

KITCHENER-WATERLOO COMMUNITY RESOURCES

Updated May 2021

*****Call each service as there are many changes with COVID*****

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Additional Resources:

- isearchmycommunity.ca – a free online database for K-W
- www.211ontario.ca – another free online database or you can call 211 toll-free

Basic Needs

Food Hampers

- **ALL KW - The Salvation Army - Emergency Food Hampers**
 - 75 Tillsley Dr (near Westmount & Blockline), Kitchener, 519-745-4215
 - Tues-Thurs 9am-noon & 1-330pm, and Fri 9am-noon
 - Make appointment ahead of time, can go every 2 weeks as of May 2021
- **ALL KW - House of Friendship Guelph Street Food Bank**
 - 807 Guelph St (E of Lancaster W), Kitchener 742-8327 x2
 - can access 6x/year, Mon-Fri 930am-4pm
- **Some Waterloo addresses (unserved on map below) – Erb West Community Centre (Carizon)**
 - 45F Amos Ave (W of University W and Erb W), Waterloo, 519-497-8254
 - Call to make an appointment Mon & Tues 1230-4pm for Wednesday pickup
 - Can access weekly
- **Localized food supports** – some community centres offer food hampers to their immediate neighborhood. See the map at the bottom of this page: www.thefoodbank.ca/network/map
- **Hamper Delivery** – for those that cannot leave their homes due to physical or mental limitations. Contact 519-743-5576 x340 or kayline@thefoodbank.ca to apply, can receive delivery weekly

Meal Programs

- **Ray of Hope Community Centre - 659 King E (NW of Stirling) rear entrance, Kitchener 578-8018**
 - Breakfast: Monday-Friday 915-1045am
 - Lunch: Monday-Friday 1230-2pm & Saturday 12-130pm
 - Dinner: Monday - Friday 7-830pm, Sunday 430-6pm
 - Marketplace: Tues, Wed & Thurs 930am-12pm
- **St John's Kitchen - 97 Victoria St N (@Weber), Kitchener, 519-745-8928**
 - Breakfast: Monday-Friday 10-11am
 - Lunch: Monday-Friday lunch 11am-330pm

Pre-COVID Food Help *may become available again after COVID*****

- **Kitchener Church of God** – Fridays 12-345pm, bring picture ID, documentation showing current address & shopping bags, can receive help 6x/year
 - 533 Weber St (@ Ottawa), Kitchener 745-8561
- **Glencairn Bridges Centre** - Bridges Center- every 2nd and 4th Saturday a month; 9-11am, can go once per month, provide non-perishable food and used clothing for free, available to anyone in KW. Also have coffee and gym available during this time.
 - 725 Erinbrook Drive (S of Blockline between Strasburg and Westmount E), Kitchener 579-8741
- **Community Cupboard** – Historic St Paul's Lutheran Church, Mondays 10am-noon; food, clothing, coffee
 - 137 Queen St S (@ Charles), Kitchener 745-4891 November-April
- **Community/Family Outreach Program** - for families with low income with children up to and including 17 years of age - see page 5 for more information
- **St. Vincent De Paul Society (based out of your closest Catholic Church)**
 - **St. Mark's Church** – 55 Driftwood Drive (S of Westheights Drive) Kitchener 571-9200
 - **Blessed Sacrament Church** – 305 Laurentian Drive (@ Block Line Rd, near Westmount E) Kitchener 742-5061
 - **St. Francis of Assisi** - 49 Blueridge (SE of Queen's & Westmount) Kitchener 745-7301
 - **St. John's Church**- 85 Strange St. (W of Park & Victoria) Kitchener 570-1111
 - **St. Anne's Church** – 268 King St. E (SE of Frederick) Kitchener 745-5302
 - **St. Joseph's Church** – 148 Madison Ave S (NW of Courtland/Stirling) Kitchener 741-9944
 - **St. Mary's Church**- 56 Duke St. W (NW of Queen/Weber) Kitchener 576-3860
 - **St. Teresa's Church** – 44 Leonard St (NW of Lancaster/Guelph) Kitchener 749-1501
 - **Sacred Heart Church** – 66 Shanley St. (N of Wellington/King W) Kitchener 742-5831
 - **St. Anthony Daniel Church** – 29 Midland Drive (Ottawa, E of Pkwy) Kitchener 893-6960
 - **St. Aloysius Church** – 11 Traynor Ave (behind Fairview Mall) Kitchener 893-1220
 - **Our Lady of Lourdes** – 173 Lourdes St. (E of Erb St W/Westmount) Waterloo 886-0342
 - **St. Michael's Church** – 240 Hemlock (E of University/Albert), Waterloo 747-1090
 - **St. Louis Parish** – 52 Allen E (N of Union and King) Waterloo 743-4101
 - **St. Agnes Church**- 75 Bluevale Rd. N (N of Bridgeport) Waterloo 885-4480
- **St John's Kitchen**- Monday-Friday lunch 11am-1pm.
 - 97 Victoria St N (@Weber), Kitchener 745-8928
- **Ray of Hope Community Centre - 659 King E (NW of Stirling) rear entrance, Kitchener 578-8018**
 - Dinner: Mon-Fri 7-830pm, Sun 430-6pm
 - Lunch: Sat 12-130pm
 - Marketplace Food Hamper: Tues-Thurs 930am-noon & Mon/Thurs 630-9pm, register for appointment in person
 - Drop In: Mon-Fri 5-930pm, Sat 12-230pm
 - Church Service: Sun 3-4pm

