

- ESUB – Eligible for \$500 in any 12-month period to assist with start up costs related to employment/or an approved employment activity
- Up Front Child Care Benefit – Assistance to cover up front child care costs in order to allow client to participate in employment/or an approved employment activity

Employment Transition Benefit

W: www.mcass.gov.on.ca

Recipients who are ineligible for Income Support due to income from employment/training/operation of business

- Lump sum payment of \$500 available once in a 12-month period to assist with the transition from ODSP to employment

City of Hamilton - Ontario Works

Hamilton Central (250 Main St. East)

Hamilton East (2255 Barton St. East)

Hamilton Mountain (1550 Upper James St.)

T: 905-546-4800

W: www.myhamilton.ca

Eligibility based on the income and assets of the family as well as other criteria such as citizenship or status in Canada and age

Applicants must reside in the City of Hamilton

The amount of financial assistance is based on number of people in the family, the ages of children and housing costs

- Qualifying individuals will receive employment and financial assistance to cover costs of basic needs (e.g. food), housing and employment related expenses to help individuals prepare for and find a job

PERSONAL SUPPORT

Housing

Housing Help Centre for Hamilton

Hamilton

T: 905-526-8100

W: www.housinghelpcentre.ca

Housing Help Centre

Kirkendall -Strathcona Neighbourhood House (210 Napier St)

Persons with low incomes/special needs

- Staff provides assistance to persons with low incomes/special needs who are homeless/in danger of being homeless and who are looking for affordable housing

LINKS Voice Mail

No restrictions

- Service intended for people who cannot afford their own telephone service/cost is \$11 for three months

Hamilton Tenant Hotline

T: 905-526-9119

W: www.hamiltontenant.ca

Ages: 18 and up

- Tenants can call to get basic information about their housing issues including eviction/repairs

The Salvation Army

Moving and Storage Program

Hamilton (80 Bay St N.)

T: 905-540-8597

W: www.salvationarmy.ca

Ages: 18 and up

Ontario Works/ODSP/ low-income earners

- Provides moving/storage at low discount prices for residents in the City of Hamilton

Housing Emergency Loan Program (HELP)

Hamilton (210 Napier St, Main Flr.)

T: 905-527-7479

- An interest-free revolving loan fund designed to give low-income tenants short-term financial aid in maintaining their current apartment/improving their situation by supporting a move to more affordable housing

City of Hamilton

Access to Housing

Hamilton (499 King St. E.)

T: 905-524-2228

Ages: 16 and up

- Provides access for people who want to apply for subsidized housing in Hamilton/also maintains waiting lists for subsidized units

Ministry of Municipal Affairs

Landlord and Tenant Board

Hamilton Central (Ellen Fairclough Bldg, 119 King St W, 6th Flr.)

T: 1-888-332-3234

Those living in: Brant/Haldimand/Halton/ Hamilton/Niagara/Norfolk/ Wellington County

- Board resolves disputes between landlords/tenants about rights/responsibilities under the Residential Tenancies Act/including increases/other residential landlord/tenant rental issues

The United Way of Burlington and Greater Hamilton

Winter Warmth

T: 905-523-6611 ext. 223 (Hamilton Residents)

T: 905-637-3893 (Burlington Residents)

W: www.uwaybh.ca

People on low income unable to pay their utility bills

- Program which helps low-income individuals struggling to pay winter hydro/other utility bills/if eligible they may qualify for this program

Emergency Shelters

Interval House of Hamilton

Hamilton (630 Sanatorium Rd)

T: 905-387-8881

W: www.intervalhousehamilton.org

Ages: 16 and up

Females experiencing any type of abuse from an intimate partner/accompanying children welcome/both male and female

- A transition house for abused women over the age of 16/and their children/operating on a 24 hour basis/7 days a week

Mission Services of Hamilton

Inasmuch House

Hamilton - North End

T: 905-529-8149

24-Hour Crisis line: 905-529-8600

Ages: 16 and up

- 37 bed emergency shelter for women/children in crisis due to abuse/ homelessness

