

The Basic Needs Guide

Find the help you need

2010

6th Edition



The Social Planning Council of Kitchener-Waterloo /
Community Information Centre of Waterloo Region

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The Social Planning Council of Kitchener-Waterloo /
Community Information Centre of Waterloo Region



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The Basic Needs Guide

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2010

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Social Planning Council of Kitchener-Waterloo

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About the Social Planning Council/ Community Information Centre

The Community Information Centre of Waterloo Region is an incorporated, nonprofit, charitable organization (0287565-09-15) that is run by the Social Planning Council of Kitchener-Waterloo (SPCKW/CICWR). The SPCKW/CICWR is a member of InformOntario and we maintain a database of about 2600 nonprofit and government programs that provide human services. Some of our data is combined with data from across Ontario to create the broader database used by 211 Ontario and Telehealth Ontario. SPCKW also conducts research and facilitates community development consultations.

Our confidential information and referral service responds to over 11,000 telephone, walk-in and email enquiries per year. We also produce a number of publications, including the *Blue Book: Directory of Community Services* and a variety of customized lists and labels. Our reception area contains more than 450 free pamphlets from various nonprofit groups and government offices.

For more detailed information on any program mentioned in this Basic Needs Guide, or links to CICs in other areas of Ontario, please contact our Centre at 519-579-3800, or drop by the office at 151 Frederick St, Ste 300, Kitchener, Monday to Friday, 9am to 5pm. Ask us anything!

We provide information on topics including, but not limited to:

Newcomer and immigration supports
 Health services
 Housing choices
 Seniors programs
 Self-help groups
 Education programs

Legal services
 Employment and training programs
 Financial services
 Government services
 Counselling groups
 Child care services

Everyone needs help sometime...

Living on a fixed or limited income is hard work. It can be a real struggle just to provide housing and food for your family. Unexpected expenses can throw your budget into chaos. The sudden loss of work, an accident or a fire can force families to have to live on a drastically reduced income. These stresses can affect both your physical and mental health.

Waterloo Region has many support services that respond to basic needs. There are food hamper and hot meal programs, others that help with some housing costs, places to sleep if you're on the streets, and discretionary benefits from social services to help with things such as emergency dental costs. There are also distress-lines that can help if you just need someone to talk to.

This guide will help you to connect with these services. You can explore your options and decide which programs fit your needs. The choices are yours to make. Bear in mind that many of the people who work and volunteer with these agencies have "been there" and appreciate the challenges you face.

This guide will also explore programs that go beyond basic needs to help you to develop additional skills, for example, learning to budget or updating your education. Other programs can help you with things such as the job hunt, resume writing, and interview skills. Perhaps your dream is being self-employed - there are groups that can help you with that too!

The SPCKW/CICWR's purpose for writing this guide is to offer a starting point by providing you with the connections needed to find resources within your community. The first steps involve learning about these groups, making choices, and reaching out to the ones that feel right to you.

The guide does not list every program available so please call our enquiry line at 519-579-3800 if you don't find the service you need.

How to use this guide...

The Basic Needs Guide is prepared in four sections: Immediate Needs; Basic Needs; What's Next?; Get Involved!

Each section contains a listing of services and their contact information. These listings are organized by topic, and the services are listed alphabetically. For large organizations, a main information access site or number is provided.

While many of the services listed are physically located in Kitchener or Waterloo, most provide their services to Waterloo Region. It's always a good idea to call ahead to check the hours of operation, confirm the address, nearest cross streets, and to ask about the nearby bus stops if needed. You can also find out if you need an appointment and if you should bring anything with you, such as your health card or photo identification. Most of the services are free; however, some are on a sliding scale, meaning that the fee is based on your ability to pay.

Through our enquiry service we always offer our callers options, leaving the choice to the individual. We encourage you to do the same with the information contained in this guide. Consider all of your options and find the resources that are the best fit for you.

Call our office at 519-579-3800 for the latest contact information on these, or any other community and government services that may help you. Our enquiry counsellors are available to refer you to additional programs which were not included in this guide.

Also, please note that a group's inclusion in the Basic Needs Guide doesn't imply its endorsement by SPCKW/CICWR, nor does a group's omission reflect upon the quality of their services or programs. Inclusion in this guide is based on the criteria presented on the next page .

Inclusion in the Basic Needs Guide

We, the SPCKW/CICWR, maintain a thorough database of information on the human services available to you, the community of Waterloo Region.

For this guide we've selected a sampling of human service agencies from every part of Waterloo Region that serve the widest range of people.

This sample of services and programs was selected based on the following criteria:

1. Organizations that are nonprofit, government agencies, or licensed or accredited by the government. There may be some exceptions for businesses that provide a unique human service.
2. Organizations that provide a service that meets the basic human needs or necessities of life.
3. Services that are available to the general public or to a specific population being addressed.
4. Services that are permanent and ongoing, rather than short term and time-limited.
5. Exceptions to these rules have been made at the discretion of the Basic Needs Guide project team.
6. Inclusion has also been limited by space availability in the Guide.

Immediate Needs

This section lists emergency services that deal with crisis, abuse, police, shelter and food needs. If you need services that deal with longer-term issues, look in the Basic Needs Section.

Emergency

911 For police emergencies, fire, or serious accidents

Cambridge Memorial Hospital

700 Coronation Blvd, Cambridge
phone: 621-2330

Grand River Hospital

835 King St W, Box 9056, Kitchener
phone: 742-3611 (switchboard), 749-4300 (direct dialing), 749-4300
ext 2517 (Physician Resources Information Line)

St Mary's General Hospital, Emergency Department

911 Queen's Blvd, Kitchener
phone: 749-6410

St Mary's General Hospital,

Waterloo Region Sexual Assault/Domestic Violence Treatment Centre

400 Queen St S, Kitchener
phone: 749-6994

For non-emergency police services (such as theft or noise complaints)

Waterloo Regional Police Service

200 Maple Grove Rd, Cambridge
phone: 570-3000, 653-7700, 650-8500
crisis: 911

Immediate Financial

If you are struggling financially, contact the Waterloo Region Social Services Department. They may provide you with financial assistance through the Ontario Works program. You must make your application by phone, and it will take a few days to process, so please don't wait until you have exhausted all of your funds to call.

In order to apply, you will need the appropriate identification and documentation. Call to listen to the items you need, collect them and then call back.

Social Services Department, Employment and Income Support,

Ontario Works

99 Regina St S, 3rd Floor, Waterloo

phone: 883-2100, 883-2010 (caseworkers)

crisis: 883-2230 (after hours)

Replacement of Identification

If you are missing identification cards and need them replaced, you can visit the Service Ontario Office, inside Kitchener City Hall, and ask for their Lost Identification Package.

