until supplies last) |

<table>
<thead>
<tr>
<th>St. John’s The Evangelist Church</th>
<th>A hot meal will be available for take-out on Saturdays.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Meal service will be available as long as possible.</td>
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</table>

|                       | Every Saturday at 5:00 p.m.                                          |

<table>
<thead>
<tr>
<th>SafeSpace London</th>
<th>96 Rectory Unit A</th>
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<tbody>
<tr>
<td>Email</td>
<td><a href="mailto:safespacelondon@gmail.com">safespacelondon@gmail.com</a></td>
</tr>
<tr>
<td>Facebook</td>
<td><a href="http://www.facebook.com/safespace.london">www.facebook.com/safespace.london</a></td>
</tr>
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<thead>
<tr>
<th>St. John’s The Evangelist Church</th>
<th>280 St. James Street</th>
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<tbody>
<tr>
<td>Phone</td>
<td>519-495-3907</td>
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<tr>
<td><strong>St. Paul's Social Services Food Bank and Fellowship Centre</strong></td>
<td><strong>Social Services and Food Bank:</strong></td>
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<tr>
<td>---------------------------------------------------------------</td>
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</table>
| • St. Paul's Social Services provides an emergency three-day supply of food including:  
  o fresh eggs  
  o milk powder  
  o peanut butter  
  o canned fish  
  o fresh produce  
  • This service is available in coordination with the other two major food banks in London; the Salvation Army and the London Food Bank.  
  • Additionally, hygiene products, baby food and formula, mittens, scarves, hats, shopping bags and layettes are provided to clients if availability.  
  • The Fellowship Centre is closed for the interim we will no longer be serving a bag lunch at the door on Monday, Wednesday and Friday. | Monday to Friday  
  9:00a.m. - 11:30a.m.  
  The Food Bank is closed Canada Day and the Civic Holiday. | 472 Richmond Street-Entrance off Queen's Avenue Parking Lot.  
  Phone: 519-434-8979  
  Facebook: [www.facebook.com/St.PaulsSocialServices/](http://www.facebook.com/St.PaulsSocialServices/) |
| **Sanctuary London** | **Monday**  
  12:00 noon -1p.m.  
  Wednesday  
  5:00p.m. - 6:00p.m. | **Sanctuary London**  
  531 Talbot Street  
  London, ON N6A 2S5  
  Phone: 519-280-8895  
  [www.sanctuarylondon.ca](http://www.sanctuarylondon.ca) |
| • All regular programs are currently cancelled.  
  • Providing a bagged "to go" meal twice a week.  
    o The meals will be available at the door. | **Youth Opportunities Unlimited (YOU)** | **Youth Opportunities Unlimited (YOU)**  
  332 Richmond St, London, ON N6A 3C3  
  Phone: 519-432-1112  
  Email: [info@you.ca](mailto:info@you.ca) |
| **Youth Opportunities Unlimited (YOU)** | **Monday to Friday**  
  10:00a.m. - 6:00p.m. | **Monday to Friday**  
  10:00a.m. - 6:00p.m. |
| **Ark Aid Street Mission** | **Monday to Friday**  
| | 12:00 p.m. - 5:00 p.m. | **Office open for donations**  
| | **Ark Aid Street Mission**  
| | 696 Dundas Street, London ON, N5W2Z4  
| | Phone: 519-667-0322  
| | Email: director@arkaidmission.com  
| | Website: www.arkaidmission.com  
| | Social Media: @arkaidmission | **Arkaid Street Mission**  
| | Takeout meals are offered each afternoon at 5:00 p.m. in front of Ark Aid Street Mission.  
| | Washrooms available for use weekday only  
| | All other of our programs are CLOSED, except clothing on emergency basis. | **CMHA Middlesex – My Sisters’ Place / London Coffee House**  
| | Handing out bagged lunches, hot coffee, snacks, harm reduction supplies, basic needs and connection for information & resources.  
| | London Coffee House participants can go to MSP for support and services.  
| | Mask policy is in effect  
| | My Sisters Place often has surplus produce on Fridays so please contact k.bell@cmhamiddlesex.ca if you are interested. | **7 days per week**  
| | 11:00 a.m. to 1:00 p.m. and 4:00 p.m. - 5:30 p.m. | **London Intercommunity Health Centre**  
| | **The Health Centre continues to provide the following:**  
| | o Affidavits;  
| | o Mail pick-up;  
| | o Water;  
| | o Food distribution;  
| | o Harvest Bucks;  
| | o Grocery cards; and,  
| | o Harm Reduction equipment. | **Monday to Friday**  
| | 9:00 a.m. - 4:00 p.m. | **London Intercommunity Health Centre**  
| | 659 Dundas Street (back door only off Marshal Street)  
| | Phone: 519-660-0875 Extension 225  
| | Email: gnash@lihc.on.ca  
<p>| | Website: London InterCommunity Health Centre |</p>
<table>
<thead>
<tr>
<th><strong>Big Brothers Big Sisters of London and Area</strong></th>
<th><strong>Youth for Christ</strong></th>
</tr>
</thead>
</table>
| - Client services provided in the back parking lot, strict physical distancing is practiced.  
  - Some instrumental supports such as community resource information and service coordination. | - Evening Meal Distribution.  
  o Youth ages 12-25 and their families.  
  o Provided to those who self-identify need for meals to support during crisis.  
  - Noon Meal Distribution  
    o Senior’s meal distribution for those 65+  
    o Provided as a minimal fee per meal  
  - Social Isolation Support  
    o Virtual Drop-In  
    o Monday-Friday at 12pm: Zoom Virtual Drop-In for ages 18-25  
    o Zoom Meeting Code: 169-096-689  
    o Monday-Friday at 2pm: Zoom Virtual Drop-In for ages 12-18  
    o Zoom Meeting Code: 872-248-546  