Emergency Shelter

- **Men:** *House of Friendship Charles Street Men's Hostel*: 742-8327, 63 Charles St E (SE of Queen), Kit
- **Women & Families:** *YWCA*: 744-0120, 84 Frederick St (@ Weber St. E), Kitchener
- **Men & Women:** *The Bridges*, 624-9305, 26 Simcoe (near Ainslie), Cambridge
- **Abused Women:** *Women's Crisis Services, Anselma House Kitchener*, 741-9184
- **Pregnant Women:** *Marillac Place*, 571-0722, 109 Young St (N of Weber W), Kitchener
- **Youth 12-17:** *Lutherwood Safe Haven*, 749-1450 x240; 41 Weber St W (@ Young St.), Kitchener
- **Youth 16-25:** *ROOF*, 742-2788; 242 Queen St S (between Courtland & Charles), Kitchener

Financial Assistance

- **Social Services Utility Disconnection & Eviction Prevention**

If you receive OW, contact your case worker first. If not, call 883-2100 x3 to apply (application can take up to 60min, need to have info ready such ID/income/living costs). Can assist with utility disconnection (up to \$500 per utility per calendar year) and potential eviction prevention. Will assess if arrangement is sustainable, and if assets/credit to be used first

- **Lutherwood Rent Bank & Last Month's Rent:** 41 Weber W (@ Young), Kitchener, 519-749-2450; Best to call. Interest-free loans & grants to prevent eviction (need to have received N4 eviction notice, and usually have income that covers basic expenses), as well as last month rent assistance.

- **Free Income Tax Preparation and Money Matters**

Working Centre: 58 Queen S (S of King), Kit 743-1151 x173/x117. Current and back taxes completed at no cost year-round (weekdays 9am-2pm). Potentially assist with setting up bank accounts and other money matters
Social Services: offers tax assistance by appointment in March and April

- **Credit Counseling**

Carizon Credit Counseling: 400 Queen S (S of Courtland Ave.) Kitchener, 743-6333x1233. Free credit counseling, direction with dealing with creditors, can refer to repayment plans and bankruptcy, 8-week groups.