Kitchener Downtown Community Health Centre

59 Frederick St, Main Flr, Kitchener

phone: 745-4404

ServiceOntario/Government Information Centres, Kitchener

Kitchener City Hall, 200 King St W, 1st Flr, Kitchener

phone: 576-6517, 1-800-267-8097

The Working Centre,

St John's Kitchen

97 Victoria St N, 2nd Flr, Kitchener

phone: 745-8928, 743-1151 (admin)

Emergency Shelter

If you no longer have shelter, you can contact the Waterloo Region Social Services Department to apply for Discretionary Benefits. This service, for both families and individuals, provides assistance to cover all or part of the cost of a hotel or motel room in emergency situations.

To apply, call the Ontario Works application number 519-883-2100.

Because shelter for families is very limited, we suggest that you first try to apply for the Discretionary Benefits program mentioned previously. However, if you do not wish to do so, or do not qualify, there are shelter options that you can try.

From November until April there are extra shelter options available through the Out of the Cold programs in Kitchener-Waterloo. This program is a seasonal, volunteer run program that provides over night shelter in community churches for adults. For details on where the shelters are located each night throughout the winter see Page 9 or call us at 519-579-3800.

Many of the emergency shelters serve only a specific population such as women and their children, men, youth, or pregnant or abused women. The locations of some shelters are kept confidential for safety.

Most of the shelters listed offer showers to their clients free of charge. Some shelters and drop in centres also offer hygiene products available at little or no cost to the client.

General Shelter for Men

Charles Street Men's Hostel

63 Charles St E, Kitchener
phone: 742-8327

General Shelter for Women and Families

Mary's Place

84 Frederick St, Kitchener
phone: 744-0120
crisis: 744-0120

Homeless Shelter

The Bridges

26 Simcoe St, Cambridge
phone: 624-9305

Shelter for Youth

Argus Residence for Young People

Cambridge

phone: 623-7991 (men's), 650-0452 (women's)

Betty Thompson Youth Centre, Safe Haven

41 Weber St W, Kitchener

phone: 749-1450 ext 240

Shelter for Abused Women

Anselma House

Kitchener

phone: 741-9184

crisis: 742-5894, 1-877-419-1517

Haven House

Cambridge

phone: 653-2289 ext 222

crisis: 653-2422, 1-800-410-4482

Shelter for Pregnant Women

Marillac Place

109 Young St, Kitchener

phone: 571-0722

Saint Monica House

231 Herbert St, Waterloo

phone: 743-0291

Monica-Ainslie Place

150 Ainslie St N, Cambridge

phone: 624-0481

Seasonal Emergency Shelter

Out of the Cold

hours: Supper 6pm; breakfast 7am; doors close at 11pm (Nov-Mar)

Mondays - Trinity United Church, 74 Frederick St, Kitchener, N2H 2L7,

519-742-3578, office@tuckitchener.org ~ St Andrews Presbyterian

Church, 54 Queen St N, Kitchener, N2H 2H2, 519-578-4430

Tuesdays - The Dream Centre, 659 King St. E, Kitchener, N2G 2M4, 519-745-0823

Wednesdays - St Matthew's Lutheran Church, 54 Benton St, Kitchener, N2G 3H2, 519-742-0462, lvanderhout@stmatthewskitchener.com ~ St Anne's Roman Catholic Church, 268 East St, Kitchener, N2H 1Z4, 519-745-5302

Thursdays - St John's Lutheran Church, 22 Willow St, Waterloo, N2J 1V5, 519-886-1880;

Fridays - First United Church, 16 William St, Waterloo, N2L 1J3, 519-745-8487

Saturdays - Bethany Evangelical Missionary Church, 160 Lancaster St E, Kitchener, N2H 1N2, 519-745-0151

Sundays - St Louis Roman Catholic Church, 53 Allen St E, Waterloo, N2J 1J3, 519-743-4101

Community Showers

Cambridge Vineyard

147 Elgin St N, Cambridge
phone: 740-8463

Oasis Drop-In Centre

37 Market Lane, Box 1652, Kitchener

Reaching Our Outdoor Friends

242 Queen St S, Kitchener
phone: 742-2788

St John's Kitchen

97 Victoria St N, 2nd Flr, Kitchener
phone: 745-8928, 743-1151 (admin)

Emergency Food

Food hampers are available from a number of locations throughout the region. Each program has different policies, so call ahead to confirm that you meet their eligibility requirements and that you bring any needed identification or documents.

Food Hampers

Cambridge Self-Help Food Bank,
Emergency Food Assistance Program
54 Ainslie St S, Cambridge
phone: 622-6550

Cambridge Vineyard
147 Elgin St N, Cambridge
phone: 740-8463

House of Friendship of Kitchener, Community Services,
Emergency Food Hamper Program
807 Guelph St, Kitchener
phone: 742-0662

The Salvation Army,
Community and Family Services
1-300 Gage Ave, Kitchener
phone: 745-4215

The Salvation Army,
Community and Family Services
12 Shade St, Cambridge
phone: 623-1221

The Society of St Vincent De Paul
328 King St W, Kitchener
phone: 742-8622
SVDP: Each church serves their neighbourhood.

Waterloo Region. Social Services Department, Social Planning, Policy and Program Administration,
Community Outreach Program
phone: 883-2290
Serves families with children up to 18 years

Wilmot Family Resource Centre,
Food Bank
175 Waterloo St, Unit 1, New Hamburg
phone: 662-2731

Woolwich Community Services,
Food Basket Program
73 Arthur St S, Elmira
phone: 669-5139

Community Meal Programs

The Popcorn House Community Resource Centre
292 Shepherd Ave, Cambridge
phone: 654-9444

Ray of Hope, **Oasis Drop-In Centre**
37 Market Lane, Box 1652, Kitchener

The Society of St Vincent De Paul
328 King St W, Kitchener
phone: 742-8622

Trinity Community Table
Trinity Anglican Church, 12 Blair Rd, Cambridge
phone: 621-8860

The Working Centre,
St John's Kitchen
97 Victoria St N, 2nd Flr, Kitchener
phone: 745-8928, 743-1151 (admin)

Meal Programs for Seniors

Kitchener. Community Services Department, Centres for Adults 50+,
Rockway Centre,
Noon Hour Meals
1405 King St E, Kitchener
phone: 741-2507, 741-2512 (reservations)

Waterloo Home Support Services,
Community Meals Program
185 King St S, Waterloo
phone: 579-6930

School Breakfast Programs

For information, contact the school your child is attending.
For further information contact:

Nutrition for Learning

St Joesph's School, 160 Courtland Ave E, Kitchener
phone: 579-5745

Other Food Programs

Ebytown Food Coop

Your Kitchener Market, 300 King St E, Kitchener
phone: 585-1866

Woolwich Community Services,

Growing Together

73 Arthur St S, Elmira
phone: 669-5139

The Working Centre,

Urban Agriculture

43 Queen St S, Kitchener
phone: 743-1151

Basic Needs

Health

Waterloo Region is experiencing a shortage of doctors. We've included a list of clinics and health centres that serve people who do not have a doctor. Another option is the Ontario Telehealth information line. This phone line is answered by nurses who can answer your general questions and offer medical advice. To use this service call 1-866-797-0000.

