

# Community Directory for Schools



Hamilton  
Public Health Services

# Community Directory for Schools

Dear Reader:

Public Health Services, School Program, is pleased to provide you with a listing of some of the services available to students and their families in Hamilton.

A complete listing of community resources in Hamilton is available from Community Information Hamilton, which provides information by phone at 905-528-0104, or on their online data base called Inform Hamilton at: [www.inform.city.hamilton.on.ca/](http://www.inform.city.hamilton.on.ca/) .

Days, hours, and limitations of services included in this booklet are subject to change. We would suggest that these be verified by phone when seeking information.

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## CHILD CAR SEATS & BOOSTER SEATS

905-546-2590

- May be available for recipients of Ontario Works and Ontario Disability Support Program benefits who own a vehicle. Recipients are to call their case manager to discuss situation and requirements

## CLOTHING NO CHARGE

### Hamilton Dream Center

905-527-8605 ▪ 627 Main Street (at Gladstone)

[www.hamiltondreamcentre.org](http://www.hamiltondreamcentre.org)

- Call re: catchment area serviced
- Clothing available for Hamilton residents of all ages who are receiving OW, CPP, OSAP assistance
- Grad dresses available through HWDSB Home and School Association

### Good Shepherd Centres

905-528-9109 ▪ Call for more information

### HWCD SB Precious Moments Boutique

905-525-2930 x 2831 ▪ Contact Kelly Duffy-Kariam, Board Social Worker

### Living Rock Ministries

905-528-7625 ▪ 30 Wilson Street (at Hughson)

- Call re: catchment area serviced
- Clothing for ages 13 - 25
- Drop in Tuesday, Wednesday, Thursday 1 - 4 p.m.

### HWDSB Walk-In Closets

- Contact Katie Carr at [katie.carr@hwdsb.on.ca](mailto:katie.carr@hwdsb.on.ca)

## CLOTHING NO CHARGE

### St. Matthew's House

#### Main Location

905-523-5546 ▪ 414 Barton Street. East. (west of Wentworth)  
▪ Monday-Friday 9:00 - 11:30 a.m. and 1:00 - 3:30 p.m. (small clothing bank for all ages)

#### Roxborough Centre Location

905-545-0565 ▪ 785 Britannia (St. Helen's School)  
▪ Monday and Thursday 9:00 a.m.-12:00 noon (clothing for all ages)

## CLOTHING LOW COST

### Goodwill

905-526-8481 ▪ Call for the address nearest you  
[www.goodwillonline.ca](http://www.goodwillonline.ca)

### Salvation Army Thrift Store

905-521-1660 ▪ Call for the address nearest you

### St. Vincent De Paul Stores

905-549-3902 ▪ Call for the address nearest you

## COMMUNITY HEALTH BUS

905-546-CITY (2489) to obtain schedule or visit [www.hamilton.ca/teacher](http://www.hamilton.ca/teacher) and select the Community Health Bus link

- A mobile health, medical and dental clinic that provides services at no charge to children, youth and adults who are residents in the City of Hamilton
  - Dental Prevention and Treatment - including extractions, fillings and teeth cleaning
  - Immunization
  - Health information/counselling/referrals
  - Ontario Works information
- The Community Health Bus does not book appointments. It operates on a first come, first serve basis
- Services are not available on statutory holidays

## CONTACT HAMILTON

905-570-8888 or [www.contacthamilton.ca](http://www.contacthamilton.ca) for more information.

- An entry point to local services for children and youth with emotional, behavioural, or developmental concerns and adults with developmental disabilities. Provides information about available services and central intake and referral, and coordination of services
  - Provides access to over 20 different children's and developmental service agencies in Hamilton. Child and Adolescent Services, and McMaster Children's Hospital Child and Family are examples of agencies to which children, youth and families may be referred
  - Services offered through these agencies range from assessment services, individual therapy, group therapy, family therapy, respite, day treatment and residential programs
  - Examples of children's mental health concerns include: anger management, anxiety, depression, oppositional behaviour, trauma, self-harm

## COUNSELLING AND SUPPORT SERVICES

### Al-anon and Alateen

905-522-1733 or Toll free (24 hr) 1-888-425-2666 [www.al-anon.alateen.org](http://www.al-anon.alateen.org)

- Free, confidential, anonymous support programs for families and friends of alcoholics

### Alcohol, Drug and Gambling Services

905-546-3606 ▪ 21 Hunter St. E., Hamilton

- Services men/women 22 years of age and over
- The Problem Gambling Program provides services to problem gamblers and family members of all ages

### Alternatives for Youth

905-527-4469 ▪ 100 Main St. E., Suite 110 Hamilton [www.ay.on.ca](http://www.ay.on.ca)

- Confidential counselling for youth 13-22 years of age and their families experiencing difficulties related to the misuse of tobacco, alcohol and other drugs

## COUNSELLING AND SUPPORT SERVICES

### Banyon Community Services

905-544-7778 (Hamilton Centralized Intake Line for Children under 12)  
www.banyoncommunityservices.org

- Programs for children under 12 exhibiting difficulties in one or more of the following areas: bullying, aggression, non-compliance, lack of self-control and problem solving skills, trouble keeping friends, and criminal activity
- Programs help parents more effectively monitor and guide their child's behaviour

### Bereaved Families of Ontario Hamilton/Burlington

905.318.0070 • Suite 118 - 293 Wellington St. N.