Men's Residence

Hamilton (325 James St N)

T: 905-528-7635

W: www.mission-services.com

Adult hostel for men only

- 24 hour emergency crisis shelter for 58 men/staff provides the support/services needed daily by the homeless

Native Women's Centre

Hamilton

T: 905-664-1114

W: www.nativewomenscentre.com

Women who are experiencing crisis due to family violence/homelessness/conflict with the law

- Provides safe/emergency/shelter for all women regardless of age/ancestry/culture/place of origin/sexual orientation/with or without children

Good Shepherd Centre

Martha House

Hamilton (20 Emerald St S)

T: 905-523-6277

W: www.goodshepherdcentres.ca/womensservices.htm

Ages: 16 and up/women experiencing abuse/women who are homeless and their children are welcome

- 28 bed transition residence assisting women/children who are survivors of woman abuse/women/children experiencing other forms of crisis including homelessness

Men's Centre

Hamilton (135 Mary St.)

T: 905-528-9109

W: www.goodshepherdcentres.ca/mens.htm

Ages: 16 and up

- Emergency hostel providing assistance to transient/homeless persons/and persons without means

The Salvation Army

Booth Centre Single Men's Hostel

Hamilton (94 York Blvd)

T: 905-527-1444

W: www.salvationarmy.ca

Homeless/transient men/18 years of age or older

- 97 dorm bed/21 room emergency shelter

Wesley Urban Ministries Inc.

Wesley Centre

Hamilton (195 Ferguson Ave N.)

T: 905-528-5640

W: www.wesleyurbanministries.com

Ages: 22 and up

- 24hr/7 day a week drop-in centre and shelter for men/women in need of shelter/sanctuary and the opportunity to socialize

Emergency Food/Food Banks

Neighbour to Neighbour Centre

Food Bank

Hamilton (28 Athens St.)

T: 905-574-1334

W: www.n2ncentre.com

Families/individuals who are in need/on a low income

- Supplementary/emergency food for residents of Hamilton mountain/neighbouring communities
- Food is provided once a month

Good Shepherd Centre

Food Bank

Hamilton (120 Cannon St. E.)

T: 905-528-9109

W: www.goodshepherdcentres.ca

Provides emergency food parcels for families/individuals in need of assistance

- Offers non-perishable foods/fruit/bread/vegetables when available/guidance to individuals/families

The Salvation Army

Emergency Food Bank

Hamilton (80 Bay St. N.)

T: 905-540-1888

W: www.salvationarmy.ca

Open to any family/individual in need that is on a low income

- Clients can access the emergency food bank bi-monthly to a maximum of six times per year
- Food services available by appointment/2 months apart
- To register clients need to provide current ID for each family member living in the same dwelling/verification of address/income source/a current rent receipt

Mission Services

Emergency Food Assistance

Hamilton (50 Murray St. W.)

T: 905-528-4212

W: www.mission-services.com

Open to all families/individuals in need who are on a low income

St. Matthew's House

Food Bank

Hamilton (414 Barton St E. & 16 Eastwood St.)

T: 905-523-5546

Roxborough Park – Emergency Food Assistance

Hamilton (785 Britannia Ave., St. Helen School, East Wing)

T: 905-545-0565

Open to any family/individual in need on a low income

Welcome Inn Community Centre

Emergency Food Assistance

Hamilton (40 Wood St. E.)

T: 905-525-5824

Anyone in need of emergency food

Dundas Food Bank

Dundas (150 King St. W.)

T: 905-627-0572

Flamborough Food Bank

Carlisle (1432 Centre Rd., R.R. 1)

T: 905-690-1036

Community food bank/call office for information around eligibility

Glanbrook Community Food Bank

Binbrook (1307 Woodburn Rd., Christ Anglican Church)

T: 905-692-3781

- Low income individuals/families

Legal Services

Legal Aid Ontario

Hamilton (119 Main St E.)

