

KITCHENER-WATERLOO COMMUNITY RESOURCES

Updated June 2023

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Additional Resources:

- www.211ontario.ca – another free online database or you can call **211** toll-free

Basic Needs

Food Hampers

- **ALL KW: House of Friendship Guelph Street Food Bank** - 807 Guelph St (E of Lancaster W), Kitchener, 742-0662x0
 - Preferably book appointment ahead of time, can access monthly, Mon-Fri 930am-330pm
- **To find localized food supports** – look up www.thefoodbank.ca/network/map, call 519-743-5576 x340, or email needfood@thefoodbank.ca
- **Glencairn Bridges Centre** – 725 Erinbrook (S of Blockline between Strasburg/Westmount E), Kit 579-8741
 - Can access once per month, call or email (bridges@glencarin.ca) to make an appointment for the 2nd and 4th Saturday of each month, 9am-1pm, bring ID, have clothing again
- **The Salvation Army (south of Hwy 7/8 only)** - 75 Tillsley Dr (near Westmount & Blockline), Kitchener, 745-4215 x2
 - Tues 10am-noon & 1-330pm, Wed 1-330pm, Thurs/Fri 9am-noon & 1-330pm
 - Must make appointment ahead of time, can access once a month & 10 hampers/year
- **Hamper Delivery** – for those that cannot leave their homes due to physical or mental limitations. Contact 519-743-5576 x340 or needfood@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
 - Food Hampers: Monday to Thursday 930am-1230pm (limited boundaries)
- **St John's Kitchen** - 97 Victoria St N (@Weber), Kitchener, 745-8928
 - Serve breakfast and lunch, space open 930am-4pm Mon-Fri, can access meals outside 11am-1pm
- **Tiny Home Takeout** – On Young Street near the intersection of Duke, in front of St Mary's Church, Kit
 - Tuesday-Saturday 5-630pm
- **Bridgeport Café** – 22 Bridgeport W at Emmanuel United Church (W of Albert) 886-1471, Waterloo: Tues-Fri Lunch (drop-in or take-out) 1-3pm along with clothing and refreshments, Thursday food bag

Financial Assistance

- **Social Services Utility Disconnection & Eviction Prevention**
If you receive OW/ODSP, contact your case worker first. If not, apply at 883-2100 x3 or <https://ea.mcass.gov.on.ca/>. Can assist with utility disconnection and potentially arrears. Potential eviction prevention after trying Lutherwood first.
- **Lutherwood Rent Bank & Last Month's Rent:** 41 Weber W (@ Young), Kit, 749-2450; Interest-free loans & grants to prevent eviction (need to have received N4 eviction notice, and usually have income cover basic expenses), as well as last month rent assistance, support for families facing homelessness within 7 days
- **Free Income Tax Preparation**
Working Centre: 58 Queen S (S of King), Kit 743-1151 x117 or moneymatters@theworkingcentre.org. Current and back taxes completed at no cost year-round (weekdays 9am-12pm) – make appointment for multiple years
Social Services: offers tax assistance by appointment in March and April
- **Financial Wellness**
Camino Wellbeing + Mental Health: 400 Queen S (S of Courtland) Kitchener, 743-6333x1233. Free credit counseling, direction with dealing with creditors, can refer to repayment plans and bankruptcy, 8-week groups.

Emergency Shelter

- **First Connect** – 519-624-9133: 24 hour/day resource line to explore shelter options

Subsidized & Geared-to-Income Housing

- **Waterloo Region Housing Community Housing Access Centre**, 235 King Street E (E of Frederick), Kitchener, or 99 Regina S (NE of King and William), Waterloo, 575-4400
 - All applications are available online – search “Waterloo Affordable Housing”

Apartment Assistance

- **saveONenergy Energy Affordability Program:** 1-888-386-1185, for those who pay their own hydro costs (tenant or owner) – meet with energy advisor, potentially receive free light bulbs/power bars/shower heads, potential replacement of older/inefficient appliances such as fridge/freezer/dehumidifier/window air conditioner. [Energy Affordability Program Application Form | Save on Energy](#)
- **Ontario Electricity Support Program** – provides low income households with a \$35+ on-bill credit each month. Info and applications are available at www.ontarioelectricitysupport.ca/ or 1-855-831-8151. Must reapply every 2 years.
- **Lutherwood Housing Advisors** – 41 Weber W (@ Young), Kitchener, 749-2450, offer email list of websites to find a place
- **The Working Center-** 58 Queen St S (S of King), Kitchener, 743-1151, Mon-Fri 9-4pm
- **Landlord and Tenant Board** –1-888-332-3234x0 (long wait times), or check <https://tribunalsontario.ca/ltb/>; ask questions regarding rights as renter, info for taking landlord to court
 - Another online resource: <https://www.cleo.on.ca/en/resources-and-publications/housing-law>
- **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").