| Office is closed. | Monday to Friday  
  4:00 p.m. - 6:00 p.m. |
|-------------------------------|-------------------|
| Savanna Harmon, Family Enrollment Coordinator  
Big Brothers Big Sisters of London and Area  
543 Ridout St N London ON N6A 2P8  
Phone: 519-438-7065  
Email: savanna.harmon@bigbrothersbigsisters.ca  
Website: https://london.bigbrothersbigsisters.ca/ | Monday to Friday  
11:00 a.m.-1:00 p.m.  
Starting April 8th and to be fully operational by April 13  
CLOSED:  
Main Office (254 Adelaide St S)  
All recreation programs at the Community Youth Centre (254 Adelaide St S) | Youth for Christ  
254 Adelaide Street South, London ON,N5Z 3L1  
Phone: 519-686-0093  
Email: info@yfclondon.com  
Website: https://yfclondon.com/ |
<table>
<thead>
<tr>
<th><strong>Online Skate Club</strong></th>
<th><strong>Drop In (254 Adelaide St S)</strong> Youth/Community Café – Café Connect (254 Adelaide St S)</th>
<th><strong>Downtown Hub (formerly known as Streetlight)</strong> – this has been moved to meal distribution to youth and a “DowntownHub” Zoom gathering</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thursdays at 6pm: Online Stake Club for ages 12-18</td>
<td><strong>Online Skate Club</strong></td>
<td>Online competitions, instructions and community fitness</td>
</tr>
<tr>
<td>Zoom meeting Code: 156-168-179</td>
<td>o Online competitions, instructions and community fitness</td>
<td>o Stay at Home – Skate Board Competitions</td>
</tr>
<tr>
<td>3 additional program support groups based upon registration</td>
<td>o Compass Basketball – Instagram Live chats and workouts with NCAA players</td>
<td>o Training at home</td>
</tr>
<tr>
<td>o Online competitions, instructions and community fitness</td>
<td>o Cooking at Home – Instagram Live lessons for youth in cooking at home.</td>
<td>o Cooking at Home – Instagram Live lessons for youth in cooking at home.</td>
</tr>
<tr>
<td>o Stay at Home – Skate Board Competitions</td>
<td>o Screening additional volunteers from the community for deliveries while training them in the additional practices of safe-distancing and sanitization while delivering meals.</td>
<td>o Screening additional volunteers from the community for deliveries while training them in the additional practices of safe-distancing and sanitization while delivering meals.</td>
</tr>
<tr>
<td>o Compass Basketball – Instagram Live chats and workouts with NCAA players</td>
<td><strong>ANOVA</strong> Crisis and Support line available 24/7 for those experiencing violence or supporting those who are experiencing violence.</td>
<td>24 hours per day/7 days a week.</td>
</tr>
<tr>
<td>o Training at home</td>
<td>o This includes abuse or sexual violence.</td>
<td>Phone: 519-642-3000</td>
</tr>
<tr>
<td><strong>Cooking at Home</strong></td>
<td><strong>Sexual assault intake and counselling:</strong></td>
<td><strong>Outreach and family court support:</strong></td>
</tr>
<tr>
<td>– Instagram Live lessons for youth in cooking at home.</td>
<td>o Now done via phone or zoom,</td>
<td>o now done via phone or zoom,</td>
</tr>
<tr>
<td></td>
<td>o Accessed through the crisis line.</td>
<td>o Accessed through the crisis line.</td>
</tr>
<tr>
<td><strong>Screening additional volunteers from the community for deliveries while training them in the additional practices of safe-distancing and sanitization while delivering meals.</strong></td>
<td></td>
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</tbody>
</table>
- Shelter options for women and children:
  - Accessed through the crisis line.