Apartment Assistance

- **saveONenergy Home Assistance Program:** 1-855-591-0877, for those who pay their own hydro costs (tenant or owner) – meet with energy advisor, potentially receive free light bulbs/power bars/shower heads/draft proofing, potential replacement of older/inefficient appliances such as fridge, freezer, dehumidifier, window air conditioner
- **Ontario Energy Support Program** – provides low income households with a \$30+ on-bill credit each month. Information and applications are available at <https://ontarioelectricitysupport.ca/> or 1-855-831-8151
- **Lutherwood- Housing Advisors** – 41 Weber W (@ Young), Kitchener, 749-2450, call in for support around apartment search and other housing questions
- **The Working Center-** 58 Queen St S (S of King), Kitchener, 743-1151x228/117, Mon-Fri 9-4pm
- **Landlord and Tenant Board** – 1-888-332-3234 x0; ask questions regarding rights as renter, info for taking landlord to court www.ltb.gov.on.ca
- **Street Outreach** – assist with connections for basic living needs (food, housing, OW, mental health, etc.). Can meet a worker at St John's Kitchen (see above under "Food").

Subsidized & Geared-to-Income Housing

- **Waterloo Region Housing Community Housing Access Centre**, 235 King Street E, 6th floor (E of Frederick), Kitchener, 575-4833 (other locations are available)
 - All applications are available online – search "Waterloo CHAC"
- **MennoHomes** - affordable housing for seniors or those with low income - contact Joanne 578-6077x5

Identification

- **St Johns Kitchen** - 97 Victoria St N (@Weber), Kitchener, 745-8928
 - Tuesday Clinic, 10am-1pm, to help with paperwork/cost to replace Birth Certificates, OHIP & Health Cards (facilitated by Doug Rankin 745-4404 x207 of Downtown Community Health Centre)

Voice Mail

- **Working Centre** - 58 Queen St. South (S of King), Kitchener, 743-1151 – offer free personalized voicemail extension, helpful if you cannot afford a phone, looking for work, etc. Apply in person.

Low-Cost Used Clothing, Furniture, Appliances & House wares

- **Glencairn Bridges Centre**- 725 Erinbrook Drive (S of Blockline), Kitchener, 579-8741- Bridges Center- every 2nd and 4th Saturday of the month from 9-11am, can go once per month
- **Bridgeport Café** – 22 Bridgeport W at Emmanuel United Church (W of Albert) 886-1471, Tues-Fri Lunch 1-3pm, Thurs food bag, clothing available daily (games/coffee/nurse practitioner/yoga on hold with covid)
- **Lincoln Road Chapel's Storehouse** – 145 Lincoln (NE of Weber/Bridgeport), Waterloo – free household items and clothing, can go once a month, make appointments with Shauna at 519-577-9263
- **The Green Door** (Working Centre) - 37 Market Lane (W of King E and Scott), Kitchener, 519-804-2466 Weekdays 10am-5pm, Sat 9am-4pm
- **The Salvation Army Share the Warmth Coat Program** (November) 275 Gage Ave, 745-4215
- **The Salvation Army Thrift Store** - 563 Highland (@ Westmount), Kitchener, 584-0818
- **Thrift on Kent** – 50 Kent (@ Charles, S of Stirling), Kitchener, 886-6226
- **Worth a Second Look Furniture** - 97 Victoria St North (@ Weber) Kitchener, 569-7566; some St Vincent De Paul Churches can provide a voucher – contact your closest Catholic Church from page 2
- **Value Village** - 120 Ottawa Street North (@ Weber) 576-4403
- **Goodwill Retail Store** - 1348 Weber St. East (NW of Fairway, by expressway) 894-0628
- **Talize** - 1144 Courtland Avenue East (N of Fairway) 744-4300

Bus & Train

- **GRT Affordable Transit Program**
 - Reduced cost fare (48% off – monthly pass \$46.80, stored value payment \$1.49/trip)
 - Best to apply to apply online: www.grt.ca/en/fares-passes/affordable-transit-program.aspx
- **Grand River Transit** – 585-7555
 - Can tell you what buses you need to take & arrival times - Easy Go trip planner online as well