Identification

- **Downtown Community Health Centre, Doug Rankin:** 44 Francis S (Victoria/Charles), Kit, 745-4404x 207
 - Assistance to replace birth certificates and other ID, drop-in Tuesdays 1-3pm, can call to set appointment throughout the week

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.

Used Clothing, Furniture, Appliances & House wares

No cost

- **Bridgeport Café** – 22 Bridgeport W at Emmanuel United Church (W of Albert) 886-1471, Waterloo, Tues-Fri Lunch (drop-in or take-out) 1-3pm along with clothing and refreshments, Thursday food bag
- **Glencairn Bridges Centre-** 725 Erinbrook Drive (S of Blockline), Kitchener, 579-8741- every 2nd and 4th Saturday of the month from 9am-1pm, call or email bridges@glencairn.ca to make an appointment
- **Lincoln Road Chapel's Storehouse** – 145 Lincoln (NE of Weber/Bridgeport), Waterloo – free household items and clothing, make appointments at 747-2211 x24 or storehouse@lrc.church
- **The Salvation Army Share the Warmth Coat Program** (November), 745-4215

Low Cost

- **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
- **Value Village** - 120 Ottawa Street North (@ Weber), Kitchener, 576-4403
- **Goodwill** – Kitchener: 1348 Weber E (by Fairway) 894-0628; Waterloo: 428 King N 548-889-3436 (formally Chapters)
- **Talize** - 1144 Courtland Avenue East (N of Fairway), Kitchener, 744-4300

Bicycles

- **Working Center - Recycles Cycles Program** – 37 Market Lane (W of King E and Scott), Kitchener, Likely moving fall 2023, recyclecycles@theworkingcentre.org, email to make an appointment: Tuesday-Thursday afternoon for repairs/parts, sales by appointment.
- **Bicycle Helmets for Kids** – Lidz on Kidz, <https://biawwidzonkidz.com/>, when they have them in supply, they can provide at no cost for children – In 2023, you could register for a helmet and pick up late May

Bus & Train

- **GRT Affordable Transit Program**
 - Reduced cost fare (48% off – monthly pass \$46.80, stored value payment \$1.52/trip)
 - Best to apply to apply online: www.grt.ca/en/fares-passes/affordable-transit-program.aspx
- **Grand River Transit** – 585-7555, www.grt.ca
 - Can tell you what buses you need to take & arrival times - trip planner available online

Computer Purchase

- **Working Center - Computer Recycling** - cr@theworkingcentre.org, 58 Queen S (S of King, buzzer off Charles), drop in Tues 10am-noon & Wed 1-4pm or email to make an appointment: low cost refurbished computers (laptops \$100-200, desktops can be less, using linux/free software) and computer components

Health Care

Doctors & Clinics

- **Finding Doctors Accepting New Patients** – If you do not have a family doctor, contact Health Care Connect at 748-2222 x5211 (can also be done online), and a nurse will search for you
- **Walk-in & Urgent Care Clinics** – multiple clinics in KW each with different hours, [Google Maps](#) has a list
- **Medical Advice Helpline** – call 811: free, secure, confidential, 24hrs/day access to medical advice, can be anonymous and do not need a health card. Can also access smoking cessation & dietician resources
- **Sexual Health Clinic** – 883-2267
 - Confidential counseling and clinical services concerning contraception, pregnancy, & healthy relationships (also offer birth control, needle exchange, STI testing)
- **Sexual Assault Support Centre of Waterloo** - 24 hour support/advocacy/referral line: 519-741-8633

Dental Care

- **Region of Waterloo Public Health Dental Program**: 575-4400 x5010, help navigate basic/emergency dental care for children under 18, emergency pain relief for children and adults

Eye Care

- **OW & ODSP** – Contact your case worker. 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 those 0-19 and 65+
- **Lenscrafters Eye Exams and Glasses** - Their OneSight program offers eye exams and glasses at no cost if a charity writes a letter - generally for those that aren't receiving OW and ODSP

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 (up to 4% of annual income).
- **Senior Copayment Program** – seniors are automatically entered into ODP the month after their 65th birthday – after paying up to the first \$100 of prescriptions, meds are \$6 each. If your income is below \$22k as a single senior or \$37k as a senior couple, you can apply to have the initial \$100 and recurring \$6 waived. [Get coverage for prescription drugs | ontario.ca](#) & [application](#)