Even though these services are helpful, you may still need to find a doctor. The Grand River Hospital has a Medical Resources Information Line at 519-749-4300 ext 2517, which is a recorded message that gives you the contact information for any area doctors accepting new patients. The Emergency Department of St Mary's Hospital has a similar written list that you can see by visiting the reception desk. The College of Physicians and Surgeons of Ontario can also search their membership list for doctors currently accepting patients, call 1-800-268-7096. Finally, there is the Greater Kitchener-Waterloo Chamber of Commerce that has a waiting list for patients. They will add your contact information to the list and when a new doctor moves to the area they may use this waiting list to develop their new case load.

Hospitals

Cambridge Memorial Hospital

700 Coronation Blvd, Cambridge
phone: 621-2330

Grand River Hospital

835 King St W, Box 9056, Kitchener
phone: 742-3611 (switchboard), 749-4300 (direct dialing), 749-4300 ext 2517 (Physician Resources Information Line)

St Mary's General Hospital

911 Queen's Blvd, Kitchener
phone: 744-3311

Urgent Care Clinics/Phone Lines

Cambridge Urgent Care Centre

350 Hespeler Rd, Cambridge

phone: 624-2273

The Doctor's Office

University Shops Plaza II, 13-170 University Ave W, Waterloo

phone: 725-1514

The Greater Kitchener-Waterloo Chamber of Commerce

80 Queen St N, Kitchener

phone: 576-5000

Urgent Care Clinic

385 Fairway Rd S, Kitchener

phone: 748-2327

Urgent Care Clinic

751 Victoria St S, Kitchener

phone: 745-2273

Waterloo Wellington Community Care Access Centre

800 King St W, Kitchener

phone: 1-888-883-3313, 748-2222

Weber Medical Centre

5A-1400 Weber St E, Kitchener

phone: 748-6933

Community Health Centres

Kitchener Downtown Community Health Centre

59 Frederick St, Main Flr, Kitchener

phone: 745-4404

Langs Farm Village Association, Community Health Centre

Langs Park Plaza, 887 Langs Dr, Unit 1, Cambridge

phone: 653-1470

Waterloo Region. Region of Waterloo Public Health

99 Regina St S, Waterloo

phone: 883-2000

Woolwich Community Health Centre

10 Parkside Dr, St Jacobs
phone: 664-3794

Detoxification Centres

Grand River Hospital, Kitchener-Waterloo Health Centre, Psychiatric and Mental Health Program, **Withdrawal Management Centre**

52 Glasgow St, Kitchener
phone: 749-4318, 749-4300 ext 2623

Stonehenge Therapeutic Community

60 Westwood Rd, Guelph
phone: (519) 837-1470

Mental Health Agencies

Cambridge Active Self Help Organization

9 Wellington St, Unit 1, Cambridge
phone: 623-6024

Canadian Mental Health Association, Grand River Branch,

Centre for Mental Health

9 Wellington St, Unit 3, Cambridge
phone: 740-7782
crisis: 744-1813, 1-866-366-4566

67 King St E, Kitchener

phone: 744-7645, 1-877-627-2642

Notre Dame of St Agatha, kidsLINK,

Children's Mental Health Services

1855 Notre Dame Dr N, St Agatha
phone: 746-5437

Waterloo Region Self Help

67 King St E, Kitchener
phone: 570-4595

Counselling and Advice

Due to an event or series of events, you may need to talk over your situation with a counsellor or volunteer listener. There are counselling programs that deal with a variety of issues such as family violence, couples therapy, parent and child problems, self esteem, and anger management. MOSAIC Counselling and Family Services located in Kitchener, Shalom Counselling Services in Waterloo, and Lutherwood Counselling Centre in Cambridge are some examples of counselling organizations available within Waterloo Region. These counselling services are free or have fees based on your ability to pay.

There are also confidential listening services available to you. These are phone lines where you may talk over the issues you are having with trained listeners. Sometimes it's helpful to talk out a problem with a non-judgemental, anonymous person. This type of service is often available 24 hours a day.

Centre for Addiction and Mental Health, R Samuel McLaughlin
Information Centre
3B-219 Dufferin St, Toronto
phone: 1-800-463-6273, (416) 595-6111

Community Justice Initiatives of Waterloo Region,
Revive
49 Queen St N, 3rd Flr, Kitchener
phone: 744-6549

COPING Bereavement Support Groups of Ontario
The COPING Centre, 1740 Blair Rd, Cambridge
phone: 650-0852, 1-877-554-4498

Erb and Good Family Funeral Home,
People Needing People Bereavement Resource Centre
Kuntz House, 171 King St S, Waterloo
phone: 745-2195

Interfaith Community Counselling Centre
23B Church St, New Hamburg
phone: 662-3092

John Howard Society of Waterloo-Wellington, Community Programmes,
Communicating Our Perspectives and Emotions Successfully
40 Ainslie St S, Cambridge
phone: 622-0815

310 Charles St E, Kitchener
phone: 743-6071

KW Counselling Services
480 Charles St E, Kitchener
phone: 884-0000

Lutherwood, Mental Health Services,
Lutherwood Family Counselling Services
35 Dickson St, Cambridge
phone: 622-1670

Mosaic Counselling and Family Services
400 Queen St S, Kitchener
phone: 743-6333

Sexual Assault Support Centre of Waterloo Region
201-151 Frederick St, Kitchener
phone: 571-0121
crisis: 741-8633

Shalom Counselling Services Waterloo
9 Avondale Ave S, Waterloo
phone: 886-9690

Woolwich Counselling Centre
65 Memorial Ave, Elmira
phone: 669-8651

Distress Lines

Advocates for Male Victims of Sexual Abuse

67 King St E, 2nd Flr, Kitchener

phone: 570-3277 (EARS line for men), 1-800-553-3277, 744-7645 ext 320 (voicemail)