Bicycles

- **The Working Center - Recycles Cycles Program** – 37 Market Lane (W of King E and Scott), Kitchener, 519-804-2466 x1 Tues-Fri 10am-6pm & Sat 10am-4pm
 - Reconditioned bikes (\$20-60 for adults, \$10 youth, free for smaller children), facilities for individuals to repair their own bikes with only the costs of parts (i.e. pedal \$1)
- **Bicycle Helmets for Kids** – Lidz on Kidz, <https://biawwlidzonkidz.com/>, when they have them in supply, can provide at no cost for children

Bed Bugs & Hoarding Assistance

- **Empower Cleaning** - 519-998-0855 - offer hoarding support, crisis cleaning, and bed bug supports. Funding potentially available through social services and HERE24/7 (see below)
- **Bed Bug General Info and Resources** - google “waterloo region bed bugs”

Health Care

Doctors & Clinics

- **Finding Doctors Accepting New Patients** – If you do not have a family doctor, contact Health Care Connect at 1-800-445-1822 (can also be done online), and a nurse will search for you
- **Walk-in & Urgent Care Clinics** – 8+ clinics in KW each with different hours, [Public Health](#) and [Google Maps](#) have lists
- **Telehealth** – 1-866-797-0000
 - Free 24hrs/day access to registered nurse, confidential, do not need health card
- **Routine Immunization and Fall Flu Clinic** - Waterloo Regional Public Health – 99 Regina St (@ William W), 2nd Floor, Waterloo, 883-2007, for those without a family doctor
- **Sexual Health Clinic** – 99 Regina S (@ William St. W), 2nd Floor, Waterloo, 883-2267
 - Confidential counseling and clinical services concerning contraception, pregnancy, & healthy relationships (also offer birth control, needle exchange, STI testing)
 - For women 25 and older that are looking for birth control and *do not* have a family doctor, contact Temple Green Clinic at 579-5850, 420 Erb W [between Fischer-Hallman & Churchill Rd], Waterloo; otherwise ask your doctor - they can request the SOGC for 3-6m of birth control at no cost

- **Waterloo Regional Sexual Assault / Domestic Violence Treatment Centre** - St. Mary's Hospital, 911 Queen's Boulevard (SW of Highland/Queen), Kitchener, 744-3311
 - Help and support if currently or in past being abused/assaulted
 - If desired, can be connected with social worker, nurse, counsellor, & police

Dental Care

- **Region of Waterloo Public Health Dental Clinic:** 575-4400 x5010, basic/emergency dental care for children under 18, emergency pain relief for children and adults. Even if already receive basic dental care through social services, there is potential to be approved for additional assistance.

Eye Care

- **OW & ODSP**
 - Each member of the family is eligible for an eye examination every 2 years, and \$200 toward frames & lenses every 2 years. OHIP covers eye exams for people 0-19 and 65+
- **University of Waterloo- Optometry Clinic-** 888-4062, adult eye exam (19yrs-64 yrs) \$75 (less than most other clinics), children's (under 19 yrs) & seniors' eye exam free once per year, examinations conducted by faculty supervised interns

Drug Coverage

- **Trillium Drug Program:** 1-800-575-5386. For those who have a high prescription drug costs in relation to their net income. Quarterly deductible must be paid before coverage kicks in (4% of annual income).
- **Ontario Drug Benefit Program-** 1-866-811-9893: co-payment for Seniors

Crisis & Mental Health

- **Here 24/7 – here247.ca** or 1-844-HERE247 – central addictions, mental health and crisis services intake/referrals/info, both for yourself or someone you know
- **Self-Help Alliance and CMHA** – 67 King E Kitchener, 744-7645, <https://cmhawwselfhelp.ca/> - resources, referrals, ONLINE peer support & recovery groups, outreach, counseling & mobile crisis response
- **Victim Services of Waterloo Region** - 519-585-2363; 24hrs/day crisis intervention, emotional support, & referrals
- **Assaulted Women's Helpline** – 1-866-863-0511: 24hr service in 154 languages; crisis counseling, emotional support, safety planning, guidance around options, information & referrals
- **Family Violence Project of Waterloo Region:** 400 Queen S (S of Courtland Ave.) Kitchener, 743-6333: collaborative of agencies that provide wrap-around, seamless services to victims of domestic violence, all from a single location
- **Crisis Respite** - 576-7431- Crisis respite beds available for individuals experiencing a crisis - offer immediate support, helping making a plan/connect with resources, single rooms