**London Abused Women's Centre**

- London Abused Women’s Centre continues to provide counselling, advocacy and support in-person in our office as well as by phone or Skype for women and girls age 12 and over who:
  - Have been/are being abused by an intimate partner;
  - Sexually exploited or trafficked; and,
  - To family members of women and girls who have been sexually exploited/sex trafficked.

- Call 519 432 2204 to access services.

- Urgent Support Phone-In for clients and women calling for the first time with an urgent issue.
- Long-term, trauma-informed counselling, safety/exit planning and support by phone.
- Assistance accessing safe location/emergency housing with supports for women at risk.
- Provision of grocery/health care product vouchers to clients in need.
- Weekly Women's Drop-In group on-line for clients.
- Assistance accessing needed services.
- Anti-Human Trafficking Housing Allowance – to support women who have been trafficked to afford safe housing.

<table>
<thead>
<tr>
<th>Time</th>
<th>Days</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday to Thursday</td>
<td>9:00a.m. - 5:00p.m.</td>
<td>Evening phone appointments by arrangement</td>
</tr>
<tr>
<td>Friday</td>
<td>9:00a.m. - 4:00p.m.</td>
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<tr>
<td></td>
<td></td>
<td>Monday to Thursday 1:00p.m. - 4:30p.m.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Friday 1:00p.m. - 3:30p.m.</td>
</tr>
</tbody>
</table>

Saundra-Lynn Coulter, Director of Programs and Development
London Abused Women's Centre
797 York Street – Unit 5, London, Ontario N5W 6A8
Phone: 519-432-2204
<table>
<thead>
<tr>
<th>Community Counselling Centre of London</th>
<th>Flow</th>
<th>Community Counselling Centre of London 476 Clarke Rd, London, ON N5V 2C7  Phone: 226-314-2011  Email: <a href="mailto:info@communitycounsellinglondon.com">info@communitycounsellinglondon.com</a>  Website: <a href="http://www.communitycounsellinglondon.com">www.communitycounsellinglondon.com</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>● Counselling sessions offered virtually by phone or video only at this time.  ● Emotional and psychological support provided via on-line counselling sessions.  ● Subsidized counselling fees offered based on annual income and number of dependents.  ● Wait time dependent on availability of qualified therapists  ● TLC for LTC* is a new program launched by the Community Counselling Centre of London  ● To offer FREE virtual support to residents, staff and community members who are feeling isolated, lonely and anxious as a result of COVID-19 restrictions.  ● Therapists will provide confidential mental health support via telephone or video using a secure online telemedicine platform.  o This program is designed to include but is not limited to the following:  o Residents of any type of care facility;  o The homeless;  o Seniors who live independently; and,  o People who are supported by PSWs and/or other caregivers.</td>
<td>Office is closed. Virtual hours Monday - Friday 9:00 A.M. - 6:00 P.M.  Evening appointments may be available on request.</td>
<td></td>
</tr>
<tr>
<td>519 Pursuit</td>
<td>Flow</td>
<td>Community Counselling Centre of London 476 Clarke Rd, London, ON N5V 2C7  Phone: 226-314-2011  Email: <a href="mailto:info@communitycounsellinglondon.com">info@communitycounsellinglondon.com</a>  Website: <a href="http://www.communitycounsellinglondon.com">www.communitycounsellinglondon.com</a></td>
</tr>
<tr>
<td>● Personal Protective Equipment packages available daily at the city comfort stations.  o 26 <em>Portable Comfort Stations</em> portable toilets, with sanitizer have been set up throughout Old East Village, the downtown core area, Victoria Park, Ivey Park, Queens Park, and several located on some main streets.</td>
<td>No physical space contact via email</td>
<td>Email: <a href="mailto:contact@519pursuit.ca">contact@519pursuit.ca</a></td>
</tr>
</tbody>
</table>
Snack packages will be provided when supplies are available.