Canadian Mental Health Association, Grand River Branch,

Distress Centre

Orchard Park Office Centre, 5420 Hwy 6 N, Ste J100, RR 5, Guelph

phone: 744-5594 (Community Links), 744-7645 (admin)

crisis: 745-1166 (Distress Line), 745-9909 (Youth Line), 570-3277 (EARS line)

GLOW - The Queer and Questioning Community Centre

University of Waterloo Student Life Centre, 200 University Ave W, SLC 2101, Waterloo

phone: 888-4569

Kids Help Phone

439 University Ave, Ste 300, Toronto

phone: 1-800-668-6868, (416) 586-5437 (admin)

Telecare Cambridge

Box 32074 Preston Centre PO, Cambridge

phone: 658-6805

crisis: 658-6805

Women's Crisis Services of Waterloo Region,

Anselma House

Kitchener

phone: 741-9184

crisis: 742-5894, 1-877-419-1517

Housing Information

Demand for accommodation is high and vacancies are low. If you are struggling to find housing and need some help, there are a number of groups that provide housing search assistance that you can turn to. Some of these services are for specific populations such as students, newcomers, and youth.

Even if you have housing, you may still run into difficulties. As a tenant, you will want to learn about your rights and responsibilities. To do so you can contact the Landlord and Tenant Board, the Renters Education and Networking Together (RENT), and/or Waterloo Region Community Legal Services.

John Howard Society of Waterloo-Wellington, Community Programmes,
Cambridge Career Connections,

Housing Help Centre

40 Water St N, Cambridge
phone: 622-0815

Kitchener-Waterloo Multicultural Centre

102 King St W, Kitchener
phone: 745-2531 (admin), 745-2593 (interpreters)

Kitchener-Waterloo YMCA, YMCA Cross Cultural and Immigrant
Services,

Immigrant Settlement and Adaptation Program

800 King St W, Kitchener
phone: 579-9622

Landlord and Tenant Board

200 King St W, Main Flr, Kitchener
phone: 1-888-332-3234

Lutherwood, Employment Services,

The Housing Action Centre

165 King St E, Kitchener
phone: 743-2460

RENT

99 Regina St S, Box 1633, Waterloo
phone: 579-3800 (Community Information Centre of Waterloo Region)
University of Waterloo,

Housing Administration

Village 1, 200 University Ave W, Waterloo
phone: 888-4567 ext 35725 (off campus housing), 888-4567 ext 32679 (housing admin)

Waterloo Region Community Legal Services

170 Victoria St S, Kitchener
phone: 743-0254

Subsidized Housing

Subsidized housing is also known as rent-geared-to-income housing, Community Housing, and Ontario Housing.

Application forms are available for you to pick up at 7 Housing Access Sites across Waterloo Region. Each site has the same general application form that covers most of the subsidized housing locations within Waterloo Region. You may request specific housing locations, however, this may make your wait longer.

Once you apply, your application goes into a centralized waiting list. You can find information about the length of this waiting list and your position on it by calling one of the Housing Access Sites. Once on the list, call the Housing Access Sites if any of your contact information changes, so that they are able to contact you when your name reaches the top.

There are also some housing locations that are not part of this system. They have separate application forms and waiting lists. If you are interested in looking into these options, you can inquire at the Housing Access Sites.

To obtain an application for subsidized housing you can contact:

Cambridge Kiwanis Village Nonprofit Housing Corporation,
The Cambridge Kiwanis Towne Centre
1195 King St E, Cambridge
phone: 650-5437

House of Friendship of Kitchener, Residential Services,
Eby Village Nonprofit Housing
50 Eby St S, Kitchener
phone: 570-2400

Shamrock Cooperative Homes

446 Kingscourt Dr, Waterloo
phone: 746-7921

Waterloo Regional Homes for Mental Health

618 King St W, Kitchener
phone: 742-3191

Waterloo Region. Planning, Housing and Community Services,

Waterloo Region Community Housing

235 King St E, 6th Flr, Kitchener
phone: 575-4800

150 Main St, Cambridge

phone: 575-4800

Young Women's Christian Association of Kitchener-Waterloo, Women's Services,

Lincoln Road

155 Lincoln Rd, Waterloo
phone: 747-2200

Market Rate Housing

Another option to explore is market rate housing. To find these places, try checking out the local newspapers and community advertising papers. Many of these papers are available at places such as the libraries and SPCKW/CICWR, or even online. Sometimes there are bulletin boards at grocery stores, laundry mats and other community places that advertise available apartment units. There are also internet web sites with housing listings that you could search for. If you do not have internet access, you can use it for free at one of the region's community internet access sites.

There are also several companies that specialize in matching people with suitable rental properties. While some of these companies will provide the service to you for free, others may charge a finders fee. Always ask up front about any costs.

An additional house-hunting method that is often overlooked is networking. Tell everyone you know that you are looking for housing. Ask them to let you know as soon as they spot a sign in a window, or hear of someone giving up their apartment, so that you can call right away. Your church, your parent and child group, your self-help group and any groups or associations you are involved with, are valuable connections to the community and may be able to provide you with information.

Once you've finally found a place you can afford, you may find that you cannot afford to pay the first and last months rent upfront. This inability to pay upfront can greatly limit your housing options; however, there are places you can turn to for help. There is an organization in Waterloo Region called the Rent Bank that will help you out by loaning you your first and last month's rent. To contact the Rent Bank, call The Housing Action Centre at 519-743-2460 (Kitchener) or 519-623-9380 (Cambridge).

Transglobe Property Management

phone: 519-310-7000

The Property Rental Centre

phone: 519-579-9413

Money

Running out of money is a frustrating and stressful experience. If you find yourself out of work you can contact the Service Canada office to see if you qualify for Employment Insurance. If you don't qualify, you may want to apply for social assistance (also called Ontario Works) by contacting the Waterloo Region Social Services Department.

If you are a senior, you could check the financial assistance programs that are available specifically for seniors.

You can also explore this guide to find ways to keep your costs down or to increase your educational and employment opportunities.

During times of financial strain it can be tempting to use credit to cover your basic needs. Unfortunately, this strategy sometimes gets you trapped in a circle of paying one credit card with another. How do you decide which bill to pay when they are all past due? Credit counselling may be helpful to you and is available through the Mosaic Counselling and Family Services in Kitchener. They will help you with debt consolidation, negotiations with creditors, and getting the most out of your money.