- Individual and group peer support for family members who have lost a baby, child, sibling or parent through death
- Education, information and resource library available

### Big Brothers Big Sisters - In School Mentoring Program

905-525-3860 • 639 Main Street E., Hamilton

- Children, primarily in grades 2-6 who would benefit from a one-to-one relationship are selected by school staff. Written parent/guardian consent is required
- Mentors and mentees meet for one hour a week on school property during school time to play sports, board games, do arts and crafts, cook or bake, play on the computer, read, or just talk
- The role of Big Brothers Big Sisters is to screen, assign, support and guide volunteers

## COUNSELLING AND SUPPORT SERVICES

### Catholic Family Services

905-527-3823 • 447 Main St. E. (at Tisdale), Unit 201, Hamilton  
www.cfshw.com

- Serves people of all faiths/cultures
- Provides marital, family, individual and couple counselling
- Issues include marital conflict, separation, reconciliation, family violence, sexual abuse, parent/child difficulties, adolescent adjustment, and emotional stress
- Walk-in counselling (12yrs+) every Tuesday from noon until 7:30 p.m.

### CHAT Line (for teens ages 13 - 19 with cancer in the family)

1-800-263-6750 to register with Canadian Cancer Society's Cancer Connect

- On line peer support meetings
- Anonymous, confidential
- Information re community resources shared

## CHILDREN'S AID SOCIETIES

- Protect children from neglect and abuse
- Provides support to families to meet the needs of children

**Catholic Children's Aid Society** • 905-525-2012

Emergency after hours 905-522-8053

**Children's Aid Society** • 905-522-1121

Emergency after hours 905-522-8053

### Cornerstone Youth Services

905-577-8452 • 354 King St. W., Hamilton

- Day treatment program and after school group program for young men and women aged 13-18 suffering from psychiatric and emotional problems

## COUNSELLING AND SUPPORT SERVICES

### (The) Couch Project

- 905-522-1148 ext. 323 ▪ [www.thecouchproject.ca](http://www.thecouchproject.ca)
- Addresses the needs of street-involved and homeless youth in Hamilton

### Credit Counselling

- 905-527-3823 ▪ (Catholic Family Services - available to people of all faiths and cultures)
- Learn how to manage your money, pay off your debts, and take control of your finances

### Emotional Problems Service (ages 6-18)

- 905-521-2100 ext. 74382 ▪ Adolescents may self-refer by calling  
905-521-7950 ▪ Evel Building, Chedoke site, Sanatorium Rd. Hamilton
- Referral criteria include:
- Significant interference in social, academic or community functioning due to emotional problem(s)
  - Willingness to attend appointments as arranged
  - Resident of Hamilton

### Family Mental Health Support Network

- 905-777-9921 ▪ 193 James St. S., Hamilton
- A phone-based resource centre
  - Provides callers with information concerning mental health support and self-help groups, community services and programs, mental health advocacy initiatives & family education opportunities

### Golden Horseshoe Wraparound

- 905-906-9727 ▪ 753 Ridge Road, Stoney Creek  
[www.ghwrap.org](http://www.ghwrap.org)
- A localized Community Mobilization Team providing a "wraparound" process to people/families with complex problems, history or risk of repeating hospitalization or requiring further services, limited success with traditional service interventions advocacy initiatives & family education opportunities

## COUNSELLING AND SUPPORT SERVICES

### Health Initiatives for Youth

- 905-528-3009 ▪ 151 York Blvd., Lower Level, Hamilton  
[www.hifyhamilton.com](http://www.hifyhamilton.com)
- Clinical health services, counselling and community services for ages 14-24
  - Help from people with expertise in relationships, sexual & reproductive health, addictions, body image, self esteem, partner violence, sexual orientation, grief, and youth medicine

### (The) John Howard Society of Hamilton, Burlington & Area

- 905-522-4446 ▪ 225 King William St., Suite 201, Hamilton.  
[www.jhshamilton.on.ca](http://www.jhshamilton.on.ca)
- Clinical health services, counselling and community services for ages 14-24
  - Provides direct service to individuals involved in the Criminal Justice System or who are at risk of becoming involved and/or their families
  - Programs include: adult, community, employment and youth services

### Kids Help Phone

- 1-800-668-6868 Toll-free, 24 hour, bilingual ▪ [www.kidshelpphone.ca](http://www.kidshelpphone.ca)

### Living Rock Youth Ministries

- 905-528-7625 ▪ 30 Wilson St. (at Hughson), Hamilton [www.livingrock.ca](http://www.livingrock.ca)
- Interdenominational resource and outreach for ages 13-25
  - Provides support, safety, training, social-recreational programs and positive relationships, enabling street-involved youth to find direction and purpose
  - Saturday/Sunday 1:30 - 8:00 p.m.

## COUNSELLING AND SUPPORT SERVICES

### MADD: Mothers against Drunk Driving

905-574-9898 • [www.maddhamilton.com](http://www.maddhamilton.com)

- Mission: To stop impaired driving & support victims of this violent crime
- Public Awareness events: Red Ribbon Campaign (November to January); Signs of Summer (May to September); Poster/Essay Writing Contest
- Presentations to schools

### Medic Alert bracelets (elementary students)

[www.nochildwithout.ca](http://www.nochildwithout.ca)

### Project Rachel

905-526.1999

- Offers counselling and support for individuals who have experienced directly or indirectly an abortion and need support in dealing with their feelings around the experience

### Wesley Urban Ministries, Child Youth and Family Services

905.528.5629 • 195 Ferguson Ave. N., Hamilton

[www.wesleyurbanministries.com](http://www.wesleyurbanministries.com)

- Provides transitional housing, counselling, life skills programming, social opportunities, 24-hour staffing, and on-site community partners for street-involved and homeless youth ages 16-21

### Youth Gambling Awareness Program - YMCA (Hamilton/Burlington)

905-317-4947 • 79 James St. S., Hamilton

## CRISIS SERVICES

### COAST (Crisis Outreach & Support Team) / Child & Youth Support Program

905-972-8118 • Crisis Line 24 hours: 905-972-8338

[www.coasthamilton.ca](http://www.coasthamilton.ca)

