# Supports for Basic Needs

**NOTE:** This information is current as of 2020-06-17 12:23 PM

<table>
<thead>
<tr>
<th>Agency Name</th>
<th>Basic needs supports offered</th>
<th>Hours of Operation</th>
<th>Contact</th>
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</table>
| **The Salvation Army, Centre of Hope and Housing Stability Bank (HSB)** | • 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:  
  o The applicant contacts the Housing Stability Bank by phone 519-964-3663 X 300 or by email housing@centreofhope.ca.  
  o Where possible the application will start over the phone or via email.  
  o Please note that the HSB application will be made available on-line at https://centreofhope.ca/housing-stability-bank/ starting on June 19, 2020.  
  o A brief follow up appointment will be scheduled to finalize the details of the application and obtain the appropriate signatures. | 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, Food Bank</th>
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<tbody>
<tr>
<td>- The Salvation Army Food Bank remains open.</td>
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<tr>
<td>- People are waiting and being served outside, dress according to the weather.</td>
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<tr>
<td>- Changed from a choice model food bank to pre-made boxes of food.</td>
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<td>- As of April 8, 2020 serving supper meals from the Emergency food truck in the Center's parking lot 7 days/week over the next 4-8 weeks.</td>
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<tr>
<td>- Using a COVID-19 pre-screening tool for anyone coming into our building.</td>
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<td>- All community groups are cancelled.</td>
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<td>- Income Tax clinic is being postponed, hoping we'll be able to run it at a later date.</td>
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<tr>
<th>Meals on Wheels</th>
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<tr>
<td>- Meal services both hot and frozen are operating normally.</td>
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<tr>
<td>- Visit: <a href="https://www.mealsonwheelslondon.ca/meals-wheels">https://www.mealsonwheelslondon.ca/meals-wheels</a> or call 519-660-1430</td>
</tr>
<tr>
<td>- We are taking new clients.</td>
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<tr>
<td>- Frozen meals are also available (on hand or can be ordered).</td>
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<tr>
<td>- Frozen orders due at 4pm every Monday for Thurs morning delivery.</td>
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<tr>
<td>- All meals have subsidized rates.</td>
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<tr>
<td>- Crisis meals available for those in need at no cost (just call us).</td>
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<td>- Transportation and all other programs are on hold until further notice.</td>
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</tbody>
</table>
### Service Canada
- All locations are now closed to the public.
- Services will continue virtually.
- Continue to provide Canada Pension Plan/Old Age Security payments as well as Employment Insurance.
- Applying for Employment Insurance can be done online.
- Starting the week of March 15th, clients who are unable to work due to COVID-19 quarantine and who qualify for sickness benefits can have their waiting period waived.

| Monday - Friday  
| 8:30a.m. - 4:30p.m.  |
| Service Canada Toll-Free Line  
| 8a.m. - 5p.m.  |
| Service Canada Centres are closed to the public. Please visit the following address for information: [https://www.canada.ca/en/employment-social-development/corporate/notices/coronavirus.html#web-notice](https://www.canada.ca/en/employment-social-development/corporate/notices/coronavirus.html#web-notice)  |

### South London Neighbourhood Resource Centre (SLNRC)
- SLNRC Emergency Food and baby food cupboard open in White Oaks! (St. Justin’s Church, 855 Jalna Blvd)
  - 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.  |