T: 905-528-0134

W: www.legalaid.on.ca

Ages: 18 and up/must meet all requirements in order to qualify

- Provides lawyers in family/criminal matters to people who qualify financially/once approved the individual selects a lawyer of their choice

Dundurn Community Legal Services

Hamilton (110 King St W, Plaza Level, Jackson Square)

T: 905-527-4572

W: www.hamiltonlegalclinics.ca

Advice is available to anyone in the specified geographical area/Representation is available to those who are financially eligible

- Provides legal information advice/advocacy to the community on:
 - Tenant Rights/Ontario Works/Ontario Disability Support Program/Employment Insurance/Canada Pension Plan/Criminal Injuries Compensation Board/etc.

Hamilton Mountain Legal and Community Services

Hamilton (550 Fennell Ave E, Ste 16A.)

T: 905-575-9590

W: www.hamiltonlegalclinics.ca

Ages: 16 and up/residents of Hamilton Mountain/Ancaster/Stoney Creek Mountain/Glanbrook/Financial eligibility requirements

- Provides legal information advice/advocacy to the community on: Tenant Rights/Ontario Works/Ontario Disability Support Program/Employment Insurance/Canada Pension Plan/Criminal Injuries Compensation Board/etc

McQuesten Legal and Community Services

Hamilton (1440 Main St E.)

T: 905-545-0442

W: www.hamiltonlegalclinics.ca

Ages: 16 and up

- Provides legal information advice/advocacy to the community on: Tenant Rights/Ontario Works/Ontario Disability Support Program/Employment Insurance/Canada Pension Plan/Criminal Injuries Compensation Board/etc

John Howard Society of Hamilton, Burlington and Area

Hamilton (201-225 King William St.)

T: 905-522-4446

W: www.jhshamilton.on.ca

Adults/youth/children

- Provides direct service to individuals who are involved in the Criminal Justice System,/who are at risk of becoming involved and/or their families

Elizabeth Fry Society

Hamilton (85 Holton Ave S, Main Flr.)

T: 905-527-3097

W: www.efryhamilton.org

Services primarily for women/Ages: 16 and up

- Assist individuals in conflict with the law/or at risk of coming into contact with the law/ counseling/educational/preventative services advocating on behalf of individuals involved in the criminal justice system

Office of the Ombudsman of Ontario

Toronto

T: 1-800-263-1830

W: www.ombudsman.on.ca

Any member of the Ontario public

- Investigates complaints about services provided by the Government of Ontario/its organizations

Health Services

City of Hamilton

Community Health Bus

T: 905-546-2489

W: www.myhamilton.ca, search (Community Health Bus)

- A mobile service offering free health/medical/dental services to children/youth/ adults living in Hamilton

Sexual Health Information Line

T: 905-528-5894

W: www.myhamilton.ca

Ages: 10 and up

- Confidential phone counseling with a Public Health Nurse regarding abstinence/safer sex/birth control/sexually transmitted diseases/HIV/AIDS/clinic services available

North Hamilton Community Health Centre

Hamilton (554 John St N.)

T: 905-523-6611

W: www.northhamiltonchc.org

Ages: 3 and up

- Provides a team approach to the provision of primary health care services with an emphasis on the broad determinants of health/ offers medical care/many other services

Hamilton Urban Core Community Health Centre

Hamilton (71 Rebecca St.)

T: 905-522-3233

Seniors/adults/youth/ children/toddlers/infants

- Provides primary health care services/health promotion programs for people within the inner city who experience barriers to accessing the health services they need

Alcoholics Anonymous

Hamilton (205-627 Main St E.)

T: 905-522-8399

24-Hour Helpline: 905-522-8392

W: www.aahamilton.com

Men/women/a desire to stop drinking

- Men/women share their experience/strength/hope with each other so that they may solve their common problem/help others recover from alcoholism/is a 12 step program/groups are peer led

Alcohol, Drug & Gambling Services

City of Hamilton

Hamilton (21 Hunter St E, 3rd Flr.)