- Telephone service for children, youth, adults experiencing a mental health crisis
- Outreach assessment, support, intervention and links to community services

### Elle-écoute

1-877-336-2433

- Regional support for French-speaking women victims or survivors of violence

### Internet Child Exploitation Counselling Program

905-521-7128 • [Rita.Cesarini@ontario.ca](mailto:Rita.Cesarini@ontario.ca) • Program Support Coordinator Municipal Services and First Nations Hamilton/ Niagara Region

- Provides funding for short-term, immediate counselling services to children and youth who are victims of internet sexual exploitation
- Immediate family members of such children and youth may be also eligible for funding

### Sexual Assault Centre

905-525-4162 • A 24 hour confidential crisis line [www.sacha.ca](http://www.sacha.ca)

- Support/assist women age 16 and over who have experienced sexual violence
- Refers survivors of sexual assault who are male
- Refers individuals under 16 years of age to appropriate community agencies

## CRISIS SERVICES

### St. Mathew's House, Roxborough Centre, Community Family Support Program

905-545-0565 • 414 Barton Street East, Hamilton

- In-home support services to low-income families under stress and in crisis

### Victim Services

905-546-4904 • A Branch of Hamilton Police Services

- Operates 24 hours a day
- Civilian staff available Monday to Friday from 8:30 a.m. - 4:30 p.m.
- Trained volunteers available at other times
- Emotional and psychological support, information and referrals to community agencies

## DENTAL CARE SERVICES

Families who receive OW (Ontario Works) or ODSP (Ontario Disability Support Program) are eligible to see a private dentist

- Dental cleaning is **not** covered for adults (over 18) on OW
- Dental cleaning for adults (over 18) on ODSP **is** covered
- Children, up to their 18th birthday, whose parent(s) are on OW or ODSP are eligible for dental cleaning and regular checkups

Families who have no dental insurance and cannot afford to pay for dental care are eligible for the following services:

### C.I.N.O.T. (Children in Need of Treatment)

905-546-2424 x3566

- Up to age 14 or last day of grade 8 with an urgent dental need
- A screening appointment is needed to determine eligibility
- Client must sign a declaration of financial hardship - documentation may be requested

## DENTAL CARE

### Public Health Services, Dental Program

905-546-2424 x3789 • 1447 Upper Ottawa St., Unit 9, Hamilton

- Monday, Wednesday, Friday - 8:30 a.m. - 4:30 p.m.
- Tuesday, Thursday - 11:00 a.m. - 7:00 p.m.
- All clients must fill out a clinic application to determine financial eligibility. The clinic provides treatment and preventive services, including examination, x-rays, fillings, extractions, cleanings, topical fluoride and pit & fissure sealants for children and adults

### Community Health Bus

905-546-CITY (2489)

### The Canadian Institute of Dental Hygiene

905-524-2434 • 145 King St. E., Hamilton

- Dental cleaning for \$20.00 fee

## DIABETIC SUPPLIES ASSISTANCE

### Monitoring for Health Program - Canadian Diabetes Association, Ontario

1-800-361-0796 • [www.diabetes.ca](http://www.diabetes.ca)

- The Canadian Diabetes Association Program assists Ontario residents who have a health card and use insulin or have pregnancy related diabetes. They must have no other coverage for these supplies. Participants of the program receive a 75% reimbursement, to an annual limit of \$600.00 for strips and lancets. The program also covers 75% of the cost of a glucose-monitoring meter once every five years, or \$75.00 - whichever is less
- Talking glucose meter for the visually impaired - 75% reimbursement up to a maximum of \$300.00 once every 5 years

## DIABETIC SUPPLIES ASSISTANCE

### Eli Lilly Canada Cares Insulin Assistance Program

1-888-545-5972

- Individuals must apply to this program through a health professional only, such as a diabetes educator, or medical doctor
- This program will provide insulin to patients who cannot afford it and do not have the government or private insurance

### Ontario Works & Ontario Disability Support Program - Coverage for Diabetics

- Any person on Ontario Works (OW) or Ontario Disability Support Program (ODSP) will have the cost of managing their diabetes covered by the individual programs. Drugs and strips are covered through prescription on the Ontario Drug Benefit plan. Other costs associated with managing diabetes (e.g. needles) should be worked into the individuals cost of living expenses and reflected in monthly cheques. For those on the Ontario Disability Support Program, 65% of the cost of lancets will be reimbursed by the Monitoring for Health Program. Please note the individual must be using insulin and follow the claims process for the Monitoring for Health Program (see above)

## FINANCIAL ASSISTANCE FOR HEALTH RELATED NEEDS

905-546-2590

- The Special Supports Program provides assistance with health related items/medical transportation/funerals and burials
- Available to Hamilton residents who are receiving Ontario Works, Ontario Disability Support Program benefits or low income individuals (low wage earners, OPP disability seniors)
- Must obtain approval from Special Supports before purchasing any items
- Call for an appointment to discuss item needed, eligibility, documents required

## FOOD ASSISTANCE · FOOD BANKS · EMERGENCY FOOD

### Flamborough Food Bank

905-690-1036 · 1432 Center Rd., Carlisle

- Offered once every two weeks. Assigned points based on number of people in household
- Open Wednesdays 1:00 - 3:00 p.m. and 7:00 - 8:30 p.m.
- Must provide two pieces of ID, one with photo
- Open to Flamborough residents only