| Nancy Needham, Executive Director  
| South London Neighbourhood Resource Centre (temporary location, St. Justin’s Church, 855 Jalna Blvd)  
<p>| Email: <a href="mailto:nneedham@slnrc.ca">nneedham@slnrc.ca</a>  |</p>
<table>
<thead>
<tr>
<th>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</th>
<th>Youth Programs are running virtually – contact <a href="mailto:jmiles@slnrc.ca">jmiles@slnrc.ca</a> 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</th>
<th>Monday to Friday 9:00a.m.-5:00 p.m.</th>
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</thead>
<tbody>
<tr>
<td>Youths First CAPC are running virtually through posted information and videos contact <a href="mailto:gcatherwood@slnrc.ca">gcatherwood@slnrc.ca</a> or call 519-649-1248 for information</td>
<td>Monday: Collective Kitchen Simple nutritious meals posted on Facebook Precious Moments Parenting Information posted on Facebook Tuesday: Little Learners at Play 11:30 Activities, Song &amp; Stories videos</td>
<td>Monday to Friday 9:00a.m.-5:00 p.m.</td>
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</tbody>
</table>
| Northwest London Resource Centre (NWLRC) | Monday - Friday 10:00 a.m. – 3:00 p.m. | Amani Radhaa, Associate Director  
Northwest London Resource Centre  
27A-1225 Wonderland Road North  
Phone: 519-471-8444.  
Email: amaniradhaa@nwlrc.ca  
Nancy Needham, Executive Director  
Northwest London Resource Centre  
Email: nneedham@slnrc.ca |
|----------------------------------------|--------------------------------------|------------------------------------------|
| Wednesday:  
Women's Support Group Westminster 10:00 Drop-In on Zoom  
Little Learners at Play 11:30 Activities, Song and Stories videos | | |
| Thursday:  
Little Learners at Play 11:30 Activities, Song and Stories videos  
Young Mom’s Group Activities, songs and Stories videos | | |
| The Emergency Food Cupboard remains open.  
- 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  
Youth Programs are running virtually – contact jmiles@slnrc.ca for registration  
Monday 3:30-5pm Homework Help  
Tuesday 3:30-4:30pm Youth Council | | |
<table>
<thead>
<tr>
<th>Crouch Neighbourhood Resource Centre</th>
<th>Glen Cairn Community Resource Centre</th>
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<tbody>
<tr>
<td><strong>Wednesday</strong> 3:30-5pm Drop In</td>
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<td><strong>Thursday</strong> 5-6pm Don't Judge a Book by Its Movie</td>
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<td><strong>Friday</strong> 4:30-6pm Youth Chefs</td>
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<tr>
<td>Crouch Neighbourhood Resource Centre</td>
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<tr>
<td>- Emergency Food Cupboard open Friday</td>
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<td>o Service takes place outside with a sidewalk pick up model.</td>
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<td>- Covid Care Kits of food and hygiene items available each Wednesday for residents in need.</td>
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<td>o Requests must be made by Friday for delivery on Wednesday.</td>
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<tr>
<td>- Let's Get Cooking at Home kits with recipes and ingredients available weekly for families with children and youth.</td>
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<td>- Fridays 1:30p.m.-4:00p.m.</td>
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<tr>
<td>To access supports, contact via email at <a href="mailto:info@crouchnrc.org">info@crouchnrc.org</a> or send a direct message to the Crouch Facebook page.</td>
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<tr>
<td>Crouch Neighbourhood Resource Centre Executive Director: Jennifer Martino</td>
<td></td>
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<tr>
<td>550 Hamilton Rd</td>
<td></td>
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<tr>
<td>Phone: 519.642.7630</td>
<td></td>
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<tr>
<td>Email: <a href="mailto:jmartino@crouchnrc.org">jmartino@crouchnrc.org</a></td>
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<tr>
<td>Website: <a href="http://www.crouchnrc.org">www.crouchnrc.org</a></td>
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<td>Twitter and Instagram: @crouchnrc</td>
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<tr>
<td>Glen Cairn Community Resource Centre</td>
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<tr>
<td>- Ontario Energy Savings Program</td>
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<td>o By appointment: Call Cathy Hishon at 519-668-2745</td>
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<tr>
<td>- Emergency food and basic needs</td>
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<tr>
<td>o At the GCCRC on Mondays, Tuesdays and Thursdays from 1pm to 4pm (Drop-in)</td>
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<tr>
<td>o Weekly deliveries (on Wednesday): Please register at 519-668-2745 or email at <a href="mailto:volunteer@gccrc.ca">volunteer@gccrc.ca</a></td>
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<tr>
<td>- Youth Programs (cyber series)</td>
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<tr>
<td>o For more details about youth programs visit our website at gccrc.ca or contact Justin directly at <a href="mailto:jmcurie@gccrc.ca">jmcurie@gccrc.ca</a> or phone at 519-668-2745:</td>
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<tr>
<td>Monday, Tuesday and Thursday from 1:00p.m. to 4:00p.m.</td>
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<tr>
<td>By Phone; Mondays-Thursdays 9:00a.m. to 3:00p.m.</td>
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<tr>
<td>Glen Cairn Community Resource Centre</td>
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<tr>
<td>244 Adelaide Street South</td>
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<tr>
<td>Stanislav Rajic</td>
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<tr>
<td>Executive Director</td>
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<td>Email: <a href="mailto:srajic@gccrc.ca">srajic@gccrc.ca</a></td>
<td></td>
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<tr>
<td>Phone: 519-668-2745</td>
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<tr>
<td>Website: <a href="https://www.gccrc.ca/">https://www.gccrc.ca/</a></td>
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Intro to Dungeons and Dragons (Mondays 3-5 pm)
Virtual Homework Club (Tuesdays 3-4pm; Grades 6-12)
Live Cooking Lessons (Wednesdays 3:30 – 5 pm). Supplies will be provided
Advanced Dungeons and Dragons (Thursdays 1-3pm)
Virtual Homework Club (Thursdays 3-4pm; Grades 6-12)
Virtual specialty programing and demonstrations (Friday 3pm)

