Information for Persons with Disabilities, their Families, Caregivers, and Professionals within Waterloo Region.

Advocacy and Supports * Education * Financial Assistance * Health * Personal Care and In-Home Supports * Recreation * Respite and Residential Programs * Transportation * Work, Day Programs and Volunteer Supports

2013 - 2014
COMMUNITY CONNECTIONS 2013
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Waterloo Region District School Board
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Community Living Cambridge
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[P] (519) 571-6788

K-W Habilitation Services
108 Sydney Street South, Kitchener, Ontario N2G 3V1
[P] (519) 744-6307

KidsAbility – Centre For Child Development
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[P] (519) 886-8886

Developmental Services Resource Centre
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[P] (519) 741-1121

Extend-A-Family
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Waterloo Region Family Network
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[P] (519) 804-1786

City Of Kitchener
200 King Street West, Box 1118, Kitchener, Ontario N2G 4G7
[P] (519) 741-2286

We also thank those people who volunteer their time to participate in the planning committee as consumer representatives. We value their input and assistance.
Throughout each year, several community agencies, the Waterloo Catholic District School Board and the Waterloo Region District School Board work in partnership to provide and promote the publication of this BOOKLET and organize the INFORMATION EVENING every spring. In April 2008, the Committee also launched the WEBSITE to help make information and resources more accessible.

The intent of this BOOKLET is to provide people living in Waterloo Region with information and access to resources that are available in our community. It offers an easy way to search for options and make decisions about programs that may meet needs and interests.

The information in this BOOKLET, as well as additional links, will be available for online viewing and downloading on the website www.accesswaterlooregion.ca

Thank you to all of the individuals and agencies who have given freely of their time in assisting with publishing this valuable resource.

We gratefully acknowledge the COMMUNITY INFORMATION CENTRE OF WATERLOO REGION, a program of the SOCIAL PLANNING COUNCIL OF KITCHENER-WATERLOO, for assisting with the annual updating and formatting of this booklet. The COMMUNITY INFORMATION CENTRE also maintains a larger database of all programs and services for the people of Waterloo Region.

Information changes often and updates are always welcome. If your information has changed, or you know of a new service being offered, or if you have suggestions, please contact the COMMUNITY INFORMATION CENTRE at 519-579-3800.
Access Waterloo Region Inclusion Criteria

1. Organizations must provide direct service to individuals or families with a member with disabilities.

2. Organizations must operate on a non-profit basis, or be a government agency, or be licensed or accredited by the government (e.g. nursing homes, group homes, nursery schools/child care centres, private schools or recreation programs.)

3. Service must be located in Waterloo Region or be available to those living or working in Waterloo Region.

4. Services should be perceived as permanent and ongoing and have been in place for at least one year; projects or pilot programs may be eligible if of sufficient duration.

5. The organization must provide publishable contact information (e.g. mailing address, telephone number, website).

6. Exceptions to these criteria can be made at the discretion of the Social Planning Council if the service in question is determined (in consultation with the AWR Advisory Committee) to be of significant benefit to individuals and families in Waterloo Region.
How To Use This Book

It's important to note that the Access Waterloo Region book does not use page numbers; rather, each service, program or support has a unique entry number next to its name.

You can look up information in two ways:

- Using the Table of Contents, you can browse for services, programs and supports by general section. Please note that many organizations provide more than one type of service, so the general sections are meant as a general guideline.

- Using the Name Index, you can find organizations listed by their official names in alphabetical order, along with the corresponding entry number for each record. For more information, please see the page entitled How To Use The Name Index.

How To Search The PDF Version

If you’ve downloaded the PDF version of the Access Waterloo Region 2013 book, there are tools within the Adobe Reader program that can facilitate your search for specific programs. The following assumes you have the latest version of Adobe Reader installed on your computer - the Reader program is free, and is available from www.adobe.com.

Reader has a built-in search function that will search for a string of text, much like using Google. It’s usually in the toolbar at the top of the Reader screen - in the latest version, it’s a box with the word Find written in grey inside - but you can also find it by going to the Edit drop-down menu and selecting Find. Reader will search for whatever string you type in, and will highlight wherever that word appears in the document from the point that you started the search.

For example, if you start at the beginning of the document and type “Extend-A-Family” (without the quotes) into the Find box, Reader will find the first instance of that phrase near the bottom of the inside cover. Next to the Find box are two arrows pointing left and right; click the right button and it will continue searching forwards through the document.

Keep in mind that there are some words, like "disabilities" or "Cambridge" or "youth", which appear with great frequency throughout the PDF, so be careful when using those.
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Organizations are listed in the Name Index by official name, in alphabetical orders, with entry numbers immediately following. These numbers are your guide to locating agencies within the Access Waterloo Region book.

Cross-references have been added for programs names, acronyms, and common names, as well as names that begin with “K-W”, “Cambridge”, “Waterloo Regional”, etc. These entries are indicated by a small arrow like this: ▶️ This arrow points to the proper name of the program or organization as well as the proper entry number. Example:

**Access-Ability**

▶️ 27 K-W Access-Ability

There are several alphabetical sorting rules that should be noted:

1. Leading articles are ignored in alphabetical sorting “The Children’s Wish Foundation...” sorts as “Children’s Wish...”.
2. “K-W” sorts as “Kitchener-Waterloo”.
3. “St” sorts as “Saint”.
4. In order to list all the services offered by a specific level of government sequentially, the names of the services are prefaced by the corresponding level of government. For example:

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### Waterloo Region Nordic Sports Club

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### The Waterloo Regional Down Syndrome Society

---

### Waterloo Regional Homes for Mental Health

---

### Waterloo Wellington Community Care Access Centre

---

### Waterloo Wellington Myalgic Encephalomyelitis Association

---

### Waterloo-Wellington VOICE for Hearing Impaired Children

---

### Waterloo Community, Culture, and Recreation Services

- Adapted Aquatics

---

### Waterloo Region, Region of Waterloo Public Health

Child and Family Health

---

### Waterloo Region, Social Services Department

- Cambridge Children's Centre
- Child Care Subsidy
- Christopher Children's Centre
- Edith MacIntosh Children's Centre
- Elmira Children's Centre
- Infant and Child Development Program
- Kinsmen Children's Centre
- Employment and Income Support
- Ontario Works
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---

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---

### Wilfrid Laurier University

- Accessible Learning Centre

---

### Wilmot Family Resource Centre

---

### Woolwich Community Health Centre

- Wellesley Township Community Health Centre

---

### Woolwich Counselling Centre

---

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Section 1:
Advocacy & Supports

These services and programs provide assistance, mutual support and information to individuals with disabilities, their families and service providers. Advocacy work often focuses on raising public awareness and disability-related issues.
Additional Resources

Persons With Disabilities Online (www.pwd-online.ca). This site provides access to services and information for persons with disabilities, family members, caregivers and all Canadians. Topics include accessibility, advocacy, assistive technology, community and citizen participation, employment, health, safety and security, housing, learning and skills development, recreation and active living, tax and financial benefits, transportation and travel.
<table>
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<tr>
<th><strong>Aboutface</strong></th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address:</strong></td>
<td>1057 Steeles Ave W, Box 702, Toronto M2R 3X1</td>
</tr>
<tr>
<td><strong>Phone:</strong></td>
<td>1-800-665-3223, (416) 597-2229 <strong>Fax:</strong> (416) 597-8494</td>
</tr>
<tr>
<td><strong>Email:</strong></td>
<td><a href="mailto:info@aboutface.ca">info@aboutface.ca</a></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
<td><a href="http://www.aboutface.ca">www.aboutface.ca</a></td>
</tr>
<tr>
<td><strong>Contact:</strong></td>
<td>Emily Tye, Office Administrator ~ 1-800-665-3223 ext 21</td>
</tr>
<tr>
<td><strong>Eligibility:</strong></td>
<td>Individuals with facial differences (congenital or accidental) ~ their parents</td>
</tr>
<tr>
<td><strong>Services:</strong></td>
<td>Self help group ~ educational programs for parents, preschools and elementary schools ~ friendly visiting in hospitals ~ resource library ~ adult workshops ~ youth camping retreats</td>
</tr>
<tr>
<td><strong>Hours:</strong></td>
<td>Mon-Fri 8:30am-5pm</td>
</tr>
<tr>
<td><strong>Language:</strong></td>
<td>English ~ French</td>
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<tr>
<th><strong>ARCH Disability Law Centre</strong></th>
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<tr>
<td><strong>Address:</strong></td>
<td>425 Bloor St E, Ste 110, Toronto M4W 3R4</td>
</tr>
<tr>
<td><strong>Phone:</strong></td>
<td>(416) 482-8255, 1-866-482-2724 <strong>Fax:</strong> 1-866-881-2723</td>
</tr>
<tr>
<td><strong>Email:</strong></td>
<td><a href="mailto:archlib@lao.on.ca">archlib@lao.on.ca</a></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
<td><a href="http://www.archdisabilitylaw.ca">www.archdisabilitylaw.ca</a></td>
</tr>
<tr>
<td><strong>Eligibility:</strong></td>
<td>Individuals with disabilities</td>
</tr>
<tr>
<td><strong>Services:</strong></td>
<td>Summary advice ~ limited representation ~ advocacy for law reform ~ information and referral</td>
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<tr>
<td><strong>Serves:</strong></td>
<td>Ontario</td>
</tr>
<tr>
<td><strong>Hours:</strong></td>
<td>Office hours Mon-Fri 9am-12pm, 1-5pm</td>
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<tr>
<td><strong>Language:</strong></td>
<td>English ~ interpreters available</td>
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<th><strong>Attention Deficit Hyperactivity Disorder Parent Support Group of Kitchener Waterloo</strong></th>
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<tr>
<td><strong>Location:</strong></td>
<td>Sheppard Public School, 278 Weber St E, Kitchener</td>
</tr>
<tr>
<td><strong>Email:</strong></td>
<td><a href="mailto:info@adhdparentsupportgroupkw.com">info@adhdparentsupportgroupkw.com</a></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
<td><a href="http://www.adhdparentsupportgroupkw.com">www.adhdparentsupportgroupkw.com</a></td>
</tr>
<tr>
<td><strong>Contact:</strong></td>
<td>Sandra Roberts, Executive Member ~ (H) 519-749-8440</td>
</tr>
<tr>
<td><strong>Eligibility:</strong></td>
<td>Parents, relatives, and teachers of children with Attention Deficit Hyperactivity Disorder ~ adults with ADHD</td>
</tr>
<tr>
<td><strong>Services:</strong></td>
<td>Self help group ~ resource library</td>
</tr>
<tr>
<td><strong>Hours:</strong></td>
<td>Meets 3rd Wed of month 7-9pm</td>
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<tr>
<th><strong>Autism Ontario, Waterloo Region Chapter</strong></th>
<th>4</th>
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<tr>
<td><strong>Email:</strong></td>
<td><a href="mailto:waterloo@autismontario.com">waterloo@autismontario.com</a></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
<td><a href="http://www.autismontario.com">www.autismontario.com</a></td>
</tr>
<tr>
<td><strong>Contact:</strong></td>
<td>Amanda Bell, Chapter President ~ 519-804-2068</td>
</tr>
<tr>
<td><strong>Eligibility:</strong></td>
<td>Families of children with autism or Pervasive Developmental Disorders</td>
</tr>
<tr>
<td><strong>Services:</strong></td>
<td>Information and referral ~ public education ~ quarterly monthly magazine</td>
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<tr>
<td><strong>Serves:</strong></td>
<td>Waterloo Region</td>
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<th><strong>Brain Injury Association Waterloo Wellington</strong></th>
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<tbody>
<tr>
<td><strong>Address:</strong></td>
<td>Opportunity Centre, 5A-607 King St W, Kitchener N2G 1C7</td>
</tr>
<tr>
<td><strong>Phone:</strong></td>
<td>519-579-5300 <strong>Fax:</strong> 519-579-0118</td>
</tr>
<tr>
<td><strong>Email:</strong></td>
<td><a href="mailto:biaww@bellnet.ca">biaww@bellnet.ca</a></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
<td><a href="http://www.biaww.com">www.biaww.com</a></td>
</tr>
<tr>
<td><strong>Contact:</strong></td>
<td>Patti Lehman, Executive Director ~ 519-897-4891</td>
</tr>
<tr>
<td><strong>Eligibility:</strong></td>
<td>Individuals with brain injuries ~ their families and friends</td>
</tr>
<tr>
<td><strong>Services:</strong></td>
<td>Support group ~ drop in recreation program; lunch provided ~ some evening programs ~ Lidz on Kidz provides education program and bicycle helmets for children ~ resource library ~ support group for caregivers</td>
</tr>
<tr>
<td><strong>Serves:</strong></td>
<td>Waterloo Region ~ Wellington County</td>
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<tr>
<td><strong>Hours:</strong></td>
<td>Mon-Fri 8am-3:30pm</td>
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<tr>
<td><strong>Address:</strong></td>
<td>c/o Cecilia Beechey, 130 Weston Pl, Waterloo N2J 3W1</td>
</tr>
<tr>
<td><strong>Location:</strong></td>
<td>First United Church, 16 William St W, Waterloo</td>
</tr>
<tr>
<td><strong>Website:</strong></td>
<td><a href="http://www.ccbnational.net">www.ccbnational.net</a></td>
</tr>
<tr>
<td><strong>Contact:</strong></td>
<td>Cecilia Beechey, Secretary ~ (H) 519-572-5435 ~ <a href="mailto:cbeechey@rogers.com">cbeechey@rogers.com</a></td>
</tr>
<tr>
<td><strong>Eligibility:</strong></td>
<td>Individuals who have significant visual impairments</td>
</tr>
<tr>
<td><strong>Services:</strong></td>
<td>Social and recreational activities ~ advocacy</td>
</tr>
<tr>
<td><strong>Serves:</strong></td>
<td>Waterloo Region</td>
</tr>
<tr>
<td><strong>Hours:</strong></td>
<td>Meets 4th Wed of month 6:30pm (Jan-Jun, Sept-Nov)</td>
</tr>
<tr>
<td><strong>Canadian Cystic Fibrosis Foundation, Kitchener-Waterloo and District Cystic Fibrosis Chapter</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Address:</strong> Box 2151 Stn C, Kitchener N2H 6M1</td>
<td></td>
</tr>
<tr>
<td><strong>Location:</strong> 69 Sydney St S, Kitchener</td>
<td></td>
</tr>
<tr>
<td><strong>Phone:</strong> 519-772-2300 <strong>Fax:</strong> 519-772-2301</td>
<td></td>
</tr>
<tr>
<td><strong>Email:</strong> <a href="mailto:kwdfcf@golden.net">kwdfcf@golden.net</a></td>
<td></td>
</tr>
<tr>
<td><strong>Website:</strong> <a href="http://www.cysticfibrosis.ca">www.cysticfibrosis.ca</a></td>
<td></td>
</tr>
<tr>
<td><strong>Contact:</strong> Katie Schultz, President ~ (H) (289) 238-9508 ~ <a href="mailto:mrskatieschultz@gmail.com">mrskatieschultz@gmail.com</a></td>
<td></td>
</tr>
<tr>
<td><strong>Services:</strong> Public education ~ supports research</td>
<td></td>
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<tr>
<td><strong>Serves:</strong> Waterloo Region ~ Bruce County ~ Grey County ~ Wellington County</td>
<td></td>
</tr>
</tbody>
</table>

| **Canadian Hearing Society, Waterloo** |  
| **Address:** 120 Ottawa St N, Ste 200, Kitchener N2H 3K5 |  
| **Phone:** 519-744-6811, 1-800-668-5815 **Fax:** 519-744-2390 |  
| **Email:** info@chs.ca |  
| **Website:** www.chs.ca |  
| **Contact:** Aarda Griffith, Receptionist |  
| **Eligibility:** Individuals who are deaf, deafened or hard of hearing ~ their families |  
| **Services:** Connect Counselling Services: support, counselling, case management, mental health and addiction services ~ technical device information ~ community consultations and advocacy for accessibility ~ American Sign Language (ASL) classes ~ sign language interpreting services ~ advocacy ~ speakers bureau ~ resource library ~ Assistive Devices Program (ADP) registered vendor |  
| **Serves:** Waterloo Region ~ Bruce County ~ Grey County ~ Wellington County |  
| **Hours:** Office Mon-Fri 9am-5pm |  
| **Language:** English ~ American Sign Language |  

| **Canadian Hearing Society, Waterloo, Hearing Care Counselling** |  
| **Address:** 120 Ottawa St N, Ste 200, Kitchener N2H 3K5 |  
| **Phone:** 519-744-6811 **Fax:** 519-744-2390 |  
| **Email:** info@chs.ca |  
| **Website:** www.chs.ca |  
| **Eligibility:** Individuals 55 years and over experiencing hearing loss |  
| **Services:** Counselling, support, technical devices, hearing help classes |  
| **Serves:** Waterloo Region ~ Bruce County ~ Grey County ~ Wellington County |  
| **Hours:** Office Mon-Fri 9am-5pm |  
| **Language:** English ~ American Sign Language |  

| **CNIB, Waterloo/Wellington District** |  
| **Address:** Allen Square, 160-180 King St S, Waterloo N2J 1P8 |  
| **Phone:** 519-742-3536 **Fax:** 519-742-4003 |  
| **Website:** www.cnib.ca |  
| **Contact:** Jennifer Urosevic, Manager of Services and Operations ~ 519-742-3536 ext 5162 |  
| **Eligibility:** Individuals who are visually impaired, blind or deaf blind |  
| **Services:** Referrals to community resources ~ consultation regarding and demonstration of technical aids ~ public education ~ advocacy |  
| **Serves:** Waterloo Region ~ Wellington County |  
| **Hours:** Tue 9am-4pm ~ other hours by appointment |  

| **CNIB, Waterloo/Wellington District, Vision Rehabilitation Services** |  
| **Address:** Allen Square, 160-180 King St S, Waterloo N2J 1P8 |  
| **Phone:** 519-742-3536, 1-800-265-4127 **Fax:** 519-742-4003 |  
| **Website:** www.cnib.ca |  
| **Contact:** Jennifer Urosevic, Manager of Services and Operations ~ 519-742-3536 ext 5162 |  
| **Eligibility:** Individuals with vision loss |  
| **Services:** Orientation and Mobility: teaches safe travel within home and community ~ Independent Living Skills: life skills training ~ Low Vision Services: teaches maximization use of residual vision, use of magnifiers and other aids ~ consumer products ~ Deafblind Services: case management, counselling, referral, literacy programs, intervention services, and assistive technology ~ Library Services: access to titles in braille, print, braille and talking books, descriptive videos, newspapers and magazines; telephone, reference and online services |  
| **Serves:** Waterloo Region ~ Wellington County |  
| **Hours:** Tue 9am-4pm |
Community Action Program for Children of Waterloo Region

Address: 400 Queen St S, Kitchener N2G 1W7
Phone: 519-749-1229 Fax: 519-749-8096
Services: Works in partnership with community organizations to provide supports for children birth-6 years, their families and communities
Serves: Waterloo Region
Hours: Office Mon-Fri 9am-5pm

Community Justice Initiatives of Waterloo Region

Address: 49 Queen St N, 3rd Flr, Kitchener N2H 2G9
Phone: 519-744-6549 Fax: 519-744-6502
Email: info@cjiwr.com
Website: www.cjiwr.com
Contact: Chris Cowie, Executive Director ~ 519-744-6549 ext 103 ~ chrisc@cjiwr.com
Services: Provides programs based on restorative justice
Serves: Waterloo Region
Hours: Mon-Thu 8:30am-4:30pm ~ evenings and weekends by appointment
Language: English ~ Translators in other languages available

Crohns and Colitis Foundation of Canada, Kitchener/Waterloo Chapter

Address: c/o Marlene Scheel, 600-60 St Clair Ave E, Toronto M4T 1N5
Location: Real Canadian Superstore, 875 Highland Rd, Community Room, Kitchener
Phone: 1-855-311-6366
Email: ccfckw@gmail.com
Website: www.ccfc.ca
Contact: Marlene Scheel, Chapter Development Coordinator
Eligibility: Individuals with inflammatory bowel diseases, Crohn Disease or Ulcerative Colitis
Services: Public education ~ supports research ~ fundraising
Serves: Waterloo Region ~ City of Guelph
Hours: Meets 2nd Wed of month 7pm

Down Syndrome Plus

Address: c/o Wendy Newbery, 33 Filbert St, Kitchener N2H 1Y1
Contact: Wendy Newbery ~ (H) 519-743-0297
Eligibility: Families of children diagnosed with Down Syndrome plus another diagnosis
Services: Self help group ~ information exchange ~ workshops
Serves: Waterloo Region

Epilepsy Ontario, Epilepsy Waterloo-Wellington

Address: 165 Hollinger Cres, Unit 5, Kitchener N2K 2Z2
Phone: 519-745-2112 Fax: 519-745-2435
Email: epilepsy@epilepsyww.com
Website: www.epilepsyww.com
Contact: Karen Reeves, Executive Director ~ karen@epilepsyww.com
Eligibility: Individuals with epilepsy ~ their friends and families
Services: Individual and group support ~ individual counselling ~ telephone support ~ public education ~ resource library ~ advocacy and public awareness
Serves: Waterloo Region ~ Wellington County
Hours: Mon-Fri 9am-5pm

Extend-A-Family Waterloo Region

Address: 91 Moore Ave, Kitchener N2H 3S4
Phone: 519-741-0190 Fax: 519-741-0392
Email: kwextend@eafwr.on.ca
Website: www.eafwr.on.ca
Contact: Maria de Boer, Executive Director ~ 519-741-0190 ext 222 ~ mdeboer@eafwr.on.ca
Eligibility: Individuals with developmental difficulties ~ children and youth up to 18 years with physical disabilities
Services: Promotes community integration and expansion of social networks ~ summer programs for teens and young adults ~ Best Buddies: befriending program for adults with disabilities; must already be enrolled in EAF program (program in partnership with Wilfred Laurier University)
Serves: Waterloo Region
Hours: Mon-Fri 9am-4:30pm
<table>
<thead>
<tr>
<th><strong>Fragile X Research Foundation of Canada, K-W Fragile X Support Group</strong></th>
<th>18</th>
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</thead>
<tbody>
<tr>
<td><strong>Address:</strong> c/o Teresa Burch, 62 Corfield Dr, Kitchener N2A 3W9</td>
<td></td>
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<tr>
<td><strong>Email:</strong> <a href="mailto:kwfragilex@live.ca">kwfragilex@live.ca</a></td>
<td></td>
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<tr>
<td><strong>Website:</strong> <a href="http://www.fragilexcanada.ca">www.fragilexcanada.ca</a></td>
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<tr>
<td><strong>Contact:</strong> Teresa Burch ~ (H) 519-894-3689 ~ (F) 519-894-6333</td>
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<tr>
<td><strong>Eligibility:</strong> Families of individuals with Fragile X</td>
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<tr>
<td><strong>Services:</strong> Support group ~ public education</td>
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<tr>
<td><strong>Serves:</strong> City of Kitchener ~ City of Waterloo ~ surrounding area</td>
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<tr>
<th><strong>Golden Triangle Dystonia Support Group</strong></th>
<th>19</th>
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<tbody>
<tr>
<td><strong>Address:</strong> c/o Judy Harsch, 7 Christopher Crt, Apt 808, Guelph N1G 4V6</td>
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<tr>
<td><strong>Location:</strong> Senioren Haus, 483 Ottawa St S, Kitchener</td>
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<tr>
<td><strong>Website:</strong> <a href="http://www.dystoniacanada.org/goldentriangle">www.dystoniacanada.org/goldentriangle</a></td>
<td></td>
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<tr>
<td><strong>Contact:</strong> Judy Harsch ~ (H) 519-767-9721 ~ <a href="mailto:jjmarie@rogers.com">jjmarie@rogers.com</a></td>
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<tr>
<td><strong>Eligibility:</strong> Geared to individuals with dystonia</td>
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<td><strong>Services:</strong> Support group</td>
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<td><strong>Serves:</strong> Waterloo Region ~ City of Guelph</td>
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<tr>
<td><strong>Hours:</strong> Meets 1st Sun of month 2-4pm (Sept-May)</td>
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<tr>
<th><strong>Huntington Society of Canada</strong></th>
<th>20</th>
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<tbody>
<tr>
<td><strong>Address:</strong> 151 Frederick St, 4th Flr, Kitchener N2H 2M2</td>
<td></td>
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<tr>
<td><strong>Phone:</strong> 519-749-7063, 1-800-998-7398 <strong>Fax:</strong> 519-749-8965</td>
<td></td>
</tr>
<tr>
<td><strong>Email:</strong> <a href="mailto:info@huntingtonsociety.ca">info@huntingtonsociety.ca</a></td>
<td></td>
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<tr>
<td><strong>Website:</strong> <a href="http://www.huntingtonsociety.ca">www.huntingtonsociety.ca</a></td>
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<tr>
<td><strong>Contact:</strong> Bev Heim-Myers, Chief Executive Officer and Executive Director</td>
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<tr>
<td><strong>Eligibility:</strong> Individuals with Huntington disease ~ their families and caregivers</td>
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<tr>
<td><strong>Services:</strong> Individual and family support ~ supports research ~ public education ~ chapter meetings for mutual support ~ recreational and therapeutic retreats and day programs</td>
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<tr>
<td><strong>Serves:</strong> Canada</td>
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<tr>
<td><strong>Hours:</strong> Mon-Fri 8:30am-5pm</td>
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<tr>
<td><strong>Language:</strong> English ~ French</td>
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<thead>
<tr>
<th><strong>Independent Living Centre of Waterloo Region, Access and Awareness, Individual Advocacy Program</strong></th>
<th>21</th>
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</thead>
<tbody>
<tr>
<td><strong>Address:</strong> 127 Victoria St S, Ste 201, Kitchener N2G 2B4</td>
<td></td>
</tr>
<tr>
<td><strong>Phone:</strong> 519-571-6788 <strong>Fax:</strong> 519-571-6388</td>
<td></td>
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<tr>
<td><strong>Website:</strong> <a href="http://www.ilcwr.org">www.ilcwr.org</a></td>
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<tr>
<td><strong>Contact:</strong> Paula Saunders, Director of Access and Awareness ~ <a href="mailto:paula@ilcwr.org">paula@ilcwr.org</a></td>
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<tr>
<td><strong>Services:</strong> Helps individuals with disabilities become self advocates on issues of accessibility, human rights, housing, transportation, and other issues ~ consultation on barrier free design</td>
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<tr>
<td><strong>Serves:</strong> Waterloo Region</td>
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<tr>
<td><strong>Hours:</strong> Mon-Fri 9am-4:30pm</td>
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<tr>
<th><strong>Independent Living Centre of Waterloo Region, Access and Awareness, Information and Referral Program</strong></th>
<th>22</th>
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<tbody>
<tr>
<td><strong>Address:</strong> 127 Victoria St S, Ste 201, Kitchener N2G 2B4</td>
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<tr>
<td><strong>Phone:</strong> 519-571-6788 <strong>Fax:</strong> 519-571-6388</td>
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<tr>
<td><strong>Email:</strong> <a href="mailto:info@ilcwr.org">info@ilcwr.org</a></td>
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<tr>
<td><strong>Website:</strong> <a href="http://www.ilcwr.org">www.ilcwr.org</a></td>
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<tr>
<td><strong>Contact:</strong> Jim Ducharme, Reception</td>
<td></td>
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<tr>
<td><strong>Services:</strong> Information on and referral to community services and resources ~ resource lending library</td>
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<tr>
<td><strong>Serves:</strong> Waterloo Region</td>
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<tr>
<td><strong>Hours:</strong> Mon-Fri 9am-4:30pm</td>
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Independent Living Centre of Waterloo Region, Access and Awareness, Peer Resource and Advocacy