T: 905-546-3606

W: www.myhamilton.ca

Ages: 23 and up/alcohol/ drug/gambling problems

- Provide quality care to people with alcohol/drug/ gambling problems in the City of Hamilton/ programs offered: Remedial Measures/Back on Track for people convicted of impaired driving/The Alcohol & Drug Program serving adults over 23 years/The Problem Gambling Program serving people of all ages/their families

Family Counseling and Crisis Intervention

Just For Dads Parenting Program

Hamilton (50 Murray St W.)

T: 905-523-6611 ext. 312

W: www.northhamiltonchc.org

Fathers of children between the ages of birth/10 years

- Nine week course for dads facilitated by a Social Worker/a Community Development Worker/ will be beneficial for fathers who want to learn more about child development/discipline/safety/ adult stress reduction/anger management

Ontario Early Years Centre

Hamilton East (45 Ellis Ave.)

T: 905-544-6630 ext.228

Hamilton West (155 Queen St. N.)

T: 905-521-0926

Hamilton Mountain (Hill Park Secondary School, 465 East 16th St.)

T: 905-385-3020

W: www.gov.on.ca/children/oeyc/en/index.html

Ages: 6 and under/adults/ infants/toddlers/children: accompanied by parents/ grandparents/caregivers

- A welcoming environment for all parents/caregivers/Early Years Centres allow parents/ caregivers to acquire information/resources/support to ensure that all children have the best possible start in life

Catholic Family Services

Hamilton (201-447 Main St E, Unit 201)

T: 905-527-3823

W: www.cfshw.com/programs-counseling.html

Also:

The Catholic Family Services Walk-In Counseling Clinic

Wesley Neighbourhood Centre

210-93 Delena Ave N.

T: 905-527-3823

Ages: 3 and up/adults/ seniors/youth/children

- Marital/family/individual/ group counseling directed at marital conflict/separation/ reconciliation/family violence/sexual abuse/parent-child difficulties/emotional stress/information and referral services/walk-in Counseling Clinic, every Tuesday

St. Matthew's House/Roxborough Centre

Community Family Support Program

Hamilton (16 Eastwood St.)

T: 905-545-0565

Low-income families with children

- Family Support Workers provide in-home support services to families under stress and in crisis/to help develop skills in parenting/child development/home management/nutrition and budgeting

Community Information Hamilton

Hamilton (55 York Blvd, 5th Flr.)

T: 905-528-0104 (information)

T: 905-528-8127 (administration)

- Links people with community/government services/resources
- Information and referral provided by counsellors who help people to find the appropriate services that meets their needs

Hamilton Police Services, Victim Services

24-Hour Telephone: 905-546-4904

W: www.hamiltonpolice.on.ca/HPS/VictimSupport

Victims of crime/trauma

- Provides coordinated/ centralized initial assistance to victims of crime/trauma in Hamilton
- On-site support to victims provided by trained volunteers who assess the client's immediate needs/and refer him/her to the most appropriate service

Suicide Prevention Crisis Line

T: 905-522-5244 (administration)

24-Hour Crisis Line: 905-522-1477

W: www.salvationarmy.ca

Individuals struggling with issues related to suicide/also-concerned family members/friends

- Offers telephone support/ intervention service to individuals that are struggling with issues related to suicide/office is first point of contact/ provides consultation/referral services

Sexual Assault Centre, Hamilton and Area (SACHA)

Hamilton (75 MacNab St S, 3rd Flr.)