Local appointments can be made by calling the toll free number. *OAS provides the following programs: Allowance/Allowance for the Survivor (60-64 year old spouse of a recipient), Guaranteed Income Supplement.*

Income Security Programs,
Old Age Security
409 Weber St W, Kitchener
phone: 1-800-277-9914, 1-800-277-9915 (French), 1-800-622-6232
(Service Canada)

Local appointments can be made by calling the toll free number. *CPP provides the following programs: Death Benefits, Disability Benefits, Retirement Pension, Survivor Benefits.*

Human Resources and Social Development Canada,
Canada Pension Plan
409 Weber St W, Kitchener
phone: 1-800-277-9914, 1-800-277-9915 (French), 1-800-622-6232
(Service Canada)

Local appointments can be made by calling the toll free number.
Please Note: Employment and Insurance Services may also be referred to as the Employment Office, Unemployment Office, EI, UI or Manpower.

Employment and Insurance Services

409 Weber St W, Kitchener

phone: 1-800-206-7218 (Employment Insurance), 579-1550

Canamera Plaza, 350 Conestoga Blvd, Unit C2, Cambridge

phone: 621-7150 (Employment Centre), 1-800-206-7218 (Employment Insurance)

Please Note: Ontario Works may also be referred to as Welfare, Mothers Allowance, Family Benefits, Social Assistance and General Welfare Assistance.

You must apply by phone.

Social Services Department, Employment and Income Support,

Ontario Works

99 Regina St S, 3rd Floor, Waterloo

phone: 883-2100 (to apply), 883-2010 (caseworkers)

crisis: 883-2230 (after hours)

Mosaic Counselling and Family Services,

Credit Counselling Services

400 Queen St S, Kitchener

phone: 1-800-743-4140, 743-6333

Ontario. Ministry of Community and Social Services,

Ontario Disability Support Program

385 Fairway Rd S, Ste 200B, 2nd Flr, Kitchener

phone: 886-4700, 1-800-441-9820

Cambridge Place, 73 Water St N, Ste 605, Cambridge

phone: 623-1230, 1-888-214-0738

Waterloo Region Community Legal Services

170 Victoria St S, Kitchener

phone: 743-0254

Clothing and other goods

You can stretch your money a little further by buying what you can at thrift shops and second hand stores. These stores sell items at low cost and there are many locations throughout Waterloo Region. If you are looking for furniture and appliances it is a good idea to call ahead. You can also check out your neighbourhood's community centre as many of the community centres have clothing exchange programs.

Some clothing programs are geared to particular needs such as the Children's Needs Distribution Centre. Other programs are seasonal and provide free winter clothing.

If you have a stove, washer or other large appliance that needs repair you can contact the House of Friendship's Appliance Repair Project at 519-742-8327.

Clothing and Thrift Stores

Birthright

15 Scott St, Kitchener
phone: 579-3990
crisis: 1-800-550-4900

Goodwill Industries Retail Store

1348 Weber St E, Kitchener
phone: 894-0628

Highland Baptist Church,
Children's Needs Distribution Centre
135 Highland Rd W, Kitchener
phone: 745-9461

Mennonite Central Committee (Ontario),
Waterloo Generations
50 Bridgeport Rd E, Waterloo
phone: 886-6226

Ray of Hope,
Oasis Drop-In Centre
37 Market Lane, Box 1652, Kitchener

Reaching Our Outdoor Friends

Social Planning Council of K-W / Community Information Centre of Waterloo Region
Phone: 519-579-3800 Website: www.waterlooregion.org

242 Queen St S, Kitchener
phone: 742-2788

The Salvation Army, Thrift Store,
Highland Rd Store
563 Highland Rd W, Kitchener
phone: 584-0818

The Society of St Vincent De Paul
328 King St W, Kitchener
phone: 742-8622

Waterloo Region. Social Services Department, Social Planning, Policy
and Program Administration,
Community Outreach Program
phone: 883-2290

Woolwich Community Services,
Woolwich Information Thrift Shop
48 Arthur St S, Elmira
phone: 669-1129

The Working Centre,
Worth a Second Look Furniture and Housewares
97 Victoria St N, Kitchener
phone: 569-7566

YWCA of Cambridge,
Small Steps to Success
Cambridge Self Help Food Bank, 54 Ainslie St S, 2nd Flr, Cambridge
phone: 622-6550 ext 104

YWCA of Cambridge, Small Steps to Success,
Employment Resource Centre
Cambridge Self Help Food Bank, 54 Ainslie St S, 2nd Flr, Cambridge
phone: 622-6550 ext 104

Seasonal and Other

House of Friendship of Kitchener, Community Services,
Appliance Repair Program
Box 1837, Kitchener
phone: 742-8327

The Salvation Army,
Share the Warmth
1-300 Gage Ave, Kitchener
phone: 745-4215
Winter clothing distribution in November

Transportation

Getting to the resources you need often requires transportation. In Waterloo Region we have a public bus system called Grand River Transit or GRT. To use the bus you may pay with cash (exact change only), bus tickets, or a monthly pass. For more information on fares, routes, and how the system works you can check out the GRT website at www.grt.ca or call them. You should also ask about reduced fares for seniors and students if applicable.

Sometimes affording the bus can be a problem; there are some agencies and government programs that may be able to give you bus tickets so that you can get to your job, a shelter, or some appointments.

Sometimes, though, you are simply unable to take the bus and need someone to drive you to an appointment. There are programs that have volunteer drivers who help seniors and disabled adults shop or attend medical appointments.

It is also important to look at the resources and connections that you already have. Do you belong to any sort of group, church, or association that could help out? Perhaps you have a friend, family member, or neighbour who would be willing to trade favours or skills with you, for example you could exchange babysitting for a ride to your doctor.

Another option, for those who occasionally need the use of a vehicle, is Grand River Carshare. This is a car sharing cooperative that you can join and then sign out a car whenever needed. There is a membership fee; however, they have an interest free loan available to help you pay this fee if the initial cost is a problem.