Address: 127 Victoria St S, Ste 201, Kitchener N2G 2B4
Phone: 519-571-6788 Fax: 519-571-6388
Website: www.ilcwr.org
Contact: Dan Lajoie, Peer Resource and Advocacy Coordinator ~ dan@ilcwr.org
Services: Promotes support networks for individuals with disabilities ~ Food for Thought: healthy eating workshops for people with disabilities
Serves: Waterloo Region
Hours: Mon-Fri 9am-4:30pm

Independent Living Centre of Waterloo Region, Access and Awareness, Public Awareness and Education

Address: 127 Victoria St S, Ste 201, Kitchener N2G 2B4
Phone: 519-571-6788 Fax: 519-571-6388
Website: www.ilcwr.org
Contact: Andrena Lockley ~ andrena@ilcwr.org
Services: Kids on the Block: educational program for school aged children using puppets and speakers about issues affecting people with disabilities ~ appearances for schools and other groups on request ~ speakers bureau lists individuals with physical disabilities who will share personal experiences
Serves: Waterloo Region
Hours: Office Mon-Fri 9am-4:30pm

Independent Living Centre of Waterloo Region, Access and Awareness, Youth in Transition

Address: 127 Victoria St S, Ste 201, Kitchener N2G 2B4
Phone: 519-571-6788 Fax: 519-571-6388
Website: www.ilcwr.org
Contact: Andrena Lockley, Public Awareness and Education Coordinator ~ 519-571-6788 ext 7474 ~ andrena@ilcwr.org
Eligibility: Youth and young adults 15-29 years with disabilities
Services: Weekly after school program promoting independence and easing transition into adulthood ~ participant guided programming ~ social activities, meals ~ teen program for youth 15-18 years ~ young adult program for youth 18 years and over
Serves: Waterloo Region
Hours: Thu 3:30-7:30pm (Sept-Jun)

Juvenile Diabetes Research Foundation, Region of Waterloo Chapter

Address: 103-684 Belmont Ave W, Kitchener N2M 1N6
Phone: 519-745-2426 Fax: 519-745-2626
Email: waterloo@jdrf.ca
Website: www.jdrf.ca
Contact: Margot Fitzpatrick, Regional Manager ~ mfitzpatrick@jdrf.ca
Services: Supports diabetes research ~ public education ~ periodic meetings for parents with diabetic children for mutual support ~ individual support ~ speakers available
Serves: Waterloo Region ~ Bruce County ~ Grey County ~ Perth County ~ Wellington County
Hours: Mon-Fri 9am-5pm

The Kidney Foundation of Canada, Western Ontario Chapter

Address: 379 Dundas, Ste 119, London N6B 1V5
Phone: 1-800-667-3597, 1-888-879-9902 (Patient Services)
Website: www.kidney.ca
Contact: Candice Coghlan, Fund Development Officer ~ 1-800-667-3597 ext 24 ~ ccoghlan@kidney.on.ca
Services: Information on kidney disease ~ patient services, including short term and emergency financial assistance with medical and other expenses ~ one to one peer support ~ resources ~ dialysis camps ~ organ donor awareness
Serves: Waterloo Region ~ Bruce County ~ Dufferin County ~ Grey County ~ Huron County ~ Perth County ~ Wellington County
Hours: Mon-Fri 8:30am-4:30pm ~ summer hours Mon-Thu 8:30am-4:30pm, Fri 8:30am-12pm (Summer hours Jul-Aug)
K-W Access-Ability

Address: 659 King St E, Kitchener N2G 2M4
Phone: 519-885-6640 Fax: 519-885-4526
Email: kwaa@kwa.on.ca
Website: www.kwa.on.ca
Contact: Edward Faruzel, Executive Director ~ efaruzel@hotmail.com

Eligibility: Individuals with physical disabilities

Services: Resource centre; information, referral, advocacy ~ information on social, recreational, educational, vocational opportunities, human services, computer and technical aids ~ community involvement program encourages members to explore and develop social, recreational, and educational opportunities ~ individual program planning helps participants develop goals and problem solving skills to use agency programs and community resources effectively ~ free computer and Internet access ~ two for one bus and travel application forms available for individuals 19 years and over ~ telephone and parking application forms

Serves: City of Kitchener ~ City of Waterloo ~ surrounding area
Hours: Mon-Fri 9am-5pm

K-W Association for Community Living

Address: 108 Sydney St S, Kitchener N2G 3V2
Phone: 519-744-6307 Fax: 519-571-1629
Contact: Susan Hipperson

Eligibility: Individuals with developmental disabilities ~ their families

Services: Support ~ advocacy ~ public education ~ social activities: Friday night social club, Community Living Dances

Serves: City of Kitchener ~ City of Waterloo

KW Counselling Services, OK2BME

Address: 480 Charles St E, Kitchener N2G 4K5
Phone: 519-884-0000 ext 222 Fax: 519-884-7000
Email: ok2bme@kwcounselling.com
Website: www.ok2bme.ca
Contact: Carrie Grieg, Public Educator/Counsellor ~ 519-884-0000 ext 213

Eligibility: Children and youth 5-18 years who are lesbian, gay, bisexual, transgendered or questioning ~ their families

Services: Support group and outreach ~ educational and recreational activities ~ therapeutic counselling

Serves: Waterloo Region
Hours: Mon-Thu 8:30am-8pm, Fri 8:30am-5pm

Kitchener-Waterloo Fibromyalgia Support Group

Address: 125 Ruskview Rd, Kitchener N2M 4S1
Location: Highland Baptist Church, 135 Highland Rd W, Kitchener
Email: kwfibromyalgia@gmail.com
Website: kwfibromyalgia.webs.com
Contact: Kathy Zador, FibroMoves Program ~ (H) 519-742-7984

Eligibility: Individuals with Fibromyalgia ~ their families and caregivers

Services: Support group ~ library, guest speakers, social activities ~ FibroMoves Program: warm water pool exercise; offered at Forest Heights, Breithaupt, and Sunbeam pools

Serves: Waterloo Region
Hours: Meets 3rd Tue of month 7-9pm ~ meets 2nd Tue in Dec (Feb-Jun, Sept-Nov)

Kitchener-Waterloo YMCA, YMCA Ontario Early Years Centre

Address: 161 Roger St, Waterloo N2J 1B1
Phone: 519-741-8585 Fax: 519-741-9641
Email: oeycinfo@ckwymca.ca
Website: www.ykids.ca
Contact: Sarah Steenbeek ~ sssteenbeek@ckwymca.ca

Eligibility: Parents and caregivers of children up to 6 years

Services: Provides support and information

Hours: Mon-Wed, Fri 9am-4pm; Thu 9am-7pm; Sat 9am-1pm
### Learning Disabilities Association of Kitchener-Waterloo

**Address:** c/o Annette Zegers, 537 Frederick St, Box 23002, Kitchener N2B 2A7  
**Phone:** 519-743-9091  
**Fax:** 519-743-9027  
**Email:** ldakw@golden.net  
**Website:** www.ldakw.on.ca  
**Contact:** Annette Zegers, Executive Director  
**Eligibility:** Adults with learning disabilities ~ parents of children with learning disabilities  
**Services:** Individual support ~ public education ~ workshops ~ speakers available ~ resource library  
**Serves:** Waterloo Region  
**Hours:** Mon-Thu 8am-3pm (Sept-June)

### Legal Aid Ontario

**Address:** Atrium on Bay, 40 Dundas St W, Ste 200, Toronto M5G 2H1  
**Phone:** 1-800-668-8258  
**Email:** info@lao.on.ca  
**Website:** www.legalaid.on.ca  
**Services:** Issues legal aid certificates to people who qualify under provisions of Legal Services Act so they may engage lawyer paid by Legal Aid; not all legal services covered ~ provide duty counsel services for people who arrive in criminal, family or youth courts without lawyer ~ sponsors outreach programs ~ offers Family Law advice to clients by appointment  
**Serves:** Ontario  
**To Apply:** Needs test required ~ financial assessment required

### Multiple Sclerosis Society of Canada, Cambridge Unit

**Address:** 32 Stephen St, Cambridge N1S 3R8  
**Phone:** 1-800-268-7582 (Ontario office)  
**Website:** www.mssociety.ca  
**Eligibility:** Individuals with multiple sclerosis ~ their families  
**Services:** Individual support ~ self help group ~ public education  
**Hours:** Meets 4th Thu of month 7-9pm (Dec-Jun, Sept-Jan)

### Multiple Sclerosis Society of Canada, Waterloo District Chapter

**Address:** 35 Belmont Ave W, Kitchener N2M 1L2  
**Phone:** 519-569-8789  
**Fax:** 519-569-8475  
**Email:** info.waterloo@mssociety.ca  
**Website:** www.mssociety.ca  
**Contact:** Lissa Kuzych, Director of Client Services  
**Eligibility:** Individuals with multiple sclerosis ~ their families  
**Services:** Financial assistance for prescribed equipment ~ information and referral ~ supportive counselling ~ self help groups ~ physical activities, education and social programs  
**Serves:** City of Kitchener ~ City of Waterloo ~ Township of Wellesley ~ Township of Wilmot ~ Township of Woolwich  
**Hours:** Mon-Fri 9am-5pm ~ after hours by appointment

### The National Organization for Albinism and Hypopigmentation, Southern Ontario Chapter

**Address:** c/o Scott Gibson, 104 Lorraine Ave, Kitchener N2B 2N2  
**Phone:** 1-800-473-2310 (National Office)  
**Website:** www.albinism.org  
**Contact:** Scott Gibson ~ scott.gibson@albinism.org  
**Eligibility:** Individuals with albinism ~ their families  
**Services:** Support group  
**Hours:** Meets 2 times/year

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Ontario Association For Families of Children with Communication Disorders
Address: Box 63, Tillsonburg N4G 4H4
Phone: 519-290-1763
Email: info@oafccd.com
Website: www.oafccd.com
Contact: Alison Morse, Provincial Coordinator
Eligibility: Families of children with communication disorders
Services: Support group ~ information and referral ~ public education, workshops and advocacy
Serves: Ontario

Ontario Lupus Association, Kitchener Waterloo
Website: www.lupusontario.org
Contact: Rosemary Kropf ~ rosemarykropf@gmail.com
Eligibility: Individuals affected by Lupus ~ their families
Services: Support group ~ public education
Serves: City of Kitchener ~ City of Waterloo
Hours: Meets first Tue of month

Ontario. Ministry of Children and Youth Services
Address: 6733 Mississauga Rd, Ste 200, Mississauga L5N 6J5
Phone: (905) 567-7177, 1-877-832-2818 Fax: (905) 567-3215
Website: www.children.gov.on.ca
Services: Supervises and provides funding to community agencies which provide services under Child and Family Services Act (Child Welfare, Child Treatment, Child and Family Intervention, Community Support) ~ Licensing Unit issues licences to all profit and nonprofit children’s residential programs
Serves: Waterloo Region ~ Wellington County ~ Dufferin County ~ Peel Region ~ Halton Region
Hours: Mon-Fri 8:30am-5pm

Our Place, Family Resource and Early Years Centre
Address: St Francis School, 154 Gatewood Rd, Kitchener N2M 4E4
Phone: 519-571-1626 Fax: 519-571-0621
Email: ourplace@ourplacekw.ca
Website: www.ourplacekw.ca
Contact: Dorothy Snyder, Executive Director ~ dsnyder@ourplacekw.ca
Eligibility: Parents and caregivers ~ their children prebirth-6 years
Services: Family resource centre ~ parent and child programs ~ drop in programs ~ parenting support and education; support groups ~ free computer and Internet access ~ resource and toy library ~ outdoor learning area ~ Early Learning Program ~ speech and language support ~ vision screening ~ Zero2Six: social and emotional support for children
Hours: Mon-Thu 9am-4pm; Fri 9am-3pm; Wed 6:30-8pm; Sat 9:30am-12pm

Parents for Children's Mental Health, Waterloo Chapter
Address: c/o Front Door, 1770 King St E, Suite 1, Kitchener N2G 2P1
Phone: 519-749-8740 ext 212
Email: parent.advocacy@hotmail.com
Website: www pcmhwaterloo.com
Contact: Laura Coughlin ~ (H) 519-743-1422 ~ lcoughlin2000@gmail.com
Eligibility: Parents and caregivers of children with mental health concerns
Services: Support group ~ advocacy ~ works toward improving mental health services ~ resource guide
Serves: Waterloo Region
Hours: Meets monthly

Parents of the Deaf and Hard of Hearing Association, KW and District
Address: c/o Beth Ann de Sousa, 40 Fullerton St, Waterloo N2L 6L4
Contact: Beth Ann de Sousa, Secretary ~ (H) 519-743-1946
Eligibility: Children with hearing loss ~ their families
Services: Self help group ~ public education, speakers available ~ advocacy
Serves: Waterloo Region ~ Wellington County
Hours: Irregular meetings; call for time and place
**Parkinson Society Southwestern Ontario, Afternoon Kitchener-Waterloo Parkinson's Support Group**

- **Address:** 4500 Blakie Rd, Unit 117, London N6L 1G5
- **Location:** Forest Heights Long Term Care Centre, 60 Westheights Dr, Kitchener
- **Phone:** 1-888-851-7376, 519-570-9559
- **Website:** www.parkinsonsociety.ca
- **Contact:** Tracey Jones, Manager, Programs and Services ~ tracey.jones@parkinsonsociety.ca
- **Eligibility:** Individuals with Parkinson's ~ their families
- **Services:** Self help group
- **Serves:** City of Kitchener ~ City of Waterloo
- **Hours:** Meets 4th Tue of month 11am-1pm (Sept-June)

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**Pet Helpers of Ontario**

- **Address:** c/o John Dunbar, 57 Westwood Dr, Apt 308, Kitchener N2M 2K5
- **Phone:** 519-749-9325
- **Contact:** John Dunbar, Secretary ~ johndunbar@execulink.com
- **Eligibility:** Seniors ~ individuals with physical disabilities
- **Services:** Provides assistance with pet care ~ educational session on preventative pet health care ~ assistance with veterinary problems ~ limited assistance with veterinary bills for qualified applicants ~ distribution of pet foods
- **Hours:** Office hours Mon-Fri 8am-12pm

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**Planned Lifetime Networks, Waterloo-Wellington-Oxford**

- **Address:** 5-420 Erb St W, Box 306, Waterloo N2L 6K6
- **Phone:** 519-746-1188
- **Email:** plnwoo@gmail.com
- **Contact:** Lorna Aberdein, Coordinator ~ coordinator@plnwwo.ca
- **Services:** Helps establish support networks for individuals who are socially isolated due to disability ~ parent education and support

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**Pro Bono Law Ontario**

- **Address:** 260 Adelaide St E, Box 102, Toronto M5A 1N1
- **Phone:** (416) 977-4448 ext 226 (Child Advocacy), 1-866-466-7256, (416) 977-4448 **Fax:** (416) 977-6668
- **Contact:** Nicole Kellow, Child Advocacy Coordinator ~ nkellow@probononet.on.ca
- **Services:** Legal services ~ Child Advocacy Project: provides free legal service to students involved in Special Education process, or who are at risk of being suspended or expelled, or who are being denied right to enrol in school, or who feel unsafe at school
- **Serves:** Ontario

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**Self Help Alliance**

- **Address:** 9 Wellington St, Unit 1, Cambridge N1R 3Y4
- **Phone:** 519-623-6024 **Fax:** 519-623-1924
- **Email:** cambridge@self-help.ca
- **Website:** www.self-help-alliance.ca
- **Contact:** Kathy Bazinet, Executive Director ~ (519) 766-4315 ext 268
- **Eligibility:** Individuals 16 years and over experiencing mental health or addiction issues
- **Services:** Self help groups ~ peer support ~ public education ~ library, resource centre
- **Serves:** City of Cambridge ~ Township of North Dumfries
- **Hours:** Office hours Mon-Fri 9am-12pm, 1-5pm

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**Self Help Alliance**

- **Address:** 67 King St E, Kitchener N2G 2K4
- **Phone:** 519-570-4595 **Fax:** 519-744-7066
- **Email:** kitchener@self-help.ca
- **Website:** www.self-help-alliance.ca
- **Contact:** Kathy Bazinet, Executive Director ~ (519) 766-4315 ext 268
- **Eligibility:** Individuals 16 years and over with mental health concerns
- **Services:** Develops self help groups ~ peer support ~ community economic development and community development projects ~ resource centre
- **Serves:** Waterloo Region
- **Hours:** Mon-Fri 9am-5pm
Social Planning Council of Kitchener-Waterloo, Community Information Centre of Waterloo Region

Address: 151 Frederick St, Ste 300, Kitchener N2H 2M2
Phone: 1-877-579-3859 (enquiry), 519-579-1096 (admin), 519-579-3800 (enquiry) Fax: 519-578-9185
Email: info@waterlooregion.org
Website: www.waterlooregion.org/cic
Services: Provides confidential information on and referral to community services ~ maintains database of government and nonprofit agencies providing human services to Waterloo Region, and other community groups ~ publications ~ distributes free publications from other agencies ~ community resource library ~ meeting area and community workshop space ~ telephone answering service for nonprofit groups ~ free computer and Internet access
Serves: Waterloo Region
Hours: Mon-Fri 9am-5pm

Special Hearts

Address: c/o Heather Messel, 2577 Greenwood Hill Rd, Millbank N0K 1L0
Contact: Darlene Long-Thompson, Co Director ~ darlong@gmail.com
Eligibility: Families of children with severe heart problems
Services: Self help group ~ babysitting exchange ~ telephone support ~ resources ~ support to members' children diagnosed as HIV positive through blood transfusions
Hours: Meets 2nd Tue of month 7:30pm (Sept-June)

Spina Bifida and Hydrocephalus Association of Ontario

Address: 555 Richmond St W, Suite 1006, Box 103, Toronto M5V 3B1
Location: 555 Richmond St W, Ste 1006, Toronto
Phone: 1-800-387-1575 Fax: (416) 214-1446
Email: provincial@sbhao.on.ca
Website: www.sbhao.on.ca
Contact: Tanya Fortier, Community Contact ~ (H) 519-571-7217
Eligibility: Individuals with spina bifida or hydrocephalus ~ their families
Services: Support programs ~ resource and lending library ~ scholarship programs ~ research and public education ~ information and referral ~ online community forum ~ awareness programs ~ youth, parent and adult linking program
Serves: Ontario
To Apply: Membership application available online
Hours: Mon-Fri 9am-5pm

Spinal Cord Injury Ontario, Waterloo Wellington Office

Address: 1382 Weber St E, Unit 1, Kitchener N2A 1C4
Phone: 519-893-1267, 1-888-893-1267 Fax: 519-893-2585
Website: www.sciontario.org
Eligibility: Adults with physical disabilities
Services: Regional Service Coordinators assist clients assist with transitions back into community ~ peer support ~ information services ~ attendant services ~ employment support ~ advocacy
Serves: Waterloo Region ~ Wellington County

Sunbeam Residential Development Centre, Developmental Services Ontario Central West Region

Address: 205-1120 Victoria St N, Kitchener N2B 3T2
Phone: 519-741-1121, 1-888-941-1121 Fax: 519-743-4730
Email: dsocwr@rogers.com
Website: www.dsocwr.ca
Contact: Gary Whetung, Director ~ g.whetung@dscwr.com
Eligibility: Adults 18 years and older with developmental disabilities
Services: Provides single point of access to Ministry of Community and Social Services adult developmental services, including day and community participation supports, residential supports, and respite support ~ maintains registries for adult developmental services and supports
Serves: Waterloo Region ~ Dufferin County ~ Halton Region ~ Peel Region ~ Wellington County
To Apply: Documentation confirming age, Ontario residency and eligibility
Hours: Mon-Fri 9am-4:30pm
Language: English ~ French

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Sunbeam Residential Development Centre, Developmental Services Resource Centre  55
Waterloo Region
Address: 205-1120 Victoria St N, Kitchener N2B 3T2
Phone: 519-741-1121, 1-888-941-1121 Fax: 519-743-4730
Email: postmaster@dscwr.com
Website: www.dscwr.com
Contact: Laura Thies, Director ~ l.thies@dscwr.com
Eligibility: Individuals with developmental disabilities ~ agencies serving those with disabilities
Services: Provides access to developmental services, children's residential programs, and children's respite support ~ Clinical Team provides assessment, short term treatment, consultation and training (behavioral, speech/ language, health care and counselling) ~ Service Coordination: individual support and advocacy ~ education and training ~ Applied Behaviour Analysis for children and youth 9-17 years
Serves: Waterloo Region
To Apply: By appointment ~ waiting list: varies by services
Hours: Mon-Fri 9am-4:30pm

Sunbeam Residential Development Centre, Developmental Services Resource Centre  56
Waterloo Region, Cambridge Satellite Office
Address: 5A-887 Langs Dr, Cambridge N3H 5K4
Phone: 519-650-9718 Fax: 519-650-5729
Email: postmaster@dscwr.com
Website: www.dscwr.com
Contact: Laura Thies, Director ~ l.thies@dscwr.com
Eligibility: Individuals with developmental disabilities ~ agencies serving those with disabilities
Services: Provides access to developmental services, children's residential programs, and children's respite support ~ Clinical Team provides assessment, short term treatment, consultation and training (behavioral, speech/ language, health care and counselling) ~ Service Coordination: individual support and advocacy ~ education and training ~ Applied Behaviour Analysis for children and youth 9-17 years
Serves: Waterloo Region
To Apply: By appointment ~ waiting list: varies by services
Hours: Mon-Fri 9am-4:30pm

Sunbeam Residential Development Centre, Developmental Services Resource Centre  57
Waterloo Region, Elmira Satellite Office
Address: 118 Barnswallow Dr, Elmira N3B 2Y9
Phone: 519-669-2070
Email: postmaster@dscwr.com
Website: www.dscwr.com
Contact: Laura Thies, Director ~ l.thies@dscwr.com
Eligibility: Individuals with developmental disabilities ~ agencies serving those with disabilities
Services: Provides access to developmental services, children's residential programs, and children's respite support ~ Clinical Team provides assessment, short term treatment, consultation and training (behavioral, speech/ language, health care and counselling) ~ Service Coordination: individual support and advocacy ~ education and training ~ Applied Behaviour Analysis for children and youth 9-17 years
Serves: Waterloo Region
To Apply: By appointment
Hours: Mon-Thu 8:30am-4:30pm

Telecare Cambridge
Address: Box 32074 Preston Centre PO, Cambridge N3H 5C6
Phone: 519-658-2794 Crisis: 519-658-5455
Email: office@telecarecambridge.com
Website: www.telecarecambridge.com
Contact: Cheryl Haber, Chair ~ 519-212-5559 ~ cherylhaber@gmail.com
Services: Telephone listening service ~ guidance, crisis intervention, suicide prevention, referral to community services
Serves: Waterloo Region ~ Wellington County
Hours: Service available Mon-Sun 24 hrs

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Tourette Syndrome Foundation of Canada, Waterloo Wellington Chapter

Address: Box 2404 RPO Highland West, Kitchener N2M 5P1
Email: tourettewellingtonwaterloo@gmail.com
Website: www.tourette.ca
Contact: Gord Brown, President ~ (H) 519-576-7957
Eligibility: Individuals with Tourette syndrome ~ their families
Services: Self help group ~ public education ~ supports research
Serves: Waterloo Region ~ Wellington County ~ surrounding area
Hours: Meets 3rd Thu of month 7-9pm (Sept-June)

Traverse Independence, Brain Injury Services, The Opportunity Centre

Address: 607 King St W, Ste 5A, Kitchener N2G 1C7
Phone: 519-741-5845 Fax: 519-741-8731
Website: www.traverseindependence.ca
Contact: Elsa Torre, ABI Administrative Assistant ~ 519-741-5845 ext 2503 ~ e.torre@travind.ca
Eligibility: Adults 18 years and over with acquired brain injuries
Services: Drop-in program: social, educational and recreational activities ~ glass fusing, pottery, music, aerobics, movies, gardening, community outings, workshops ~ daily lunch provided
Serves: Waterloo Region ~ Wellington County
To Apply: Contact ABI Administrative Assistant
Hours: Mon-Fri 8am-3:30pm