### Good Shepherd Family Services

905-528-9109 · 120 Cannon St. E., Hamilton

- Monday to Friday from 10:00 - 11:30 a.m. and 1:00 - 3:00 p.m. (no appointment required)
- Groceries are provided by this service
- Must be over 16 years of age
- ID, rent receipt and most recent income statement required

### Living Rock Ministries

905-528-7625 · 30 Wilson St. (at Hughson), Hamilton

- Food Banks: Tuesday, Wednesday and Thursday from 1:00 - 4:00 p.m.
- Hot meals, a variety of canned goods, fresh produce and baby supplies are available
- Must be between the age of 13 and 25

## FOOD ASSISTANCE · FOOD BANKS · EMERGENCY FOOD

### Mission Services

905-528-5100 ▪ 50 Murray St. W., Hamilton

- Monday and Friday from 9:00 - 11:00 a.m. No appointment necessary
- Wednesday from 9:00 - 11:00 a.m. and 1:00 - 3:00 p.m. Appointment only
- Emergency food program offered to those in need

### Neighbour to Neighbour Centre

905-574-1334 ▪ [www.neighbourtoneighbourcentre.com](http://www.neighbourtoneighbourcentre.com)

- 28 Athens Street (between Upper James and West 5th off Mohawk)
- Office Hours: Monday to Friday from 9:00 a.m. - 4:00 p.m.
- Food Bank Hours: Monday to Thursday from 9:30 a.m.- 12:15 p.m. and 1:00 - 3:15 p.m.
- Emergency food provided once per month. Register between 9:30 a.m. and 3:00 p.m.
- Must be Hamilton Mountain, Ancaster, Mount Hope, Dundas, Stoney Creek Mountain or Binbrook resident
- Must have ID, current proof of address and proof of income

### Roxborough Park Centre (St. Matthew's House)

905-545-0565 ▪ 785 Britannia Ave.(inside St. Helen's), Hamilton

- Monday and Thursday from 9:00 a.m. - 12:00 noon
- Food assistance offered once a month to anyone in the community
- Two pieces of ID for adults and one piece of ID for children are required as well as proof of address

### St. John's Community Support Programs (St. Matthew's House)

905-643-2052 ▪ 1285 Highway #8, Winona

- Monday to Thursday from 1:00 - 4:00 p.m.
- Food assistance offered once a month to anyone in the community. Baby food and formula are provided when available
- Must not have used St. Matthew's House or Roxborough Centre food banks in the same month. Two pieces of ID for adults and one piece of ID for children are required

## FOOD ASSISTANCE · FOOD BANKS · EMERGENCY FOOD

### St. Matthew's House

905-523-5546 ▪ 414 Barton St. E. (by Wentworth), Hamilton

- Monday to Friday from 9:00 - 11:30 a.m. or 1:00 - 3:30 p.m.
- Food assistance is offered once a month to anyone in the community. Baby food and formula are provided when available
- Must not use Roxborough Centre or St. John's Community Program food banks in the same month. Two pieces of ID for adults and one piece of ID for children are required

### Salvation Army Community and Family Services

#### Central Location

905-540-1888 ▪ 80 Bay St. N., Hamilton

- Appointments and walk-ins accepted - Monday - Friday 9:30 - 11:30 a.m. and 1:00 - 3:00 p.m.
- Emergency food provided
- Must have ID and proof of address
- Services can be used once bimonthly to a maximum of 6 times per year
- Open to any family or individual who is on a low income

#### Dundas Location

905-627-0572 ▪ 150 King St. W., Dundas

- For residents in Dundas, Ancaster, Flamborough and West Hamilton (west of Hwy 403). Must provide photo ID
- Call for an appointment - Monday - Thursday 9:00 - 11:30 a.m. and 1:00 - 3:30 p.m.

### Stoney Creek Food Bank

905-664-2252 ▪ 13 Lake Ave. S., Stoney Creek

- Monday from 1:00 - 3:30 p.m. (not open Mondays in July and August)
- Wednesday from 9:30 a.m. - 3:30 p.m.
- Friday from 9:30 a.m. - 1:00 p.m.
- Emergency food, baby food and formula are offered once a month per family
- For Stoney Creek residents only. Must register and have a permanent residence as well as proof of address

## FOOD ASSISTANCE • FOOD BANKS • EMERGENCY FOOD

### Welcome Inn

- 905-525-5824 • 40 Wood St. E., Hamilton
- Monday, Wednesday, Thursday from 12:00 - 2:30 p.m.
  - Emergency food assistance is offered

## FOOD ASSISTANCE • FREE MEALS

### Good Shepherd Centre

- 905-528-9109 • 135 Mary St., Hamilton
- Monday to Saturday from 3:30 - 4:45 p.m.
  - A free hot meal is offered. Families are welcome

### Hamilton Urban Core Community Health Centre

- 905-522-3233 • 71 Rebecca St., Hamilton
- Pancake Tuesday: 3rd Tuesday of each month from 9:30 - 11:00 a.m.
  - Family Saturday: 3rd Saturday of each month from 9:00 a.m. - 1:00 p.m. (breakfast, movie and lunch)

### Living Rock Ministries

- 905-528-7625 • 30 Wilson Street, Hamilton.
- Breakfast: Monday to Friday from 8:00 - 9:30 a.m.
  - Oasis Evening Program: Tuesday, Wednesday and Thursday from 9:00 - 9:30 p.m.
  - Weekend drop in 1:30 - 8:00 p.m.
  - "Bag It" school lunch program
  - Call for details
  - Must be between the ages of 13 and 25

## FOOD ASSISTANCE • FREE MEALS

### Olive Branch Ministries

- 905-522-7482 • 195 Rebecca St., Hamilton
- Wednesday to Saturday from 10:00 a.m. - 2:00 p.m.
  - Sunday from 12:00 - 3:00 p.m.
  - Lunch is offered to anyone who chooses to use the service