- Care packages available include:
  - Personal Protective Equipment;
  - Snack/Lunch (when supplies are available);
  - Daily necessities; and,
  - Clothing

- Resources are also being shared with My Sisters Place, Atlohsa, London Cares and SafeSpace London as needed.
- We do not have set hours of operation or a physical space
- To contact us please use our email address contact@519pursuit.ca

The Cross Cultural Learner Centre (CCLC)

All CCLC Settlement Services are operating virtually.
Contact – 519-432-1133

Client Support Services
Contact Sumbal Sheikh
Email – ssheikh@lcclc.org
Phone – 432-1133 ext – 280

Community Connection Programs.
Contact Stem Munonyara
Email – smunonyara@lcclc.org
Phone – 519-697-8443

Intercultural Competency
Contact – Ani Malhami
Email – amalhami@lcclc.org

Monday – Friday
8:30 am – 4:30 pm

Valerian Marochko – Executive Director of Cross Cultural Learner Centre
Email: vmarochko@lcclc.org
Phone: 519- 432-1133
Website: https://lcclc.org/
| **St. Joseph's Hospitality Centre** | Offering bagged breakfast and lunch at our front door free of charge. | Breakfast is from 9:30a.m.-11:00a.m. Lunch is from 12:00p.m.-1:30p.m. | Bill Payne  
St Joseph's Hospitality Centre  
707 Dundas St E, London, ON, N5W 2Z5  
Email: stjosephshospitalitycentre@gmail.com  
Phone: 519-432-0660  
Website: www.csjcanada.org |
|--------------------------------------|-------------------------------------------------------------------|-------------------------------------------------|-------------------------------------------------|
| **Interpretation**                   | Contact – Mouna Abbas  
Email – mabbas@lcclc.org  
Phone – 519-432-1133 ext - 282 |                                                                |                                                 |
| **Job Search Workshop**              | Contact Bo Ferenc  
Email – bferenc@lcclc.org  
Phone – 519-808-5597 |                                                                |                                                 |
| **Language Assessment Referral**     | Contact – Onyinye Enuoyibo  
Email – oenuoyibo@lcclc.org  
Phone – 432-1133 ext - 362 |                                                                |                                                 |
| **Orientation Services for Newcomers** | Contact Rita Thapa  
Email – rthapa@lcclc.org  
Phone – 519-808-4787 |                                                                |                                                 |
| **Translation**                      | Contact – Suzanne LaRose  
Email – admin@lcclc.org  
Phone – 519-432-1133 ext - 233 |                                                                |                                                 |
| Atlohsa Family Healing Services | Monday – Friday 10:00 am – 3:00 pm | Atlohsa Head Office  
343 Richmond Street, London, ON, N6A3C2  
Email: admin@atlohsa.com  
Phone: 519-438-0068  
Facebook and Instagram handles: @atlohsa |
|--------------------------------|----------------------------------|----------------------------------|
| • Crisis intervention/support at Head Office, the following is available:  
  o support staff,  
  o snacks,  
  o water,  
  o grocery gift cards  
  • Atlohsa 24-Hour Crisis Line 1-800-605-7477  
  • Canadian Human Trafficking Helpline 1-833-900-1010  
  • The Zhaawanong Shelter is an emergency shelter for Indigenous women and children  
    o Currently accepting intake for support and services  
    o Access to sheltering is based on availability, call 519-432-2270  
  • The Atlohsa Resting Space is providing hotel sheltering for Indigenous people.  