T: 905-525-4573

24-Hour Crisis line: 905-525-4162

W: www.sacha.ca

Women/ages: 16 and up

- Provide support/advocacy to women who have experienced sexual violence at any point in their lives (childhood and/or adult sexual abuse)

Sexual Assault/Domestic Violence Care Centre

McMaster University Medical Centre

1200 Main St W, Rm 4B24

T: 905-521-2100 Ext 73557

Sexual Assault: Emergency medical care for women/men/transgendered/youth/children who have been sexually assaulted

- Provides care to survivors to help meet their health/emotional/social needs/services available 24 hours a day/every day of the year

Telecare Burlington Distress Line

Burlington

T: 905-681-1488

W: www.telecareburlington.com

Anyone who is troubled/ needs someone to listen

Areas served Haldimand County/Halton/Hamilton/ Norfolk County

- Non-profit organization provides a 24-hour anonymous telephone service

Crisis Outreach and Support Team (COAST)

T: 905-972-8118

24-Hour Crisis Line: 905-972-8338

Ages: 17 and under

(Infants/toddlers/children/ youth)

- A crisis line/mobile crisis team of child/youth crisis workers who are connected to a variety of mental health/social service agencies that will help children/youth who have a serious mental illness and are in a crisis situation

Stress and Anger Management

Anger Management Program

Hamilton Urban Core Community Health Centre (71 Rebecca St.)

T: 905-522-3233

W: www.hucchc.com

Ages: 18 and up/men and women

- Program for men runs for 10 weeks/is offered four times per year/program for women runs for 8 weeks/is offered four times per year

Anger Management Program

John Howard Society (201-225 King William St.)

T: 905-522-4446

W: www.jhshamilton.on.ca

Ages: 18 and up/adults - males and females

- Teaches effective skills in dealing with problem situations/is a voluntary program for anyone who recognizes that they have difficulty managing their anger and may act in an aggressive manner when angry

Anger and You

Women's Centre of Hamilton (75 MacNab St S, 3rd Flr.)

T: 905-522-0127

Ages: 18 and up/women

- Six week program provides tools to examine anger/the response to it/participants learn skills that enable them to use their anger in a more positive way

Credit Counseling

Credit and Budget Counseling

Catholic Family Services

Hamilton (201-447 Main St E, Unit 201)

T: 905-527-3823

W: www.cfshw.com/programs-credit-counseling.html

Ages: 18 and up/adults seniors

- Offers budget/money management counseling
- Advocacy/mediation with creditors/debt management programs/consumer education presentations for community groups

Home Management Program

City of Hamilton

Hamilton (201- 4 Hughson St S.)

T: 905-546-4804

www.myhamilton.ca

Individuals/families/ groups

- Teaches daily living/life skills such as budgeting/household management/routines/parenting/problem-solving/self-esteem/time management/housing/child care

Culture and Recreation

YMCA of Hamilton/Burlington/Brantford

Hamilton (79 James St S.)

T: 905-529-7102

Ages: 3 and up/families and individuals/if current financial circumstances are limiting ability to participate financial assistance may be provided

- Offers a variety of health/fitness programs for the entire family/includes a child care centre/gymnasium/swimming pool/conditioning room/multi-purpose rooms

Hamilton Community Services: Recreation

City of Hamilton

T: 905-546-3747

W: www.myhamilton.ca

Ages: 3 years and up

- Programs provide citizens the opportunity to engage in activities appropriate to their individual age/interest/need/programs for those with special needs are available with placement assistance
- Services include: Arenas/Community Centres/District Centres/Golf Courses and Winter Sports Areas/Playgrounds/Swimming Pools/Summer Camp and Supervised Play Grounds/Youth Programs/Permitting of Sport Fields/Senior Citizens Centres/Special Events

Cycling Information

City of Hamilton, Public Works

Hamilton City Centre

320-77 James St N, 3rd Floor

T: 905-546-2424 Ext 2066

W: www.hamilton.ca/cycling

- Information on cycling in the City of Hamilton/ordering City bike map

Art Gallery of Hamilton

Hamilton (123 King St W.)

T: 905-527-6610

W: www.artgalleryofhamilton.on.ca

- Has a 9000-strong permanent collection of 19th-century European/Historical Canadian/Contemporary Canadian art/Offers film/lecture/ performance /workshops

Hamilton Public Library

Hamilton (25 branches in the city)

Hamilton Central (55 York Blvd.)

T: 905-546-3200

W: www.myhamilton.ca

- Provides materials/services to help all age groups obtain information meeting their personal/educational/cultural /professional needs