Traverse Independence, Brain Injury Services, Outreach Program

Address: 617 King St W, Ste C, Kitchener N2G 1C7
Phone: 519-741-5845 Fax: 519-741-8731
Website: www.traverseindependence.ca
Contact: Elsa Torre, ABI Administrative Assistant ~ 519-741-5845 ext 2503 ~ e.torre@travind.ca
Eligibility: Individuals 16 years and over with brain injury diagnosed by regulated health professional
Services: Provides support to clients in their primary residence ~ assistance with physical health, social and emotional wellbeing, and integration into the community
Serves: Waterloo Region ~ Wellington County
To Apply: Contact Administrative Assistant
Hours: Office hours 9am-4pm

Vasculitis Foundation Canada

Address: 446-425 Hespeler Rd, Cambridge N1R 8J6
Phone: 1-877-572-9474
Email: contact@vasculitis.ca
Website: www.vasculitis.ca
Contact: Karina Smith, Interim President
Eligibility: Individuals with vasculitis and their families or caregivers
Services: Support group ~ information exchange ~ advocacy ~ public education
Serves: Canada

Views for the Visually Impaired, Kitchener-Waterloo Chapter

Address: Box 298, Oil Springs N0N 1P0
Phone: 519-616-4397
Website: viewson.ca
Contact: Dawn Clelland, President ~ (W) 519-578-5389
Eligibility: Families and friends of children with visual impairments
Services: Support group ~ public education and advocacy ~ information and referral ~ summer camp programs
Hours: Meets 3rd Wed of month

Waterloo Fetal Alcohol Syndrome Support Group

Address: c/o Bonnie Holmes, Box 1612, Waterloo N2J 4G6
Location: 99 Regina St S, Waterloo
Contact: Bonnie Holmes ~ 519-883-2223 ~ bholmes@regionofwaterloo.ca
Eligibility: Parents of children who may be affected by Fetal Alcohol Spectrum Disorder; diagnosis not required ~ professionals or other interested persons
Services: Self help group
Hours: Meets last Tue evening of month (Jan-Jun, Sept-Nov)
### Waterloo Region Anaphylaxis Support and Education

**Address:** c/o Sue Karai, 462 Belgreen Way, Waterloo N2L 5X5  
**Contact:** Sue Karai ~ (H) 519-741-8507  
**Eligibility:** Individuals with anaphylaxis ~ their families  
**Services:** Self help group ~ public education: resources, speakers available  
**Serves:** Waterloo Region ~ Wellington County  
**Hours:** Regular meetings (Sept-June)

### Waterloo Region Community Legal Services

**Address:** 450 Frederick St, Unit 101, Kitchener N2H 2P5  
**Phone:** 519-743-0254  
**Fax:** 519-743-1588  
**Website:** [www.wrcls.ca](http://www.wrcls.ca)  
**Contact:** Sharon Twilley, Executive Director ~ twilleys@lao.on.ca  
**Eligibility:** Individuals or groups with limited income and assets whose legal problem is not covered by Legal Aid certificates  
**Services:** Community based legal clinic operated in accordance with Legal Aid Services Act ~ assistance, advice, negotiation, and representation in areas of landlord/tenant, social assistance including Ontario Works, Ontario Disability Support Program, Canada Pension and Old Age Security, employment insurance, consumer and debtor/creditor disputes ~ notarization of documents in some cases ~ public legal information ~ speakers available ~ services available at various locations in Cambridge: call for information  
**Serves:** Waterloo Region  
**To Apply:** Appointments needed ~ information about income and assets required ~ payment: cash, cheque  
**Hours:** Mon-Fri 8:30am-4:30pm

### Waterloo Region Family Network

**Address:** 745 Bridge St W, Unit 8, Waterloo N2V 2G6  
**Phone:** 519-804-1786  
**Email:** info@wrfn.info  
**Website:** [www.wrfn.info](http://www.wrfn.info)  
**Contact:** Sue Simpson, Director of Programs and Operations ~ sue.simpson@wrfn.info  
**Eligibility:** Families with children with special needs  
**Services:** Resource centre ~ parent to parent mentoring ~ workshops ~ seminars ~ support groups  
**Hours:** Mon, Wed, Fri 8:30am-2pm; Tues, Thu 8:30am-5pm

### The Waterloo Regional Down Syndrome Society

**Address:** 658 Erb St W, Box 22008, Waterloo N2T 0A2  
**Phone:** 519-896-4488 (answering machine)  
**Email:** info@wrdss.ca  
**Website:** [www.wrdss.ca](http://www.wrdss.ca)  
**Contact:** Arisa Alevanian, Chair  
**Eligibility:** Individuals with Down Syndrome ~ their friends and families  
**Services:** Self help group ~ public education and seminars ~ speech therapy bursaries available for eligible children ~ lending library ~ parent support ~ advocacy  
**Serves:** Waterloo Region ~ surrounding area  
**Hours:** Twice yearly meetings ~ call for location (Sept-May except Dec)

### Waterloo Wellington Myalgic Encephalomyelitis Association

**Address:** Box 20075 Pioneer Park PO, Kitchener N2P 2B4  
**Location:** Waterloo Adult Recreation Centre, 185 King St S, Rm 2, Waterloo  
**Website:** [www.wwmea.ca](http://www.wwmea.ca)  
**Eligibility:** Individuals affected by Myalgic Encephalomyelitis  
**Services:** Self help group ~ telephone support network available to members ~ public education ~ lending library for members  
**Serves:** Waterloo Region ~ Wellington County  
**Hours:** Meets last Tue of month 7-9pm (Sept-Jun)
Waterloo-Wellington VOICE for Hearing Impaired Children

Address: 161 Eglinton Ave E, Ste 704, Toronto M4P 1J5  
Phone: 1-866-779-5144 Fax: (416) 487-7423  
Website: www.voicefordeafkids.com  
Contact: Stacy Stevens ~ staceystevens@sympatico.ca  
Eligibility: Children with hearing loss ~ their families  
Services: Parent support group ~ public education ~ advocacy ~ Auditory-Verbal Therapy program  
Serves: Waterloo Region ~ Wellington County  
To Apply: Waiting list: 1-2 days  
Hours: Meets 2nd Thurs of every other month (Sept-Jun)

Wilmot Family Resource Centre

Address: 175 Waterloo St, Unit 1, New Hamburg N3A 1S3  
Phone: 519-662-2731 Fax: 519-662-2158  
Email: wfrc@bellnet.ca  
Website: www.wilmotfamilyresourcecentre.ca  
Contact: Trisha Robinson, Executive Director ~ 519-662-2731 ext 203 ~ adminwfrc@bellnet.ca  
Services: Social, recreational, support programs ~ information and referral ~ summer day programs, March Break programs ~ Ontario Early Years satellite office  
Serves: Township of Wilmot ~ Township of Wellesley  
Hours: Mon-Thu 9am-4:30pm, Fri 9am-12pm

Workshop Solutions

Address: c/o Tom Jeary, 135 Keats Way Pl, Waterloo N2L 5H4  
Website: www.workshopsolutions.com  
Contact: Tom Jeary ~ (H) 519-884-5540 ~ tlj@golden.net  
Services: Makes and provides information on creating assistive devices
Section 2: Education

Life-long formalized learning supports commencing at birth.
Cambridge Family Early Years Centre
Address: 149 Ainslie St N, Cambridge N1R 3P4
Phone: 519-740-8353 Fax: 519-740-8244
Email: cambridgefamily@bellnet.ca
Website: www.cfeyc.ca
Contact: Donna Kendrick, Executive Director
Eligibility: Parents and caregivers ~ their children birth-6 years
Services: Family resource centre ~ parent and child programs ~ educational and social parent programs ~ parenting support ~ family playtimes ~ clothing exchange ~ resource and lending library; toy library ~ Community Outreach services ~ community kitchen and nutrition programs ~ peer programs
Hours: Mon-Thu 9am-4:30pm; Tue, Thu 6-7:30pm; Fri 9am-3pm; Sat 9am-12pm

Community Living Cambridge, Preschool Services
Address: 160 Hespeler Rd, Cambridge N1R 6V7
Phone: 519-623-7490 Fax: 519-740-8073
Website: www.communitylivingcambridge.ca
Contact: Tracy Moore, Preschool Services Manager ~ tmoore@clcambridge.ca
Eligibility: Children birth-6 years with developmental concerns attending or entering licensed child care program
Services: Early intervention support service ~ community education training ~ ECE Enhanced staff ~ resource consultation with parent/guardian contact ~ developmental monitoring and screening ~ information and referral
Serves: City of Cambridge ~ surrounding area
Hours: Mon-Fri 8:30am-4:30pm

Conestoga College Institute of Technology and Advanced Learning
Address: 850 Fountain St S, Cambridge N3H 0A8
Phone: 519-748-5220 ext 3656 (program information), 519-748-5220 Fax: 519-895-1097 (admissions)
Email: askme@conestogac.on.ca
Website: www.conestogac.on.ca
Services: Polytechnic institute ~ School of Engineering Technology and Trades ~ Institute of Food Processing Technology
Serves: Waterloo Region ~ Huron County ~ Perth County ~ Wellington County
Hours: Office Mon-Fri 8:30am-4:30pm

Conestoga College Institute of Technology and Advanced Learning, Disability Services Office
Address: Doon Campus, 299 Doon Valley Dr, Room 1A107, Kitchener N2G 4M4
Phone: 519-748-5220 ext 3232 Fax: 519-748-3507
Email: dsoffice@conestogac.on.ca
Website: www.conestogac.on.ca/disabilitysvc
Contact: Marlene Breen ~ mbreen@conestogac.on.ca
Eligibility: Conestoga College students with documented disabilities
Services: Provides support services on campus
Serves: Waterloo Region ~ Huron County ~ Perth County ~ Wellington County

Conestoga College Institute of Technology and Advanced Learning, LINC
Address: 800 King St W, 3rd Floor, Kitchener N2G 1E8
Phone: 519-886-3300
Website: www.conestogac.on.ca
Contact: Laura Stoutenburg, LINC Coordinator
Eligibility: Adults 18 years and over
Services: English language instruction and orientation ~ Language Instruction for Newcomers to Canada classes ~ classes based on student need and level of English ~ literacy, numeracy, spelling, writing, conversation ~ citizenship preparation classes ~ computer classes
Hours: Office Mon-Fri 8:30am-5pm (Sept-July)
Elmira District Community Living, Children's Resource Program

Address: 118 Barnswallow Dr, Elmira N3B 2Y9
Phone: 519-669-3205 Fax: 519-669-3444
Website: www.elmiradcl.com
Eligibility: Children 2-5 years with developmental delays
Services: Resource consultant provides support to children attending licensed child care programs
Serves: Township of Wellesley ~ Township of Woolwich
Hours: Mon-Fri 8:30am-4:30pm

Geneva Centre for Autism

Address: 112 Merton St, Toronto M4S 2Z8
Phone: (416) 322-7877 Fax: (416) 322-5894
Email: info@autism.net
Website: www.autism.net
Contact: Lindy Zaretsky, Executive Director
Services: Provides workshops and consultations on Autism Spectrum Disorders ~ social skills program ~ Bridges:
weekend, evening or summer respite program
Serves: Ontario

Grand River Hospital, KW Site, Mental Health and Addiction Program, Young Adult Program

Address: 850 King St W, Kitchener N2G 1G3
Phone: 519-749-4300 ext 4217 Fax: 519-749-4271
Website: www.grhosp.on.ca
Eligibility: Youth and young adults 16-21 years with moderate to significant mental health concerns
Services: Day treatment program, including school program ~ individual, group, and family counselling ~ follow up
Serves: Waterloo Region
Hours: Mon-Fri 9am-5pm

KidsAbility Centre for Child Development, KidsAbility School

Address: Chaplin Family YMCA, 250 Hespeler Rd, Cambridge N1R 3H3
Phone: 519-886-8886 ext 1225
Website: www.kidsability.ca
Contact: Linda Rodgers, Principal ~ 519-886-8886 ext 1225
Eligibility: Children up to 4 years with physical or developmental disabilities or speech and language disorders
Services: Special education kindergarten program: therapy, assessment, consultation ~ special education resource
teacher provides follow up as needed
Serves: Waterloo Region
Hours: Office Mon-Fri 8:30am-4pm (Sept-June)

KidsAbility Centre for Child Development, KidsAbility School

Address: 500 Hallmark Dr, Waterloo N2K 3P5
Phone: 519-886-8886, 1-888-372-2259 Fax: 519-885-6222
Website: www.kidsability.ca
Contact: Linda Rodgers, Principal ~ 519-886-8886 ext 1225 ~ lrogers@kidsability.ca
Eligibility: Children up to 4 years with physical or developmental disabilities or speech and language disorders
Services: Special education kindergarten program: therapy, assessment, consultation ~ special education resource
teacher provides follow up as needed
Serves: Waterloo Region
Hours: Office Mon-Fri 8:30am-4pm (Sept-June)

kidsLINK, Child Care SNAP

Address: 1770 King St E, Ste 5, Kitchener N2G 2P1
Phone: 519-741-0076 Fax: 519-741-1123
Email: snap@kidslinkcares.com
Website: www.ccsnap.com
Eligibility: Children birth-6 years with disabilities
Services: Provides access to special needs services for children attending or planning to attend licensed child care
centres
Serves: Waterloo Region
Hours: Mon-Fri 8:30am-4:30pm

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kidsLINK, Early Identification/Early Intervention Program

Address: 1770 King St E, Ste 5, Kitchener N2G 2P1  
Phone: 519-741-1122 Fax: 519-741-1123  
Email: kidslink@kidslinkcares.com  
Website: www.kidslinkcares.com  
Eligibility: Children attending junior kindergarten-grade 3 in identified schools  
Services: Consultation with school personnel and families regarding behaviour guidance, social skill development, and group interaction ~ classroom, group, and individual services  
Serves: Waterloo Region  
Hours: Mon-Fri 8:30am-4:30pm

kidsLINK, Preschool Support Services

Address: 1770 King St E, Ste 5, Kitchener N2G 2P1  
Phone: 519-741-1122 Fax: 519-741-1123  
Email: kidslink@kidslinkcares.com  
Website: www.kidslinkcares.com  
Eligibility: Children 2-6 years with mental health concerns ~ their parents ~ professionals in related fields  
Services: Support and consultation to preschool staff and families on child or program related issues ~ workshops ~ social skills groups for children ~ parent groups ~ community education ~ resource library, information on preschool issues ~ volunteer support to individual children in preschool program  
Serves: Waterloo Region  
To Apply: By referral  
Hours: Mon-Fri 8:30am-4:30pm

K-W Habilitation Services, Preschool Outreach

Address: 115 University Ave E, Waterloo N2J 2W1  
Phone: 519-884-8080 Fax: 519-884-8609  
Email: generalinquiries@kwhab.ca  
Website: www.kwhab.ca  
Contact: Susan Kellsey, Manager  
Eligibility: Children birth~6 years with developmental concerns attending licensed child care  
Services: Provides kinesiology services, consultation and support for children attending licensed child care; training and support for staff ~ helps families access child care services and available financial assistance  
Serves: City of Kitchener ~ City of Waterloo ~ Township of Wilmot  
To Apply: Contact Child Care Special Needs Access Point (SNAP) 519-741-0076  
Hours: Office hours Mon-Fri 8:30am-4:30pm

Learning Disabilities Association of Kitchener-Waterloo, Learn Now!

Address: 537 Frederick St, Box 23002, Kitchener N2B 2A7  
Location: Suddaby Public School, 171 Frederick St, Kitchener  
Phone: 519-743-9091 Fax: 519-743-9027  
Email: ldakw@golden.net  
Website: www.ldakw.on.ca  
Contact: Annette Zegers, Executive Director  
Eligibility: Children with learning disabilities entering grades 2-6  
Services: Certified teacher works with students in 2:1 ratio ~ program emphasis on reading and writing; educational games used to reinforce concepts  
Serves: Waterloo Region  
Hours: Mon-Thu 6-7pm, 7:15-8:15pm ~ 9 week sessions (Sept-June)

Learning Disabilities Association of Kitchener-Waterloo, Summer Start

Address: 537 Frederick St, Box 23002, Kitchener N2B 2A7  
Location: Suddaby Public School, 171 Frederick St, Kitchener  
Phone: 519-743-9091 Fax: 519-743-9027  
Email: ldakw@golden.net  
Website: www.ldakw.on.ca  
Contact: Annette Zegers, Executive Director  
Eligibility: Children with learning disabilities entering grades 2-8  
Services: Certified teacher works with students in 3:1 ratio ~ program emphasis on reading, writing, spelling and math; educational games used to reinforce concepts  
Serves: Waterloo Region  
Hours: Mon-Fri 9am-12pm (July)
The Literacy Group of Waterloo Region

Address: 89 Main St, Unit 1, Cambridge N1R 1W1
Phone: 519-621-7993
Website: theliteracygroup.com
Contact: Karen Morgan-Bowyer, Program Manager ~ karen@theliteracygroup.com
Eligibility: Adults 18 years and older who are out of school, with spoken facility in English and literacy skills below Ontario Grade 12 level
Services: Community based literacy program ~ free essential skills upgrading in reading, writing, math, workplace training, computer skills ~ one to one and small group learning sessions; workplace training ~ intermediate computer training for adults fluent in English ~ Workplace Readiness program for clients receiving Ontario Works
Serves: City of Cambridge
To Apply: Waiting list: 4-6 weeks
Hours: Mon-Wed 9am-9pm, Thu 9-5pm, Fri 9am-4:30pm

The Literacy Group of Waterloo Region

Address: 151 Frederick St, Ste 200, Kitchener N2H 2M2
Phone: 519-743-6090 Fax: 519-743-0474
Website: theliteracygroup.com
Contact: Karen Morgan-Bowyer, Program Manager ~ karen@theliteracygroup.com
Eligibility: Adults 18 years and over who are not in credit programs
Services: Community based literacy program ~ free skills upgrading in reading, writing, math, workplace training, computer skills ~ one to one and small group learning sessions; workplace training ~ basic and intermediate computer training for adults fluent in English
Serves: City of Waterloo ~ City of Kitchener ~ Township of North Dumfries ~ Township of Wellesley ~ Township of Wilmot ~ Township of Woolwich
Hours: Mon-Thu 9am-9pm, Fri 8:30am-4pm

Mount Zion Evangelical Lutheran Church, Open Sesame Headstart Preschool

Address: 29 Westmount Rd S, Waterloo N2L 2K4
Phone: 519-886-7930 Fax: 519-886-5820
Website: www.mzlc.ca
Contact: Nikki Proctor
Eligibility: Children 2 years 6 months-5 years with special needs (physical, emotional, social, perceptual, speech, language limitation) who are toilet trained
Services: Special needs head start preschool ~ emphasis on speech, motor development, socialization, establishment of routines ~ nondenominational; supported by church ~ 12 spaces
Hours: Mon-Wed 9-11:30am (Sep-May)

Ontario. Ministry of Education, Provincial Schools Branch, Deaf Resources Services

Address: Ernest C Drury School for the Deaf, 255 Ontario St S, Milton L9T 2M5
Phone: 1-866-906-1192, (905) 878-2851
Email: ecdrury@edu.gov.on.ca
Contact: Jeanne Robinson, Administrative Assistant ~ jeanne.robinson@ontario.ca
Eligibility: Children ages birth-6 years who are deaf or hard of hearing
Services: In home education program
Serves: Ontario
Hours: Mon-Fri 8:30am-4:30pm (Sept-Jun)

Ontario. Ministry of Education, Provincial Schools Branch, Deafblind Resource Services

Address: W Ross Macdonald School, 350 Brant Ave, Brantford N3T 3J9
Phone: 1-866-618-9092
Contact: Brian Wice, Accessibility Consultant ~ (519) 751-9218 ~ brianwice@cogeco.ca
Eligibility: Preschool and school age children and youth who are deaf and blind
Services: Individual support: assessment; information and referral ~ regular visits to schools attended by students who are deaf and blind
Serves: Ontario
Hours: Mon-Fri 8am-4pm (Sept-Jun)
### Project READ Literacy Network Waterloo-Wellington

- **Address:** 298 Frederick St, Kitchener N2H 2N5
- **Phone:** 519-570-3054  Fax: 519-570-9510
- **Email:** info@projectread.ca
- **Website:** www.projectread.ca
- **Contact:** Anne Ramsay, Executive Network Director

**Services:** Umbrella organization representing literacy programs ~ information on and referral to literacy programs ~ literacy assessments ~ public awareness and education ~ resource centre ~ professional development for member groups ~ literacy service planning ~ clear language consultation ~ Get Set Learn: family literacy program

**Serves:** Waterloo Region ~ Wellington County

**To Apply:** Assessments by appointment

**Hours:** Mon-Thu 9:30am-4:30pm, Fri 9:30am-12pm

### University of Waterloo, Access Ability Services

- **Address:** Needles Hall, 200 University Ave W, Room 1132, Waterloo N2L 3G1
- **Phone:** 519-888-4567 ext 35082  Fax: 519-746-2401
- **Contact:** Rose Padacz, Administrative Assistant ~ 519-888-4567 ext 35231 ~ rmpadacz@uwaterloo.ca

**Eligibility:** Individuals with permanent or temporary disabilities

**Services:** Support services ~ tutoring ~ assistive technology ~ academic accomodations

**To Apply:** Must provide documentation from qualified professionals

**Hours:** Office Mon-Fri 8:30am-4:30pm

### Waterloo Catholic District School Board

- **Address:** Box 91116, Kitchener N2G 4G2
- **Location:** Catholic Education Centre, 35 Weber St W, Unit A, Kitchener
- **Phone:** 519-578-3660  Fax: 519-578-5291
- **Email:** info@wcdsb.ca
- **Website:** www.wcdsb.ca
- **Contact:** Rick Boisvert, Associate Director of Education

**Services:** Catholic education ~ junior kindergarten, regular grade school and high school curriculum ~ special education teachers accommodate learning and other needs of students, within regular programs ~ cooperative education ~ school facilities available for use by community groups; arrange through rentals administration, 519-578-3660 ext 2356

**Serves:** Waterloo Region

**Hours:** Mon-Fri 8am-4pm ~ summer hours Mon-Thu 8am-4:30pm, Fri 8am-12pm

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

- **Address:** 82 Beverly St, Cambridge N1R 3Z7
- **Phone:** 519-745-1201  Fax: 519-621-1359
- **Email:** stlouis@wcdsb.ca
- **Website:** stlouis.wcdsb.ca
- **Contact:** Paul Cox, Principal

**Eligibility:** Adults 18 years and over

**Services:** Adult and continuing education ~ Lifelong Learning classes ~ International Languages ~ English Language Instruction (ESL) ~ School To Work Programs: computer training and certification options, hairstylist training, Personal Support Worker (PSW)

**Serves:** Waterloo Region

**To Apply:** School To Work Programs: attend orientation session to apply ~ Elementary International Languages: ongoing registration from Sept-June

**Hours:** Office Mon, Wed-Fri 8am-4pm; Tue 8am-4pm, 6-8:30pm (Sept-July)
Waterloo Catholic District School Board, St Louis Adult Learning and Continuing Education Centres

Address: 80 Young St, Kitchener N2H 4Z1  
Phone: 519-745-1201  Fax: 519-745-4277  
Email: stlouis@wcdsb.ca  
Website: stlouis.wcdsb.ca  
Contact: Paul Cox, Principal  
Eligibility: Adults 18 years and over  
Services: Adult and continuing education ~ Lifelong Learning classes ~ International Languages ~ English Language Instruction (ESL) ~ School To Work Programs: hairstylist training, Personal Support Worker (PSW) ~ child care available ~ free computer and internet access  
Serves: Waterloo Region  
To Apply: School To Work Programs in Hairstyling and Personal Support Worker: attend orientation session to apply ~ Elementary International Languages: ongoing registration Sept-June  
Hours: Office Mon-Fri 8am-4pm, Wed 5-8:30pm ~ correspondence hours of operation vary (Sept-July)

Waterloo Catholic District School Board, St Louis Adult Learning and Continuing Education Centres, Core Essentials

Address: 82 Beverly St, Cambridge N1R 3Z7  
Phone: 519-745-1201, 519-745-1201 ext 540 (Registration)  Fax: 519-621-1359  
Email: stlouis@wcdsb.ca  
Website: stlouis.wcdsb.ca  
Contact: Lorraine Cheshire, Program Manager  
Eligibility: Adults 19 years and over who are out of school  
Services: Programs to improve reading, writing, mathematics and computer skills ~ preparation for employment or further education  
Serves: Waterloo Region  
Hours: Mon-Thu 8:45am-3:00pm; Mon, Wed 6-8:30pm (Sept-June)

Waterloo Catholic District School Board, St Louis Adult Learning and Continuing Education Centres, Core Essentials

Address: 80 Young St, Kitchener N2H 4Z1  
Phone: 519-745-1201, 519-745-1201 ext 540 (Registration)  Fax: 519-745-4277  
Email: stlouis@wcdsb.ca  
Website: stlouis.wcdsb.ca  
Eligibility: Adults 19 years and over who are out of school  
Services: Programs to improve reading, writing, mathematics and computer skills ~ preparation for employment or further education  
Serves: Waterloo Region  
Hours: Mon-Thu 8:45am-3:00pm; Mon, Wed 6-8:30pm (Sep-June)

Waterloo Region District School Board

Address: Education Centre, 51 Ardelt Ave, Kitchener N2C 2R5  
Phone: 519-570-0003 (direct dialing), 519-570-0300  Fax: 519-742-1364  
Website: www.wrdsb.ca  
Contact: Lindi Fabi, Director of Education and Secretary ~ 519-570-0003 ext 4223  
Services: Responsible for providing educational facilities and programs from kindergarten to grade 12 ~ French immersion program and supervised alternative learning programs for students who request alternative programs ~ cooperative education programs available ~ facility rentals: gyms, classrooms, auditoriums, cafeterias and school grounds  
Serves: Waterloo Region  
Hours: Mon-Fri 8am-4:30pm ~ summer hours Mon-Fri 8:30am-4pm
Waterloo Region District School Board, Special Education Services 102