    o Access to sheltering is limited and based on availability, call 519-430-7572  
  • Supportive Housing is currently at capacity, call Housing 519-476-3783  
  • 24-hour crisis line and numerous text lines to support those in need  
  • Online Support Group Meetings:  
    o Medicine Wheel 12-Step Program  
    o Contact: Amanda Fraser afraser@atlohsa.com or 519-318-3914  
    o Kanawayhitowin Women’s Group every other Wednesday at 1PM | Text Message Atlohsa Support Staff -allow 24hrs for response time:  
Child & Youth: 519-282-7896  
Housing: 519-476-3783  
Indigenous Mental Wellness Outreach: 519-476-3783  
Street Outreach: 519-319-0584  
Anti-human Trafficking: 519-318-0795  
Cultural Justice: 519-857-2353 |
| Réseau-Femmes du Sud-Ouest de l'Ontario | Services en Français pour les femmes - French services for women  
- Pendant la COVID - Services individuels ou en groupe offerts par: Téléphone, Whatsapp, Texto, Courriel, Facebook  
  - Counseling individuel – confidentiel,  
  - Appui transitoire,  
  - sensibilisation à la violence faite aux femmes,  
  - Soutien personnalisé pour les femmes victimes de violence ou à risque de subir de la violence,  
- Groupes de soutien via Whatsapp,  
- Ateliers  
- In non-COVID time, we provide:  
  - Onsite private counselling and  
  - Personalized transitional support  
  - Outreach in the community,  
  - Offer workshops and  
  - Partner with other agencies and services in the community.  
- Services are confidential and free  
- During COVID support and services are running via phone, text, email, whatsapp, Facebook.  
| Tuesday, Wednesday, Thursday 8:30a.m. – 4:30p.m. | Directrice générale/Executive Director:  
Mariah Amor,  
Email: dg@reseau-femmes-soo.com  
Phone: 226-349-9907  
Gestionnaire ressource/Resource Manager :  
Blandine Lesage  
Email: gr@reseau-femmes-soo.com  
Phone: 226-787-2228,  
Intervenante/Case worker :  
Nawal Athanase,  
Email: london@reseau-femmes-soo.com  
Phone: 226-349-9438,  
Ligne de crise/Crisis ligne 24 h/24: Fem’aide  
Phone: 1-877-336-2433 |
| Mission Services of London | The Mission Store and the Emergency Voucher Program are reopening on June 1st 2020.  
- Masks are required in the Mission Store.  
- Referring agencies are no longer required to complete a voucher form.  
- We ask that referring agencies review the Voucher Program Principles with each client  
| Monday – Thursday 9:00a.m. - 2:00p.m. – (last check-in at 1:00p.m.) | Mission Service of London  
Peggy Locke, Voucher Program Coordinator  
4-797 York Street, London ON N5W 6A8  
Phone: 519-438-3056  
Website: https://missionservices.ca/ |
and provide them with a copy of the document before their visit to the Mission Store.

- Proof of Address and Photo ID may be required.
- The number of people permitted in the store at any given time is being limited to allow for physical distancing.
- Visit the following link for more information about precautionary measures being taken in light of the pandemic: missionservices.ca/mission-store-reopening-june-1st-2020
- The Community Mental Health Programs telephone support line is now providing live support-(519-439-7700).
- Persons in need of live support for outreach, direction on local supports, information on mental health, addictions, and housing services, can call at any time.

### Muslim Soup Kitchen

- Regular weekly community hot lunch for those in need.
- Distribution of meals at curbside only
- Building is not open to the public due to the pandemic
  - meals will be provided for take-out, to attendees one meal per person
- Asking attendees to keep a safe distance of 6 feet.
- Please wear a face mask IF POSSIBLE.