**Children and Parenting Programs**
- For more information, visit our website at gccrc.ca or contact Chelsea directly at ccameron@gccrc.ca or phone at 519-668-2745:
  - Live stream cooking (Mondays at 2pm)
  - Live stream Homework Club (Tuesdays 3pm)
  - Live craft challenge (Wednesdays at 2pm)
  - Live Show and Tell (Thursday at 2pm)
  - Homework help and parent e-learning supports via Zoom or Facebook Call (Monday and Thursday 11am to Noon)

**Adult Programing**
- For more details about youth programs visit our website at gccrc.ca or contact Cathy Hishon directly at chison@gccrc.ca or phone at 519-668-2745
<table>
<thead>
<tr>
<th>LUSO Community Services</th>
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<td>• Newcomer Settlement Services operating virtually.</td>
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| Emergency Food Cupboard is Open. |
| 0 NSY and N5V postal codes only |
| 0 1 visit per month. |
| 0 Residents need one piece of ID for each member of the household; address; income statement. |

| Breakfast Program. |
| 0 Take-out breakfast available daily for children & youth in Northeast neighbourhoods. |

| 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  
**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 | 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  
Nancy Needham, Executive Director South London Neighbourhood Resource Centre Email: nneedham@slnrc.ca | Email: community@lusocentre.org Website: www.lusocentre.org |
|---|---|---|---|
| London Food Bank | • Hours of operation remain the same at the present time.  
• Unsure if Food depots will continue to open.  
• Only one person is allowed into food bank at a time.  
• 1 piece of identification for each family member - REQUIRED EVERY VISIT  
• Proof of income, if any (e.g. paystub, OW/ODSP statement).  
• If picking up food for someone else, ID is required for each of those people as well. | Monday to Friday 9:00a.m. - 4:00p.m.  
Mary Ann McDowell Operations Coordinator London Food Bank Email: maryann@londonfoodbank.ca | |
| Alzheimer Society London Middlesex | • Office is not open to the public until further notice.  
• Support services (where appropriate and technically possible) are continuing to be 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 | | |
delivered to clients of ASLM, however, face-to-face programming has been temporarily halted.  
- Our client support workers (RSW and RSSW) are reaching out to clients via phone and email (both outbound and inbound).
- Clients are also being notified via eblasts regarding updates to current situation and links to other resources (both crisis and counselling services) that may assist them during this time of limited ASLM programming delivery.

**Rowntree Memorial United Church**
- Welcome Wednesday Community Meal Providing takeout foods only, for the next several weeks - no coffee and socializing.
- Takeout food includes packaged sandwiches, veggies and fruit.

**St. Michael's Roman Catholic Parish**
- Community Meal every Monday will continue.
- Format has changed to takeout.

**Trinity United Church**
- Regularly scheduled community meal for those in need on the first Sunday of every month.
- Meals are available for delivery
  - Call 519-455-2710
- Regular hours of 5:00p.m. – 6:30p.m. will be observed for meal pick-ups.
- The Church will also Livestream its Sunday morning service for those interested.