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
- **Texting Support** – text with a trained volunteer crisis responder about anything, anytime for anyone – text “connect” to 686868
- **Self-Help Alliance and CMHA** – 67 King E Kitchener, 744-7645, <https://cmhawwselfhelp.ca/> - resources, referrals, online and in-person peer support & recovery groups, counseling & mobile crisis response
- **Victim Services of Waterloo Region** - 585-2363 (and 570-5143 after hours): 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**: 400 Queen S (S of Courtland) Kit, 743-6333: collaborative of agencies that provide wrap-around seamless services to victims of domestic violence, all from a single location
- **Crisis Respite** - 579-0751- mental health respite beds available for individuals experiencing a crisis - offer immediate support, help making a plan/connect with resources, single rooms, generally for a few days

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. Day treatment, community treatment, aftercare support, group for concerned others, rapid access clinic, problem gambling, self-help and peer support
- **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). Fridays 630pm, <https://www.creeksidechurch.ca/celebrate-recovery/>, can leave message at 725-0265 x254 or email cr@creeksidechurch.ca, offer childcare up to 3 years old, transportation can be arranged from Conestoga Mall Ion. Located at Creekside Church, 660 Conservation Drive (NW of Laurel Creek), Waterloo
- **Mental Health and Addictions Family Navigators**: Elaine Paton, 749-4300 x5888; provide those concerned with their loved one's mental health/addiction with peer support & assistance finding resources
- **Consumption and Treatment Services** – 514-1467, 150 Duke St W (@ College), Kitchener – offer a safe consumption site, along with wrap-around services including counselling, primary care, & treatment
- **Withdrawal Management Services** (GRH) – 749-4318, 52 Glasgow (near King W & Union) Kitchener
- **Alcoholics Anonymous** - to find closest meeting location (in-person/virtual): 742-6183 www.kwaa.ca/meetings
- **Narcotics Anonymous** – to find closest meeting location (in-person/virtual): 1-888-811-3887, www.gtascna.org/meetings
- **House of Friendship Addiction Programs and Problem Gambling Services** - if you have concerns about your own or someone else's gambling or other addictions, 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
- **Home and Community Care Support Services** (formally CCAC/LHIN) - 748-2222; medical & health related support such as personal care, occupational therapy, physio, social work, geriatric assessments, & nutritional counseling; also assist in applying for long-term care
- **Hospice of Waterloo Region** – 743-4114, 100 Solstice Way (near RIM Park) Waterloo; 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 until they turn 15, even if you do not contribute. Check with a bank for more info
- **KW Pregnancy Resource Centre** – 40 Francis S (SE of Victoria & Charles), Kitchener, 886-4001: help, hope, support and encouragement around pregnancies. Mon-Thurs 9am-4pm
- **EarlyOn Centres** – free, drop-in play programs for children birth to age six, their parents and caring adults; places to engage/connect/belong - online, indoors and outside. Structured programs as well. Various locations throughout KW (Stork Family YMCA, Victoria Hills CC, Roger Street, Anishnabeg Centre). For more info and locations, check <https://earlyyearsinfo.ca/find-a-drop-in/>
- **Parenting Now** – 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** – 575-4400: helps low income families pay for child care costs. Priority waiting list. Info/apply [online](#)
- **Front Door** – 519-749-2932 & www.frontdoormentalhealth.com; starting point for accessing child and youth mental health services. Also offer support for parents & crisis services

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. Connect online/phone/in the community. 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 & Highland West, x249, Mehdiya, 498-7492
- **Southwest Kitchener** - Chandler x253, Meenu 498-7649; Country Hills x279, Lile 572-9734; & Williamsburg/Huron x249, Mehdiya 498-7492
- **Victoria Hills** - Vic Hills CC x248, Nazy 498-7468; & Paulander CC x253, Meenu 498-7649
- **Vanier/Rockway** - Courtland-Shelly & Kingsdale CC x244, Maria 498-7192
- **Grand River** - Centreville-Chicopee CC & Stanley Park, x256, Wanda 498-7815
- **Doon Pioneer Park** - Doon Pioneer Park CC, x250, Samantha 498-7560
- **Kitchener Downtown & Bridgeport** - Breithaupt & Kitchener Downtown CC x242 Laura 591-9052; Mill Courtland x250, Samantha 498-7560
- **West Waterloo** - Erb St Mennonite Church and Community Space, x241, Nermin, 497-0832
- **Lakeshore Waterloo** - Columbia, Conservation, Sunnydale, x243, Fariba 498-6985
- **North East Waterloo** - Lincoln/Lexington/Central Waterloo - 99 Regina, x241, Nermin, 497-0832