Veterans Affairs Canada
301-750 Baseline Rd E, London
phone: 1-866-522-2122

Canadian Cancer Society, Ontario Division, Waterloo Region Unit
241 Duke St W, Kitchener
phone: 886-8888

Community Care Concepts of Woolwich, Wellesley and Wilmot,
Assisted Transportation Program
A-28 South St W, Elmira
phone: 749-0784, 669-3023 ext 3111

Grand River Carshare
3-29 King St E, Kitchener
phone: 578-1895

Kiwanis Transit
13 Industrial Dr, Unit C, Elmira
phone: 669-4533, 1-800-461-1355

Lutherwood, Employment Services,
Adult Employment Services
35 Dickson St, Cambridge
phone: 623-9380

Lutherwood, Employment Services,
Lutherwood Youth Employment Centre
165 King St E, Kitchener
phone: 743-2460

PHIACS
2300 Sheppard Ave W, Ste LL 105, North York
phone: (416) 663-5544

Victorian Order of Nurses, VON Peel Waterloo Wellington Dufferin,
PATER
First United Church, 15 Wellington St, Cambridge
phone: 622-3136

Waterloo. Home Support Services,
Transportation Program
185 King St S, Waterloo
phone: 579-6930

Grand River Transit,

MobilityPLUS

250 Strasburg Rd, Kitchener

phone: 744-8570 (same day inquiries and cancellations), 585-7555 (admin), 585-7597 (registration and future cancellations)

Woolwich Community Services,

Care-Ring Elmira

73 Arthur St S, Elmira

phone: 669-5139

Government Representatives

Sometimes when dealing with a problem there does not seem to be any group or program that can help you meet your basic needs. Though this is very frustrating, you can try to change things by contacting your government representatives and raising awareness about the issues you are dealing with. This push for government action may lead to the development of a program to address those issues. Furthermore, your government representatives may know about a program which could help you with your situation.

Federal Members of Parliament (MP)

Cambridge Federal Riding,

Gary Goodyear MP (CPC)

1425 Bishop St, Unit 3, Cambridge

phone: 624-7440

Kitchener Centre Federal Riding,

Stephen Woodworth MP (CPC)

300 Victoria St N, Ste 12, Kitchener

phone: 741-2001, (613) 995-8913 (Ottawa)

Kitchener-Conestoga Federal Riding,

Harold Albrecht MP (CPC)

153 Country Hill Dr, Unit 2A, Kitchener

phone: 578-3777

Kitchener-Waterloo Federal Riding,

Peter Braid MP (CPC)

22 King St S, Waterloo

phone: 746-1573

Members of Provincial Parliament (MPP)

Cambridge Provincial Riding,

Gerry Martiniuk, MPP (PC)

410 Hespeler Rd, Unit 2, Cambridge

phone: 623-5852, (416) 325-8451 (Queen's Park)

Kitchener Centre Riding,

John Milloy, MPP (Lib)

1770 King St E, Unit 6C, Kitchener

phone: 579-5460, (416) 326-1600 (Queen's Park)

Kitchener-Waterloo Riding,

Elizabeth Witmer, MPP (PC)

Constituency Office, 375 University Ave E, Waterloo

phone: 725-3477, (416) 325-1306 (Queen's Park)

Kitchener-Conestoga Provincial Riding

Leeanna Pendergast, MPP (Lib)

1170 Fischer-Hallman Rd, Ste 203, Kitchener N2E 4H9

phone: 571-3276 ~ (416) 325-1270 (Queen's Park)

Municipal Offices

Cambridge, City Of
50 Dickson St, Cambridge
phone: 623-1340 (switchboard)

Kitchener, City Of
200 King St W, Kitchener
phone: 741-2286, 741-2529 (Contact Centre)

North Dumfries, Township Of
1171 Greenfield Rd, RR 4, Cambridge
phone: 621-0340

Waterloo, City Of
Waterloo City Centre, 100 Regina St S, Waterloo
phone: 886-1550

Wellesley, Township Of
4639 Lobsinger Line, RR 1, St Clements
phone: 699-4611

Wilmot, Township Of
60 Snyder's Rd W, Baden
phone: 634-8444, 1-800-469-5576

Woolwich, Township Of
24 Church St W, Elmira
phone: 669-1647, 664-2613

Regional Office

Waterloo Region, Municipality Of
150 Frederick St, Kitchener
phone: 575-4400

What's Next?

This section of the Basic Needs Guide covers programs such as employment counselling and job search, educational upgrading opportunities, child care and subsidy programs. It feels good to make services work for you and your family and to make the most of opportunities in the community once you have identified your needs, interests, and priorities.

Life Skills Training

Life skills such as shopping, money management, and communication are very important tools to fulfilling your basic needs. There are programs that provide life skills training to prepare you for independent living. Some of these programs are geared to specific populations such as teens or individuals with disabilities, and others are more general.

Argus Residence for Young People

Cambridge

phone: 623-7991 (men's), 650-0452 (women's)

Conestoga College Institute of Technology and Advanced Learning,

Focus for Change

108 University Ave E, Waterloo

phone: 885-0300 x353

150 Main St, Cambridge

phone: 623-4890

John Howard Society of Waterloo-Wellington, Youth Programmes,

Attendance Centre Programme

310 Charles St E, Kitchener

phone: 743-6071

40 Ainslie St S, Cambridge

phone: 622-0815

Lutherwood, Mental Health Services, Betty Thompson Youth Centre,

Non-Residential Client Program

41 Weber St W, Kitchener

phone: 749-1450 ext 240

Waterloo Region District School Board, Alternative Education Programs,

New Dawn School

90 Fairfield Ave, Kitchener

phone: 742-5332

Young Women's Christian Association of Kitchener-Waterloo, Women's Services,

Mary's Place

84 Frederick St, Kitchener

phone: 744-0120

crisis: 744-0120

Life Skills Training For Individuals with Specific Disabilities

Community Living Cambridge, Vocational and Alternate Day Programming,

ARC Industries

466 Franklin Blvd, Cambridge

phone: 621-0680

Elmira District Community Living,

Vocational/Lifeskills Program

146 Church St, Elmira

phone: 669-1567

K-W Habilitation Services, Vocational and Developmental Services,

Adult Developmental Services

115 University Ave E, Waterloo

phone: 884-8080

Participation House - Waterloo-Wellington,

The Opportunity Centre

607 King St W, Ste 5A, Kitchener

phone: 576-1134

Academic Upgrading

Education is also very important. For many, academic upgrading begins with improving literacy skills. Organizations such as St Louis Adult Learning Centres and the Literacy Group provide adult basic education. There is also a provincial program called the Independent Learning Centre that provides free correspondence courses to earn an Ontario Secondary School Equivalency Certificate.