**LIFE *SPIN**
- LIFE*SPIN initiated a Community Food Box program to be delivered to vulnerable residents by partnering with On the Move Organics, Lola

<table>
<thead>
<tr>
<th><strong>Rowntree Memorial United Church</strong></th>
<th><strong>St. Michael's Roman Catholic Parish</strong></th>
<th><strong>Trinity United Church</strong></th>
<th>*<em>LIFE <em>SPIN</em></em></th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome Wednesday Community Meal Providing takeout foods only, for the next several weeks - no coffee and socializing. Takeout food includes packaged sandwiches, veggies and fruit.</td>
<td>Community Meal every Monday will continue. Format has changed to takeout.</td>
<td>Regularly scheduled community meal for those in need on the first Sunday of every month. Meals are available for delivery Call 519-455-2710. Regular hours of 5:00p.m. – 6:30p.m. will be observed for meal pick-ups. The Church will also Livestream its Sunday morning service for those interested.</td>
<td>LIFE*SPIN initiated a Community Food Box program to be delivered to vulnerable residents by partnering with On the Move Organics, Lola.</td>
</tr>
<tr>
<td>Wednesday 12:00p.m. - 1:00p.m. *takeout food only</td>
<td>Community Meal 5:30pm - 6:30pm ** The Community meal will end on June 15 for the foreseeable future.</td>
<td>First Sunday of every month 5:00p.m. – 6:30 p.m.</td>
<td>Closed</td>
</tr>
<tr>
<td>Doris Kipfer Email: <a href="mailto:edkipfer@yahoo.ca">edkipfer@yahoo.ca</a></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>
<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>
<td>LIFE*SPIN 866A Dundas Street East Phone: 519-438-8676 Email: <a href="mailto:life@execulink.com">life@execulink.com</a></td>
</tr>
<tr>
<td>Website: <a href="http://www.alzheimerlondon.ca">www.alzheimerlondon.ca</a></td>
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</table>
Bees & Food Fund, as well as to seniors through the Meals on Wheels program
  o By working together, we support fixed-income families, seniors and expectant mothers, who are at-risk, with direct access to food, delivered right to their doors.
  o The Ontario Student Nutrition Program is covering the cost for 600 families in the N5W and N5Z area codes.
- Fundraising efforts have so far enabled us to cover the others who have requested support.
- Pocket-Sized Farms ~ Ploughshare Project LIFE*SPIN is supporting low-income families with children by providing home-based start-up food garden kits.
- Since 1994, LIFE*SPIN has been offering a free day-camp program, Pocket-Sized Farms, to teach young children about environmental protection, organic food production, literacy and building community.
  o Each ploughshare kit includes a garden shovel, sheep manure/compost, topsoil, vegetable seeds, and instructions on how to get started growing food at home.
  o Volunteers provide a no-contact drop off to the family and when they register, they are invited to join a group page where they can watch instruction videos, learn practical tips on how to grow these vegetables, harvest and cook them.

Website: www.lifespin.org
- They can also ask leaders your questions, share recipes, and share pictures from their garden.

- Advocacy work is ongoing, serving individual clients remotely with help for OW/ODSP/CPP issues and applications
- Completing wellness check-in with all our active clients and sending resource information via mail for our community members who lack internet support.
- Information sharing continues to be a priority. Resources and supports are updated regularly at https://lifespin-\-org.doodlekit.com/home/urgent-community-\-resources
- There is also a print version available as a pdf to share with clients that do not have access to internet.

| SafeSpace | Distribution at our door of food, harm reduction items and personal items. | Monday to Tuesday 6p.m. - 9p.m. | SafeSpace London
96 Rectory Unit A
Email: safespacelondon@gmail.com
Facebook: www.facebook.com/safespace.london