Address: Education Centre, 51 Ardelt Ave, Kitchener N2C 2R5
Phone: 519-570-0003 Fax: 519-570-2038
Website: www.wrdsb.ca/programs/special-education
Contact: Mark Harper, Superintendent of Learning Services ~ 570-0003 ext 4205
Eligibility: Students
Services: Special classes or programs in areas of communication (learning disabilities, autism, deaf and hard of hearing, speech impairment, language impairment), behaviour, intellect (giftedness, mild intellectual disability, developmental disabilities), and physical (physical disabilities, blind and low vision)
Serves: Waterloo Region
To Apply: By referral from school ~ assessment required
Hours: Mon-Fri 8:30am-4:30pm ~ summer hours Mon-Fri 8:30am-3pm

Waterloo Region, Social Services Department, Children's Services, Cambridge Children's Centre 103

Address: 99 Beechwood Rd, Cambridge N1S 3S1
Phone: 519-622-4390 Fax: 519-622-8516
Website: www.regionofwaterloo.ca
Contact: Rose Couse, Supervisor ~ rcouse@regionofwaterloo.ca
Eligibility: Children 18 months-5 years
Services: Child care ~ resource teacher on staff ~ supports for children with special needs ~ High/Scope Curriculum Approach
Hours: Mon-Fri 7am-5:30pm

Waterloo Region, Social Services Department, Children's Services, Christopher Children's Centre 104

Address: 30 Christopher Dr, Cambridge N1R 4R4
Phone: 519-621-6525 Fax: 519-621-1463
Website: www.regionofwaterloo.ca
Contact: Lisa Vandonk, Supervisor ~ lvandonk@regionofwaterloo.ca
Eligibility: Children 18 months-5 years
Services: Child care ~ supports for children with special needs ~ resource teacher on staff ~ High/Scope Curriculum Approach
Hours: Mon-Fri 7am-5:30pm

Waterloo Region, Social Services Department, Children's Services, Edith MacIntosh Children's Centre 105

Address: 104 Stirling Ave S, Kitchener N2G 3N9
Phone: 519-743-6344 Fax: 519-743-5958
Website: www.regionofwaterloo.ca
Contact: Peggy Dobbin, Supervisor ~ pdobbin@regionofwaterloo.ca
Eligibility: Children 18 months-5 years
Services: Child care ~ supports for children with special needs ~ resource teacher on staff ~ High/Scope Curriculum Approach
Serves: Waterloo Region
Hours: Mon-Fri 7am-5:30pm

Waterloo Region, Social Services Department, Children's Services, Elmira Children's Centre 106

Address: 22 Mockingbird Dr, Elmira N3B 1H4
Phone: 519-669-8411 Fax: 519-669-3687
Website: www.regionofwaterloo.ca
Contact: Linda Bird, Manager ~ lbird@regionofwaterloo.ca
Eligibility: Children 18 months-5 years
Services: Child care ~ resource teacher on staff ~ supports for children with special needs ~ High/Scope Curriculum Approach
Hours: Mon-Fri 7am-5:30pm

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

Address: 651 Concession Rd, Cambridge N3H 4L1
Phone: 519-653-9933 Fax: 519-653-2256
Website: www.regionofwaterloo.ca
Contact: Sheila Beckman, Supervisor ~ sbeckman@regionofwaterloo.ca
Eligibility: Children 18 months-5 years
Services: Child care ~ resource teacher on staff ~ supports for children with special needs ~ High/Scope Curriculum Approach
Hours: Mon-Fri 6:30am-5:30pm

Wilfrid Laurier University, Accessible Learning Centre

Address: Arts Building, 75 University Ave W, Rm 1C11, 1st Flr, Waterloo N2L 3C5
Phone: 519-884-0710 ext 3086 Fax: 519-884-6570
Email: accessible_learning@wlu.ca
Website: www.mylaurier.ca/accessible
Eligibility: Students and visitors with documented disabilities
Services: Support services ~ tutoring ~ assistive technology
Hours: Mon-Fri 8:30am-4:30pm
Section 3: Financial Assistance

Financial supports that can assist individuals and their families with costs associated with disabilities.
GOVERNMENT FUNDING

This is a list of the most commonly used financial resources for families of children and adults who have disabilities. All of these resources are government funded and support people in their daily lives to help them reach their goals and dreams.

ASSISTIVE DEVICES PROGRAM (ADP) provides financial assistance to people with long term disabilities to obtain basic, personalized medical, mobility and sensory assistive devices for activities of daily living at home, including equipment and incontinence supplies (diapers for children over the age of 3). Contact the Ministry of Health and Long-Term Care, Assistive Devices Program at 1-800-268-6021 (toll-free), and see record #120 for more information.

ASSISTANCE FOR CHILDREN WITH SEVERE DISABILITIES (ACSD) is a monthly benefit that helps parents with some of the extra costs of caring for a child who has a severe disability, is under age 18 and who lives at home. This benefit is income sensitive, and only covers the costs related specifically to the child’s disability. Contact the Ministry Of Children And Youth Services, Central West Region, at 1-877-832-2818 (toll-free).

ENHANCED RESPITE FUNDING (MFTD) is a respite funding for families who are caring for a child up until and including the year of their 18th birthday, who are medically fragile, who may depend upon a technological device (MFTD) and need care 24 hours a day, 365 days a year. It is paid in addition to other respite services. Families may be eligible for up to $3500 per child, per year. Contact the Ministry Of Children And Youth Services, Central West Region, at 1-877-832-2818 (toll-free).

INCOME TAX CREDITS AND DEDUCTIONS: Check your eligibility for the Child Disability Benefit, Disability Tax Credit, Caregiver Amount, and Medical Expenses as well as other credits and deductions. Some of these credits are transferable and retroactive. Website: www.cra.gc.ca and click on "Individuals" and then “Persons with disabilities” on the left side.

ONTARIO DISABILITY SUPPORT PROGRAM (ODSP) helps eligible adults with disabilities by providing financial income and/or help finding a job. See record #118-119 for more details

REGISTERED DISABILITY SAVINGS PLAN (RDSP) is a long term savings plan intended to help parents and others save for the future financial security of a person who is eligible for the Disability Tax Credit. Website: www.cra.gc.ca ~ www.rdsp.com

SPECIAL SERVICES AT HOME PROGRAM (SSAH) supports families who are caring for a child who have a developmental or physical disability, as well as adults with a developmental disability. It helps pay for special services in the home or in the community as long as the person is not living in a residential program. Families can also get funds to pay for services that will give them a break (or “respite”) from the day-to-day care of their child. See record #203 for more information.

Other housing programs and assistance available through the Ministry Of Municipal Affairs and Housing: contact local service manager through the Region Of Waterloo at (519) 575-4821.
Canada. Human Resources and Skills Development, Canada Pension Plan, Disability Benefits

Address: Box 2020, Chatham N7M 6B2
Location: 409 Weber St W, Kitchener
Phone: 1-800-277-9914, 1-800-277-9915 (French), 1-800-622-6232 (Service Canada)
Website: servicecanada.gc.ca
Eligibility: Adults 18-65 years with severe and prolonged physical or mental impairments; must be unable to pursue gainful employment; must have contributed to CPP for minimum number of years ~ dependent children up to 18 years ~ adults 18-25 years attending school full time ~ international agreements with other countries may be used to meet minimum requirements for eligibility
Services: Monthly pension; at age 65 disability pension automatically changed to retirement pension
To Apply: Documents: CPP medical report, birth evidence and SIN required ~ call for forms to be mailed or download from website, or available at ServiceCanada sites
Hours: Mon-Fri 8:30am-4pm
Language: English ~ French

Children’s Wish Foundation of Canada, Ontario Chapter, Kitchener

Address: Box 185, Kitchener N2G 3X9
Phone: 1-800-267-9474, 519-742-0637
Website: www.childrenswish.ca
Services: Grants wishes to children and youth 3-17 years with life threatening illnesses
Serves: Waterloo Region

Easter Seals Canada, Access 2 Entertainment

Address: c/o Easter Seals Canada, 40 Holly St, Ste 401, Toronto M4S 3C3
Phone: 1-877-376-6362 ext 227 (toll-free), (416) 932-8382 ext 227
Email: a2e@easterseals.ca
Website: www.access2card.ca
Contact: Lauren Bates, Administrative Coordinator
Eligibility: Individuals with disabilities
Services: Issues Access 2 Entertainment Card which provides free admission or discounted admission prices at movie theatres for support persons who accompany card holder
Serves: Ontario
To Apply: Waiting list: 4-6 weeks to process application
Hours: Office Mon-Fri 9am-5pm
Language: English ~ French

Easter Seals Ontario, Financial Assistance

Address: 1 Concorde Gate, Suite 700, Toronto M3C 3N6
Phone: (416) 421-8146, 1-866-630-3336 Fax: (416) 696-1035
Email: assistance@easterseals.org
Website: www.easterseals.org
Eligibility: Children and youth up to 19 years with physical disabilities
Services: Provides financial assistance for assistive devices
Serves: Ontario
To Apply: Waiting list: 4-6 weeks
Hours: Mon-Fri 8am-4pm

Easter Seals Ontario, Incontinence Supplies Grant Program

Address: 1 Concorde Gate, Ste 700, Toronto M3C 3N6
Phone: (416) 421-8377 ext 314, 1-800-668-6252 Fax: (416) 696-1035
Website: www.easterseals.org
Eligibility: Children and youth 3-18 years with chronic disability resulting in irreversible incontinence lasting longer than six months ~ must be Ontario residents and hold valid Ontario health card
Services: Grant program to help cover cost of incontinence supplies ~ three levels of funding, up to $900 per year
To Apply: Application must be completed and signed by a medical physician or nurse practitioner licensed to practice in Ontario ~ documents: receipts for supplies
<table>
<thead>
<tr>
<th><strong>Kids Can Play Association of Cambridge</strong></th>
<th>114</th>
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</thead>
<tbody>
<tr>
<td><strong>Address:</strong></td>
<td>Box 23012, Cambridge N1S 4Z6</td>
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<tr>
<td><strong>Phone:</strong></td>
<td>519-651-2847 (answering machine) Fax: 519-651-2847</td>
</tr>
<tr>
<td><strong>Email:</strong></td>
<td><a href="mailto:kpc.cambridge@yahoo.com">kpc.cambridge@yahoo.com</a></td>
</tr>
<tr>
<td><strong>Contact:</strong></td>
<td>Christie Miller, Vice President and Applications Coordinator</td>
</tr>
<tr>
<td><strong>Eligibility:</strong></td>
<td>Children and youth up to 16 years who are residents of Cambridge or North Dumfries</td>
</tr>
<tr>
<td><strong>Services:</strong></td>
<td>Provides financial assistance to children to participate in sports, art and musical activities; families must demonstrate financial need ~ all applications are confidential</td>
</tr>
<tr>
<td><strong>Serves:</strong></td>
<td>City of Cambridge ~ Township of North Dumfries</td>
</tr>
<tr>
<td><strong>To Apply:</strong></td>
<td>Documents: proof of income, social assistance stubs or notice of assessment ~ waiting list: will respond with information within 24 hours of calling</td>
</tr>
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<tr>
<th><strong>Mennonite Foundation of Canada, Youth Memorial Fund</strong></th>
<th>115</th>
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<tbody>
<tr>
<td><strong>Address:</strong></td>
<td>50 Kent Ave, Kitchener N2G 3R1</td>
</tr>
<tr>
<td><strong>Phone:</strong></td>
<td>519-745-7821, 1-888-212-7759 Fax: 519-745-8940</td>
</tr>
<tr>
<td><strong>Email:</strong></td>
<td><a href="mailto:mfceast@mennofoundation.ca">mfceast@mennofoundation.ca</a></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
<td><a href="http://www.mennofoundation.ca">www.mennofoundation.ca</a></td>
</tr>
<tr>
<td><strong>Eligibility:</strong></td>
<td>Individuals 14-25 years with physical disabilities who are in financial need</td>
</tr>
<tr>
<td><strong>Services:</strong></td>
<td>Funding awarded annually</td>
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<tr>
<td><strong>Serves:</strong></td>
<td>Ontario</td>
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<tr>
<td><strong>To Apply:</strong></td>
<td>Annual application deadline Sept 30</td>
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<tr>
<td><strong>Hours:</strong></td>
<td>Mon-Fri 9am-5pm</td>
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<tr>
<th><strong>Ontario March of Dimes, AccessAbility Services, Assistive Devices Program</strong></th>
<th>116</th>
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<tbody>
<tr>
<td><strong>Address:</strong></td>
<td>291 King St, 3rd Floor, London N6B 1R8</td>
</tr>
<tr>
<td><strong>Phone:</strong></td>
<td>1-866-765-7237 Fax: (519) 434-3712</td>
</tr>
<tr>
<td><strong>Email:</strong></td>
<td><a href="mailto:adp@dimes.on.ca">adp@dimes.on.ca</a></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
<td><a href="http://www.marchofdimes.ca">www.marchofdimes.ca</a></td>
</tr>
<tr>
<td><strong>Eligibility:</strong></td>
<td>Adults 19 years and over with physical disabilities in financial need; must be permanent resident of Ontario with valid Health Card</td>
</tr>
<tr>
<td><strong>Services:</strong></td>
<td>Provides financial assistance to obtain mobility and communications devices</td>
</tr>
<tr>
<td><strong>Serves:</strong></td>
<td>Ontario</td>
</tr>
<tr>
<td><strong>To Apply:</strong></td>
<td>Applications available from website</td>
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<tr>
<td><strong>Hours:</strong></td>
<td>Mon-Fri 9am-4:30pm</td>
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<tr>
<th><strong>Ontario March of Dimes, Home and Vehicle Modification Program</strong></th>
<th>117</th>
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</thead>
<tbody>
<tr>
<td><strong>Address:</strong></td>
<td>291 King St, 3rd Flr, London N6B 1R8</td>
</tr>
<tr>
<td><strong>Phone:</strong></td>
<td>1-877-369-4867, (519) 642-3700 Fax: (519) 432-4923</td>
</tr>
<tr>
<td><strong>Email:</strong></td>
<td><a href="mailto:hvmp@marchofdimes.ca">hvmp@marchofdimes.ca</a></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
<td><a href="http://www.marchofdimes.ca">www.marchofdimes.ca</a></td>
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<tr>
<td><strong>Eligibility:</strong></td>
<td>Individuals with physical disabilities</td>
</tr>
<tr>
<td><strong>Services:</strong></td>
<td>Provides funding for home and vehicle modifications ~ offered in partnership with Ontario Ministry of Community and Social Services</td>
</tr>
<tr>
<td><strong>Serves:</strong></td>
<td>Ontario</td>
</tr>
<tr>
<td><strong>To Apply:</strong></td>
<td>Appeals: contact 1-877-369-4867 ext 7020</td>
</tr>
<tr>
<td><strong>Hours:</strong></td>
<td>Mon-Fri 9-4:30pm</td>
</tr>
<tr>
<td><strong>Language:</strong></td>
<td>English ~ French</td>
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</tbody>
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<tr>
<th><strong>Ontario. Ministry of Community and Social Services, Ontario Disability Support Program</strong></th>
<th>118</th>
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<tbody>
<tr>
<td><strong>Address:</strong></td>
<td>Cambridge Place, 73 Water St N, Ste 400, Cambridge N1R 7L6</td>
</tr>
<tr>
<td><strong>Phone:</strong></td>
<td>519-623-1230, 1-888-214-0738 Fax: 519-623-4752</td>
</tr>
<tr>
<td><strong>Website:</strong></td>
<td><a href="http://www.mcss.gov.on.ca">www.mcss.gov.on.ca</a></td>
</tr>
<tr>
<td><strong>Eligibility:</strong></td>
<td>Adults 18 years and over with physical, emotional or developmental disabilities</td>
</tr>
<tr>
<td><strong>Services:</strong></td>
<td>Long term financial assistance ~ Employment Supports Program: individual support, assistive devices</td>
</tr>
<tr>
<td><strong>Serves:</strong></td>
<td>City of Cambridge ~ Township of North Dumfries</td>
</tr>
<tr>
<td><strong>To Apply:</strong></td>
<td>Financial eligibility assessment and medical adjudication process required ~ appeals: write to local office within 10 days to request internal review</td>
</tr>
<tr>
<td><strong>Hours:</strong></td>
<td>Mon-Fri 8:30am-5pm</td>
</tr>
</tbody>
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Ontario. Ministry of Community and Social Services, Ontario Disability Support Program

Address: 715 Fischer-Hallman Rd, 3rd Floor, Kitchener N2E 4E9
Phone: 519-886-4700, 1-800-441-9820 Fax: 519-886-8997
Website: www.mcss.gov.on.ca
Contact: Fatima Da Silva, Manager ~ 519-886-4700 ext 258
Eligibility: Adults 18 years and over with disabilities and in financial need
Services: Income and employment support ~ health benefits for disabled individuals that meet eligibility
Serves: City of Kitchener ~ City of Waterloo ~ Township of Wellesley ~ Township of Wilmot ~ Township of Woolwich
To Apply: Needs test required ~ appeals: online www.mcss.gov.on.ca, phone 519-886-4700
Hours: Mon-Fri 8:30am-5pm

Ontario. Ministry of Health and Long Term Care, Assistive Devices Program

Address: 5700 Yonge St, 7th Flr, North York M2M 4K5
Phone: 1-800-268-6021, (416) 327-8804 Fax: (416) 327-8192
Email: adp@ontario.ca
Website: www.health.gov.on.ca/en/public/programs/dep
Eligibility: Individuals with long term physical disabilities with valid Ontario Health card
Services: Assists individuals to obtain selected, medically necessary equipment and supplies: prostheses; wheelchairs/ mobility aids and specialised seating systems; ostomy and enteral feeding supplies; needles and syringes for insulin dependent seniors; monitors and test strips for insulin dependent diabetics; hearing aids; respiratory equipment; orthoses (braces, garments and pumps); visual and communication aids ~ Home Oxygen Program: oxygen, oxygen delivery equipment and related supplies
Serves: Ontario
To Apply: Apply through doctor or health care giver ~ application forms available from office
Hours: Mon-Fri 8am-5pm
Language: English ~ French

Ontario. Ministry of Health and Long Term Care, Cleft Lip and Palate/Craniofacial Dental Program

Address: Bloorview Kids Rehab, 150 Kilgour Rd, Toronto M4G 1R8
Phone: (416) 425-6220 ext 3466, 1-866-532-3161 (INFOline)
Eligibility: Individuals up to 18 years with cleft lip or palate, craniofacial anomaly or other severe dental dysfunction
Services: Provides financial assistance for dental treatments
Serves: Ontario

Ontario. Ministry of Health and Long Term Care, Special Drugs Program

Phone: 1-866-532-3161 (INFOline)
Eligibility: Ontario residents with valid Ontario Health Insurance
Services: Financial assistance to help cover cost of outpatient drugs used in treatment of specific conditions: cystic fibrosis and thalassemia, HIV positive, end-stage kidney disease, solid organ or bone marrow transplants, children with growth failure, schizophrenia, Gaucher's disease
Serves: Ontario
Hours: 8:30am-5pm

Ontario. Ministry of Training, Colleges and Universities, Student Financial Assistance Branch, Ontario Student Assistance Program

Address: 189 Red River Rd, 4th Flr, Box 4500, Thunder Bay P7B 6G9
Phone: 1-877-672-7411 Fax: (807) 343-7278
Website: osap.gov.on.ca
Services: Provides needs based assistance to cover cost of postsecondary studies ~ administers provincially and federally funded financial assistance to postsecondary students ~ Canada-Ontario Integrated Student Loans, bursaries, grants and scholarships
To Apply: Application available on osap.gov.on.ca
Hours: Mon-Fri 8:30am-4:30pm
Language: English ~ French
Sunshine Foundation: Dreams For Kids
Address: 100-300 Wellington St, London N6B 2L5
Phone: 1-800-461-7935 Fax: (519) 642-1201
Email: info@sunshine.ca
Website: www.sunshine.ca
Contact: Nancy Sutherland, Executive Director ~ nancy.sutherland@sunshine.ca
Eligibility: Children and youth 3-18 years with life threatening illnesses, or severe physical disabilities
Services: Grants requests
Hours: Mon-Fri 9am-5pm

Waterloo Region. Social Services Department, Children's Services, Child Care Subsidy
Address: Box 1612, Waterloo N2J 4G6
Location: 99 Regina St S, 5th Flr, Waterloo
Phone: 519-883-2200 Fax: 519-746-7382
Website: www.regionofwaterloo.ca/socialservices
Contact: Sheri Phillips, Manager, Child Care Subsidy ~ 519-575-4757 ext 5518 ~ spillips@regionofwaterloo.ca
Eligibility: Parents of children up to 12 years ~ parents must be working or attending school ~ parents of children with special needs
Services: Financial assistance to attend licensed child care, extended day or recreation programs
Serves: Waterloo Region
To Apply: Appointment required: available in Waterloo and Cambridge ~ required documents: federal notice of assessment, address, birth and status verification required ~ waiting list: varies
Hours: Mon-Fri 8:30am-4:30pm

Waterloo Region. Social Services Department, Employment and Income Support, Ontario Works
Address: Box 1660, Waterloo N2J 4V6
Location: 99 Regina St S, 4th Floor, Waterloo
Email: regionalinquiries@regionofwaterloo.ca
Website: www.regionofwaterloo.ca/socialservices
Contact: Sheri Phillips, Manager, Child Care Subsidy ~ 519-575-4757 ext 5518 ~ spillips@regionofwaterloo.ca
Eligibility: Individuals and families in financial need
Services: Provides financial assistance for food, clothing, shelter ~ Emergency Assistance for medical, dental, optical needs and other emergency items; burial of indigents; assistance with heat and hydro disconnects ~ Family Support Unit helps sole support parents seek support payments from spouses ~ Learning, Earning and Parenting Program (LEAP) helps parents 16-25 years obtain high school diploma, develop educational and employment goals and improve parenting skills; mandatory for parents 16-17 years in receipt of Ontario Works ~ Counselling Collaborative Program: partnership between Region of Waterloo and seven counselling agencies to provide up to 8 counselling sessions
Serves: Waterloo Region
To Apply: Call to apply or apply online; no walk in applications ~ applicants must provide ID and personal information and may be asked to sign waiver regarding access to personal records ~ personal records might include: rental verification, income expenses, utility bills, rent statements, assets, insurance or bank statements ~ may also require documentation from others in household ~ statement of income form on cheque must be completed and returned in order to receive next cheque ~ appeals: contact caseworker; external appeals are made to Social Benefits Tribunal; contact Waterloo Region Community Legal Services for assistance
Hours: Mon-Fri 8:30am-4:30pm

Waterloo Region. Social Services Department, Social Planning, Policy and Program Administration, Community Outreach Program
Phone: 519-883-2290 Fax: 519-883-2234
Website: www.region.waterloo.on.ca
Contact: Heather Froome, Administrator, Social Development Programs ~ hfroome@regionofwaterloo.ca
Eligibility: Families with low income with children up to 18 years
Services: Information on and referral to available community services ~ individual support ~ assistance may be available for food, clothing, shelter, transportation, child care, recreation, employment, education or counselling services ~ available at neighbourhood sites throughout Waterloo Region
Serves: Waterloo Region

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Section 4: Health

Specialized mental and physical health programs for people with disabilities, including therapy and counseling services.
A Balanced Approach
Address: B11-490 Dutton Dr, Waterloo N2L 6H7
Phone: 519-342-4666 Fax: 519-885-3934
Email: info@abawaterloo.com
Website: www.abawaterloo.com
Contact: Kristen Farquharson, Office Manager ~ kristin.farquharson@abawaterloo.com
Eligibility: Children ages birth-10 years with confirmed diagnosis with autism spectrum disorder
Services: Intensive behavioural intervention (IBI) services
Serves: Waterloo Region ~ Wellington County
Hours: Office Mon-Fri, 9am-5pm

Cambridge Memorial Hospital
Address: 700 Coronation Blvd, Cambridge N1R 3G2
Phone: 519-621-2330 Fax: 519-740-4938
Email: information@cmh.org
Website: www.cmh.org
Services: Acute care hospital ~ Emergency and Ambulatory service ~ Diagnostic Imaging: X-ray, CT scans, MRI ~ Diabetic Education ~ Continuing Care and Rehabilitation ~ Family and Child Health ~ Oncology ~ Surgical Services ~ Fracture clinic ~ Pain Block clinic ~ Sleep Disorders Clinic ~ Spiritual Care
To Apply: Valid health card required
Hours: Service available Mon-Sun 24 hrs
Language: English ~ Translation for non English speaking patients

Cambridge Memorial Hospital, Mental Health Services
Address: 700 Coronation Blvd, Cambridge N1R 3G2
Phone: 519-621-2333 ext 3300
Website: www.cmh.org
Eligibility: Individuals requiring acute mental health service
Services: Comprehensive outpatient mental health services delivered by multidisciplinary teams: Adult Team (for individuals 17 years and over); Child and Family Team (for children and youth up to 17 years and their families); Psychosocial Rehabilitation; Psychiatric Emergency Services; Eating Disorders Clinic ~ Schedule 1 Inpatient Unit: 20 bed transition mental health unit
To Apply: By referral from doctor ~ valid health card required
Hours: Office Mon-Fri 9am-5pm