### Salvation Army, Booth Centre

- 905-527-1444 • 94 York Blvd., Hamilton
- Soup/Sandwich/Coffee van nightly (3 stops)
    - McNab & Strathan 8:00 - 8:45 p.m.
    - Rebecca & Catherine 9:00 - 9:45 p.m.
    - Barton & Birch 10:10 - 10:45 p.m.
  - A meal ticket **can be purchased for \$10.00** to receive one meal daily for the month

### Wesley Urban Ministries: Wesley Centre Drop-In

- 905-528-5640 • 195 Ferguson Ave. N., Hamilton.
- Breakfast Daily: 7:00 - 8:00 a.m.
  - Lunch: Monday to Friday from 12:00 noon - 1:00 p.m.
  - Dinner: Sunday at 4:00 p.m.
  - A drop-in for men and women over the age of 22. Those under age 16 need proof of ID and must be accompanied by their parents
  - Soup and sandwiches - 7 days a week from 7:00 - 8:00 p.m.

## FOOD PREGNANCY NOURISHMENT PROGRAMS

### Aboriginal Prenatal Nutrition Program

905-548-9593 • 712 Main St., E., Hamilton

- Postnatal Circle: Tuesday from 10:30 a.m.- 12:30 p.m.
- Prenatal Classes: Wednesday from 3:00 - 4:30 p.m.
- Breakfast & Baby Play: Every other Friday from 9:30 - 10:30 a.m. (Please call for start dates.)
- Prenatal program for aboriginal women and their families  
This program provides:
  - Breastfeeding counselling
  - Labour support
  - Growth and development support
  - Food vouchers and bus tickets for participants only
  - Lunch/snack and bus tickets provided
- No cost
- Must be pregnant or have a child who is under one year of age

### Baby's Best Start

905-522-1155 x32197

- A program of St. Joseph's Centre for Ambulatory Health Services  
Offered at 3 locations:
  - The Kiwanis Boys & Girls Club Early Years Centre - 45 Ellis Ave., Hamilton
  - Riverdale Community Centre - 150 Violet Dr., Hamilton
  - Laurier Recreation Centre - 60 Albright Rd., Hamilton
- 5 groups weekly- Tuesday, Wednesday, Thursday call for dates and times
- Weekly group for pregnant women and new mothers. Groups offer women a chance to:
  - Cook, learn about and enjoy a healthy meal together
  - Participate in monthly clothing exchanges
  - Ask questions about their pregnancy and baby
  - Learn about healthy eating
  - Talk to other parents

## FOOD PREGNANCY NOURISHMENT PROGRAMS

### Baby's Best Start...continued

- Find out about community services
- Receive prenatal supplements, voucher for vitamin D supplements, and a food voucher for pregnant women and for children up to 9 months of age
- No cost bus ticket provided
- Must be pregnant or have a child who is under one year of age to register
- Participants graduate when infant turns one year of age

### Healthy Moms Healthy Babies Mission Services

905-523-6611 x303 • 50 Murray St. W., Hamilton

- In partnership with North Hamilton Community Health Centre and City of Hamilton Public Health Services
- Tuesday or Friday (not both) from 10:00 a.m. - 12:00 noon
- Available all year except the week between December 25 and January 1
- This weekly drop-in provides:
  - Peer support and the opportunity for new friendships
  - Information on nutrition, breast-feeding, infant feeding and healthy lifestyle
  - A snack or lunch
  - Food vouchers and bus tickets
  - A maternity and baby clothing exchange
  - Referrals to other community resources
  - One-on-one nutrition counselling available
  - Early childhood educator on site
  - Public Health Nurse on site
- No cost
- Must be pregnant to register and can participate in the program until baby is six months of age

## FOOD ASSISTANCE

### Student Nutrition Network

- 905-522-1148 x301 • 162 King William St., Hamilton
- A Partnership in community agencies and community members in Hamilton that support local nourishment programs for children
  - Tuesday and Thursday from 11:00 a.m.- 4:00 p.m.
  - The partnership provides resources and hands-on information to those interested in starting or expanding a nourishment program
  - A personal site visit may be arranged by calling the contact number listed above
  - No cost

## HEAD LICE

### Community Health Bus

- 905-546-CITY (2489) to obtain schedule
- Public Health Nurses on the Community Health Bus screen for head lice, provide shampoo and instructions to ensure effective treatment

### Bug Busters Clinics

- 905-546-CITY (2489)
- Offered at 2 locations:
    - Cathy Wever School, 160 Wentworth Street North, Hamilton  
Wednesday from 3:30 - 5:30 p.m.
    - Hamilton East Kiwanis Boys' and Girls' Club, 45 Ellis Avenue, Hamilton - Thursday from 3:30 - 5:30 p.m.
  - Screening for head lice
  - Low cost medication shampoo and comb
  - Information provided by a Public Health Nurse
  - Bus tickets provided

## HEALTH CARD - ONTARIO HEALTH INSURANCE PLAN (OHIP)

- 119 King St. W., 10th floor (Ellen Fairclough Building), Hamilton
- Monday, Tuesday, Thursday, Friday 8:30 a.m. – 5:30 p.m.
  - Wednesday 8:30 a.m. – 6:00 p.m.
  - [www.health.gov.on.ca](http://www.health.gov.on.ca) click on OHIP, click on Health Card

## HEALTH SERVICES

### Aboriginal Health Centre

- 905-544-4320 • 678 Main St. E., Hamilton  
[www.aboriginalhealthcentre.com](http://www.aboriginalhealthcentre.com)
- Health services for Aboriginal individuals respecting their distinctive cultural identity, values and beliefs

