

Supports for Basic Needs

NOTE: This information is current as of 2020-04-03 12:23 PM

Agency Name	Basic needs supports offered	Hours of Operation	Contact
The Salvation Army, Centre of Hope and Housing Stability Bank (HSB)	- Not currently completing applications in person for non-urgent appointments, including: - Rental Arrears, - Utility Arrears, - Money Coaching, and - Ontario Electricity Support program applications. - Presently the utility companies are not disconnecting customers from service due to arrears and the Landlord and Tenant Board has suspended all in person hearings related to rental arrears. - Housing Stability Bank will continue to connect with applicants over the phone to assist those who require first and/or last month's rent for a new unit. - All other applications/appointments will take place once open to the general public again.	Monday – Friday 8a.m. - 4p.m.	Melissa Jeffrey Program Manager, Housing Stability Bank The Salvation Army, Centre of Hope 519-964-3663 Extension: 310 Facebook: https://www.facebook.com/CentreofHopeLondon
The Salvation Army, Food Bank	- The Salvation Army Food Bank remains open. - People are waiting outside and are entering when ready to register. - Max 2 people, (households) in at a time. - Only one person per household come into the food bank (unless it's an adult with young children).	Monday - Friday 9a.m. - 4:30p.m.	Nancy Kerr Program Services Manager, Community and Family Services The Salvation Army Centre of Hope 281 Wellington Street, London, ON Phone: 519.661.0343 x266 Website: http://www.centreofhope.ca/

	• Changed from a choice model food bank to pre-made boxes of food. • Using a COVID-19 pre-screening tool for anyone coming into our building. • All community groups are cancelled. • Income Tax clinic is being postponed, hoping we'll be able to run it later in April or May.		Facebook: https://www.facebook.com/CentreofHopeLondon
Meals on Wheels	• Meal services are operating but on a limited basis for capacity. ○ We ask they call discuss options on a case by case basis. ○ Trying to focus on those in need. • Frozen crisis meals are available (no cost). ○ Call to evaluate if someone is in crisis. • Frozen meals are also available for purchase. ○ Subsidized low cost. • Transportation and all other programs are on hold until further notice.	Monday - Friday 8:30a.m. - 2:00p.m. Staff are available to take calls and respond to emails daily until 4:30p.m.	Situation is changing daily. We advise all to check the about us section on our website and our social media. Facebook: https://www.facebook.com/MealsOnWheelsLondon/ Website: https://www.mealsonwheelslondon.ca/about-us
Service Canada	• All locations are now closed to the public. • Services will continue virtually. • Continue to provide Canada Pension Plan/Old Age Security payments as well as Employment Insurance. • Applying for Employment Insurance can be done online. • Starting the week of March 15th, clients who are unable to work due to COVID-19 quarantine and who qualify for sickness benefits can have their waiting period waived.	Monday - Friday 8:30a.m. - 4:30p.m. Service Canada Toll-Free Line 8a.m. - 5p.m. Service Canada Centres are closed to the public. Please visit the following address for information: https://www.canada.ca/en/employment-social-development/corporate/notices/coronavirus.html#web-notice	Phone number for Employment Insurance: 1-800-206-7218 Phone number for Canada Pension Plan/Old Age Security: 1-800-277-9914 Phone number for Employment Insurance Coronavirus line: 1-833-381-2725