Canadian Mental Health Association, Grand River Branch, Centre for Mental Health
Address: 9 Wellington St, Unit 3, Cambridge N1R 3Y4
Phone: 519-740-7782 Fax: 519-740-0461
Website: www.cmhagrb.on.ca
Contact: Paula Pedrosa, Resource Centre Administrator ~ pedrosap@cmhagrb.on.ca
Eligibility: Individuals 16 years and over with mental health concerns ~ their families ~ community members
Services: Information, education and referral ~ individual support in areas of housing, education, leisure, health, employment, treatment and all mental health concerns ~ advocacy and help accessing other services ~ outreach ~ Bridging Employment Supports: needs identification, assessment and planning for those experiencing barriers to employment ~ Links To Work: job development, coaching and preparation ~ Mental Health and Justice Services: offers support to adults 18 years and over with significant mental health issues who are in contact with criminal justice system
Serves: City of Cambridge ~ Township of North Dumfries
Hours: Mon-Fri 9am-12pm, 1-5pm

Canadian Mental Health Association, Grand River Branch, Centre for Mental Health
Address: 67 King St E, Kitchener N2G 2K4
Phone: 519-744-7645, 1-877-627-2642 Fax: 519-744-7066
Email: admin@cmhagrb.on.ca
Website: www.cmhagrb.on.ca
Contact: Carmen Abel, Director ~ abel@cmhagrb.on.ca
Eligibility: Individuals with mental health concerns ~ their families ~ community members
Services: Information and referral ~ community education ~ referrals to support coordination services and other service providers ~ advocacy ~ outreach ~ access to Internet, telephones, fax machines ~ access to Mental Health and Addictions database ~ Mental Health and Justice Services: offers support to adults 18 years and over with significant mental health issues who are in contact with criminal justice system
Hours: Office Mon-Fri 9am-5pm
### The Canadian Red Cross Society, Cambridge Branch

**Address:** 17 Cambridge St, Cambridge N1R 3R8  
**Phone:** 519-621-1840 *Fax:* 519-624-5709  
**Email:** cambridge@redcross.ca  
**Website:** www.redcross.ca  
**Contact:** Sharon Carriere, Community Services Assistant  
**Services:** Coordinates funds raised for international relief and development on behalf of victims of natural disasters, political conflict, and socio-economic deterioration ~ Family Links Service locates immediate family members displaced by disasters, and reunites families separated by war/civil strife ~ Fire Recovery Program provides short term assistance to fire victims ~ provides education and training in First Aid and CPR; Babysitter and Peoplesavers courses ~ Health Equipment Loan Program (HELP) loans medical equipment on short term basis  
**Serves:** City of Cambridge ~ Township of North Dumfries  
**Hours:** Mon-Fri 9am-4:30pm

### The Canadian Red Cross Society, Kitchener-Waterloo Branch

**Address:** 1418 Weber St E, Kitchener N2A 1C4  
**Phone:** 519-742-2785 *Fax:* 519-742-9413  
**Website:** www.redcross.ca  
**Contact:** Rachelle Savoie, Community Services Assistant ~ rachelle.savoie@redcross.ca  
**Services:** Coordinates funds raised for international relief and development on behalf of victims of natural disasters, political conflict, and socio-economic deterioration ~ Family Reunification Services locates immediate family members displaced by disasters, and reunites families separated by war/civil strife ~ provides for Registration and Inquiry as part of Waterloo Regional Emergency plan in major and minor disasters ~ Fire Recovery Program provides short term assistance to fire victims ~ RespectED: violence and abuse prevention programs ~ provides education and training in First Aid and CPR; Babysitter courses ~ provides information on and promotes safety in and around water ~ Health Equipment Loan Program (HELP) loans medical equipment on short term basis  
**Serves:** City of Kitchener ~ City of Waterloo ~ Township of Wellesley ~ Township of Wilmot ~ Township of Woolwich  
**To Apply:** HELP loans requires referral from health-care specialist  
**Hours:** Mon-Fri 8:30am-4:30pm  
**Language:** English ~ French

### Central West Specialized Developmental Services, Dual Diagnosis Service

**Address:** 53 Bond St, Oakville L6K 1L8  
**Phone:** (905) 844-7864 ext 325 *Fax:* (905) 849-0192  
**Email:** infodds@cwsds.ca  
**Website:** www.cwsds.ca  
**Eligibility:** Individuals 18 years and over with developmental disabilities and mental health concerns  
**Services:** Assessment, treatment planning, consultation, on site support and follow up, mentoring, education and training ~ works in partnership with local services  
**Serves:** Waterloo Region ~ Dufferin County ~ Halton Region ~ Peel Region ~ Wellington County  
**To Apply:** By referral ~ contact Waterloo DSAC Service Resolution Coordinator 519-741-1121

### Erinoak Kids, Central West Autism Intervention Services

**Address:** 2695 North Sheridan Way, Ste 120, Mississauga L5K 2N6  
**Phone:** 1-877-374-6625, (905) 855-2690 *Fax:* (905) 855-9451  
**Website:** www.erinoakkids.ca  
**Eligibility:** Children with autism  
**Services:** Early intervention ~ Intensive Behavioural Intervention program ~ support services ~ workshops  
**Serves:** Waterloo Region ~ Dufferin County ~ Halton Region ~ Peel Region ~ Wellington County  
**Hours:** Mon-Fri 8:30am-4:30pm

### Erinoak Kids, Central West Infant Hearing Program

**Address:** 2695 North Sheridan Way, Ste 120, Mississauga L5K 2N6  
**Phone:** 1-866-764-9606, (905) 855-2690  
**Website:** www.erinoakkids.ca  
**Eligibility:** Children birth-6 years  
**Services:** Hearing screening and audiologic assessments ~ communication development services including American Sign Language and Auditory Verbal Therapy ~ family support ~ service offered locally through KidsAbility at various locations  
**Serves:** Waterloo Region ~ surrounding area  
**Hours:** Mon-Fri 8:30am-4:30pm
## Family Counselling Centre of Cambridge and North Dumfries

**Address:** 18 Walnut St, Cambridge N1R 2E7  
**Phone:** 519-621-5090  
**Email:** info@fccnd.com  
**Website:** www.fcccnd.com  
**Contact:** Bobbye Goldenberg, Executive Director ~ bobbye@fcccnd.com

**Eligibility:** Individuals with mental health or relationship concerns  
**Services:** Individual, marital and family counselling ~ services available at various locations ~ partnership with Health Connect for referral through doctor's offices ~ partnership with Family and Children's Services of the Waterloo Region to provide counselling to children who have witnessed family violence  
**Serves:** City of Cambridge ~ Township of North Dumfries  
**Hours:** Mon-Thu 9am-9pm, Fri 9am-2pm ~ walk-in Thu 1-9pm

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## Family Counselling Centre of Cambridge and North Dumfries, Community Support Services of Ayr and North Dumfries

**Address:** 80 Stanley St, Ayr N0B 1E0  
**Phone:** 519-632-9737  
**Email:** info@fccnd.com  
**Website:** www.fcccnd.com  
**Contact:** Brenda Clements, Program Coordinator

**Services:** Youth programs ~ community development ~ individual, couple and family counselling ~ seniors programming ~ special interest groups and events  
**Serves:** Township of North Dumfries  
**Hours:** Mon-Thu 9am-4:30pm, Fri 9am-2pm

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## Front Door: Access To Child and Youth Services

**Address:** 35 Dickson St, Cambridge N1R 7A6  
**Phone:** 519-749-2932  
**Contact:** Lesley Barraball, Manager ~ 519-749-2932 ext 267

**Eligibility:** Families of children and youth up to 18 years  
**Services:** Intake and assessment services for families seeking mental health services for children and youth ~ Single Point of Access to Residence for Children (SPARC), Residential Planning and Advisory Committee (RPAC) ~ short term counselling and drop in service ~ referrals to community services and kidsLINK and Lutherwood programs  
**Serves:** Waterloo Region  
**Hours:** Mon-Fri 9am-5pm ~ drop in Wed 12-8pm

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## Front Door: Access To Child and Youth Services

**Address:** 1770 King St E, Ste 1, Kitchener N2G 2P1  
**Contact:** Lesley Barraball, Manager ~ 519-749-2932 ext 267

**Eligibility:** Families of children and youth up to 18 years  
**Services:** Intake and assessment services for families seeking mental health services for children and youth ~ Single Point of Access to Residence for Children (SPARC), Residential Planning and Advisory Committee (RPAC) ~ short term counselling and drop in service ~ referrals to community services and kidsLINK and Lutherwood programs  
**Serves:** Waterloo Region  
**Hours:** Mon-Fri 9am-5pm ~ drop in Wed 12-8pm

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## Front Door: Access To Child and Youth Services, Mobile Crisis Services

**Address:** 35 Dickson St, Cambridge N1R 7A6  
**Contact:** Lesley Barraball, Manager ~ 519-749-2932 ext 267

**Eligibility:** Children and youth up to 18 years with mental health concerns ~ their families  
**Services:** Provides immediate, short term support to families of children experiencing mental health crisis  
**Serves:** Waterloo Region  
**Hours:** Office Mon-Fri 9am-9pm
**Front Door: Access To Child and Youth Services, Mobile Crisis Services**

- **Address:** 1770 King St E, Ste 1, Kitchener N2G 2P1
- **Phone:** 519-749-2932
- **Eligibility:** Children and youth up to 18 years with mental health concerns ~ their families
- **Services:** Provides immediate, short term support to families of children experiencing mental health crisis
- **Serves:** Waterloo Region
- **Hours:** Office Mon-Fri 9am-9pm

**Grand River Hospital**

- **Address:** 835 King St W, Box 9056, Kitchener N2G 1G3
- **Phone:** 519-742-3611 (switchboard), 519-749-4300 (automated attendent) **Fax:** 519-749-4311
- **Email:** info@grhosp.on.ca
- **Website:** www.grhosp.on.ca
- **Contact:** Malcolm Maxwell, President/CEO
- **Services:** General hospital located on two sites ~ acute care facility (K-W Health Centre) consisting of emergency services, intensive care, surgical services, medicine, parent and children's program, psychiatric and mental health services, renal services, regional cancer centre and district stroke centre ~ complex continuing care facility (Freeport Health Centre) consisting of chronic care program and rehabilitation and reactivation program ~ thrift shop at Freeport Health Centre
- **Hours:** Mon-Sun 24 hrs ~ visiting hours vary by department

**Grand River Hospital, Freeport Site, Communication Technology Clinic**

- **Location:** 3570 King St E, Kitchener
- **Phone:** 519-749-4300 ext 7278 **Fax:** 519-893-6007
- **Website:** www.grhosp.on.ca
- **Eligibility:** Adults 18 years and over with acquired or congenital conditions which prevent speech or written communication
- **Services:** Multidisciplinary assessment services: system prescription, customization, set-up, support and training ~ prescribes Assistive Devices Program (ADP) authorized communication technology
- **Serves:** Waterloo Region ~ Wellington County
- **Hours:** Mon-Fri 8:30am-4:30pm

**Grand River Hospital, Freeport Site, Neuro Rehabilitation Clinic**

- **Address:** 3570 King St E, Kitchener N2A 2W1
- **Phone:** 519-894-8340 **Fax:** 519-894-8307
- **Website:** www.grhosp.on.ca
- **Eligibility:** Individuals 16 years and over with neurological diagnoses
- **Services:** Outpatient services include therapies to enhance individuals functioning and integration in community ~ multidisciplinary team includes physiotherapist, speech language pathologist, occupational therapist, social work and recreational therapist
- **Hours:** Mon-Fri 8am-4pm

**Grand River Hospital, Freeport Site, Prosthetic and Orthotic Clinic**

- **Address:** 3570 King St E, Kitchener N2A 2W1
- **Phone:** 519-749-4300 ext 7309 **Fax:** 519-894-8307
- **Website:** www.grhosp.on.ca
- **Eligibility:** Outpatients needing new devices or repair of existing devices
- **Services:** Consultation, assessment, treatment and follow up for persons with amputations requiring prostheses or with other disabilities requiring braces ~ clinic is registered with Ontario Ministry of Health Assistive Devices Program ~ workshop for repairs and minor adjustments to appliances
- **To Apply:** By referral from doctor
- **Hours:** Office Mon-Fri 8am-4pm; clinic held Mon

**Grand River Hospital, Freeport Site, Pulmonary Rehabilitation Program**

- **Location:** 3570 King St E, Kitchener
- **Phone:** 519-749-4300 ext 7309 **Fax:** 519-894-8351
- **Website:** www.grhosp.on.ca
- **Eligibility:** Individuals with chronic lung conditions
- **Services:** Inpatient and outpatient care ~ education and individualized exercise programs
- **To Apply:** By referral from doctor
- **Hours:** Office Mon-Fri 7am-3pm

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Grand River Hospital, KW Site, Mental Health and Addiction Program 149
Address: 835 King St W, Kitchener N2G 1G3
Phone: 519-749-4310
Website: www.grhosp.on.ca
Eligibility: Individuals with significant mental health concerns
Services: Psychiatric Consultation Clinic: assessment and consultation, including psychotropic medication requirements
Serves: Waterloo Region
Hours: Mon-Fri 8:30am-4:30pm

Grand River Hospital, KW Site, Mental Health and Addiction Program, Adolescent Outpatient Services 150
Address: 850 King St W, Kitchener N2G 1E8
Phone: 519-749-4300 ext 4271 Fax: 519-749-4217
Website: www.grhosp.on.ca
Eligibility: Youth 13-19 years with significant mental health concerns ~ their families
Services: Assessment, consultation and treatment services ~ individual and family therapy ~ specialized groups ~ services provided in collaboration with schools and community agencies
Serves: Waterloo Region
Hours: Mon-Fri 9am-5pm

Grand River Hospital, KW Site, Mental Health and Addiction Program, Adult Inpatient Service 151
Location: 835 King St W, Kitchener
Phone: 519-749-4300 ext 2313 Fax: 519-749-4289
Website: www.grhosp.on.ca
Eligibility: Adults 19 years and over with significant mental health concerns requiring short term hospital treatment
Services: Admission, diagnosis, and therapy by multidisciplinary team coordinated by psychiatrist ~ may include multidisciplinary assessment, marital and family support, education, group or individual therapy or psychotropic medications ~ discharge planning and follow up assistance
Serves: Waterloo Region
Hours: Mon-Sun 24 hours ~ visiting hours: Mon-Fri 3:30-8:30pm, Sat-Sun 1:30-8:30pm

Grand River Hospital, KW Site, Mental Health and Addiction Program, Adult Outpatient Services 152
Address: 850 King St W, Kitchener N2G 1G3
Phone: 519-749-4310 Fax: 519-749-4307
Website: www.grhosp.on.ca
Eligibility: Individuals with mental health concerns who do not require hospitalization
Services: Assessment, individual and group counselling, family support
Serves: Waterloo Region
Hours: Mon-Fri 9am-5pm

Grand River Hospital, KW Site, Mental Health and Addiction Program, Child and Adolescent Inpatient Service 153
Address: 835 King St W, Box 9056, Kitchener N2G 1G3
Location: 835 King St W, Kitchener
Phone: 519-749-4300 ext 2144 Fax: 519-749-4377
Website: www.grhosp.on.ca
Eligibility: Children and youth up to 18 years with acute mental health issues
Services: Crisis intervention and stabilization ~ clarification of diagnosis ~ short term treatment and discharge planning
Serves: Waterloo Region
Hours: Mon-Sun 24 hours ~ visiting hours: Mon-Fri 6:30-8:30pm

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Grand River Hospital, KW Site, Mental Health and Addiction Program, Child and Family Centre

Address: Kaufman Bldg, 40 Green St, 6th Flr, Kitchener N2G 4K9  
Phone: 519-749-4300 ext 2629 Fax: 519-749-4301  
Website: www.grhosp.on.ca  
Eligibility: Children birth-12 years who are experiencing significant mental health concerns ~ their families  
Services: Assessment, consultation and treatment services ~ individual and family therapy ~ specialized groups ~
  services provided in collaboration with schools and community agencies  
Serves: Waterloo Region  
Hours: Mon-Fri 9am-5pm  

Grand River Hospital, KW Site, Mental Health and Addiction Program, Community Outreach Treatment Team

Address: 850 King St W, Kitchener N2G 1G3  
Phone: 519-749-4300 ext 3654 Fax: 519-749-4215  
Website: www.grhosp.on.ca  
Eligibility: Individuals 16 years and over with significant mental health concerns who require assistance with medication  
Services: Nursing and psychiatric services  
Hours: Office Mon-Fri 8:30am-4:30pm  

Grand River Hospital, KW Site, Mental Health and Addiction Program, Hazelglen Outreach Mental Health Service

Address: 850 King St W, Kitchener N2G 1G3  
Location: 1-236 Victoria St N, Kitchener  
Phone: 519-749-4240 ext 3660 Fax: 519-745-1550  
Website: www.grhosp.on.ca  
Eligibility: Individuals 16 years and over with significant mental health concerns who would otherwise require hospitalization  
Services: Short term, quick response, community based alternative to hospitalization ~ treatment in office and in client's home ~ staff consists of registered nurses, occupational therapist, social worker, and psychiatrist ~ acute treatment and community networking  
Serves: Waterloo Region  
Hours: Mon-Fri 8:30am-12pm, 1-4:30pm ~ urgent support for clients Mon-Sun 24hrs  

Grand River Hospital, KW Site, Mental Health and Addiction Program, Preschool Diagnostic and Treatment Services

Address: Kaufman Building, 40 Green St, 6th Flr, Kitchener N2G 4K9  
Phone: 519-749-4300 ext 2629 Fax: 519-749-4301  
Website: www.grhosp.on.ca  
Eligibility: Children 2 years 6 months-5 years with moderate to severe mental health, behavioural or developmental concerns ~ their families  
Services: Multidisciplinary consultation, assessment and treatment, parent support ~ consultation to preschools, schools and community agencies  
Serves: Waterloo Region  
Hours: Mon-Fri 9am-5pm  

Holland Bloorview Kids Rehabilitation Hospital

Address: 150 Kilgour Rd, Toronto M4G 1R8  
Phone: (416) 425-6220, 1-800-363-2440 Fax: (416) 425-6591  
Email: info@hollandbloorview.ca  
Website: www.hollandbloorview.ca  
Eligibility: Children and youth with disabilities birth-18 years  
Services: Rehabilitation and continuing care services ~ inpatient and outpatient services ~ educational services provided to long term care patients ~ advocacy ~ research  
Serves: Ontario  
To Apply: By referral from health care professional
Homewood Health Centre
Address: 150 Delhi St, Guelph N1E 6K9
Phone: (519) 824-1010 (admin), (519) 767-3550 (Admitting) Fax: (519) 824-8751
Email: admit@homewood.org
Website: www.homewood.org
Eligibility: Adults with mental health or addiction issues
Services: Mental health care facility ~ inpatient assessment and treatment ~ programs include: anorexia and bulimia eating disorders, traumatic stress recovery, integrated mood and anxiety program, addictions (chemical and behavioural), substance abuse and trauma safety program for older adults, dementia of mood disorders, comprehensive psychiatric care, crisis and stabilization, community programs
Serves: Waterloo Region ~ Wellington County

Intensive Family Support Services
Address: 1770 King St E, Ste 1, Kitchener N2G 2P1
Phone: 519-749-2932 Fax: 519-749-2920
Contact: Patty McColl, Program Manager ~ 519-749-2932 ext 270
Eligibility: Families of children and youth 7-18 years
Services: In home family counselling and support services
Serves: Waterloo Region
To Apply: Contact Front Door 519-749-2932

Interfaith Community Counselling Centre
Address: 23B Church St, New Hamburg N3A 1J1
Phone: 519-662-3092 Fax: 519-662-4313
Email: info@interfaithcounselling.ca
Website: www.interfaithcounselling.ca
Contact: Lisa Akey, Clinical Director and Executive Director
Services: Confidential counselling to individuals, couples, families dealing with depression, anger, anxiety, relationship difficulties, grief, family violence, trauma, self esteem and effects of chronic health issues ~ support groups ~ partnerships with schools for groups for anger management, self esteem and leadership ~ child therapy, play therapy ~ Compassion Fatigue workshops for adults ~ Adult Anger groups ~ marriage preparation courses
To Apply: Waiting list: 1-2 weeks
Hours: Office Mon-Thu 9am-4pm ~ counseling by appointment

KidsAbility Centre for Child Development
Address: 250 Hespeler Rd, Cambridge N1R 3H3
Phone: 519-886-8886 Fax: 519-886-7292
Website: www.kidsability.ca
Contact: Linda Kenny, Chief Executive Officer
Eligibility: Children and youth up to 18 years with physical, developmental or communication disabilities
Services: Therapeutic, educational, support services and medical consultation ~ physiotherapy and occupational therapy, speech therapy, social work ~ therapeutic recreation and intensive behavioural intervention for children with autism ~ tours available; call for information ~ Assistive Devices Program (ADP) registered vendor
Serves: Waterloo Region
To Apply: By referral from parents, doctors or other professionals ~ waiting times: vary by program and service
Hours: Mon-Fri 8:30am-5pm ~ summer hours Mon-Fri 8am-4pm

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KidsAbility Centre for Child Development  
**Address:** 500 Hallmark Dr, Waterloo N2K 3P5  
**Phone:** 1-888-372-2259, 519-886-8886  
**Fax:** 519-886-7292  
**Website:** www.kidsability.ca  
**Eligibility:** Children and youth up to 18 years with physical, developmental or communication disabilities  
**Services:** Therapeutic, educational, support services and medical consultation ~ physiotherapy and occupational therapy, speech therapy, social work ~ therapeutic recreation and intensive behavioural intervention for children with autism ~ tours available; call for information ~ Baby Connections: early literacy skill development program for children 6-12 months  
**Serves:** Waterloo Region ~ Wellington County  
**To Apply:** By referral from parents, doctors or other professionals ~ waiting list: varies by program and service  
**Hours:** Mon-Fri 8:30am-5pm ~ summer hours Mon-Fri 8am-4pm

KidsAbility Centre for Child Development, Firefly Therapy Services  
**Address:** 500 Hallmark Dr, Waterloo N2K 3P5  
**Phone:** 1-888-372-2259 ext 1052, 519-886-8886 ext 1052  
**Website:** www.kidsability.ca  
**Contact:** Katie Galashan, Firefly Program Manager  
**Eligibility:** Children who have been discharged or not eligible for KidsAbility funded programs  
**Services:** Speech language and occupational therapy ~ assessment, individual and group therapy ~ summer and March Break camps ~ applied behaviour analysis  
**Hours:** Office hours Mon-Fri 8:30am-5pm

KidsAbility Centre for Child Development, Technical Resources  
**Address:** 500 Hallmark Dr, Waterloo N2K 3P5  
**Phone:** 519-886-8886, 1-888-372-2259  
**Fax:** 519-886-7292  
**Website:** www.kidsability.ca  
**Eligibility:** Children and youth up to 18 years  
**Services:** Alternate and Augmentative Communication Services provides assessment and consultation for children with communication needs ~ Seating and Mobility Services provides assessment, recommendations and prescription of seating and mobility devices  
**Serves:** Waterloo Region ~ Wellington County  
**To Apply:** By referral from occupational therapist or speech-language pathologist  
**Hours:** Mon-Fri 8:30am-5pm ~ summer hours 8am-4pm

KidsLINK  
**Address:** Box 190, St Agatha N0B 2L0  
**Location:** 1855 Notre Dame Dr N, St Agatha  
**Phone:** 519-746-5437  
**Fax:** 519-746-3055  
**Email:** kidslink@kidslinkcares.com  
**Website:** www.kidslinkcares.com  
**Eligibility:** Children and youth ~ their families  
**Services:** Mental health and early intervention services ~ School Treatment Program: therapeutic classroom setting for children 5-12 years ~ Residential Treatment Services  
**Serves:** Waterloo Region ~ Wellington County  
**Hours:** Mon-Fri 8:30am-4:30pm

KiJengle, Inclusive Music Education and Music Therapy  
**Address:** 58 John St W, Waterloo N2L 1B4  
**Phone:** 519-496-1683  
**Website:** www.kijengle.ca  
**Contact:** Kimberly Manning, Owner, Music Therapist, Instructor ~ kim@kijengle.ca  
**Eligibility:** Individuals with special needs  
**Services:** Music classes: piano, guitar, vocal (private and group) ~ music therapy ~ private lessons ~ offered at various locations

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**KW Counselling Services**

- **Address:** 480 Charles St E, Kitchener N2G 4K5
- **Phone:** 519-884-0000 **Fax:** 519-884-7000
- **Email:** info@kwcounselling.com
- **Website:** www.kwcounselling.com
- **Services:** Counselling services
- **Serves:** City of Kitchener ~ City of Waterloo ~ Township of North Dumfries ~ Township of Wellesley ~ Township of Wilmot ~ Township of Woolwich
- **Hours:** Mon-Thu 8:30am-8pm, Fri 8:30am-5pm
- **Language:** English ~ Translators and interpreters available

**KW Counselling Services, Therapeutic Counselling**

- **Address:** 480 Charles St E, Kitchener N2G 4K5
- **Phone:** 519-884-0000 **Fax:** 519-884-7000
- **Email:** intake@kwcounselling.com
- **Website:** www.kwcounselling.com
- **Contact:** Joanna Bedggood, Director of Community Counselling and Violence Against Women ~ 519-884-0000 ext 249
- **Services:** Therapeutic counselling services
- **Serves:** Waterloo Region
- **Hours:** Mon-Thu 8:30am-8pm, Fri 8:30am-5pm
- **Language:** English ~ Translators and interpreters available

**KW Counselling Services, Walk-In Counselling Clinic**

- **Address:** 480 Charles St E, Kitchener N2G 4K5
- **Phone:** 519-884-0000 **Fax:** 519-884-7000
- **Email:** intake@kwcounselling.com
- **Website:** www.kwcounselling.com
- **Contact:** Joanna Bedggood, Director of Community Counselling and Violence Against Women ~ 519-884-0000 ext 249
- **Services:** Walk-in counselling services ~ intake for other KW Counselling services ~ Motor Vehicle Accident Counselling for individuals involved in MVAs and their family members
- **Serves:** Waterloo Region
- **Hours:** Thu 12-6pm
- **Language:** English ~ Translators and interpreters available