Addictions

- **Here 24/7 – here247.ca** or 1-844-HERE247 – central addictions, mental health crisis services intake/referrals/info, both for yourself or someone you know – on website May 2021: day treatment, community treatment, aftercare support, concerned family/significant others group, problem gambling, self-help
- **Consumption and Treatment Services** – 150 Duke St W (@ College), Kitchener – offer a safe consumption site, along with wrap-around services including counselling, primary care, & treatment
- **Celebrate Recovery-** Christ-Centered recovery program for all life's hurts/habits/hang-ups (i.e. anger, codependency, substance use, food related issues, sexual addiction). Online Thursdays and Fridays at 7pm, <https://www.creeksidechurch.ca/celebrate-recovery/>, 519.725.0265 x255 & 519.747.2211 x23
- **Mental Health and Addictions Family Navigators:** Elaine Paton, 749-4300 x7089; provide those concerned with their loved one's mental health/addiction with peer support & assistance finding resources
- **Withdrawal Management Services (GRH)** – 749-4318, 52 Glasgow (near King W & Union) Kitchener
- **Alcoholics Anonymous** - to find closest KW meeting location: 742-6183 www.kwaa.ca
- **Narcotics Anonymous**– to find closest meeting location: 1-888-811-3887 www.qtasna.org
- **House of Friendship Addiction Programs** – 742-8327 x216
- **Problem Gambling Services** – if you have concerns about your own or someone else's gambling, contact here247.ca or 1-844-HERE247 to receive a referral to House of Friendship's supports (742-8327 x216)

Community Care

- **Community Support Connections** - 772-8787; Non-medical supports & services for seniors and adults with disabilities to live at home with independence and dignity including Friendly Visiting, transportation, Meals on Wheels, care coordination, exercise, community dining, crisis intervention, home maintenance, reassurance calls and security checks & shopping
- **Home and Community Care Support Services** (formerly CCAC/LHIN) - 519-748-2222; medical & health related support such as personal care, occupational therapy, physio, social work, geriatric assessments, & nutritional counseling
- **Hospice of Waterloo Region** – 743-4114, 298 Lawrence Ave (S of Victoria) Kitchener; Emotional & practical support for those who are critically ill or dying and their family; 1-1 counselling, volunteer visiting program; “Day Away” retreat, support for children, transportation, haircuts and massage, etc.

Family Resources

Parenting Resources

- **Familycompasswr.ca** – place to find community-based supports and services for parents, children and youth in our region related to developmental, health, recreational and social wellbeing
- **Canada Learning Bond** – the government of Canada initially contributes \$500 then \$100/year toward a no-fee RESP for children born during/after 2004 until they turn 15, even if you do not contribute. Check with your bank or www.smartsaver.org for more info
- **KW Pregnancy Resource Centre** – 38 Francis S (SE of Victoria & Charles), Kitchener, 886-4001: help, hope, support and encouragement around pregnancies. Mon-Thurs 9am-4pm
- **Healthy Babies Healthy Children**: 99 Regina S (@ William), Waterloo, 883-2245: info/programs for expecting mothers and those with children: breast-feeding support, family wellness, child nutrition & development, child safety, parenting and postpartum mood disorders; also in-home visiting program
- **Early Years Centers** – **Kitchener**: *Our Place Family Resource Centre* 571-1626 49 Blueridge Ave (off Queens, near Westmount E), **Waterloo**: *YMCA Early Years Centre* 741-8585 161 Roger (SW Union & Weber)
 - Free programming for parents/caregivers of children 0-6, such as music, storytelling, free play, crafts, seminars for parents, connections with outreach workers/nurses/nutritionist, etc.
- **Parenting with Passion Programs** – Through KW Counseling Centre: 480 Charles E (NW of Ottawa S & King E), Kitchener, 884-0000: no-cost groups/seminars for those with low income on topics such as parenting babies to teens, discipline, anger, stepfamilies, multicultural generations, etc.
- **Child Care Subsidy**- through Region of Waterloo Children’s Services - 99 Regina St South (@ William), 5th floor, 883-2200: helps low income families pay for child care costs. Priority waiting list.
- **Front Door** – 1170 King East (@ Montgomery), Kitchener, 519-749-2932; access to child and youth mental health services, support for parents, crisis services, walk-in clinic