### Centre de santé communautaire Hamilton/Niagara

- 905-528-0163 or Toll free 1-866-437-76064 • 460 Main St. E., 2nd floor, Hamilton  
[www.centredesantecommunautaire.com](http://www.centredesantecommunautaire.com)
- Offers health and social services to the French-speaking community

### Community Care Access Centre (CCAC)

- 905-523-8600 or Toll free 1-800-450-8002 • 310 Limeridge Rd. W., Hamilton
- Referral and information source to a range of health and support services provided at home or in the community

### Doctors on Wheels - Home Visits

- 905-777-9100 x1
- Primary contact is Dr. Frey
  - Availability is variable
  - Medical home visits for youth, infants, toddlers, and children for non-life threatening and non-emergency situations
  - Hamilton mountain residents only
  - Covered by Ontario Health Insurance Plan (OHIP)
  - Fees are charged if you do not have an OHIP Card

### Finding a Family Doctor

- Updated lists of Family Doctors accepting new clients can be viewed at [www.hamiltondoctors.ca/find\\_a\\_doctor.ph](http://www.hamiltondoctors.ca/find_a_doctor.ph)
- 1-800-268-7096 x626 - College of Physicians and Surgeons

## HEALTH SERVICES

### Hamilton Urban Core Community Health Centre

905-522-3233 ▪ 71 Rebecca St., Hamilton ▪ [www.hucchc.com](http://www.hucchc.com)

- Services for people within the inner city experiencing barriers to accessing health services
- Barriers include poverty, homelessness, gender, racism, discrimination, language, mental illness, addiction, unemployment, violence and isolation

### Health Connections Phone Line

905-546-2424 x3550

- Monday through Friday from 8:30 a.m. - 4:30 p.m.
- Speak with a Public Health Nurse about a variety of health issues and supports including: prenatal, breastfeeding, child car seat inspections, nutrition and child growth and development. Information also available about parenting groups and classes, postpartum depression and about the Healthy Babies, Healthy Children Program
- Families with children ages 6 years and under

### Mom & Child Health Clinic

905-522-7778 ▪ 50 Murray St. W., Hamilton

- Sponsored by the North Hamilton Community Health Centre (NHCHC)
- Maternal clinic: Monday, Wednesday 1:00 - 5:00 p.m.  
Tuesday 1:00 - 8:00 p.m.
- Available to infants/children 0-6 years of age and expectant moms of any age, who are in transition or without a family doctor who live in the NHCHC catchment area

### North Hamilton Community Health Centre

905-523-6611 ▪ 554 John St. N., Hamilton  
[www.northhamiltonchc.org](http://www.northhamiltonchc.org)

- Medical Clinic services for residents of North Hamilton (Queen to Sherman, Lake Ontario to Barton Street)

## HEALTH SERVICES

### Sexual Health Information Line

905-528-5894

- Monday through Friday 8:30 a.m. - 4:30 p.m.
- Confidential phone counselling, clinic information

### Telehealth Ontario

1-866-797-0000

- Telehealth Ontario is a free, confidential telephone service where Registered Nurses provide health advice and general health information

### Tobacco Hotline

905-540-5566 or [www.hamilton.ca/tobacco](http://www.hamilton.ca/tobacco)

- Information available on quitting smoking, making your home and car smoke free, prevention of youth smoking
- Report smoking violations

## HEALTH SERVICES ▪ WALK IN CLINICS

### Mountain Medical Walk In and After Hours Clinic

905-575-0808 ▪ 880 Upper Wentworth St., Hamilton

- Monday to Friday from 9:00 a.m. - 9:00 p.m.
- Saturday, Sunday and Holidays from 10:00 a.m. - 2:00 p.m.
- No appointment necessary
- Covered by Ontario Health Card

### Physicians Replacement Group (PRG Medical)

905-574-2777 ▪ 15 Empress Ave., Hamilton

- Appointments may be made from noon onwards for Monday - Friday from 2:00 - 9:00 p.m. hours
- Saturday, Sunday and Holidays from 10:00 a.m. - 5:00 p.m. - appointments may be made from 9:00 a.m. onwards
- Covered by Ontario Health Card

## HEALTH SERVICES ▪ WALK IN CLINICS

### Queenston Medical Walk In and After Hours Clinic

905-578-9255 ▪ 631 Queenston Rd., Suite 103, Hamilton

- Monday to Friday from 9:00 a.m. - 9:00 p.m.
- Saturday from 10:00 a.m. to 6:00 p.m.
- Sunday and Holidays from 10:00 a.m. - 4:00 p.m.
- No appointment necessary
- Covered by Ontario Health Card

### Well Womens' Clinics

905-546-2424 x 2011

**Mountain Clinic** ▪ 1447 Upper Ottawa St. Unit 8, Hamilton

**East End Clinic** ▪ 2255 Barton Street East, Unit 8, Hamilton

- Call to book an appointment
- The Well Womens' Clinics provide sexual health and immunization services to females between the ages of 20-45 years who do not have a family physician. Booked appointments are required. Cultural interpreters available. Care provided by family doctors and public health nurses

### Westdale Walk-In Medical Clinic

905-529-4040 ▪ 983 King St. W., Hamilton

- Monday to Thursday 9:00 a.m. - 9:00 p.m., Friday 11:00 a.m. - 9:00 p.m.
- Saturday and Sunday 10:00 a.m. - 6:00 p.m., Holidays 12:00 noon - 5:00 p.m.
- No appointment necessary
- Covered by Ontario Health Card

## HEARING

### Hearing Assessment

- Some family doctors do hearing assessments. Parents will need to ask if this service is available. If further assessment is needed, the doctor refers the child for a specialized assessment. This will be covered by OHIP
- Individuals experiencing financial hardship may be eligible for assistance through the Special Supports Program found on page 8