**Lutherwood, Mental Health Services, Betty Thompson Youth Centre, Safe Haven**

- **Address:** 41 Weber St W, Kitchener N2H 3Z1
- **Phone:** 519-749-1450 **Fax:** 519-749-0519
- **Email:** admin@lutherwood.ca
- **Website:** www.lutherwood.ca
- **Contact:** Kelly Craigmile, Supervisor ~ 519-749-1450 ext 1224 ~ kcraigmile@lutherwood.ca
- **Eligibility:** Youth 12-15 years
- **Services:** Emergency shelter ~ educational support, skill development, respite services, discharge planning
- **Hours:** Mon-Sun 24 hrs

**Lutherwood, Mental Health Services, Children's Mental Health Services**

- **Address:** 285 Benjamin Rd, Waterloo N2J 3Z4
- **Phone:** 519-884-1470 (admin) **Fax:** 519-886-8479
- **Email:** admin@lutherwood.ca
- **Website:** www.lutherwood.ca
- **Contact:** John Colangeli, Chief Executive Officer ~ 519-884-1470 ext 1212
- **Eligibility:** Youth 12-15 years with mental health concerns who are able to function in group setting ~ must not have severe physical disabilities ~ must not be overtly psychotic
- **Services:** Day treatment for 16 youth ~ Residential Treatment Services for 8 youth ~ Open Custody Treatment Program for 10 youth ~ psychological assessment, consultation and therapy services ~ Bridgelands: residential program for youth 12-17 years with significant mental and/or behavioural health issues who require long term residential treatment
- **Serves:** Waterloo Region ~ Wellington County
- **To Apply:** Contact Front Door for Children and Families Access Centre 519-749-2932
- **Language:** English ~ Interpreters available as needed

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Lutherwood, Mental Health Services, Lutherwood Family Counselling Services

Address: 35 Dickson St, Cambridge N1R 7A6
Phone: 519-622-1670 ext 1200 Fax: 519-740-8540
Website: www.lutherwood.ca
Contact: Michele Braniff, Program Manager ~ 519-622-1670 ext 1103 ~ mbraniff@lutherwood.ca
Eligibility: Individuals with mental health concerns
Services: Provides marriage, family, and individual counseling ~ parenting and family crisis support ~ educational programs, training program for professionals ~ stress and mood management
To Apply: Waiting list
Hours: Mon-Thu 9am-8pm; Fri 9am-4pm

Mosaic Counselling and Family Services

Address: 400 Queen St S, Kitchener N2G 1W7
Phone: 519-743-6333 Fax: 519-743-3496
Email: info@mosaiconline.ca
Website: www.mosaiconline.ca
Contact: Susanne Gillespie, Executive Director
Services: Individual counseling ~ couples and family counseling ~ group counseling ~ counseling for stress, anxiety, grief, loss, depression, relationships, and family violence ~ group programs for children and adults: self esteem, anger management, separation anxiety, emotional and physical abuse, post partum depression, new Canadians ~ Family Mediation Services for separation/divorce issues ~ Outreach for Trauma Survivors: crisis intervention ~ community development and outreach programs
Serves: Waterloo Region
To Apply: Appointment required
Hours: Mon-Thu 8am-9pm, Fri 8am-5pm, Sat 8am-4pm
Language: English ~ some translation services can be arranged

Mosaic Counselling and Family Services, Cambridge Office

Address: 400 Queen St S, Kitchener N2G 1W7
Location: Langs Community Health Centre, 1145 Concession Rd, Cambridge
Phone: 519-743-6333 (admin) Fax: 519-743-3496 (admin)
Email: info@mosaiconline.ca
Website: www.mosaiconline.ca
Services: Individual and credit counselling
Hours: By appointment

MusicConnect Music Therapy

Address: 767 Butternut Ave, Waterloo N2V 2M3
Location: The Sound Factory, 619 Wild Ginger Ave, Unit C16, Waterloo
Phone: 519-886-8466
Contact: Linda Gambell, Owner/Music Therapist ~ lgmusicspace@rogers.com
Eligibility: Children and adults with learning and developmental difficulties
Services: Music therapy ~ singing, playing instruments, movement to music, improvising, composing, and listening
To Apply: Call for appointment
Hours: Call for information
Ontario. Ministry of Children and Youth Services, CPRI

Address: 600 Sanatorium Rd, London N6H 3W7
Phone: (519) 858-2774 Fax: (519) 858-3913 (Clinical Records)
Website: www.cpri.ca
Contact: Gillian Kriter, Library Supervisor ~ 519-858-2774 ext 2251 ~ gillian.kriter@ontario.ca
Eligibility: Children and youth up to 18 years with emotional or behavioural disorders
Services: Provides diagnostic services, assessment, consultation, research, education, treatment ~ Attachment Consultation and Education Service (ACES): consultation, assessment, treatment and education with focus on disturbance of attachment, attachment disorders, or traumatic or disruptive life events ~ Autism Spectrum Disorders: assessment, treatment, consultation, education and support for children and youth, their families and caregivers ~ Brake Shop: specialized assessment, treatment, consultation, and community education for children and youth 6-18 years with severe behavioural concerns or intermittent Explosive Disorder, with diagnosed or suspected tic disorder ~ Dual Diagnosis: assessment, consultation, and treatment on community and residential services basis for children and youth 2-18 years with developmental disability and psychiatric or behavioural disorder ~ Emotional Disorders: assessment, treatment and consultation for children and youth 2-18 years with developmental disability and emotional disorder ~ Home Visiting Program for Infants: early intervention program for Middlesex, Oxford, Elgin, Perth and Huron counties for children up to 5 years and their families who are at risk or have developmental or physical disabilities ~ Homeshare: specialized placement program in which children and youth with developmental disorders, medical fragility, technological dependence or dual diagnosis are placed with families on full time, long term basis in London and surrounding counties ~ Mood Disorders Clinic: consultation, assessment, treatment and education services for children and youth 6-18 years referred by physician and suspected of having early onset mood disorders ~ Residential Services: interdisciplinary residential assessment and treatment based on individualized needs and identified goals of children or youth with complex needs ~ Selective Mutism: children and youth 3-18 years with restrictive speech in one or more settings for at least two months and have demonstrated capacity for speech and IQ over 55 ~ Sexual Behaviours: comprehensive assessment and consultation for children and youth 6-18 years exhibiting concerning sexual behaviours; can include trauma assessment and sexuality education
Serves: Waterloo Region ~ Brant County ~ Bruce County ~ Chatham-Kent Region ~ Elgin County ~ Essex County ~ Grey County ~ Haldimand County ~ City of Hamilton ~ Huron County ~ Lambton County ~ Middlesex County ~ Niagara Region ~ Norfolk County ~ Oxford County ~ Perth County ~ Wellington County
To Apply: Contact Intake Office 519-858-2774 ext 2251 ~ available on website ~ waiting list: varies by program
Hours: Mon-Fri 8:30am-5pm
Language: English ~ Translators available

Red Cross CarePartners

Address: 1418 Weber St E, Kitchener N2A 1C4
Phone: 519-746-7600
Website: www.redcrosscarepartners.ca
Eligibility: Individuals needing assistance to live independently
Services: Provides personal support workers and household support workers ~ personal care and home management (meal preparation, light housekeeping, laundry, shopping), ambulation, exercise, caregiver relief
Serves: Waterloo Region ~ Wellington County
Hours: Office Mon-Fri 8:30am-4:30pm ~ service available Mon-Sun 24 hours
Language: English ~ workers speak variety of languages

Saint Elizabeth, Waterloo Region

Address: 260 Holiday Inn Dr, Unit 5, Cambridge N3C 4E8
Phone: 519-220-1640, 1-866-220-1640 Fax: 519-220-0797
Website: www.saintelizabeth.com
Contact: Wilma Quinones-Nitsch, Regional Director, Waterloo-Wellington
Services: Nursing ~ physiotherapy ~ occupational therapy ~ speech language therapy ~ dietetics and social work
Serves: Waterloo Region ~ Wellington County
Hours: Mon-Fri 8:30am-4:30pm
Language: English ~ French ~ Spanish ~ Portuguese ~ Filipino ~ Hungarian

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St Mary's General Hospital
Address: 911 Queen's Blvd, Kitchener N2M 1B2
Phone: 519-744-3311 Fax: 519-749-6426
Website: www.smgh.ca
Contact: Don Shilton, President ~ dshilton@smgh.ca
Services: Adult acute care facility specializing in cardiac care, respiratory illness, minimal invasive surgery, eye, nose and throat surgery, and thoracic surgery ~ adult cystic fibrosis clinic ~ day surgery
Serves: Waterloo Region ~ Wellington County
Hours: Service available Mon-Sun 24 hrs ~ visiting hours 1:30-8:30pm, 2 visitors per patient
Language: English ~ Interpreters list on file

St Mary's General Hospital, St Mary's Counselling Service
Address: 600-30 Duke St W, Kitchener N2H 3W5
Location: 887 Langs Dr, Cambridge
Phone: 519-745-2585
Website: www.smgh.ca
Contact: Coba Moolenburgh, Director ~ cmoolenburgh@smgh.ca
Eligibility: Individuals with alcohol, drug or gambling concerns ~ their families
Services: Individual and group behaviour therapy on outpatient basis ~ assessment, treatment planning and referrals to appropriate services ~ information services
Serves: Waterloo Region
To Apply: Appointment required
Hours: Mon-Tue, Fri 9am-5pm; Wed-Thu 12-8pm

Shalom Counselling Services Waterloo
Address: 9 Avondale Ave S, Waterloo N2L 2B5
Phone: 519-886-9690 Fax: 519-886-7832
Email: admin@shalomcounselling.org
Website: www.shalomcounselling.org
Contact: Wanda Wagler-Martin, Executive Director
Eligibility: Individuals ~ couples ~ families
Services: Confidential therapeutic counselling
To Apply: By appointment ~ waiting list: 2-3 weeks
Hours: Office Mon-Thu 9am-4pm

University of Waterloo, Department of Psychology, Early Childhood Education Centre
Address: Psychology Department, 200 University Ave W, 1st Floor, Waterloo N2L 3G1
Phone: 519-888-4567 ext 33167 Fax: 519-746-8631
Email: ecec@uwaterloo.ca
Website: www.psychology.uwaterloo.ca/cecc
Contact: Valerie Rozon, Director ~ 519-888-4567 ext 33904 ~ vrozon@uwaterloo.ca
Eligibility: Children 2 years 7 months-5 years ~ accepts children with special needs
Services: Child care: nursery school ~ observation and research facility for Psychology Department ~ centre sets own PD days schedule
Serves: Waterloo Region
To Apply: Call for waiting list information
Hours: Office Mon-Fri 8:30am-4:30pm ~ sessions Mon-Fri 9-11:30am, Mon-Thu 1-3:30pm (Sept-June)

University of Waterloo, School of Optometry, Centre for Sight Enhancement
Address: 200 University Ave W, Waterloo N2L 3G1
Location: 200 Columbia St W, Waterloo
Phone: 519-888-4708 Fax: 519-746-2337
Website: uwaterloo.ca/sight-enhancement
Contact: Kristin Snell, CSE Administrator ~ 519-888-4567 ext 36282 ~ kdsnell@uwaterloo.ca
Eligibility: Individuals with diminished visual capacity which cannot be improved by medical or surgical means, or by standard eye glasses
Services: Teaching and research unit ~ comprehensive clinical services for partially sighted ~ assessment, prescription, instruction, rehabilitation carried out by multidisciplinary professional team ~ counselling support ~ Assistive Devices Program (ADP) registered vendor
Hours: Mon, Wed, Fri 8:30am-5pm
University of Waterloo, School of Optometry, Optometry Clinic, Paediatric and Special Needs Clinic

Address: 200 University Ave W, Waterloo N2L 3G1
Location: 200 Columbia St W, Waterloo
Phone: 519-888-4062 (clinic), 519-888-4567 ext 36321 (appointments) Fax: 519-746-4365
Website: www.optometry.uwaterloo.ca/clinic/paediat.html
Contact: Tammy Labreche, Clinic Director ~ 519-888-4567 ext 37742
Eligibility: Children 6 months-8 years ~ individuals with special needs
Services: Provides primary eye care for children who are too young to read traditional letter charts
Serves: City of Kitchener ~ City of Waterloo
To Apply: Appointments by phone only ~ waiting list: special needs clinic 4-6 months ~ documents: history form and doctor reports for special needs services
Hours: Mon-Fri 8:30am-5pm (Evening hours Tue, Thu 8:30am-8pm, Sep-Nov, Jan-Jun)

Waterloo Wellington Community Care Access Centre

Address: 141 Weber St S, Waterloo N2J 2A9
Phone: 519-883-5544 (after hours), 1-888-883-3313, 519-748-2222 Fax: 519-883-5555
Email: information@ww.ccac-ont.ca
Website: www.ww.ccac-ont.ca, www.310ccac.ca
Contact: Barry Monaghan, Interim Chief Executive Officer
Eligibility: Individuals who are residents of Ontario with valid Ontario Health Insurance Card
Services: Information on health and community based services and referral to community supports and day programs
~ services: assessment for visiting health and support services may include nursing, physiotherapy, occupational therapy, speech language pathology, nutrition counselling, social work, personal support and respite services ~ specialty services: includes palliative care, pediatrics, psychogeriatric services and mental health ~ placement services: assess eligibility for long term care homes and respite services ~ speakers bureau
Serves: Waterloo Region ~ Wellington County ~ Township of Southgate
To Apply: Assessment required ~ waiting list for some services, call for information ~ documents: valid Ontario health card
Hours: Mon-Sun 8:30am-8:30pm
Language: English ~ Translators in other languages available

Waterloo Region. Region of Waterloo Public Health, Child and Family Health

Address: 150 Main St, Cambridge N1R 6P9
Phone: 519-883-2245 (Healthy Children Info Line), 519-883-2000
Website: chd.region.waterloo.on.ca
Eligibility: Parents or caregivers of children ~ expectant parents
Services: Healthy Children Info Line: information regarding healthy growth of children birth-6 years ~ Healthy Babies Healthy Children: links parents of infants or young children with community supports, information and referral, education on nutrition, safety and play ~ Child Health Fairs: community based events supporting growth and development of children birth-6 years ~ consultation with public health nurse on parenting and health issues ~ prenatal and postnatal support services ~ screening and assessment ~ information and referral ~ home visiting and service coordination ~ education ~ school curriculum development ~ service provider training ~ support to community groups addressing issues that support health child development (baby and family friendly environments, breastfeeding promotion, violence prevention, accessible service planning)
Serves: Waterloo Region
Hours: Mon-Fri 8:30am-4:30pm

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Waterloo Region. Region of Waterloo Public Health, Child and Family Health

Address: 99 Regina St S, 3rd Floor, Waterloo N2L 3G1
Phone: 519-883-2245 (Healthy Children Info Line), 519-883-2000
Website: chd.region.waterloo.on.ca

Eligibility: Parents or caregivers of children ~ expectant parents
Services: Healthy Children Info Line: information regarding healthy growth of children birth-6 years ~ Healthy Babies Healthy Children: links parents of infants or young children with community supports, information and referral, education on nutrition, safety and play ~ Child Health Fairs: community based events supporting growth and development of children birth-6 years ~ consultation with public health nurse on parenting and health issues ~ prenatal and postnatal support services ~ screening and assessment ~ information and referral ~ home visiting and service coordination ~ education ~ school curriculum development ~ service provider training ~ support to community groups addressing issues that support health child development (baby and family friendly environments, breastfeeding promotion, violence prevention, accessible service planning)

Serves: Waterloo Region
Hours: Mon-Fri 8:30am-4:30pm

Waterloo Region. Social Services Department, Children's Services, Infant and Child Development Program

Address: Box 1612, Waterloo N2J 4G6
Location: 99 Regina St S, 5th Flr, Waterloo
Phone: 519-883-2268 Fax: 519-884-7158
Website: www.regionofwaterloo.ca
Contact: Barb Cardow, Manager ~ 519-883-2111 ext 5419 ~ bcardow@regionofwaterloo.ca

Eligibility: Children birth-5 years with developmental delays, or at risk
Services: Developmental monitoring and early intervention services ~ clinics, workshops, home visiting, support groups, play groups

Serves: Waterloo Region
To Apply: Call to make referral
Hours: Mon-Fri 8:30am-4:30pm ~ evening appointments available upon request
Language: English ~ Interpreters available

Woolwich Community Health Centre

Address: 10 Parkside Dr, St Jacobs N0B 2N0
Phone: 519-664-3794 Fax: 519-664-2182
Website: www.wchc.on.ca
Contact: Denise Squire, Executive Director

Services: Primary health care, health promotion, illness prevention ~ referral to community agencies ~ chiropody services, comprehensive well child health, nutrition counselling and consultation, diabetes education ~ Well Adult Program for seniors: basic foot care ~ individual and family counselling ~ caregiver and grief support groups ~ physiotherapy

Serves: Township of Woolwich ~ Township of Wellesley
To Apply: Appointment required for medical referral
Hours: Mon-Tue, Thu 9am-8pm; Wed, Fri 9am-5pm

Woolwich Community Health Centre, Wellesley Township Community Health Centre

Address: 1180 Queens Bush Rd, Wellesley N0B 2T0
Phone: 519-656-9025 Fax: 519-656-9027
Email: genmail@wchc.on.ca
Website: www.wchc.on.ca

Services: Primary health care, health promotion, illness prevention, chiropody, physiotherapy ~ referral to community agencies ~ seniors programs on health issues ~ youth programs ~ parenting programs on pre/post-natal health, nutrition, and health issues ~ counselling services ~ farm safety education program ~ nutrition counselling and education ~ hospice program ~ caregiver support: monthly meetings provide support and education ~ healthy lifestyles information sessions ~ Stanford Chronic Disease Self Management Program ~ resource library

Serves: Township of Wellesley ~ Township of Wilmot ~ Perth County
To Apply: Application required for primary health care
Hours: Mon, Wed-Fri 9am-5pm; Tue 9am-8pm

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Woolwich Counselling Centre

Address: 65 Memorial Ave, Elmira N3B 2R9
Phone: 519-669-8651 Fax: 519-669-0980
Email: info@woolwichcounselling.org
Website: www.woolwichcounselling.org
Contact: Mary Wilhelm, Executive Director ~ 519-669-8651 ext 101 ~ mary.wilhelm@woolwichcounselling.org

Eligibility: Individuals with mental health concerns

Services: Confidential counselling service for individuals, couples, and families ~ enrichment and growth groups ~ educational presentations on selected topics ~ counselling also available at Elmira District Secondary School and elementary schools

Serves: Township of Woolwich ~ Township of Wellesley ~ City of Waterloo (North)

To Apply: Call for appointment

Hours: Office Mon-Fri 10am-8:30pm ~ counselling sessions by appointment

Language: English ~ German
Section 5: Personal Care and In-Home Supports

Personal support services to those who require assistance with the activities of daily living.
**Bartimaeus**

Address: 23-500 Fairway Rd S, Box 205, Kitchener N2C 1X3  
Phone: 519-575-2002  
Website: www.bartimaeus.com  
Eligibility: Individuals with disabilities  
Services: Behavioural, social, emotional, cognitive and psychiatric support ~ rehabilitation services for individuals with acquired brain injury ~ family respite services ~ education and employment services

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**Community Care Concepts of Woolwich, Wellesley and Wilmot**

Address: 929 Arthur St S, Elmira N3B 2Z2  
Phone: 1-855-664-1900, 519-664-1900  
Fax: 519-664-1944  
Website: communitycareconcepts.ca  
Contact: Cathy Harrington, Executive Director ~ cathyh@communitycareconcepts.ca  
Eligibility: Seniors ~ individuals with disabilities ~ individuals who are convalescing  
Services: Home support assistance  
Serves: Township of Wellesley ~ Township of Wilmot ~ Township of Woolwich  
Hours: Mon-Fri 8:30am-5pm

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**Community Care Concepts of Woolwich, Wellesley and Wilmot, Friendly Visiting Program**

Address: 929 Arthur St S, Elmira N3B 2Z2  
Phone: 1-855-664-1900, 519-664-1900  
Fax: 519-664-1944  
Website: communitycareconcepts.ca  
Contact: Heidi Jones  
Eligibility: Seniors ~ individuals with disabilities ~ individuals who are convalescing  
Services: Trained, screened volunteers provide companionship, in client’s home or by telephone ~ in home visits and phone calls  
Serves: Township of Wellesley ~ Township of Wilmot ~ Township of Woolwich  
Hours: Mon-Fri 8:30am-5pm

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**Community Care Concepts of Woolwich, Wellesley and Wilmot, Home Maintenance and Repair**

Address: 929 Arthur St S, Elmira N3B 2Z2  
Phone: 1-855-664-1900, 519-664-1900  
Fax: 519-664-1944  
Website: communitycareconcepts.ca  
Contact: Karla Frey ~ karlaf@communitycareconcepts.ca  
Eligibility: Seniors ~ individuals with disabilities ~ individuals who are convalescing  
Services: Matches eligible clients with screened individuals or businesses that assist with home repairs and maintenance  
Serves: Township of Wellesley ~ Township of Wilmot ~ Township of Woolwich  
Hours: Mon-Fri 8:30am-5pm

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**Community Care Concepts of Woolwich, Wellesley and Wilmot, Homemaking Service Program**

Address: 929 Arthur St S, Elmira N3B 2Z2  
Phone: 1-855-664-1900, 519-664-1900  
Fax: 519-664-1944  
Website: communitycareconcepts.ca  
Contact: Karla Frey ~ karlaf@communitycareconcepts.ca  
Eligibility: Seniors ~ individuals with disabilities ~ individuals who are convalescing  
Services: Matches eligible clients with screened trained individuals who assist with routine household activities such as light housekeeping, shopping and meal preparation, and house cleaning  
Serves: Township of Wellesley ~ Township of Wilmot ~ Township of Woolwich  
To Apply: Home assessment required  
Hours: Mon-Fri 8:30am-5pm

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Community Care Concepts of Woolwich, Wellesley and Wilmot, Meals on Wheels

Address: 929 Arthur St S, Elmira N3B 2Z2
Phone: 1-855-664-1900, 519-664-1900 Fax: 519-664-1944
Website: communitycareconcepts.ca
Contact: Karla Frey ~ karlaf@communitycareconcepts.ca
Eligibility: Seniors ~ individuals with disabilities ~ individuals who are convalescing
Services: Hot noon day meals delivered by volunteers ~ social contact and safety checks ~ special diets may be accommodated ~ nutritionally balanced and frozen meals available
Serves: Township of Wellesley ~ Township of Wilmot ~ Township of Woolwich
Hours: Mon-Fri 8:30am-5pm

Community Living Cambridge, Community Participation Support/Adult Developmental Services

Address: 160 Hespeler Rd, Cambridge N1R 6V7
Location: 162 Hespeler Rd, Cambridge
Phone: 519-623-7490 Fax: 519-740-8073
Website: www.communitylivingcambridge.ca
Contact: Dorothy Rosengarten, Manager, Adult Developmental Services ~ drosengarten@clcambridge.ca
Eligibility: Adults 18 years and over with developmental disabilities
Services: Life skills development ~ daytime activities ~ skills development
Serves: City of Cambridge ~ surrounding area
Hours: Mon-Fri 8am-4pm

Community Support Connections - Meals on Wheels and More

Address: 420 Weber St N, Waterloo N2L 4E7
Phone: 519-772-8787 Fax: 519-742-5523
Website: www.communitysupportconnections.org
Contact: Dale Howatt, Executive Director ~ daleh@communitysupportconnections.org
Eligibility: Seniors ~ adults with special needs
Services: Home support services ~ Care Coordination: needs assessment and care management ~ caregiver relief ~ support and practical assistance in crisis situations; planning, service coordination ~ Community Dining: provides meal, social activities; transportation provided; reservation required ~ Telephone Reassurance: trained, screened volunteers provide companionship to reduce isolation and provide safety check, in client's home or by telephone ~ Home Maintenance: assistance with outdoor and home maintenance, including snow removal ~ Homemaking: cleaning and light housekeeping services ~ Meals on Wheels: hot noon day meals delivered by volunteers: social contact and safety checks; special diets may be accommodated; frozen meals available ~ list and escorted shopping ~ Transportation Program: provides door to door rides to medical and therapeutic appointments or tasks of daily living ~ Volunteer Program ~ Wellness Active Living Club: gentle exercise programs ~ Fabfit: in home gentle exercise program
Serves: City of Kitchener ~ City of Waterloo
Hours: Office Mon-Fri 8:30am-4:30pm

Community Support Connections - Meals on Wheels and More, Cambridge Site

Address: 887 Langs Dr, Cambridge N3H 5K4
Phone: 519-772-8787 Fax: 519-740-7702
Email: info@communitysupportconnections.org
Website: www.communitysupportconnections.org
Contact: Dale Howatt, Executive Director ~ daleh@communitysupportconnections.org
Eligibility: Seniors ~ adults with disabilities
Services: Home support services ~ Meals on Wheels: hot noon day meals delivered by volunteers; social contact and safety checks; special diets may be accommodated; frozen meals available ~ Homemaking: cleaning and light housekeeping services ~ Home Maintenance and Repairs Program: assistance with outdoor and home maintenance activities ~ reassurance and security checks ~ Care Coordination: needs assessment and care management ~ Community Dining: provides meal, social activities; transportation provided; reservation required ~ snow removal service ~ Volunteer Program ~ Wellness Active Living Club: gentle exercise program ~ Fabfit: in-home gentle exercise program ~ caregiver support
Serves: City of Cambridge ~ Township of North Dumfries
Hours: Office Mon-Fri 8:30am-4pm
Extend-A-Family Waterloo Region, Special Services at Home