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 arts/culture up to \$300/yr. Funding year starts Dec 1. Apply online: <https://www.waterloo.ca/en/things-to-do/assistance-programs.aspx>
- **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 \$400 per person. Can be used for swimming, rec centres, summer camps, etc. Funding year starts Nov 1. Apply online: [Leisure Access \(fee assistance\) - City of Kitchener](#)
- **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

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 mornings or cndc@highlandbaptist.ca
- **The Salvation Army Share the Warmth Coat Program** (November), 745-4215
- **Glencairn Bridges Centre**- 725 Erinbrook Drive (S of Blockline), Kitchener, 579-8741- every 2nd and 4th Saturday of the month from 9am-1pm, hoping to restart summer 2022
- **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** – 385 Fairway Road S, Unit 205 (@ Wilson), Kit 576-3033
 - Job search assistance (resumes, resource library, tapping into hidden job market), needs assessment and return-to-work plan, employment counselling, career decision-making, Better Jobs Ontario applications, self-employment training, support accessing incentive programs and connecting with employers looking to hire. Online resources and workshops at www.agilec.ca
- **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
 - Access to computers, can request to meet with employment staff

- **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.
 - Specialized programs for apprenticeships, summer work, those with learning/behavioral/multiple barriers to employment
 - <https://www.lutherwood.ca/employment/job-board> – online job board & links to 25+ job search sites
- **Conestoga Career Centre**, 332 Marsland (between Columbia and University) 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

Adult & Continuing Education

- **St. Louis Adult Learning Centre** – 80 Young St (@ Weber), Kitchener, 745-1201
 - Many types of courses: upgrading/completing high school, hairstyling/PSW/culinary training program, core essentials, correspondence and online courses

Volunteering

- **Volunteer Waterloo Region** – 1454 King E Unit 3 (Rockway area), 742-8610, <https://volunteerwr.ca/>
 - Place to find volunteer position (i.e. animals, children, food services, library, office, seniors, gardening, etc.). Open Mon-Thurs 9am-4pm. Online database as well.

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, limited immigration, consumer protection, employment, workplace sexual harassment matters
- **Legal Aid** – 1-800-668-8258
 - Information on assistance with criminal, family and immigration/refugee matters, applying for legal aid support
- **Pro Bono Ontario** – Free legal advice hotline up to 30 minutes, 1-855-255-7256: civil matters including employment, housing, consumer issues, creating powers of attorney, going to court. Cannot help with family, immigration or criminal law matters
- **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, consumer laws
- **Tribunals Ontario** – <https://tribunalsontario.ca/en>: a portal for 12 tribunals, including Human Rights, Social Benefits, Tenant, Child and Family Services and Animal Care

New Canadians

- **KW Multicultural Center** - 715 Fischer-Hallman Unit 401 (S of Ottawa), Kitchener, 745-2531
 - Translation & interpretation services, help with job search, immigration and citizenship assistance, settlement counseling, women's group, conversational English programs, youth career guidance
- **YMCA Immigrant Services** – 800 King W (by GR Hospital), Kitchener, 579-9622
 - Language support, adaptation/settlement orientation, in-school support, employment assistance, housing assistance, job mentorship, community connections, citizenship support, computer/sewing training for women
- **Compass Refugee Centre** (formally MCRS) – 675 Queen S unit 230 (near Woodside Dr), Kitchener 571-1912
 - Support refugee claimants from arrival until permanent residency – assist with entire process (paperwork & legal support), accessing other community supports (health, housing, food, school, etc.), interpretation, travel documents, work permits

Counseling

General Counseling

- **Camino Wellbeing and Mental Health, 743-6333**
 - Offer geared-to-income (no cost if on assistance) groups for all ages regarding relationships, anxiety, abuse, anger, self-esteem. Run quarterly at both locations.
 - Individual & family counseling (no cost if on assistance) – call and they can book you at soonest and most appropriate location
 - “Quick Response” counselling – Tuesdays 12-6 at 400 Queen S (S of Courtland Ave) Kitchener, Thursdays 2-6pm at 480 Charles E (NW of Ottawa S & King E), Kitchener
- **Shalom Counseling Services – 9 Avondale S (@ Erb W), Waterloo, 886-9690**
 - Offer geared-to-income counseling (no cost if on assistance and doctor referral)

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, 100 Solstice Way (near RIM Park) Waterloo; 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.**
- **Coping Centre - 1740 Blair Rd (@ Meadowcreek Lane, before Fountain St), Cambridge, 650-0852**
 - 8-10 week groups for adults, young adults, youth, children & parents (usually September/March)
 - Link to grief counsellors in the region
- **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, death of an infant before/during/after pregnancy, and for children ages 4-12 & 13-17, see a list of programs/resources here: <https://bfomidwest.org/>