<table>
<thead>
<tr>
<th>Monday-Friday</th>
<th>8:00a.m. - 4:00p.m.</th>
<th>Or by 24/7 hour voice mail.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th><strong>Muslim Soup Kitchen</strong></th>
<th><strong>Monday-Friday</strong></th>
<th><strong>Or by 24/7 hour voice mail.</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Every Saturday between 1:30 - 2:30 pm (first come, first serve basis while quantities last).- Beginning July 11, 2020</td>
<td>Meer Sahib Hyatt Mosque 282 Hamilton Rd, London, ON N5Z 1R3 Email: <a href="mailto:msahibpeng@gmail.com">msahibpeng@gmail.com</a> Phone: (519) 488-5299 Website: <a href="https://www.eccoo.ca/muslim-soup-kitchen">https://www.eccoo.ca/muslim-soup-kitchen</a></td>
<td>Meer Sahib Hyatt Mosque 282 Hamilton Rd, London, ON N5Z 1R3 Email: <a href="mailto:msahibpeng@gmail.com">msahibpeng@gmail.com</a> Phone: (519) 488-5299 Website: <a href="https://www.eccoo.ca/muslim-soup-kitchen">https://www.eccoo.ca/muslim-soup-kitchen</a></td>
</tr>
<tr>
<td>Metropolitan United Church</td>
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<tr>
<td>---------------------------</td>
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<tr>
<td>• Offer warm take-out meals when St George Anglican (who serves a meal the second and fourth Friday of each month) is not providing a meal.</td>
<td></td>
<td></td>
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<tr>
<td>• Therefore a meal will be served nine times in 2020:</td>
<td></td>
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<tr>
<td>o Sept 4;</td>
<td></td>
<td></td>
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<tr>
<td>o Sept 18;</td>
<td></td>
<td></td>
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<tr>
<td>o Oct 2;</td>
<td></td>
<td></td>
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<tr>
<td>o Oct 16;</td>
<td></td>
<td></td>
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<tr>
<td>o Oct 30th;</td>
<td></td>
<td></td>
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<tr>
<td>o Nov 6;</td>
<td></td>
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<tr>
<td>o Nov 20;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>o Dec 4; and,</td>
<td></td>
<td></td>
</tr>
<tr>
<td>o Dec 18th</td>
<td></td>
<td></td>
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<tr>
<td>• Hope that in January warm meals can be served safely indoors, preferably in a central and consistent location.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Volunteers will all be wearing masks and respect social distancing and guests are asked do the same.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Starts on Friday September 4 5:00 P.M. to 6:00 P.M.</td>
<td></td>
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</tr>
<tr>
<td>Metropolitan United Church</td>
<td></td>
<td></td>
</tr>
<tr>
<td>468 Wellington St, London, ON N6A 3P8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:leenders@uwo.ca">leenders@uwo.ca</a></td>
<td></td>
<td></td>
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<tr>
<td>Phone: (519) 432-7189</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Website: <a href="https://metropolitanchurch.com/">https://metropolitanchurch.com/</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Facebook: <a href="https://www.facebook.com/Metropolitan-United-Church-London-Ontario-656594271105760/">https://www.facebook.com/Metropolitan-United-Church-London-Ontario-656594271105760/</a></td>
<td></td>
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</tr>
</tbody>
</table>

Please note that this document is updated regularly. While we attempt to include as many services as possible, we apologize if some services have been missed. If your organization is providing basic needs services and would like to be included on the list please contact cyn@london.ca.

For additional information please visit [https://211ontario.ca/](https://211ontario.ca/)

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

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

For additional supports and services resident are encouraged to visit [https://www.informationlondon.ca/123/Information_London_COVID19_Resources_Page/](https://www.informationlondon.ca/123/Information_London_COVID19_Resources_Page/)
For a map that includes some of the basic needs organizations, please see: https://www.google.ca/maps/@42.9741882,-81.2518648,13z/data=!3m1!4b1!4m2!6m1!1s1vltarQwcdyxA4ftVBn1Mhu014etJx

Seniors, persons with disabilities and people with underlying medical conditions, their families or caregivers can access delivery services by visiting www.ontariocommunitysupport.ca.