South London Neighbourhood Resource Centre (SLNRC)	- We have redirected all supplies to Northwest London Resource Centre. - Full settlement services are operating virtually.	Settlement Services have a variety of hours. Call SLNRC for more information.	Nancy Needham, Executive Director Northwest London Resource Centre 27A-1225 Wonderland Road North (Beside the Goodwill drop-off centre at the Sherwood Forest Mall). Phone: 519-471-8444. Email: nneedham@slnrc.ca Website: www.slnrc.org www.nwlrc.ca
Northwest London Resource Centre (NWLRC)	- Emergency Food Cupboard is open. - One visit per month only. - Residents must bring: - One piece of ID for all family members; - A copy of an income statement	Monday - Friday 10a.m. - 3p.m.	Nancy Needham, Executive Director Northwest London Resource Centre 27A-1225 Wonderland Road North (Beside the Goodwill drop-off centre at the Sherwood Forest Mall). Phone: 519-471-8444 Email: nneedham@slnrc.ca Website: www.slnrc.org www.nwlrc.ca
Crouch Neighbourhood Resource Centre	- Crouch is working in collaboration with Glen Cairn Community Resource Centre to create and deliver care packages of perishable and non-perishable goods and hygiene supplies for Seniors and families in need - EarlyON/Preschool and child and youth programs suspended until April 6 - Crouch administrative office remains closed due to location in public library	Centre is closed.	Crouch Neighbourhood Resource Centre Executive Director: Jennifer Martino 550 Hamilton Rd Phone: 519.642.7630 Email: jmartino@crouchnrc.org Website: www.crouchnrc.org Twitter and Instagram: @crouchnrc
Glen Cairn Community	All programs are cancelled (including London Good Food Box program)	Centre is Closed.	Glen Cairn Community Resource Centre Stanislav Rajic Executive Director Email: srajic@gccrc.ca

Resource Centre	The Centre is closed until April 6th at which point decisions will be re-assessed.		Phone: 519-668-2745
LUSO Community Services	- Newcomer Settlement Services operating virtually. - Emergency Food Cupboard is Open. - N5Y and N5V postal codes only 1 visit per month. - Residents need one piece of ID for each member of the household; address; income statement. - Breakfast Program. - Take-out breakfast available daily for children & youth in Northeast neighbourhoods.	Monday to Friday 8:30 a.m. - 4:30 p.m. Listing of Staff contact information on LUSO Website- under News & Events; as well as Posted on LUSO Facebook, Twitter and Instagram. Tuesday & Thursday 8:30am – 12:00pm Community Portable 1100 Victoria Drive *beside Lord Elgin Public School Monday to Friday 8:30am – 10:00am Community Portable 1100 Victoria Drive *beside Lord Elgin Public School	Elisabete Rodrigues, Executive Director Phone: 519-452-1466 (leave message- checking daily) Email: elisabete@lusocentre.org Website: www.lusocentre.org Jacqueline Craig Basic Needs & Community Support Phone: 519-452-1466 (leave message- checking daily) Email: community@lusocentre.org Website: www.lusocentre.org Jacqueline Craig Basic Needs & Community Support Phone: 519-452-1466 (leave message- checking daily) Email: community@lusocentre.org Website: www.lusocentre.org
London Food Bank	- Hours of operation remain the same at the present time. - Unsure if Food depots will continue to open.	Monday to Friday 9:00a.m. - 4:00p.m.	Mary Ann McDowell Operations Coordinator London Food Bank Email: maryann@londonfoodbank.ca

	- Only one person is allowed into food bank at a time. 1 piece of identification for each family member - REQUIRED EVERY VISIT - Proof of income, if any (e.g. paystub, OW/ODSP statement). - If picking up food for someone else, ID is required for each of those people as well.		
Alzheimer Society London Middlesex	- Office is not open to the public until further notice. - Support services (where appropriate and technically possible) are continuing to be delivered to clients of ASLM, however, face-to-face programming has been temporarily halted. - Our client support workers (RSW and RSSW) are reaching out to clients via phone and email (both outbound and inbound). - Clients are also being notified via eblasts regarding updates to current situation and links to other resources (both crisis and counselling services) that may assist them during this time of limited ASLM programming delivery.	Staff is working remotely during regular office hours Monday to Friday 8:30a.m. - 4:30p.m.	Bruce Wray Communications Manager Alzheimer Society London and Middlesex 435 Windermere Road Phone: 519-680-2404 Extension: 232 Website: www.alzheimerlondon.ca
Rowntree Memorial United Church	- Welcome Wednesday Community Meal Providing takeout foods only, for the next several weeks - no coffee and socializing. - Takeout food includes packaged sandwiches, veggies and fruit.	Wednesday 12:00p.m. - 1:00p.m. *takeout food only	Doris Kipfer Rowntree Memorial United Church Email: edkipfer@yahoo.ca
St. Michael's Roman Catholic Parish	- Community Meal every Monday will continue. - Format has changed to takeout.	Community meal 5:30pm - 6:30pm	St Michael's Roman Catholic Parish 511 Cheapside St Phone: 519-433-6689 Email: stmichlon@dol.ca