Conestoga College Institute of Technology and Advanced Learning

108 University Ave E, Waterloo
phone: 885-0300

150 Main St, Ste 402, Cambridge
phone: 623-4890, 748-5220 ext 3656 (program information)

Doon Campus, 299 Doon Valley Dr, Kitchener
phone: 748-5220 ext 3656 (program information)

The Literacy Group of Waterloo Region

17 Cambridge St, Cambridge
phone: 621-7993

The Literacy Group of Waterloo Region

151 Frederick St, Ste 200, Kitchener
phone: 743-6090

Waterloo Catholic District School Board, St Louis Adult Learning Centre and Continuing Education

80 Young St, Kitchener
phone: 745-1201

82 Beverly St, Cambridge
phone: 620-9658

English as a Second Language Programs

Conestoga College Institute of Technology and Advanced Learning,
Continuing Education Division, **English as a Second Language**
108 University Ave E, Waterloo
phone: 748-5220 ext 3656 (info line)

Conestoga College Institute of Technology and Advanced Learning,
Continuing Education Division,
English Language Studies Program
Doon Campus, 299 Doon Valley Dr, Kitchener
phone: 748-5220 ext 3656

Conestoga College Institute of Technology and Advanced Learning,
LINC
55 Dickson St, Lower Level, Cambridge
phone: 740-8797

800 King St W, 3rd Floor, Kitchener
phone: 886-3300

Kitchener-Waterloo YMCA, YMCA Cross Cultural and Immigrant
Services,
Language Assessment Centre
800 King St W, Kitchener
phone: 579-9622

Waterloo Catholic District School Board, St Louis Adult Learning Centre
and Continuing Education,
English as a Second Language
80 Young St, Kitchener
phone: 745-1201

Job Search Training and Employment

With the constantly changing job market, finding a new job can be difficult. If you are struggling, though, there are organizations in the area that you can turn to for help. The Working Centre can help you with job search techniques and resume writing.

One of the most important things to know is what your skills and abilities are and how to market them. Conestoga College offers an Employment Preparation Program that can help you explore your interests and strengths.

Without access to a computer, creating and printing resumes can be a challenge. ConnectKW is a network of free public internet access sites. There are computers and printers available for general public use, be it typing, or searching the internet, that are available in local agencies and community centres throughout Kitchener and Waterloo.

Job hunting can be discouraging. Try to stay positive and view the hunt as a learning experience. Be persistent with sending out resumes and following up on them.

Ball Lange and Associates

285 Weber St N, Unit B1, Waterloo
phone: 747-2727

The Canadian National Institute for the Blind, Waterloo/Wellington District

Allen Square, 160-180 King St S, Waterloo
phone: 742-3536

Conestoga College Institute of Technology and Advanced Learning, **Discover Your Future**

108 University Ave E, Waterloo
phone: 885-0300

Conestoga College Institute of Technology and Advanced Learning, **Discover Your Future**

150 Main St, Cambridge
phone: 623-4890

El Shaddai Outreach Ministries,
The Blessing Centre
Victorious Church, 659 King St E, Kitchener
phone: 741-1141

Family Counselling Centre of Cambridge and North Dumfries,
Community Support Services of Ayr and North Dumfries
80 Stanley St, Ayr
phone: 632-9737

Family Counselling Centre of Cambridge and North Dumfries,
Community Support Services of Ayr and North Dumfries,
Employment Assistance Services
80 Stanley St, Ayr
phone: 632-9737

Family Counselling Centre of Cambridge and North Dumfries,
Community Support Services of Ayr and North Dumfries,
Employment Resource Centre
80 Stanley St, Ayr
phone: 632-9737

Focus for Ethnic Women, Waterloo Region
33 Bridgeport Rd E, Waterloo
phone: 746-3411

Intercultural Skills Development,
Working For Work
KW Multicultural Centre, 102 King St W, Kitchener
phone: 570-3552

K-W Habilitation Services, Vocational and Developmental Services,
Community Placement Program
69 Sydney St S, Kitchener
phone: 744-1272

Kitchener-Waterloo YMCA, YMCA Cross Cultural and Immigrant
Services,
Newcomer Youth Support Program
AR Kaufman Family YMCA, 333 Carwood Ave, Kitchener
phone: 743-5201

Lutherwood, Employment Services,
Adult Employment Services
35 Dickson St, Cambridge
phone: 623-9380

Lutherwood, Employment Services,
Lutherwood Youth Employment Centre
165 King St E, Kitchener
phone: 743-2460

Northern Lights Canada, Cambridge Employment Resource Centre
56 Ainslie St N, Cambridge
phone: 622-1795

Northern Lights Canada, Career and Employment Resource Centre
2-409 Weber St W, Kitchener
phone: 576-2681

Social Services Department, Employment and Income Support,
Employment Services,
Employment Resource Area
150 Main St, Cambridge
phone: 740-5700

99 Regina St S, 1st Flr, Waterloo
phone: 883-2101 ext 5602

235 King St E, 1st Flr, Kitchener
phone: 883-2101
Employment Options Program available at this location.

Woolwich Community Services,
Community Information Centre
Employment Assistance Services
Employment Resource Centre
73 Arthur St S, Elmira
phone: 669-5139

The Working Centre,
Job Search Resource Centre
58 Queen St S, Kitchener
phone: 743-1151 ext 101

Young Men's Christian Association of Cambridge,
Cross Cultural and Immigrant Services
258 Hespeler Rd, Cambridge
phone: 621-1621

YWCA of Cambridge,
Small Steps to Success
Cambridge Self Help Food Bank, 54 Ainslie St S, 2nd Flr, Cambridge
phone: 622-6550 ext 104

Free Internet Access Sites in Waterloo Region

All **Public Libraries** in Waterloo Region and **City of Kitchener Community Centres and Senior's Centres** have free internet access available.