Family Outreach Programs / Community Outreach Program

For families with low income with children under 18 years old. May help with food, recreation, education, transportation, & clothing. Connections to supports available in the community. Generally based out of local community centers. To find out which worker is closest to you, call House of Friendship at 519-742-8327 x240 or email info@familyoutreach.ca

- **West Heights** (Forest Heights CC & Forest Hill United Church), Kitchener, x249, Mehdiya
- **Southwest Kitchener** (Chandler-Mowat x253, Country Hills x254, & Williamsburg x249)
- **Victoria Hills** (Vic Hills & Paulander CC), Kitchener, x248, Nazy
- **Vanier** (Courtland-Shelly CC x244, & Kingsdale CC x242)
- **Grand River** (Centreville-Chicopee CC & Stanley Park), Kitchener x242, Katherine
- **Doon Pioneer Park** (Doon Pioneer Park CC), Kitchener, x250, Samantha
- **Kitchener Downtown & Bridgeport** (Breithaupt & Kitchener Downtown CC x256, Mill Courtland x250)
- **West Waterloo** (Erb St Mennonite Church and Community Space), Waterloo, x241, Nermin
- **Lakeshore** (Sunnydale), Waterloo x243, Fariba 519-498-6985
- **North East Waterloo** (Lincoln/Lexington/Central Waterloo - 99 Regina), Waterloo, x241, Nermin

Sports & Recreation

- **City of Waterloo Fee Assistance Leisure Access Program**- helps Waterloo residents with low-income participate in City of Waterloo Rec/Leisure programs and affiliated Minor Sports Programs up to \$300/yr. Call 747-8512 to register for fee assistance before registering for the program. Dec 1 – Nov 30.
- **City of Kitchener Leisure Access Fee Assistance** – available for residents of Kitchener wanting to participate in Kitchener rec activities, but not having means to do so. Provides up to \$62/season/person. Can be used for swimming, rec centres, summer camps, etc. 741-2200x7228.
- **Jumpstart** – for Kitchener minor sports or Waterloo non-affiliated sports fees and equipment for children 4-18. Applications can be made at jumpstart.canadiantire.ca
- **Tim Horton's Free Swim**- Free swims at local community pools during summer and March break

Children's Clothing, Toys, Equipment

- **Family Outreach Workers**: See section above - can potentially help with thrift store vouchers
- **The Children's Needs Distribution Centre** - Highland Baptist Church 135 Highland W (W of Queen S) Kitchener, 745-9461 – need to call to make an appointment weekdays 9am-noon
- **The Salvation Army Share the Warmth Coat Program** (November) 1-300 Gage Ave, 745-4215
- **Glencairn Bridges Centre** - 725 Erinbrook Drive (S of Blockline), Kitchener, 579-8741- Bridges Center- every 2nd and 4th Saturday of the month from 9-11am, can go once per month
- **KW Pregnancy Resource Centre Clothes Closet** – 38 Francis S (S of Charles) Kitchener, 886-4001
- **Children's Marketplace** - 255 Tollgate Blvd (@ Glen Forrest, N of Bearinger), Waterloo 880-9104
- **Plato's Closet** - 700 Strasburg Road (@ Block line), Kitchener, 744-4404 – used teen/youth label clothing