   - Have added prepared meals on each shift.
   - Asking attendees to keep a safe distance from others.
   - Requires the use of hand sanitizer (provided) before the exchange of any items.
   - Attendees will be met at the door and a staff person will get requested items.
   - No hugs or hang-outs.
   - Space is not open as a resting place unless in imminent crisis and in need of referral to another service.
   - Thursdays 10:30a.m. - 1:30p.m. |
| **St. John's The Evangelist Church** | Limited number of people permitted in the space.  
If you cannot get to the space, private message staff on Facebook to see if outreach can be arranged. | Every Saturday at 5:00 p.m. | St. John’s The Evangelist Church  
280 St. James Street  
Phone: 519-495-3907 |
|---|---|---|---|
| **St. Paul’s Social Services**  
 **Food Bank and Fellowship Centre** | A hot meal will be available for take-out on Saturdays  
Meal service will be available as long as possible. | Social Services and Food Bank:  
Monday to Friday  
9:00a.m. - 11:30a.m.  
The Food Bank is closed Canada Day and the Civic Holiday.  
St. Paul’s Social Services Fellowship Centre and Food Bank  
472 Richmond Street-Entrance off Queen's Avenue Parking Lot  
Phone: 519-434-8979  
Facebook: [www.facebook.com/St.PaulsSocialServices/](http://www.facebook.com/St.PaulsSocialServices/) | **St. Paul’s Social Services and Food Bank:**  
**Monday to Friday**  
**9:00a.m. - 11:30a.m.**  
**The Food Bank is closed Canada Day and the Civic Holiday.**  
**St. Paul’s Social Services Fellowship Centre and Food Bank**  
**472 Richmond Street-Entrance off Queen's Avenue Parking Lot**  
**Phone: 519-434-8979**  
**Facebook:** [www.facebook.com/St.PaulsSocialServices/](http://www.facebook.com/St.PaulsSocialServices/) |
| **Sanctuary London** | St. Paul's Social Services provides an emergency three-day supply of food including:  
- fresh eggs  
- milk powder  
- peanut butter  
- canned fish  
- 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  
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) |
| **Sanctuary London** | All regular programs are currently cancelled.  
Providing a bagged "to go" meal twice a week.  
- The meals will be available at the door. | | |
<table>
<thead>
<tr>
<th>Youth Opportunities Unlimited (YOU)</th>
<th>Monday to Friday 10:00 a.m. - 6:00 p.m.</th>
<th>Youth Opportunities Unlimited (YOU) 332 Richmond St, London, ON N6A 3C3 Phone: 519-432-1112 Email: <a href="mailto:info@you.ca">info@you.ca</a></th>
</tr>
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</table>
| • The Youth Action Centre continues to provide supports to youth.  
  o Increased COVID-19 screening procedures are in place.  
• Young people ages 15-25 can access the space for:  
  o basic needs  
  o meals to go  
  o housing supports  
  o trusteeship services  
• YOU is now providing laundry services; 1 load per person maximum.  
• The YOU Career Services staff can assist youth ages 15-29 with employment counselling and supports:  
  o in person  
  o at the Youth Action Centre  
  o remotely via technology |
| Ark Aid Street Mission | Monday to Friday 12:00 p.m. - 5:00 p.m. | Ark Aid Street Mission 696 Dundas Street, London ON, N5W2Z4 Phone: 519-667-0322 Email: director@arkaidmission.com Website: www.arkaidmission.com Social Media: @arkaidmission |
| • 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 | Office open for donations Monday to Friday 9:00 a.m. - 5:00 p.m. Take-out food-daily at 5:00 p.m. | CMHA Middlesex/My Sister’s Place London Coffee House 534 Queens Ave, London ON N6B 1Y6 Telephone: 519-668-0624 Extension 302 Email: k.trentman@cmhamiddlesex.ca Email: k.bell@cmhamiddlesex.ca |
| • 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.  
• My Sisters Place often has surplus produce on Fridays so please contact k.bell@cmhamiddlesex.ca if you are interested. | Monday-Friday 11:00 a.m. to 1:00 p.m. and 4:00 p.m. - 5:30 p.m.  
Weekends, 11:00 a.m.-1:00 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.  
  - Client services provided in the back parking lot, strict physical distancing is practiced.  
  - Some instrumental supports such as community resource information and service coordination.  
  - Monday to Friday 9:00a.m. - 4:00p.m. | London Intercommunity Health Centre  
  659 Dundas Street (back door only off Marshal Street)  
  Phone: 519-660-0875 Extension 225  
  Email: gnash@lihc.on.ca  
  Website: London InterCommunity Health Centre |
| Big Brothers Big Sisters of London and Area | Resources for families with children and youth who are experiencing significant issues related to isolation.  
  - Office is now closed. All employees are working from home. Mentoring coordinators are still available to provide match support via phone and email.  
  - After-hours answering service continues to be available for urgent matters.  
  - Office is closed. 24 hour answering service. | 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/ |
| Youth for Christ | Evening Meal Distribution.  
  - Youth ages 12-25 and their families.  
  - Provided to those who self-identify need for meals to support during crisis.  
  - Noon Meal Distribution  
  - Senior’s meal distribution for those 65+  
  - Provided as a minimal fee per meal  
  - Monday to Friday 11:00a.m.-1:00p.m. | Youth for Christ  
  254 Adelaide Street South, London ON,N5Z 3L1  
  Phone: 519-686-0093  
  Email: info@yfclondon.com  
  Website: https://yfclondon.com/ |
- Social Isolation Support
  - Virtual Drop-In
    - Monday-Friday at 12pm: Zoom Virtual Drop-In for ages 18-25
    - Zoom Meeting Code: 169-096-689
    - Monday-Friday at 2pm: Zoom Virtual Drop-In for ages 12-18
    - Zoom Meeting Code: 872-248-546