Trinity United Church	• Regularly scheduled community meal for those in need on April 5th will be offered as a takeout meal. • Regular hours of 5:30p.m. - 7p.m. will be observed for meal pick-ups. • The Church will also Livestream its Sunday morning service for those interested.	Next meal: Sunday, April 5th 5:30p.m. - 7 p.m. (based on situation)	Trinity United Church 76 Doulton St Phone: 519-455-2710 Email: trinity@goldenrulechurch.ca Website: trinityonhale.ca
LIFE *SPIN	• All events and activities postponed. • Facility closed to the public as of Monday, March 16. • Work will continue on files for advocacy clients as long as the government officials are at work to address the information. • Income Taxes: Tax clinic must remain suspended until the CRA develops a safe and effective means of preparing returns without direct contact between clients and volunteers. • Intake for Disability Benefits: Once a doctor or specialist has completed the medical portion of the Canada Pension Plan- Disability application and/or the Ontario Disability Support Program Application, please email our office the Intake Form. • If you are a current advocacy client, our Advocate will contact you by phone. • No Donations will be accepted at the Free Store and the store will remain closed. • Individual advocacy issues will be handled when Life * Spin re-opens. • All programs and events have been cancelled until April 14 at this time.	Closed	LIFE*SPIN 866A Dundas Street East Phone: 519-438-8676 Email: life@execulink.com Website: www.lifespın.org

SafeSpace	• Distribution at our door of food, harm reduction items and personal items. • Asking attendees to keep a safe distance from others. • Requires the use of hand sanitizer (provided) before the exchange of any items. • Attendees will be met at the door and a staff person will get requested items. • No hugs or hang-outs. • Space is not open as a resting place unless in imminent crisis and in need of referral to another service. • Limited number of people permitted in the space. • If you cannot get to the space, private message staff on Facebook to see if outreach can be arranged.	Monday to Tuesday 6p.m. - 9p.m. Thursdays 10:30a.m. - 1:30p.m.	SafeSpace London 96 Rectory Unit A Email: safespacelondon@gmail.com Facebook: www.facebook.com/safespace.london
Metropolitan United Church	• Friday dinner will continue • Format is a hot takeout meal	Every Friday at 5:30p.m.	Metropolitan United Church 468 Wellington St Phone: 519-432-7189
St. John's The Evangelist Church	• A hot meal will be available for take-out on Saturdays • Meal service will be available as long as possible.	Every Saturday at 5:00 p.m.	St. John's The Evangelist Church 280 St. James Street Phone: 519-495-3907
St. Paul's Social Services Food Bank and Fellowship Centre	• St. Paul's Social Services provides an emergency three-day supply of food including: ○ fresh eggs ○ milk powder ○ peanut butter ○ canned fish ○ fresh produce	Social Services and Food Bank: Monday to Friday 9:30a.m. - 12:00 noon The Food Bank is closed Good Friday and Easter Monday.	St. Paul's Social Services Fellowship Centre and Food Bank 472 Richmond Street-Entrance off Queen's Avenue Parking Lot. Phone: 519-434-8979 Facebook: www.facebook.com/St.PaulsSocialServices/