## HOUSING HELP

### Adolescent Community Care Program

905-524-2501 ▪ 121 Augusta St., Hamilton

- Assists 16-20 year olds who verifiably cannot live at home with obtaining financial assistance, housing, life skills, employment and education

### City Housing Hamilton (Rent-Geared-to-Income Housing)

905-524-2228

- For information on applying for subsidized housing

### Housing Help Centre of Hamilton

905-526-8100 ▪ Kirkendall Strathcona Neighbourhood House, 210 Napier St., Hamilton

- Practical assistance to persons with low income or special needs who are homeless or in danger of being homeless and who are looking for affordable housing

### Tenant Help Line

905-526-9119 ▪ [www.hamiltontenant.ca](http://www.hamiltontenant.ca)

- Monday to Friday 9:00 a.m. – 4:00 p.m.
- Provides assistance with: knowing where to get help if landlord is not making repairs, referrals to legal and housing services, and starting a tenants association

## HOUSING - EMERGENCY SHELTERS

### Emergency Shelters for Men

#### Booth Centre Single Men's Hostel

905-527-1444 ▪ 94 York Blvd., Hamilton

#### Good Shepherd Centre

905-528-9109 ▪ 135 Mary St., Hamilton

#### Mission Services Men's Residence

905-528-7635 ▪ 325 James St. N., Hamilton

### Emergency Shelters for Men and Women

#### Wesley Centre

905-528-5640 ▪ 195 Ferguson Ave. N., Hamilton

### Emergency Shelters for Women and Children

#### Interval House

905-387-8881 ▪ Business Line: 905-387-9959

#### Martha House

Crisis Line: 905-523-6277 ▪ Business Line: 905-523-8895

#### Mary's Place

905-540-8000

#### Native Women's Centre

905-522-1501

#### Inasmuch House

Crisis Line: 905-529-8600 ▪ Business Line: 905-529-8149

### Emergency Shelters for Youth (Ages 16-21)

#### Brennan House

905-577-1166 ▪ 614 King St. E., Hamilton

#### Notre Dame House

905-308-8090 ▪ 14 Cannon St. W., Hamilton

#### Wesley Urban Ministries - Child Youth and Family Services

905-528-5629 ▪ 195 Ferguson Ave. N., Hamilton

## LAUNDRY FACILITIES - NO CHARGE

#### Hamilton Urban Core Community Health Centre

905-522-3233 ▪ 71 Rebecca St., Hamilton

#### Wesley Centre

905-528-5640 ▪ 195 Ferguson Ave. N., Hamilton

#### Notre Dame House

905-308-8090 ▪ 14 Cannon St. W., Hamilton

## LEGAL SERVICES TO ASSIST LOW INCOME RESIDENTS

### Legal Aid Ontario Office

905-528-0134 ▪ 119 Main St. E., Hamilton

- Monday – Friday 8:30 a.m. - 4:00 p.m. (first- come first served)
- Covers the following areas of law: criminal, family, mental health, some civil litigation and refugee claims
- Usually free if the client has little or no income
- Once determined to be eligible for Legal Aid, client will be issued a Legal Aid Certificate which can be taken to a lawyer and Legal Aid will pay the lawyer's fee

### Hamilton Legal Clinics

- Covers the following areas of law: Tenant Protection Act, WSIB, Ontario Works, Ontario Disability program, Employment Insurance, Canada Pension Plan, disability issues, human rights, criminal injuries compensation, employment standards including wrongful dismissal

### Dundurn Legal and Community Services

905-527-4572

- serves Central/west Hamilton, Dundas, and Flamborough

## LEGAL SERVICES TO ASSIST LOW INCOME RESIDENTS

### Hamilton Mountain Legal and Community Services

905-575-9590

- serves Hamilton mountain, Ancaster, Glanbrook and Stoney Creek Mountain

### McQuesten Legal and Community Services

905-545-0442

- serves central/east Hamilton and Stoney Creek

### Other Free Legal Advice

#### Landlord and Tenant Board

119 King St. W., 6th floor (across from Jackson Square), Hamilton

- for tenants only - help with landlord/tenant disputes

#### St. Matthews House

905-523-5546 • 414 Barton St. E., Hamilton

- Tuesday 7:00 - 9:00 p.m.

#### Wesley Urban Ministries

905-528-8485 • 209 MacNab St. N., Room 5, Hamilton

- Monday 7:00 - 9:00 p.m.

#### Women's Duty Counsel Services (Family Law)

905-522-0127 • Call for locations

#### Superior Court of Justice – Family Division

55 Main Street West, Hamilton.

- available only on the day of the hearing

#### Superior Court of Justice – Criminal Division

45 Main Street West, Hamilton.

- available only on the day of the hearing

## MEDICATION COST ASSISTANCE

### Trillium Drug Program

1-800-268-1154 (INFOLINE)

- Intended or Ontario residents who have a valid OHIP card and who have high prescription drug costs in relation to their household income. To apply to this program the individual must complete an application form that will have detailed questions about their income

## ONTARIO WORKS

### Ontario Works (OW)

905-546-4800

- The application process begins by calling the number above and an OW clerk will go over the documents needed to apply

## PARENTING GROUPS

### Public Health Services - Incredible Years

905-546-2424 x 7168 Dina Nopper

- 10 week program available to parents of children ages 5-9 who would like to promote a positive relationship with their children resulting in appropriate behaviour

## SEPARATION AND DIVORCE

### K.I.D.S. In Divorced/Separated Situations

905-527-3823 x 260 • Catholic Family Services

(Available to people of all faiths/cultures)

- Child focused educational series offered to children ages 6 and up and their divorced or separated parents

## SEPARATION AND DIVORCE

### The Builder's Program

- 905-387-2448 x 2206 Maureen Talbot ▪ maureen.talbot@hwcn.org
- An 8 week support program for children ages 5-12 who are experiencing a loss due to a divorce, separation or death

### Seminar for Separated Parents

- 905-645-5252 x2516 ▪ Mediation Center of Hamilton
- A one session seminar
  - Focuses on the impact of parental separation on children
  - Explores parenting strategies to assist parents help children through this difficult time
  - Every other Wednesday from 12:00 - 1:30 p.m. or 4:00 - 5:30 p.m.