- Online Skate Club
  - Thursdays at 6pm: Online Skate Club for ages 12-18
  - Zoom meeting Code: 156-168-179

- 3 additional program support groups based upon registration
  - Online competitions, instructions and community fitness
  - Stay at Home – Skate Board Competitions
  - Compass Basketball – Instagram Live chats and workouts with NCAA players
  - Training at home

- Cooking at Home – Instagram Live lessons for youth in cooking at home.

- Screening additional volunteers from the community for deliveries while training them in the additional practices of safe-distancing and sanitization while delivering meals.

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)
Drop In (254 Adelaide St S)
Youth/Community Café – Café Connect (254 Adelaide St S)
Downtown Hub (formerly known as Streetlight) – this has been moved to meal distribution to youth and a “DowntownHub” Zoom gathering

Online hours of operation are from 8:00a.m. – 10:00p.m.
<table>
<thead>
<tr>
<th>ANOVA</th>
<th>London Abused Women’s Centre</th>
</tr>
</thead>
</table>
| - Crisis and Support line available 24/7 for those experiencing violence or supporting those who are experiencing violence.  
  - This includes abuse or sexual violence.  
  - Sexual assault intake and counselling:  
    - Now done via phone or zoom,  
    - Accessed through the crisis line.  
  - Outreach and family court support:  
    - Now done via phone or zoom,  
    - Accessed through the crisis line.  
  - Shelter options for women and children:  
    - Accessed through the crisis line.  
  - 24 hours per day/7 days a week.  
  - Phone: 519-642-3000 | - 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.  
  - Monday to Thursday 9:00a.m. - 5:00p.m.  
  - Friday 9:00a.m. - 4:00p.m.  
  - Evening phone appointments by arrangement | - 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  
  - Monday to Thursday 1:00p.m. - 4:30p.m.  
  - Friday 1:00p.m. - 3:30p.m.  
  - Phone: 519-432-2204 |
| Community Counselling Centre of London | • 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.  

Office is closed  
Virtual hours:  
Tuesday to Thursday  
9:00 a.m. – 6:00 p.m.  

| Community Counselling Centre of London  
476 Clarke Rd, London, ON N5V 2C7  
Phone: 226-314-2011  
Email: info@communitycounsellinglondon.com  
Website: www.communitycounsellinglondon.com |
<table>
<thead>
<tr>
<th>People who are supported by PSWs and/or other caregivers.</th>
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<tr>
<td><strong>519 Pursuit</strong></td>
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</tbody>
</table>
| - Personal Protective Equipment packages available daily at the city comfort stations.  
  - **26 Portable Comfort Stations** 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.  
  - 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](mailto:contact@519pursuit.ca) |
<p>| No physical space contact via email |
| Email: <a href="mailto:contact@519pursuit.ca">contact@519pursuit.ca</a> |</p>
<table>
<thead>
<tr>
<th>The Cross Cultural Learner Centre (CCLC)</th>
<th>All CCLC Settlement Services are operating virtually. Contact – 519-432-1133</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Client Support Services</strong></td>
<td>Contact Sumbal Sheikh Email – <a href="mailto:ssheikh@lcclc.org">ssheikh@lcclc.org</a> Phone – 432-1133 ext – 280</td>
</tr>
<tr>
<td><strong>Community Connection Programs</strong></td>
<td>Contact Stem Munonyara Email – <a href="mailto:smunonyara@lcclc.org">smunonyara@lcclc.org</a> Phone – 519-697-8443</td>
</tr>
<tr>
<td><strong>Intercultural Competency</strong></td>
<td>Contact – Michel Manocchi Email – <a href="mailto:mmanocchi@lcclc.org">mmanocchi@lcclc.org</a> Phone – 519-697-3707</td>
</tr>
<tr>
<td><strong>Interpretation</strong></td>
<td>Contact – Mouna Abbas Email – <a href="mailto:mabbas@lcclc.org">mabbas@lcclc.org</a> Phone – 519-432-1133 ext - 366</td>
</tr>
<tr>
<td><strong>Job Search Workshop</strong></td>
<td>Contact Bo Ferenc Email – <a href="mailto:bferenc@lcclc.org">bferenc@lcclc.org</a> Phone – 519-808-5597</td>
</tr>
<tr>
<td><strong>Language Assessment Referral</strong></td>
<td>Contact – Onyinye Enuoyibo Email – <a href="mailto:oenuoyibo@lcclc.org">oenuoyibo@lcclc.org</a> Phone – 432-1133 ext - 362</td>
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Monday – Friday 8:30 am – 4:30 pm