AIDS Committee of Cambridge Kitchener Waterloo and Area

2B-625 King St E, Kitchener

phone: 570-3687

Anishnabeg Outreach

151 Frederick St, 5th Flr, Kitchener

phone: 1-866-888-8808, 742-0300

L'association canadienne-française de l'Ontario,

Francophone Employment Resource Centre

647 Franklin Blvd, Cambridge

phone: 623-2822

Cambridge Active Self Help Organization

9 Wellington St, Unit 1, Cambridge

phone: 623-6024

Cambridge Self-Help Food Bank

54 Ainslie St S, Cambridge

phone: 622-6550

Canadian Mental Health Association, Grand River Branch,

Centre for Mental Health

67 King St E, Kitchener

phone: 744-7645, 1-877-627-2642

Community Ministry Kitchener-Waterloo

825 King St W, Kitchener

phone: 743-6309

House of Friendship of Kitchener, Family Services,

Sunnydale Community Program

508H Sunnydale Pl, Waterloo

phone: 883-0410

K-W Access-Ability

105 University Ave E, Waterloo
phone: 885-6640

Kitchener-Waterloo Multicultural Centre

102 King St W, Kitchener
phone: 745-2531 (admin), 745-2593 (interpreters)

Mennonite Coalition for Refugee Support

58 Queen St S, Kitchener
phone: 571-1912

Our Place, Family Resource and Early Years Centre

St Francis School, 154 Gatewood Rd, Kitchener
phone: 571-1626

Reaching Our Outdoor Friends

242 Queen St S, Kitchener
phone: 742-2788

Social Planning Council of Kitchener-Waterloo,

Community Information Centre of Waterloo Region

151 Frederick St, Ste 300, Kitchener
phone: 1-877-579-3859 (enquiry), 579-1096 (admin), 579-3800 (enquiry)

Southwood Community Centre

241 Southwood Dr, Unit 1, Cambridge
phone: 621-2930

The Working Centre

58 Queen St S, Kitchener
phone: 743-1151

Legal Services

Finding yourself in a legal situation can be very confusing and difficult. Understanding your situation and knowing your rights is crucial; however, affording a lawyer to assist you is not always easy. If you are faced with this problem, there are organizations in the community that you can turn to for affordable legal representation. Waterloo Region Community Legal Services and Legal Aid Ontario both provide low income individuals with legal aid; however, each organization can only deal with certain types of legal matters. You can contact both organizations to find out if they can help with your situation.

If neither of these organizations can help you, there are still more options. The Law Society of Upper Canada provides a Lawyer Referral Service. The service works by referring you to lawyers in the area who have agreed to provide a free half hour consultation.

You can also check the Yellow Pages for lawyers in your area, and call to ask if any of them will offer you a free consultation.

Legal Aid Ontario

50 Queen St N, Ste 830, Kitchener
phone: 743-4306

Ontario. Ministry of the Attorney General,

Office of the Children's Lawyer

393 University Ave, 14th Flr, Toronto
phone: (416) 314-8000

Waterloo Region Community Legal Services

170 Victoria St S, Kitchener
phone: 743-0254

Child Care Services

There are a few ways to find information about child care. We produce a list of the child care centres in Waterloo Region. It is available by contacting our office at 519-579-3800.

KidsLink Child Care Connection provides advice, information and referrals to child care services. Another option is to look for local child care registries. Some community centres and other local organizations offer a child care registry for its surrounding neighbourhood.

Notre Dame of St Agatha, kidsLINK, Early Intervention Services,
Preschool Support Services,

Child Care Connection

1770 King St E, Ste 5, Kitchener
phone: 741-1811

Our Place, Family Resource and Early Years Centre

St Francis School, 154 Gatewood Rd, Kitchener
phone: 571-1626

Sunbeam Residential Development Centre,

Sunbeam Early Years Drop-In Centre

68 Biehn Dr, Kitchener
phone: 744-9223

Waterloo Region. Social Services Department, Children's Services,

Child Care Subsidy

99 Regina St S, 5th Flr, Waterloo
phone: 883-2200

Wilmot Family Resource Centre,

Child Care Registry

175 Waterloo St, Unit 1, New Hamburg
phone: 662-2731

Get Involved!

This section of the Basic Needs Guide explores further services for you and your family. It will look at various supports in your neighbourhood, from informal local groups to your government representatives, and ways for you to change the systems that are not working.

Getting involved in your neighbourhood association can be a great way to get to know your neighbours and to improve you and your family's quality of life. They may do anything from organizing neighbourhood parties, events or activities, to confronting local councillors and government representatives with issues of concern.

Advocacy and Community Action Groups

Most advocacy and community action groups are not large enough to have an office with their own phone line. Call one of the offices below to get up to date contact information for a group that deals with the issues that are important to you.

Leadership Waterloo Region

139 Father David Bauer Dr, B, Waterloo
phone: 742-7338

Social Planning Council of Cambridge and North Dumfries

55 Dickson St, Unit 14, Cambridge
phone: 623-1713

Social Planning Council of Kitchener-Waterloo

151 Frederick St, Ste 300, Kitchener
phone: 579-1096

Neighbourhood Associations

Cambridge. **Community Services Department**

50 Dickson St, Cambridge
phone: 740-4681

Kitchener. **Community Services Department**

200 King St W, 7th Flr, Kitchener
phone: 741-2382

Waterloo. **Department of Recreation and Leisure Services**

Waterloo City Centre, 100 Regina St S, Waterloo
phone: 747-8733

Volunteer Agencies

Volunteering is another great way to become more involved in your community. It gives you a chance to give back to your community and you gain valuable experience while expanding your social networks. Call or drop into these agencies to find a volunteer opportunity in your community.

United Way of Cambridge and North Dumfries,

Volunteer Cambridge

150 Main St, 2nd Flr, Cambridge

phone: 621-1030

Volunteer Action Centre of Kitchener-Waterloo and Area

151 Frederick St, Ste 300, Kitchener

phone: 742-8610

Recreation and Leisure

Check the recreation and leisure guide that each city and township in the region produces. This guide is free and comes out four times a year: fall, winter, spring and summer. It lists information such as pool schedules, sports teams, classes offered at local community centres, and much more.

Cambridge. **Community Services Department**

50 Dickson St, Cambridge

phone: 740-4681

Kitchener. **Community Services Department**

200 King St W, 7th Flr, Kitchener

phone: 741-2382

North Dumfries. **Recreation Services**

Ayr Community Centre, 7 Church St, Ayr

phone: 632-7442

Waterloo. **Department of Recreation and Leisure Services**

Waterloo City Centre, 100 Regina St S, Waterloo

phone: 747-8733

Wellesley. **Recreation Department**

4639 Lobsinger Line, RR 1, St Clements

phone: 699-9369

Wilmot. Facilities and Recreation Department

60 Snyder's Rd W, Baden

phone: 634-8444

Woolwich Healthy Communities, Woolwich Trails Group

Woolwich Community Health Centre, 10 Parkside Dr, St Jacobs

phone: 664-3794 ext 230

Woolwich. Recreation and Facilities Services

24 Church St W, Elmira

phone: 669-1647, 664-2613

As with each section of the Basic Needs Guide we encourage you to contact any program that looks useful to you for more details.

Finally, if you are concerned with a social or community issue but do not know how to go about fixing it, give us a call. We can give you the contacts to assist you in your research of the issue. You can also call and discuss with our executive director, any ideas you may have about starting a new community group.

The SPCKW/CICWR can also help you find ways to get involved. Aside from our referral services, we produce lists of sports groups, service clubs, ethno cultural groups and hobby/interest groups in the region. To get a list, give us a call 519-579-3800 or drop by the office at 151 Frederick St, Kitchener, 3rd Floor.