## SETTLEMENT AND INTEGRATION SERVICES ORGANIZATION (SISO)

- 905-667-3088
- SISO is an organization providing a range of services to facilitate and support settlement and integration of immigrants and refugees in the city of Hamilton
  - Services provided include: settlement counselling services, refugee counselling and support, youth mentorship

## SOCIAL INSURANCE NUMBER

- 905-572-2211 ▪ 1550 Upper James St., Floor 1 or 2255 Barton St. E., Hamilton ▪ [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

## SPEECH AND LANGUAGE

### Early Words

- 905-381-2828 ▪ 1160 Upper Paradise Rd., Unit 6, Hamilton
- Hamilton Preschool Speech and Language Service
  - Monday to Friday from 8:30 a.m. - 4:30 p.m.
  - For ages 6 years and under
  - Early Words is the umbrella organization of Hamilton's preschool speech and language services for young children. Parents, childcare providers and other professionals working with preschoolers can call for information about preschool children's speech and language development and workshops. Parents can directly refer their child by calling and asking for extension 224

## SPORTS AND RECREATION FUNDING OPPORTUNITIES FOR CHILDREN/YOUTH

### Canadian Tire Jump Start

[www.canadiantire.ca/jumpstart](http://www.canadiantire.ca/jumpstart)

### KidSport

[www.kidsport.on.ca/hamilton](http://www.kidsport.on.ca/hamilton)

### YSAN Grow Program

905-628-5458 ▪ Contact Brenda

## TEEN PREGNANCY SUPPORTS

### Aboriginal Health Centre

- 905-544-4320 ▪ 678 Main Street East, Hamilton
- Health services for Aboriginal individuals respecting their distinctive cultural identity, values and beliefs

## TEEN PREGNANCY SUPPORTS

### Beginnings Counselling and Adoption Services of Ontario, Inc.

905-528-6665 Toll Free: 1-877-528-6665 ▪ 1 Young St., Suite 308, Hamilton

- Services include: free pregnancy counselling, decision-making assistance; pre-natal and post-natal support; foster care for up to one month; licensed, private adoption services (open adoption); community referrals

### Birthright

905-527-3677 ▪ 40 Barton St. E., Hamilton

- Birthright helps solve problems related to pregnancy
- It is a non-denominational, 24 hour emergency service for teens/women distressed by pregnancy
- Services include: free/confidential pregnancy tests, confidential counselling and supportive friendship by trained volunteers, maternity clothing and baby items up to size 2, medical and community referrals, formula and baby diapers in an emergency

### Centre de santé communautaire Hamilton/Niagara

905-528-0163 or Toll free 1-866-437-76064 ▪ 60 Main St. E., 2nd floor, Hamilton

- Offers health and social services to the French-speaking community

### Grace Haven (Salvation Army)

905 522-7336 ▪ 138 Herkimer St., Hamilton

- Residential and community based programming for pregnant and parenting young women and their children
- On site school

## TEEN PREGNANCY SUPPORTS

### Healthy Babies/Healthy Children – Health Connections

905-546-3550

Some services include:

- Referral to a Public Health Nurse for support and health teaching
- Assistance in connecting with community resources and services
- Referral to a Family Home Visitor who can provide support and help get you linked with services in your neighbourhood
- Access to prenatal programs and nutrition support during pregnancy

### LEAP (Learning, Earning and Parenting)

905-546-3088

- Support services for parents attending high school, aged 21 and under, and receiving Ontario works
- Supports include: school related costs, child care, job skills programs, parenting programs

### Maternity Centre of Hamilton

905-528-5553 ▪ 180 James St. S., Hamilton

- Prenatal care and assistance finding a family doctor

### New Choices (Grace Haven)

905-522-5556 ▪ 431 Whitney Avenue, Hamilton.

- A one stop setting for pregnant and parenting women/teens with substance use concerns and their children ages 0-6

### St. Martin's Manor (Catholic Family Services)

905-575-7500 ▪ 500 Mohawk W., Hamilton

[www.cfshw.com/teen-pregnancy](http://www.cfshw.com/teen-pregnancy)

- Residential and community based programming for pregnant and parenting young women/parents and their children
- On site school

## VISION

### OHIP Coverage for Eye Examinations

Ontario Health Card coverage for full eye examinations:

- Children aged 0 - 19 years: One full eye examination annually
- Adults aged 20 - 64 years: covered for the following conditions: diabetes, cataracts, glaucoma, amblyopia (lazy eye), strabismus (turned eye), visual field defects, retinal disease

## GLASSES

### Lenscrafters Charitable Donations Service

905-578-3292 - Eastgate Square Location

905-574-3101 - Limeridge Mall Location

- Free glasses to eligible individuals

### Canadian Red Cross

905-522-8485 • Contact to obtain a voucher to use at Lenscrafters

### Salvation Army

905-540-1888 • Contact to obtain a voucher to use at Lenscrafters

For downloadable  
Community Directory  
for Schools, visit

[www.hamilton.ca/teacher](http://www.hamilton.ca/teacher)



Hamilton

**2008- 2009**