Address: 91 Moore Ave, Kitchener N2H 3S4
Phone: 519-741-0190 Fax: 519-741-0392
Website: www.eafwr.on.ca
Contact: Denise Dietrich-LeLievre, Intake Coordinator ~ 519-741-0190 ext 228 ~ denisedl@eafwr.on.ca
Eligibility: Individuals up to 18 years with developmental or physical disabilities
Services: Coordinates individual support services ~ EAFWR coordinators match families with EAFWR workers ~ provides reimbursement for families who want to hire independently (private respite, support, camps, structured recreational activities, etc) ~ Community Helpers for Active Participation (CHAP) Program: families can access independent workers
Serves: Waterloo Region
Hours: Mon-Fri 9am-4:30pm

Independent Living Centre of Waterloo Region

Address: 127 Victoria St S, Ste 201, Kitchener N2G 2B4
Phone: 519-571-6788 Fax: 519-571-6388
Email: info@ilcwr.org
Website: www.ilcwr.org
Contact: Paula Saunders, Director of Access and Awareness ~ paula@ilcwr.org
Services: Provides supports to individuals with disabilities
Serves: Waterloo Region
Hours: Mon-Fri 9am-4:30pm

Independent Living Centre of Waterloo Region, Attendant Services, Direct Funding Program

Address: 127 Victoria St S, Ste 201, Kitchener N2G 2B4
Phone: 519-571-6788 Fax: 519-571-6388
Email: info@ilcwr.org
Website: www.ilcwr.org
Eligibility: Individuals 16 years and over with physical disabilities ~ must have valid Ontario health card
Services: Provides funding for individuals to manage their own attendant care while living at home
Serves: Waterloo Region
To Apply: Application and assessment required
Hours: Office Mon-Fri 9am-4:30pm

Independent Living Centre of Waterloo Region, Attendant Services, Outreach Program

Address: 127 Victoria St S, Ste 201, Kitchener N2G 2B4
Phone: 519-571-6788 Fax: 519-571-6388
Email: info@ilcwr.org
Website: www.ilcwr.org
Contact: Lise Hancock ~ lise@ilcwr.org
Eligibility: Individuals 16 years and over with physical disabilities ~ must have Ontario health card
Services: Attendants provide assistance with activities of daily living; personal care, light housekeeping, meal preparation, grocery shopping, paying bills
Serves: Waterloo Region
To Apply: Application required
Hours: Office Mon-Fri 9am-4:30pm ~ service available Mon-Sun 6am-12am
Language: English ~ French ~ German ~ Portuguese ~ Spanish

Independent Living Centre of Waterloo Region, Attendant Services, University of Waterloo Attendant Service Project

Address: 127 Victoria St S, Ste 201, Kitchener N2A 4B2
Location: University of Waterloo, Village 1, Waterloo
Phone: 519-745-5949 Fax: 519-745-0492
Website: www.ilcwr.org
Contact: Allan Russell ~ allan@ilcwr.org
Eligibility: Students with physical disabilities attending University of Waterloo, Wilfrid Laurier University or Conestoga College
Services: Attendants provide assistance with activities of daily living
To Apply: Application required
Hours: Office Mon-Fri 9am-4:30pm
National Service Dogs

Address: Box 28009 Preston PO, Cambridge N3H 5N4
Location: 1286 Cedar Creek Rd, Cambridge
Phone: 519-623-4188 Fax: 519-623-9997
Email: info@nsd.on.ca
Website: nsd.on.ca
Contact: Danielle Forbes, Executive Director ~ 519-623-4188 ext 12 ~ dani@nsd.on.ca
Eligibility: Children 2-10 years with autism
Services: Provides service dogs
To Apply: Visit website
Hours: Mon-Fri 8am-5pm

Waterloo. Community, Culture, and Recreation Services, Home Support Services

Address: Waterloo Adult Recreation Centre, 185 King St S, Waterloo N2J 1P7
Phone: 519-579-6930 Fax: 519-579-4560
Website: www.waterloo.ca
Contact: Brenda Isley, Supervisor
Eligibility: Seniors 65 years and over ~ individuals with physical disabilities
Services: Home support services ~ resource and information centre on services available to seniors in Waterloo ~
confidential counselling to individuals, families, or groups at Centre or in home ~ advocacy
Serves: City of Waterloo
Hours: Mon-Fri 8:30am-4:30pm
Language: English ~ translation available in other languages
Section 6: Recreation

Year-round recreation, leisure and social activities within the community that are inclusive and/or specialized for individuals with disabilities.
A NOTE ABOUT RECREATION

Space limitations and the changing activities do not permit the listing of all recreation and leisure information within this booklet. Seasonal activities (specific to autumn, winter, spring or summer) can be found by contacting the cities, townships, newspapers and agencies. Readers are also encouraged to consult the following:

1. **Access Waterloo Region website at** [www.accesswaterlooregion.ca](http://www.accesswaterlooregion.ca)

   The Access Waterloo Region website is the first step in creating a unique resource specific to this area for those living, working or supporting someone with a disability. It offers an easy way to search for options and make decisions about programs that may meet needs and interests. You will find an electronic version of this booklet along with many other resources for people with disabilities. The online Events Calendar and Links section are updated regularly.


   This resource contains a listing of day camps, specialty camps and residential camps for children and youth in the Region of Waterloo including the cities of Cambridge, Kitchener, Waterloo and some farther afield. Printed copies of this booklet are also available at Kitchener City Hall and public libraries.

3. **Inclusion Coordinators for the cities of Cambridge, Kitchener and Waterloo**

   These individuals are knowledgeable about recreation and leisure opportunities for individuals with disabilities available throughout the region, including the townships. They can also help with questions related to recreation such as funding, equipment and staffing.

   - Cities of Kitchener and Waterloo
     - Phone: 519-741-2225
     - TTY: 1-866-969-9994
   - City of Cambridge
     - Phone: 519-740-4681 ext. 4689
     - TTY: 519-623-6691

4. **Seasonal Recreation Activity**

   Information is available from the Region’s cities and townships:

   - [www.cambridge.ca](http://www.cambridge.ca) – search for keywords **Activity Guide**
   - [www.kitchener.ca](http://www.kitchener.ca) – search for keywords **Accessibility and Inclusion**
   - [www.waterloo.ca](http://www.waterloo.ca) – search for keywords **Programs and Activities Guide**
   - [www.woolwich.ca](http://www.woolwich.ca) – click on **Township Services**, then **Recreation**
Belwood Lodge and Camp

Address: 322 Third St, RR 1, Belwood N0B 1J0
Phone: 519-843-1211 Fax: 519-843-8398
Email: info@belwoodlodgeandcamp.com
Website: www.belwoodlodgeandcamp.com
Contact: James Lortie, Director ~ director@belwoodlodgeandcamp.ca
Eligibility: Children 7 years and over with developmental disabilities
Services: Residential camp ~ supervised indoor and outdoor activities: swimming, boating, archery, sports, hiking, crafts, adaptive bikes, day trips, mini-golf ~ 4:1 ratio for adults, 3:1 ratio for children ~ one, two and three week sessions available
To Apply: Application package available on website or mail
Hours: Summer camps held Jun-Sept: 2 week sessions

The BLADES Special Hockey

Location: Cambridge Sports Park, 1001 Franklin Blvd, Cambridge
Email: theblades2012@gmail.com
Website: www.thebladeshockey.com
Contact: Wendy Wassink ~ (H) 519-621-3508
Eligibility: Individuals 6 years and over with disabilities
Hours: Sat 2:15pm

Cambridge Committee for Physically Disabled Adults (Cambridge Capables)

Address: c/o John Andrews, 55 Norfolk Ave, Cambridge N1R 3T7
Location: Lions Community Hall, 50 Ainslie St N, Cambridge
Contact: John Andrews, Secretary ~ (H) 519-621-9835 ~ jandrews9835@rogers.com
Eligibility: Adults 19 years and over with physical disabilities
Services: Social and recreational activities ~ monthly social evening for friendship and entertainment ~ transportation arranged for all programs where needed through MobilityPlus ~ social and recreational program in summer
Serves: City of Cambridge

Cambridge. Cambridge Libraries and Galleries, Cambridge Galleries

Address: 1 North Sq, Cambridge N1S 2K6
Phone: 519-621-0460 Fax: 519-621-2080
Website: www.cambridgegalleries.ca
Contact: Mary Misner, Director ~ 519-621-0460 ext 129 ~ mmisner@cambridgegalleries.ca
Services: Regional, national and international exhibitions ~ permanent collection of contemporary Canadian fibre art works ~ art classes, lectures, concerts, group talks, bus trips, studio programs for all ages ~ art exhibition spaces at Queen’s Square and Preston Libraries, and Design at Riverside (University of Waterloo School of Architecture) ~ Cineseries: art and international films shown in partnership with Toronto International Film Festival ~ Arts and Soul Workshop: free art workshop for individuals 15 years and over held 1st Wed of month, with focus on mental health
Serves: City of Cambridge ~ surrounding area
Hours: Mon-Thu 9:30am-8:30pm, Fri-Sat 9:30am-5:30pm, Sun 1-5pm ~ summer hours Mon-Thu 9:30am-8:30pm, Fri-Sat 9:30am-5:30pm (Summer hours June-Aug)

Cambridge. Cambridge Libraries and Galleries, Art Ventures

Address: 1 North Sq, Cambridge N1S 2K6
Location: Clemens Mill Library, 50 Saginaw Pky, Cambridge
Phone: 519-621-0460 Fax: 519-621-2080
Website: www.cambridgegalleries.ca
Contact: Daphni Gilad, Instructor
Eligibility: Children 8-12 years ~ accepts children with special needs
Services: Art classes offered in partnership with KidsAbility
Serves: Waterloo Region
Hours: 6 week sessions (Jan-Mar, Apr-May, Sep-Nov)

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### Cambridge. Community Services Department, Inclusion Services

**Address:** 50 Dickson St, Box 669, Cambridge N1R 5W8  
**Location:** 50 Dickson St, Cambridge  
**Phone:** 519-740-4681 ext 4689  
**Fax:** 519-740-6566  
**Website:** www.cambridge.ca  
**Contact:** Andrea Riley, Coordinator of Corporate Accessibility Planning and Inclusion Services  
**Services:** Provides individual volunteer or staff support to individuals with disabilities ~ Leisure Buddy program: provides individual support to children, youth and adults 3-21 years with special needs ~ Kids In Camp program provides individual support to summer playground participants ~ adaptive equipment rentals ~ PAL Cards allow personal attendants to accompany individuals with disabilities to City of Cambridge facilities, without paying additional program or admission fees ~ SunBlast Playground Program ~ accessible playground at Churchill Park  
**Serves:** City of Cambridge  
**Hours:** Mon-Fri 8:30am-4:30pm  
**Language:** English ~ Translators available

### Carousel Dance Centre

**Address:** D7-550 Parkside Dr, Waterloo N2L 5V4  
**Phone:** 519-746-8877  
**Fax:** 519-884-8009  
**Email:** admin@carouseldancecentre.ca  
**Website:** www.carouseldancecentre.ca  
**Contact:** Heidi Churchill, Director  
**Eligibility:** Individuals 3 years and over  
**Services:** Dance school ~ modern, creative, ballet, jazz, character and choreography ~ Royal Academy of Dance (RAD) examinations ~ Junior and adult programs ~ program for children with disabilities ~ noncompetitive performances  
**To Apply:** Preregistration required

### Central Ontario Developmental Riding Program

**Address:** 584 Pioneer Tower Rd, Kitchener N2P 2H9  
**Phone:** 519-653-4686  
**Fax:** 519-653-5565  
**Email:** info@pridestables.com  
**Website:** www.pridestables.com  
**Contact:** Heather Macknesson, Executive Director ~ info@pridestables.com  
**Eligibility:** Individuals with disabilities 4 years and over  
**Services:** Instruction in therapeutic horseback riding and horsemanship skills ~ participants arrange own transportation ~ Camp Pride summer day program teaches basic horsemanship to any child 6-12 years  
**Serves:** Waterloo Region  
**To Apply:** Medical approval and insurance forms required

### Clay Days Pottery Studio

**Address:** 49 Chapel St, Kitchener N2H 2S9  
**Phone:** 519-578-7306  
**Contact:** Rachel Tanner  
**Eligibility:** Individuals 5 years and over  
**Services:** Pottery studio ~ classes integrated for children with special needs

### Conestoga Sailing Club

**Address:** 275 King St N, Box 38077, Waterloo N2J 4T9  
**Phone:** 519-638-5241 (club)  
**Email:** information@kwsailing.org  
**Website:** www.kwsailing.org  
**Services:** Teaches and promotes sailing skills; lessons for adults and children ~ Able Sail: program for individuals with physical disabilities ~ racing clinics, biweekly races, social events ~ recreational sailing ~ training at Conestoga Lake  
**Hours:** Club May-Sep ~ school Jul-Aug
K-W Sidewinders Sledge Hockey Club

Address: 871 Victoria St N, Ste 326, Kitchener N2B 3S4
Email: kwsidewinders@gmail.com
Website: www.kwsidewinders.com
Contact: Brian Steele, President ~ (H) 519-274-2584 ~ steeleb@cyg.net
Services: Recreational and competitive sledge hockey
Serves: Waterloo Region
Hours: Oct-Mar ~ summer evenings Jun-Aug

K-W Synchronized Swim Club

Address: 525 Highland St W, Ste 411, Kitchener N2M 5P4
Fax: 519-744-7621
Email: kwsynchro@gmail.com
Website: www.kwsynchro.on.ca
Contact: Catrine Klein, Club President ~ (H) 519-635-4455
Eligibility: Individuals 6 years and over
Services: Recreational, competitive and pre-competitive synchronized swimming club ~ offers instruction; lessons at recreational level ~ swim and train at various pools ~ summer day programs ~ Athletes with a Disability: teaches basic and synchronized swimming skills for children 8 years and over with developmental or physical disabilities; 11 week program offered twice yearly ~ Adult Rec program runs Sept to May ~ Water Show every Dec and May
Hours: Sep-Jun ~ registration begins summer

Kitchener. Community Services Department, Aquatics and Athletics, Adapted Aquatics Program

Address: Box 1118, Kitchener N2G 4G7
Location: Forest Heights Pool, 253 Fischer-Hallman Rd, Kitchener
Phone: 519-741-2493 (Forest Heights Pool) Fax: 519-741-2724
Website: www.kitchener.ca
Contact: Denise Keelan, Manager ~ 519-741-2200 ext 5122
Eligibility: Children 5-16 years with physical, developmental or behavioural disabilities
Services: Specialized swimming instruction ~ individual assistance with trained volunteer
Serves: Waterloo Region
To Apply: Registration required
Hours: Thu 6-8pm ~ 9 week sessions (Sept-June)

Kitchener. Community Services Department, Inclusion Services

Address: 200 King St W, Box 1118, Kitchener N2G 4G7
Location: 200 King St W, 7th Flr, Kitchener
Phone: 519-741-2225 Fax: 519-741-2723
Email: info@kitchener.ca
Website: www.kitchener.ca
Contact: Johanna Ellis ~ johanna.ellis@kitchener.ca
Services: Provides leisure opportunities, specialty programs, education, community grants ~ provides individual volunteer or staff support to individuals with disabilities to facilities without paying additional program or admission fees ~ provides Leisure Access Cards to participate in municipal recreational programs for reduced fee: available to City of Kitchener residents with low income ~ equipment available: sledges and skates, accessible jogger, audiballs, all-terrain wheelchairs ~ Boccia program and golf lessons for individuals with special needs
Serves: City of Kitchener ~ City of Waterloo
Hours: Mon-Fri 8:30am-5pm
Language: English ~ Translators available

Leisure Possibilities

Address: c/o Bruce Mutton, 394 Veronica Dr, Kitchener N2A 4E8
Contact: Bruce Mutton ~ mutton@rogers.com ~ (H) 519-894-1687
Eligibility: Individuals with disabilities
Services: Develops recreational and leisure programs
Serves: Waterloo Region ~ surrounding area
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<tr>
<th><strong>Ontario Special Olympics, Kitchener Waterloo</strong></th>
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<tbody>
<tr>
<td><strong>Address:</strong> Box 40107 Waterloo Square, Waterloo N2J 4V1</td>
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<tr>
<td><strong>Phone:</strong> 519-578-3113</td>
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<tr>
<td><strong>Email:</strong> <a href="mailto:kw@specialolympicsontario.ca">kw@specialolympicsontario.ca</a></td>
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<tr>
<td><strong>Website:</strong> kw.specialolympicsontario.ca</td>
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<td><strong>Eligibility:</strong> Individuals with developmental disabilities</td>
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<tr>
<td><strong>Services:</strong> Athletics program ~ opportunity for competition at regional and national levels ~ swimming, bowling, floor hockey, track and field, figure skating, powerlifting, softball, basketball, soccer, curling, rhythmic gymnastics, snowshoeing, boccia, golf, martial arts</td>
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<tr>
<td><strong>Serves:</strong> City of Kitchener ~ City of Waterloo</td>
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<td><strong>To Apply:</strong> Register online</td>
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<tr>
<th><strong>Ontario Special Olympics, New Hamburg</strong></th>
<th>226</th>
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<tbody>
<tr>
<td><strong>Address:</strong> c/o Jean Schaaf, 255 Waterloo St, New Hamburg N3A 1S5</td>
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<tr>
<td><strong>Website:</strong> <a href="http://www.specialolympicsontario.com">www.specialolympicsontario.com</a></td>
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<tr>
<td><strong>Contact:</strong> Jean Schaaf ~ (H) 519-662-3693 ~ <a href="mailto:secretaryexpress@rogers.com">secretaryexpress@rogers.com</a></td>
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<tr>
<td><strong>Eligibility:</strong> Individuals with developmental disabilities</td>
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<tr>
<td><strong>Services:</strong> Fitness program ~ opportunity for competition at regional, provincial and national levels ~ swimming, bowling, softball, curling</td>
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<tr>
<th><strong>Ontario Special Olympics, Ontario Special Olympics Cambridge</strong></th>
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<tr>
<td><strong>Address:</strong> c/o Sandra Goodwin, 160 Hespeler Rd, Cambridge N1R 6V7</td>
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<tr>
<td><strong>Email:</strong> <a href="mailto:cambridge.coordinator@specialolympicsontario.ca">cambridge.coordinator@specialolympicsontario.ca</a></td>
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<tr>
<td><strong>Website:</strong> <a href="http://www.specialolympicsontario.com">www.specialolympicsontario.com</a></td>
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<tr>
<td><strong>Contact:</strong> Sandra Goodwin ~ (H) 519-623-7704</td>
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<tr>
<td><strong>Eligibility:</strong> Individuals with developmental disabilities</td>
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<tr>
<td><strong>Services:</strong> Sports and recreation programs ~ opportunity for competition at regional, provincial and national levels ~ swimming, bowling, floor hockey, softball, darts, figure skating, basketball ~ volunteer and coaching opportunities</td>
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<tr>
<td><strong>Serves:</strong> City of Cambridge</td>
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<tr>
<th><strong>Ontario Special Olympics, Woolwich</strong></th>
<th>228</th>
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<tr>
<td><strong>Address:</strong> c/o Mary Jordan, 117 Arthur St S, Elmira N3B 2N8</td>
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<tr>
<td><strong>Email:</strong> <a href="mailto:woolwich.coordinator@specialolympicsontario.ca">woolwich.coordinator@specialolympicsontario.ca</a></td>
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<tr>
<td><strong>Website:</strong> <a href="http://www.specialolympicsontario.com">www.specialolympicsontario.com</a></td>
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<tr>
<td><strong>Contact:</strong> Mary Jordan ~ (H) 519-669-1875</td>
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<tr>
<td><strong>Eligibility:</strong> Individuals with mental disabilities</td>
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<tr>
<td><strong>Services:</strong> Swimming program ~ opportunity for competition at regional, provincial and national levels ~ sports include baseball, 5 pin bowling, floor hockey, figure skating</td>
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<tr>
<th><strong>Sports for Special Athletes</strong></th>
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<tbody>
<tr>
<td><strong>Address:</strong> Box 3040 Stn C, Kitchener N2G 4R5</td>
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<tr>
<td><strong>Phone:</strong> 519-584-2418</td>
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<tr>
<td><strong>Email:</strong> <a href="mailto:s4sa@sympatico.ca">s4sa@sympatico.ca</a></td>
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<tr>
<td><strong>Website:</strong> <a href="http://www.sportsforspecialathletes.org">www.sportsforspecialathletes.org</a></td>
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<tr>
<td><strong>Contact:</strong> Elizabeth Costello, President ~ 519-725-2536 ~ <a href="mailto:liz.costello@rogers.com">liz.costello@rogers.com</a></td>
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<tr>
<td><strong>Eligibility:</strong> Individuals with disabilities</td>
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<tr>
<td><strong>Services:</strong> Sport training and recreation programs ~ integrated and non-integrated programs ~ sports include: 5 and 10 pin bowling, powerlifting, swimming, speed skating, softball, blastball, soccer, mini-golf, lawn bowling, shuffleboard, curling, basketball, floor hockey</td>
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<td><strong>Serves:</strong> Waterloo Region</td>
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<tr>
<th><strong>Sunbeam Residential Development Centre, Sunbeam Early Years Drop-In Centre</strong></th>
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<tbody>
<tr>
<td><strong>Address:</strong> 68 Biehn Dr, Kitchener N2R 1M3</td>
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<tr>
<td><strong>Phone:</strong> 519-744-9223</td>
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<tr>
<td><strong>Contact:</strong> Bev Palumbo, Coordinator</td>
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<tr>
<td><strong>Eligibility:</strong> Children birth-6 years</td>
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<tr>
<td><strong>Services:</strong> Early Years centre ~ parent resource centre ~ parent and child program</td>
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<td><strong>Serves:</strong> Waterloo Region</td>
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<td><strong>To Apply:</strong> Contact the coordinator</td>
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<td><strong>Hours:</strong> Mon 12:30-4:30pm; Tue, Thu 9:15-11:15am, 12:30-2:30pm ~ summer hours Tue, Thu 9-11:30am (Jul-Aug)</td>
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Sunrise Therapeutic Riding and Learning Centre

Address: 6920 Concession 1 Rd, RR 2, Puslinch N0B 2J0
Phone: (519) 837-0558 Fax: (519) 837-1233
Email: info@sunrise-therapeutic.ca
Website: www.sunrise-therapeutic.ca
Contact: Lynne O’Brien, Operations and Volunteer Manager ~ (519) 837-0558 ext 31 ~ lynne@sunrise-therapeutic.ca
Eligibility: Individuals 7 years and over ~ individuals with disabilities 2 years 6 months and over
Services: Provides regular and therapeutic riding lessons ~ integrated lessons for independent riders 8 years and over
~ integrated summer day camps
Serves: City of Kitchener ~ City of Cambridge ~ surrounding area
Hours: Office Mon-Fri 8am-4:30pm

SWAD

Address: c/o Anne Marie Hagey, 28 Old Chicopee Dr, Kitchener N2A 2V8
Contact: Anne Marie Hagey, President ~ hageya187@rogers.com
Eligibility: Wheelchair users 5-21 years
Services: Recreational activities including wheelchair basketball, baseball, tennis, bowling and karate ~ TC Speedy Spinners: integrated wheelchair basketball

TopSpin Table Tennis Club

Address: c/o Attila R Mosonyi, 521 Havendale Pl, Waterloo N2T 2T3
Location: Blessed Sacrament School, 367 The Country Way, Kitchener
Website: www.toppin-tclub.net
Contact: Attila R Mosonyi, President and Head Coach ~ (H) 519-747-2919 ~ attila.mosonyi@gmail.com
Services: Recreational and competitive table tennis ~ individuals with disabilities welcome ~ junior training program
Serves: Waterloo Region
Hours: Mon 8:30-11pm; Tue, Fri 7-10pm (Sept-June)

Twin City Spinners Wheelchair Sports

Address: c/o Bruce Russell, 520 Mortimer Dr, Cambridge N3H 5M5
Contact: Bruce Russell ~ (H) 519-650-3903 ~ brucer@sentex.net
Eligibility: Adult manual wheelchair users
Services: Promotes recreational and competitive sports for wheelchair athletes; basketball, track and field, volleyball, etc

Waterloo Region Nordic Sports Club

Address: Box 40031, Waterloo N2J 4V1
Location: Bechtel Park, 185 Bridge St W, Waterloo
Phone: 519-880-1719 (club hotline)
Email: info@wrnsc.ca
Website: www.wrnsc.org
Contact: Kevin Shields, Para-Nordic Program ~ paranordicprogram@wrnsc.org
Services: Cross country skiing ~ recreational and competitive skiing ~ groomed trails at Bechtel Park ~ Para-Nordic Program: all ages recreational and competitive skiing for person with physical disabilities
Serves: Waterloo Region
To Apply: Online registration
Hours: Racing Oct-Mar ~ skiing Jan-Mar ~ registration begins Oct

Waterloo. Community, Culture, and Recreation Services

Address: Waterloo City Centre, 100 Regina St S, Waterloo N2J 4A8
Phone: 519-747-8733 Fax: 519-747-8754
Website: www.waterloo.ca
Contact: Lori Ludwig, Community and Neighbourhood Services ~ 519-886-1177 ext 244
Services: Provides recreational and leisure facilities and services ~ swimming instruction for all ages ~ playgrounds, drop in centres, special interest classes for youth and adults ~ staff assistance available for community groups to help develop recreational and leisure services ~ helps organize neighbourhood associations ~ helps organize and develop recreational and leisure activities for people with disabilities ~ meeting room rental for nonprofit groups ~ volunteer opportunities ~ PAL cards
Serves: City of Waterloo
Hours: Mon-Fri 8:30am-4:30pm