Job Readiness

Employment Assistance

- **Agilec** (formally Northern Lights) – 385 Fairway Road S, Unit 205 (@ Wilson), Kit 576-3033
 - Offer needs assessment and return-to-work plan, employment counselling, career decision-making, workshops, Second Career applications, self-employment training, support accessing incentive programs and connecting with employers looking to hire, job search assistance (resumes, resource library, tapping into hidden job market)
- **The Working Center - Job Search Resource Center**, 58 Queen S (S of King), Kit 743-1151
 - Employment counseling services, resume assistance, access to newspapers, fax, photocopier, phone and computers, interview skills workshop
- **Employment Resource Centres - Kitchener**: 235 King E (SE of Fredrick). *Waterloo*: 99 Regina St (@ William St. W), 883-2101
 - Some exclusive programs for those on OW, although also have Job Search Centers available to anyone (info on resume writing, interview skills, access to computers, job bank, etc.)
- **Lutherwood** - 165 King St E (E of Frederick) Kitchener, 743-2460
 - All ages – assist with resumes, job search; workshops on WHMIS, Smart Serve, first aid, etc.
 - For ages 15-30 – referrals to programs to help with high school credits, job training, etc.
 - 55+ - assist mature workers with unique employment needs 741-2509 1405 King E (Rockway area)
 - Specialized programs for starting your own business, apprenticeships, those internationally trained, summer work, those with learning/behavioral/multiple barriers to employment
 - www.luthwerwood.ca – online job board, and links to 25+ job search websites
- **Conestoga College Job Connect**, 108 University Ave E (E of Weber), Waterloo, 885-0300 x5226
 - Resume/job search skills, employer contacts, resume and cover letter, skills assessment and labor market information, work/training placements, career and education exploration
- **Ray of Hope Youth Employment Services**: 100-659 King St E (NW of Stirling), Kitchener. Hands on, practical employment training program. Contact Sharlene Wallace, program director, 502-6636.

Computer Purchase /& Repair

- **The Working Center - Computer Recycling** - 58 Queen S (S of King), 743-1151 x225, Tues-Fri 10am-5pm: low cost refurbished computers (complete package \$60-160 including Office), repair

Computer Training

- **The Working Center- Self Directed Computer Training** - 58 Queen S (S of King), Kitchener, 743-1151 x236 or email kylem@theworkingcentre.org
 - Computer training and tutorials on software, from basic to certification training, offer self-directed learn-at-your-own pace as well as classes
- **St. Louis Adult Learning Centre** - 80 Young St (@ Weber St), Kitchener 745-1201
 - Day courses run for 7 weeks, courses from basic to advanced, call for course start dates and to decide which level is good for you

Adult & Continuing Education

- **St. Louis Adult Learning Centre** – 80 Young St (@ Weber), Kitchener, 745-1201
 - Many types of courses, from upgrading/completing high school, to hairstyling, cooking, languages, PSW, computers, & correspondence
- **Learning Earning and Parenting (LEAP)** – Contact your OW worker
 - For women 25 years old and younger, help with completing high school, assistance for daily needs, educational toys for your children, help with job readiness
- **Focus for Change & Discover Your Future** - 885-0300 x5243 & x5248 (through Conestoga College)
 - Participate in career planning, self/academic assessment, build confidence & computer skills. 15-week course, no cost, may be eligible for childcare subsidy and travel allowance

Volunteering

- **Volunteer Action Centre** – 151 Fredrick (between Weber W/Lancaster E) Suite 300, 742-8610
 - Place to find volunteer position (i.e. animals, children, food services, library, office, seniors, gardening, etc.) – builds resume/references, provides purpose, get away from own concerns. Open Mon-Fri 9am-5pm. You can also check online at www.volunteerkw.ca