	• This service is available in coordination with the other two major food banks in London; the Salvation Army and the London Food Bank. • Additionally, hygiene products, baby food and formula, mittens, scarves, hats, shopping bags and layettes are provided to clients if availability. • The Fellowship Centre is closed for the interim we will no longer be serving a bag lunch at the door on Monday, Wednesday and Friday.		
Sanctuary London	• All regular programs are currently cancelled. • Providing a bagged "to go" meal twice a week. ○ The meals will be available at the door.	Monday 12:00 noon -1p.m. Wednesday 5:00p.m. - 6:00p.m.	Sanctuary London 531 Talbot Street London, ON N6A 2S5 Phone: 519-280-8895 www.sanctuarylondon.ca
Youth Opportunities Unlimited (YOU)	• The Youth Action Centre continues to provide supports to youth. ○ Increased COVID-19 screening procedures are in place. • Young people ages 15-25 can access the space for: ○ basic needs ○ meals to go ○ housing supports ○ trusteeship services • The YOU Career Services staff can assist youth ages 15-29 with employment counselling and supports: ○ in person ○ at the Youth Action Centre ○ remotely via technology	Monday to Friday 10:00a.m. - 6:00p.m.	Youth Opportunities Unlimited (YOU) 332 Richmond St, London, ON N6A 3C3 Phone: 519-432-1112 Email: info@you.ca

Ark Aid Street Mission	• Takeout meals are offered each afternoon at 5:00 p.m. in front of Ark Aid Street Mission. • Washrooms available for use weekday only • All other of our programs are CLOSED, except clothing on emergency basis.	Office open for donations Monday to Friday 9:00a.m. - 5:00p.m. Take-out food-daily at 5:00p.m.	Ark Aid Street Mission 696 Dundas Street, London ON, N5W2Z4 Phone: 519-667-0322 Email: director@arkaidmission.com Website: www.arkaidmission.com Social Media: @arkaidmission
CMHA Middlesex – My Sisters’ Place/London Coffee House	• Handing out bagged lunches, hot coffee, snacks, harm reduction, basic needs and connection for information & resources. • London Coffee House participants can go to MSP for support and services.	Monday-Friday 11:00a.m. - 1:00p.m. and 4:00p.m. - 5:30p.m. Weekends, 11:00a.m.-1:00p.m.	CMHA Middlesex/My Sister’s Place London Coffee House 534 Queens Ave, 534 London ON N6B 1Y6 Telephone: 519-668-0624 Extension 302 Email: k.trentman@cmhamiddlesex.ca Email: k.bell@cmhamiddlesex.ca
London Intercommunity Health Centre	• The Health Centre continues to provide the following: ○ Affidavits; ○ Mail pick-up; ○ Water; ○ Food distribution; ○ Harvest Bucks; ○ Grocery cards; and, ○ Harm Reduction equipment. • Client services provided in the back parking lot, strict physical distancing is practiced. • Some instrumental supports such as community resource information and service coordination.	Monday to Friday 9:00a.m. - 4:00p.m.	London Intercommunity Health Centre 659 Dundas Street (back door only off Marshal Street) Phone : 519-660-0875 Extension 225 Email: gnash@lihc.on.ca Website: London InterCommunity Health Centre

	○ Zoom meeting Code: 156-168-179 • 3 additional program support groups based upon registration ○ Online competitions, instructions and community fitness ○ Stay at Home – Skate Board Competitions ○ Compass Basketball – Instagram Live chats and workouts with NCAA players ○ Training at home • Cooking at Home – Instagram Live lessons for youth in cooking at home. • Screening additional volunteers from the community for deliveries while training them in the additional practices of safe-distancing and sanitization while delivering meals.	Downtown Hub (formerly known as Streetlight) – this has been moved to meal distribution to youth and a “DowntownHub” Zoom gathering Online hours of operation are from 8:00a.m. – 10:00p.m.	
ANOVA	• Crisis and Support line available 24/7 for those experiencing violence or supporting those who are experiencing violence. ○ This includes abuse or sexual violence. • Sexual assault intake and counselling: ○ Now done via phone or zoom, ○ Accessed through the crisis line. • Outreach and family court support: ○ now done via phone or zoom, ○ Accessed through the crisis line. • Shelter options for women and children: ○ Accessed through the crisis line.	24 hours per day/7 days a week.	Phone: 519-642-3000

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

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

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

Subsidized transit passes will be available for purchase at CitiPlaza every Friday from 1pm to 4pm.

<http://www.london.ca/newsroom/Pages/PSA-Upcoming-essential-services-available-.aspx>

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