Valerian Marochko, Executive Director of Cross Cultural Learner Centre 505 Dundas St, London, ON N6B 1W4 Email: vmarochko@lcclc.org Phone: 519- 432-1133 Website: [https://lcclc.org/](https://lcclc.org/)
<table>
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<tr>
<th><strong>Orientation Services for Newcomers</strong></th>
<th><strong>Translation</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Rita Thapa Email – <a href="mailto:rthapa@lcclc.org">rthapa@lcclc.org</a> Phone – 519-808-4787</td>
<td>Contact – Suzanne LaRose Email – <a href="mailto:admin@lcclc.org">admin@lcclc.org</a> Phone – 519-432-1133 ext - 233</td>
</tr>
</tbody>
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**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.

**Atlohsa Family Healing Services**

- Crisis intervention/support at Head Office, the following is available:
  - support staff,
  - snacks,
  - water,
  - 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
  - Currently accepting intake for support and services
  - Access to sheltering is based on availability, call 519-432-2270

**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

**Atlohsa Head Office**

343 Richmond Street, London, ON, N6A3C2
Email: admin@atlohsa.com
Phone: 519-438-0068
Facebook and Instagram handles: @atlohsa

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
- The Atlohsa Resting Space is providing hotel sheltering for Indigenous people.
  - 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:
  - Medicine Wheel 12-Step Program
  - Contact: Amanda Fraser afraser@atlohsa.com or 519-318-3914
  - Kanawayhitowin Women’s Group every other Wednesday at 1PM

<table>
<thead>
<tr>
<th>Réseau-Femmes du Sud-Ouest de l'Ontario</th>
<th>Services en Français pour les femmes- French services for women</th>
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</thead>
<tbody>
<tr>
<td>- Pendant la COVID - Services individuels ou en groupe offerts par: Téléphone, Whatsapp, Texto, Courriel, Facebook</td>
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<td>- Counseling individuel – confidentiel,</td>
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<td>- Appui transitoire,</td>
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<td>- sensibilisation à la violence faite aux femmes,</td>
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<td>- Soutien personnalisé pour les femmes victimes de violence ou à risque de subir de la violence,</td>
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<td>- Groupes de soutien via Whatsapp,</td>
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<td>- Ateliers</td>
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<td>- In non-COVID time, we provide:</td>
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<td>- Onsite private counselling and</td>
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<td>- Personalized transitional support</td>
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- Anti-human Trafficking: 519-318-0795
- Cultural Justice: 519-857-2353
<table>
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<tr>
<th>Outreach in the community, Offer workshops and Partner with other agencies and services in the community.</th>
<th>Services are confidential and free During COVID support and services are running via phone, text, email, whatsapp, Facebook</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Mission Store and the Emergency Voucher Program are reopening on June 1st 2020. Referring agencies are no longer required to complete a voucher form. We ask that referring agencies review the Voucher Program Principles with each client 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</td>
<td>Monday – Thursday 9:00a.m.-2:00p.m. – (last check-in at 1:00p.m.) Monday-Friday 8:00a.m. - 4:00p.m. Or by 24/7 hour voice mail.</td>
</tr>
<tr>
<td>The Community Mental Health Programs telephone support line is now providing live support-(519-439-7700).</td>
<td>Mission Service of London Peggy Locke, Voucher Program Coordinator 4-797 York Street, London ON N5W 6A8 Phone: 519-438-3056 Website: <a href="https://missionservices.ca/">https://missionservices.ca/</a></td>
</tr>
</tbody>
</table>
• 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.

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

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

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

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

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

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!1s1vlzjtarQwcdyxA4ftV6n1Mhu014etJx

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