Legal Counsel

- **Waterloo Region Community Legal Services** – 450 Fredrick #101 (@ Edna), Kitchener, 743-0254
 - Free with low income. Help with tenant/rental disputes, OW/ODSP/PPP/EI, workers comp, criminals injuries comp, debtor-creditor, & consumer law
- **Legal Aid** – 1-800-668-8258
 - Information on assistance with criminal, family and immigration/refugee matters, applying for legal aid support
- **Family Law Information Centre** – 85 Fredrick St (@ Duke), 741-3355
 - Open weekdays 9am-3pm, sign-up starting at 830am, 30min free duty counsel. The Law Society's Lawyer Referral line at 1-800-668-7380 x3315 also offers 30min free legal advice
- **Criminal Law Information Clinic** - 85 Fredrick St (@ Duke), 741-3355, located in the Duty Counsel office across courtroom #104, Wednesdays 9am-4pm
- **Legal Information** – www.cleo.on.ca has pamphlets and information on many legal matters, rights and laws including: tenant/rental, family, employment, social assistance, immigration, criminal & seniors

New Canadians

- **KW Multicultural Center**- 102 King St. W (W of Queen), Kitchener, 745-2531
 - Translation & interpretation services, help with job search, immigration and citizenship assistance, settlement counseling, women's group, 1-1 tutoring
- **YMCA Immigrant and Employment Services** – 800 King W (by GR Hospital), Kitchener, 579-9622
 - Language support, adaptation/settlement orientation, in-school support, employment and self-employment assistance, housing assistance, job mentorship, & community connections
- **Compass Refugee Centre** (formally MCRS) – 675 Queen S unit 230 (near Woodside Dr), Kitchener 571-1912
 - Best place to start for refugee claimants – assist with entire process (paperwork & legal support), accessing other community supports (health, housing, food, school, etc.), interpretation, youth groups, Speak English Café, settlement assistance

Counseling

General Counseling

- **Carizon Family & Community Services** - 400 Queen S (S of Courtland Ave.) Kitchener, 743-6333
 - Offer geared-to-income (no cost if on assistance) groups for all ages regarding relationships, anxiety, abuse, anger, self-esteem. Run each quarter. Also offer individual/family counseling
 - “Quick Access” counseling Tuesdays 12-6pm, book day before
- **KW Counseling Centre** - 480 Charles E (NW of Ottawa S & King E), Kitchener, 884-0000
 - Offer geared-to-income (no cost if on assistance) groups for all ages regarding parenting, anger, stress, relationships, LGBTQ children/teens. Also offer individual/family counseling
 - “Quick Access” counselling Mon-Fri 12-6pm
 - Offer “friendly voice” calls – 30 minute call once a week
- **Shalom Counseling Services** – 9 Avondale S (@ Erb W), Waterloo, 886-9690
 - Offer geared-to-income counseling (no cost if on assistance)

Bereavement / Grief / Loss

If possible, speak with the funeral home where the funeral was conducted to see if they offer support

- **Hospice of Waterloo Region** – 743-4114, 298 Lawrence Ave (S of Victoria) Kitchener
 - Emotional & practical support for those who are critically ill or dying and their family; 1-1 counselling, volunteer visiting program; “Day Away” retreat, support for children, transportation, haircuts and massage, etc.
- **Free Compassion Helpline** – 1-866-649-9644, 24hrs/day, 365 days/year, provided by trained professionals at The Dignity Memorial Compassion Helpline. A place to turn for support, practical advice and comfort, especially if family or clergy are not available.
- **Living With Loss Open Support Group** – held at Westmount Memorial Celebration Centre, 1001 Ottawa South (@ Westmount), Kitchener, led by Bereaved Families (information below); 1st & 3rd Tuesdays of the month 7-9pm
- **People Needing People: Bereavement Centre** - 171 King S (@ William), Waterloo, 745-2195
 - Individual counseling and bereavement support groups including groups for those experiencing the death of someone special, support after a suicide and "good" grief for children and teens
- **Coping Centre** - 1740 Blair Rd (@ Meadowcreek Lane, before Fountain St), Cambridge, 650-0852
 - 8-10 week groups for adults, young adults, children & parents (usually September/March)
- **Bereaved Families of Ontario**– @ The Family Centre, 65 Hanson Ave Kit (E of Homer-Watson), 603-0196
 - Offer groups for those who have lost a child/grandchild, death of an infant before/during/after pregnancy, and for children 3-6