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<tr>
<th>Service Name</th>
<th>Address</th>
<th>Phone</th>
<th>Email</th>
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<th>Contact</th>
<th>Eligibility</th>
<th>Services</th>
<th>Hours</th>
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<tbody>
<tr>
<td><strong>Waterloo. Community, Culture, and Recreation Services, Waterloo Memorial Recreation Complex, Adapted Aquatics</strong>&lt;br&gt;Address: c/o Waterloo Swimplex, 101 Father David Bauer Dr, Waterloo N2J 4A8&lt;br&gt;Phone: 519-886-3844 Fax: 519-886-1106&lt;br&gt;Website: <a href="http://www.waterloo.ca">www.waterloo.ca</a>&lt;br&gt;Eligibility: Individuals 5 years and over with disabilities&lt;br&gt;Services: Specialized swimming instruction ~ individual assistance with trained volunteer and Red Cross trained swim instructors ~ Adaptive Aquatics for Kids: for children 5-12 years; class size limited to 4 participants ~ Adapted Aquatics for Teens: for youth 12-18 years; class size limited to 6 participants&lt;br&gt;Serves: City of Waterloo</td>
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<td><strong>Woolwich Sledge Hockey</strong>&lt;br&gt;Address: c/o Keith Metzger, 35 Second St, Elmira N3B 1H3&lt;br&gt;Location: Woolwich Memorial Centre, 26 Snyder Ave S, Elmira&lt;br&gt;Website: <a href="http://www.woolwichsledgehockey.ca">www.woolwichsledgehockey.ca</a>&lt;br&gt;Contact: Keith Metzger, Coach ~ (H) 519-669-5289 ~ <a href="mailto:kmetzger@teksavvy.com">kmetzger@teksavvy.com</a>&lt;br&gt;Eligibility: Individuals with physical disabilities&lt;br&gt;Services: Recreational sledge hockey&lt;br&gt;Serves: Waterloo Region ~ Wellington County ~ surrounding area&lt;br&gt;Hours: Sat 5pm (Oct-Mar)</td>
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<td><strong>Young Men's Christian Association of Cambridge, Chaplin Family YMCA, Adapted Aquatics</strong>&lt;br&gt;Address: 250 Hespeler Rd, Cambridge N1R 3H3&lt;br&gt;Phone: 519-621-3250 Fax: 519-621-6580&lt;br&gt;Website: <a href="http://www.chaplinfamilyy.ca">www.chaplinfamilyy.ca</a>&lt;br&gt;Contact: Carolynn Thompson, Aquatic Program Supervisor ~ 519-623-9622 ext 230 ~ <a href="mailto:cthompson@ckwymca.ca">cthompson@ckwymca.ca</a>&lt;br&gt;Eligibility: Children 4-12 years with disabilities and their parents&lt;br&gt;Services: Specialized swimming instruction ~ individual assistance with trained volunteer ~ parent participation is mandatory ~ 12 week program&lt;br&gt;To Apply: Registration required&lt;br&gt;Hours: Tue 4:30-5:30pm (Jan-Mar, Mar-May, Sept-Nov)</td>
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<td><strong>Young Men's Christian Association of Cambridge, Chaplin Family YMCA, Just Hanging Out</strong>&lt;br&gt;Address: The Z Beside The Y, 258 Hespeler Rd, Cambridge N1R 3H3&lt;br&gt;Phone: 519-623-9622 ext 306&lt;br&gt;Email: <a href="mailto:ymccambridge@ymca.ca">ymccambridge@ymca.ca</a>&lt;br&gt;Website: <a href="http://www.zbesidethey.ca/en/ZJHO.asp">www.zbesidethey.ca/en/ZJHO.asp</a>&lt;br&gt;Eligibility: Youth 13-19 years with disabilities&lt;br&gt;Services: Drop-in ~ social and recreational activities ~ meals provided&lt;br&gt;Serves: Waterloo Region&lt;br&gt;Hours: Mon 5-8pm ~ 9 week sessions</td>
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<tr>
<td><strong>Young Men's Christian Association of Cambridge, Chaplin Family YMCA, Weights and More</strong>&lt;br&gt;Address: 250 Hespeler Rd, Cambridge N1R 3H3&lt;br&gt;Phone: 519-623-9622 ext 252 Fax: 519-621-6580&lt;br&gt;Website: <a href="http://www.chaplinfamilyy.ca">www.chaplinfamilyy.ca</a>&lt;br&gt;Eligibility: Individuals 13 years and over with physical disabilities&lt;br&gt;Services: Weight lifting and workout program ~ personalized fitness&lt;br&gt;Serves: Waterloo Region&lt;br&gt;Hours: Tue 5:15-6pm ~ 8 week sessions (Jan-Feb, Mar-May, Sep-Nov)</td>
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Section 7: Respite and Residential Programs

Respite Services provide temporary relief to families and individuals from the physical and emotional demands involved in caring for a family member who has a disability.

A variety of community based residential services exist for people who have disabilities and need alternate supported living arrangements.
Christian Horizons, West District

Address: 4275 King St E, Ste 101, Kitchener N2P 2E9
Phone: 519-650-3241, 519-650-0966 (corporate office) Fax: 519-650-0206
Email: info@christian-horizons.org
Website: www.christian-horizons.org
Contact: Patty Vlaar, Executive Director ~ 519-650-3241 ext 502 ~ pvlarphilbrick@christian-horizons.org
Eligibility: Individuals with developmental disabilities
Services: Establishes specialized facilities and programs, such as residences, life skills training, camps and day programs, to encourage full potential of people with developmental disabilities ~ residences for adults accommodating up to 6 people ~ Waterloo Supported Independent Living (SIL): supporting adults with developmental disabilities who are capable of living with minimal supports in their own or shared apartments ~ speakers available ~ Conference Centre available for groups ~ Supported Vacations: vacation and camping
Serves: Waterloo Region
To Apply: For residential, SIL or day program supports, contact Developmental Services Resource Centre Waterloo Region 519-741-1121
Hours: Mon-Fri 8:30am-4:30pm

Community Living Cambridge

Address: 160 Hespeler Rd, Cambridge N1R 6V7
Phone: 519-623-7490 Fax: 519-740-8073
Email: info@clcambridge.ca
Website: www.communitylivingcambridge.ca
Contact: Denise Gruber, Executive Director ~ dgruber@clcambridge.ca
Services: Provides services and supports to individuals with developmental disabilities and their families
Serves: City of Cambridge ~ surrounding area
Hours: Office Mon-Fri 8:30am-4:30pm

Community Living Cambridge, Residential Services

Address: 160 Hespeler Rd, Cambridge N1R 6V7
Phone: 519-623-7490 Fax: 519-740-8073
Website: www.communitylivingcambridge.ca
Contact: Lourdes Toro, Director of Program Services ~ ltoro@clcambridge.ca
Eligibility: Individuals with developmental disabilities
Services: Residential group homes ~ residences range from accommodation for 12 people to group homes for 3-6 people, and townhouse/apartments for 1-3 people ~ caregiver relief ~ Associate Home Program: participant lives with family (Home Provider) while receiving supports with dedicated manager and case worker
Serves: City of Cambridge ~ surrounding area
To Apply: Contact Developmental Services Resource Centre Waterloo Region 519-741-1121
Hours: Office Mon-Fri 8:30am-4:30pm

Elmira District Community Living

Address: 118 Barnswallow Dr, Elmira N3B 2Y9
Phone: 519-669-3205 Fax: 519-669-3444
Website: www.elmiradcl.com
Contact: Greg Bechard, Executive Director ~ 519-669-3205 ext 227
Serves: Township of Wellesley ~ Township of Woolwich ~ Township of Mapleton
To Apply: Waiting list: Contact Developmental Services Ontario 519-741-1121
Hours: Mon-Fri 8:30am-4:30pm

Elmira District Community Living, Residential Services

Address: 118 Barnswallow Dr, Elmira N3B 2Y9
Phone: 519-669-3205 Fax: 519-669-3444
Website: www.elmiradccl.com
Contact: Cheryl Peterson, Services Director ~ 519-669-3205 ext 226
Eligibility: Adults 18 years and over with developmental disabilities
Services: Community based homes ~ apartment support program for independent living
Serves: Township of Wellesley ~ Township of Woolwich ~ Township of Mapleton
Hours: Mon-Fri 8:30am-4:30pm
<table>
<thead>
<tr>
<th>Service Area</th>
<th>Service Type</th>
<th>Contact Information</th>
<th>Eligibility</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elmira District Community Living, Respite Services</td>
<td>Respite Services</td>
<td>Address: 118 Barnswallow Dr, Elmira N3B 2Y9 Phone: 519-669-3205 Fax: 519-669-3444 Website: <a href="http://www.elmiraacl.com">www.elmiraacl.com</a> Contact: Cheryl Peterson, Services Director ~ 519-669-3205 ext 226 ~ <a href="mailto:cpeterson@elmiraacl.com">cpeterson@elmiraacl.com</a></td>
<td>Adults 18 years and over with developmental disabilities</td>
<td>Respite services ~ caregiver relief: 24 hour support in two bedroom apartment; facilitates transition from family home to independent living ~ Trying It On For Size: apartment living to gain skills for independent living</td>
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<tr>
<td>Extend-A-Family Waterloo Region, Familyhome Program</td>
<td>Familyhome Program</td>
<td>Address: 91 Moore Ave, Kitchener N2H 3S4 Phone: 519-741-0190 Fax: 519-741-0392 Website: <a href="http://www.eafwr.on.ca">www.eafwr.on.ca</a> Contact: Cathy Meyer, Manager ~ 519-741-0190 ext 225 ~ <a href="mailto:cmeyer@eafwr.on.ca">cmeyer@eafwr.on.ca</a></td>
<td>Adults 18 years and older with developmental disabilities</td>
<td>Matches adults with developmental disabilities with families in community willing to share their homes ~ offers support and training to participating families ~ families receive honorarium</td>
</tr>
<tr>
<td>Extend-A-Family Waterloo Region, Respite Program</td>
<td>Respite Program</td>
<td>Address: 91 Moore Ave, Kitchener N2H 3S4 Phone: 519-741-0190 Fax: 519-741-0392 Website: <a href="http://www.eafwr.on.ca">www.eafwr.on.ca</a> Contact: Cathy Meyer, Manager ~ 519-741-0190 ext 225 ~ <a href="mailto:cmeyer@eafwr.on.ca">cmeyer@eafwr.on.ca</a></td>
<td>Individuals with developmental disabilities; must be living at home with family</td>
<td>Caregiver relief in child's or provider's home</td>
</tr>
<tr>
<td>Independent Living Centre of Waterloo Region, Attendant Services, In-Home Respite</td>
<td>Attendant Services, In-Home Respite</td>
<td>Address: 127 Victoria St S, Ste 201, Kitchener N2G 2B4 Phone: 519-571-6788 Fax: 519-571-6388 Website: <a href="http://www.ilcwr.org">www.ilcwr.org</a> Contact: Cindy Guy, Supervisor ~ <a href="mailto:cindy@ilcwr.org">cindy@ilcwr.org</a></td>
<td>Individuals 16 years and over with physical disabilities ~ must have Ontario health card</td>
<td>Attendants provide temporary relief for primary caregivers ~ personal care, meal preparation, light housekeeping</td>
</tr>
<tr>
<td>kidsLINK, Respite Services</td>
<td>Respite Services</td>
<td>Address: Box 190, St Agatha N0B 2L0 Location: Caroline Respite Centre, 1855 Notre Dame Dr N, St Agatha Phone: 519-746-5437 ext 136 Fax: 519-746-3055 Email: <a href="mailto:respite@kidslinkcares.com">respite@kidslinkcares.com</a> Website: <a href="http://www.kidslinkcares.com">www.kidslinkcares.com</a> Contact: Todd Nutbrown, Supervisor, Respite Services ~ <a href="mailto:tnutbrown@kidslinkcares.com">tnutbrown@kidslinkcares.com</a></td>
<td>Children 5-12 years experiencing mental health concerns ~ children up to 14 years experiencing moderate developmental disabilities</td>
<td>Respite services</td>
</tr>
</tbody>
</table>

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K-W Habilitation Services  
Address: 108 Sydney St S, Kitchener N2G 3V2  
Phone: 519-744-6307 Fax: 519-571-1629  
Website: www.kwhab.ca  
Eligibility: Individuals with developmental disabilities  
Serves: City of Kitchener ~ City of Waterloo ~ Township of Wilmot  
To Apply: Contact Developmental Services Resource Centre Waterloo Region 519-741-1121  
Hours: Mon-Fri 8am-5pm ~ summer hours 8am-4pm (Jul-Aug)

K-W Habilitation Services, Residential Services  
Address: 108 Sydney St S, Kitchener N2G 3V2  
Phone: 519-744-6307 Fax: 519-571-1629  
Email: generalinquiries@kwhab.ca  
Website: www.kwhab.ca  
Eligibility: Individuals with developmental disabilities  
Services: Administers and supervises adult and children's group homes, and supported independent living ~ emphasis on developing life skills ~ limited caregiver relief available at adult and children's residences  
Serves: City of Kitchener ~ City of Waterloo ~ Township of Wilmot  
To Apply: Contact Developmental Services Resource Centre Waterloo Region 519-741-1121  
Hours: Mon-Fri 8am-5pm ~ summer hours 8am-4pm (Jul-Aug)

K-W Habilitation Services, Residential Services, Weekend Parent Relief  
Address: 115 University Ave E, Waterloo N2J 2W1  
Phone: 519-884-8080 Fax: 519-884-8609  
Email: generalinquiries@kwhab.ca  
Website: www.kwhab.ca  
Contact: Betty Lou Evans-Whitley, Supervisor ~ 519-884-8080 ext 229 ~ blevanswhitley@kwhab.ca  
Eligibility: Children and youth up to 18 years with developmental disabilities  
Services: Respite care  
Serves: Waterloo Region  
To Apply: Contact Developmental Services Resource Centre Waterloo Region 519-741-1121  
Hours: Office Mon-Fri 8am-4pm

Parents for Community Living Kitchener-Waterloo  
Address: 30 Dupont St E, Unit L2, Waterloo N2J 2G9  
Phone: 519-742-5849 Fax: 519-742-1060  
Website: www.pclkw.org  
Eligibility: Children and adults with developmental disabilities  
Services: Community housing with support; screened and matched for suitability with residents ~ supported independent living ~ respite services  
Serves: City of Kitchener ~ City of Waterloo ~ City of Cambridge  
To Apply: For children contact Developmental Services Access Centre Waterloo Region 1-888-941-1121 ~ for adults contact Developmental Services Ontario Central West 519-741-1121

Parents of Technologically Dependent Children of Ontario, Respite Care Program, Kids Country Club, Cambridge  
Address: 335 Guelph Ave, Cambridge N3C 2V3  
Phone: 519-651-2875, 1-866-233-6966 Fax: 519-651-0217  
Website: www.ptdc.on.ca  
Contact: Darlene Niesiobedski, Administrative Assistant ~ darlene@ptdc.on.ca  
Eligibility: Children and youth up to 18 years who are medically fragile or technologically dependent  
Services: Provides respite care ~ registered nursing staff  
Serves: Waterloo Region ~ Dufferin County ~ Wellington County ~ Halton Region ~ Peel Region  
Hours: Mon, Wed-Thu 10am-4pm

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Pioneer Youth Services
Address: 26 Dorset St, Waterloo N2L 3L5
Phone: 519-884-3985 Fax: 519-884-3909
Email: pioneerkw@pioneeryouthservices.ca
Website: www.pioneeryouthservices.ca
Eligibility: Children and youth 6-18 years with mental health concerns or developmental and behavioural disabilities
Services: Long term residential treatment homes (8) ~ Section 23 classrooms
Serves: Waterloo Region ~ Bruce County ~ Essex County ~ Peel Region ~ Perth County ~ Wellington County
To Apply: By referral
Hours: Office Mon-Fri 8:30am-5pm

Sunbeam Residential Development Centre
Address: 2749 Kingsway Dr, Kitchener N2C 1A7
Phone: 519-893-6200 Fax: 519-893-9034
Email: postmaster@sunbeamcentre.com
Website: www.sunbeamcentre.com
Eligibility: Individuals with developmental and physical disabilities
Services: Group homes: long term and short term care ~ respite and emergency placements ~ adult day programs ~ outreach services
Serves: Waterloo Region
To Apply: Adults 18 years and over contact Developmental Services Ontario Central West Region 1-888-941-1121 ~ children and youth up to 18 years contact Developmental Services Resource Centre Waterloo Region 519-741-1121 ~ waiting list for services will vary
Hours: Office Mon-Fri 8:30am-4:30pm ~ parents may visit any time; public by appointment only

Traverse Independence
Address: 1382 Weber St E, Unit 1, Kitchener N2A 1C4
Phone: 519-741-5845 Fax: 519-741-8731
Website: www.traverseindependence.ca
Contact: Toby Harris, Chief Executive Officer ~ t.harris@travind.ca
Eligibility: Individuals 16 years and over with physical disabilities or acquired brain injuries
Services: Supports adults with physical disabilities or acquired brain injuries in community independent living ~ information and referral
Serves: Waterloo Region ~ Wellington County
To Apply: Contact ABI Administrative Assistant at 519-741-5845 ext 2503
Hours: Mon-Fri 9am-4:30pm

Traverse Independence, Brain Injury Services, Group Home
Address: 120 Tagge St, Kitchener N2K 3V9
Phone: 519-741-5845 Fax: 519-741-8731
Website: www.traverseindependence.ca
Eligibility: Individuals 16 years and over with brain injury diagnosed by regulated health professional
Services: Non-medical shared living facility for six clients ~ provides 24 hour assistance with personal care, daily living activities, and homemaking
Serves: Waterloo Region ~ Wellington County
To Apply: Contact ABI Administrative Assistant

Tri-County Mennonite Homes, Aldaview Services
Address: 205 Peel St, New Hamburg N3A 1E7
Phone: 519-662-5174 Fax: 519-662-3666
Website: www.tcmhomes.com, www.aldaview.com
Contact: Elizabeth Klassen, Executive Director ~ eklassen@aldaview.com
Eligibility: Adults with developmental disabilities
Services: Supportive housing ~ day programming ~ recreation, leisure and vocational support ~ respite services ~ Achieve Program: develops skills needed to participate in work or leisure activities
Serves: Waterloo Region ~ Oxford County ~ Perth County
To Apply: Contact Developmental Services Resource Centre Waterloo Region 519-741-1121
Hours: Office Mon-Fri 8:30am-3pm
**Waterloo Regional Homes for Mental Health**

**Address:** 618 King St W, Kitchener N2G 1C8  
**Phone:** 519-742-3191  
**Fax:** 519-742-5232  
**Email:** info@waterlooregionalhomes.com  
**Website:** www.waterlooregionalhomes.com  
**Contact:** Anne Wright-Gedcke, Intake Coordinator ~ 519-742-3191 ext 227 ~ awrightgedcke@waterlooregionalhomes.com  

**Eligibility:** Individuals 16 years and over with mental health concerns

**Services:** Housing with Supports: individual units, shared accommodation, group home ~ support services include supportive counselling, service coordination, recovery planning, practical living skills, support in crises, education and advocacy ~ Community Outreach Program: short term support responding to more immediate needs ~ Assertive Community Treatment Program: community based individualized treatment and support for individuals 18 years and older ~ Crisis Respite Residential Program: short stay beds with crisis supports

**Serves:** Waterloo Region ~ Dufferin County ~ Wellington County

**To Apply:** Waiting list ~ appeals go through Waterloo Regional Homes For Mental Health Inc management

**Hours:** Office hours Mon-Fri 8:30am-4:30pm
Section 8: Transportation

Specialized/adaptive transportation for people with disabilities.
<table>
<thead>
<tr>
<th><strong>Community Care Concepts of Woolwich, Wellesley and Wilmot, Assisted Transportation Program</strong></th>
<th><strong>263</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address:</strong> 929 Arthur St S, Elmira N3B 2Z2</td>
<td></td>
</tr>
<tr>
<td><strong>Phone:</strong> 519-664-1900, 1-855-664-1900 <strong>Fax:</strong> 519-664-1944</td>
<td></td>
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<tr>
<td><strong>Website:</strong> <a href="http://www.communitycareconcepts.ca">www.communitycareconcepts.ca</a></td>
<td></td>
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<tr>
<td><strong>Contact:</strong> Heidi Jones</td>
<td></td>
</tr>
<tr>
<td><strong>Eligibility:</strong> Seniors ~ adults who are convalescing ~ special consideration given to individuals with physical or psychosocial disabilities ~ must be ambulatory and able to ride in private vehicles without special equipment</td>
<td></td>
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<tr>
<td><strong>Services:</strong> Escorted door to door rides to attend medical and therapeutic appointments, social activities or daily living tasks</td>
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<tr>
<td><strong>Serves:</strong> Township of Wellesley ~ Township of Wilmot ~ Township of Woolwich</td>
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<tr>
<td><strong>To Apply:</strong> 48 hours notice required</td>
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<tr>
<td><strong>Hours:</strong> Mon-Fri 8:30am-5pm</td>
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<tr>
<th><strong>Golden Triangle Taxi</strong></th>
<th><strong>264</strong></th>
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<tbody>
<tr>
<td><strong>Address:</strong> 14 Wellington St, Cambridge N1R 3Y5</td>
<td></td>
</tr>
<tr>
<td><strong>Phone:</strong> 519-621-5652 (business office), 1-800-946-8294, 519-740-2222 (24 hour dispatch) <strong>Fax:</strong> 519-621-4550</td>
<td></td>
</tr>
<tr>
<td><strong>Email:</strong> <a href="mailto:mail@goldentriangletaxi.com">mail@goldentriangletaxi.com</a></td>
<td></td>
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<tr>
<td><strong>Website:</strong> <a href="http://www.goldentriangletaxi.com">www.goldentriangletaxi.com</a></td>
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<tr>
<td><strong>Services:</strong> Taxi service ~ wheelchair taxis available ~ delivery services</td>
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<tr>
<td><strong>Serves:</strong> Waterloo Region</td>
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<tr>
<td><strong>Hours:</strong> Mon-Sun 24 hrs</td>
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<tr>
<th><strong>Kiwanis Transit</strong></th>
<th><strong>265</strong></th>
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<tbody>
<tr>
<td><strong>Address:</strong> 13 Industrial Dr, Unit C, Elmira N3B 2S1</td>
<td></td>
</tr>
<tr>
<td><strong>Phone:</strong> 519-669-4533, 1-800-461-1355 <strong>Fax:</strong> 519-669-3124</td>
<td></td>
</tr>
<tr>
<td><strong>Email:</strong> <a href="mailto:kiwanistransit@rogers.com">kiwanistransit@rogers.com</a></td>
<td></td>
</tr>
<tr>
<td><strong>Website:</strong> <a href="http://www.k-transit.com">www.k-transit.com</a></td>
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<tr>
<td><strong>Contact:</strong> Cheryl Fisher, Transit Manager</td>
<td></td>
</tr>
<tr>
<td><strong>Eligibility:</strong> Individuals with physical or developmental disabilities ~ seniors 65 years and over</td>
<td></td>
</tr>
<tr>
<td><strong>Services:</strong> Specialized accessible transportation service</td>
<td></td>
</tr>
<tr>
<td><strong>Serves:</strong> Township of Wellesley ~ Township of Wilmot ~ Township of Woolwich</td>
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<tr>
<td><strong>To Apply:</strong> Registration required</td>
<td></td>
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<tr>
<td><strong>Hours:</strong> Office Sat-Fri 9am-3pm; service available Sat-Fri 7am-5pm</td>
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<tr>
<th><strong>Ontario. Ministry of Transportation</strong></th>
<th><strong>266</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address:</strong> 659 Exeter Rd, London N6E 1L3</td>
<td></td>
</tr>
<tr>
<td><strong>Phone:</strong> 1-800-268-4686 (general inquiries), (519) 873-4100, 1-800-387-3445 (driver and license information)</td>
<td></td>
</tr>
<tr>
<td><strong>Website:</strong> <a href="http://www.mto.gov.on.ca">www.mto.gov.on.ca</a></td>
<td></td>
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<tr>
<td><strong>Services:</strong> Responsible for driver licensing and all aspects of motor vehicle licensing and safety ~ application forms available for Accessible Parking Permits</td>
<td></td>
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<tr>
<td><strong>Serves:</strong> Waterloo Region</td>
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<tr>
<th><strong>United Taxi</strong></th>
<th><strong>267</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address:</strong> 150 Victoria St N, Kitchener N2H 5C6</td>
<td></td>
</tr>
<tr>
<td><strong>Phone:</strong> 519-888-9999 <strong>Fax:</strong> 519-743-5765</td>
<td></td>
</tr>
<tr>
<td><strong>Services:</strong> Taxi service ~ minivans accommodating most wheelchairs, walkers and scooters available</td>
<td></td>
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</tbody>
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<thead>
<tr>
<th><strong>Victorian Order of Nurses, VON Peel Waterloo Wellington Dufferin, PATER</strong></th>
<th><strong>268</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address:</strong> 887 Langs Dr, Unit 4A, Cambridge N3H 5K4</td>
<td></td>
</tr>
<tr>
<td><strong>Phone:</strong> 519-622-3136 <strong>Fax:</strong> 519-653-9994</td>
<td></td>
</tr>
<tr>
<td><strong>Website:</strong> <a href="http://www.von.ca">www.von.ca</a></td>
<td></td>
</tr>
<tr>
<td><strong>Contact:</strong> Janis Doran, Program Coordinator ~ 519-622-4967 ~ <a href="mailto:janis.doran@von.ca">janis.doran@von.ca</a></td>
<td></td>
</tr>
<tr>
<td><strong>Eligibility:</strong> Seniors ~ adults 18 years and over with disabilities ~ cannot transfer clients or transport wheelchairs</td>
<td></td>
</tr>
<tr>
<td><strong>Services:</strong> Provides door to door rides to medical and therapeutic appointments, social activities or tasks of daily living</td>
<td></td>
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<tr>
<td><strong>Serves:</strong> City of Cambridge ~ Township of North Dumfries</td>
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<tr>
<td><strong>To Apply:</strong> Assessment required</td>
<td></td>
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<tr>
<td><strong>Hours:</strong> Mon-Fri 8am-12pm, 1-4pm</td>
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<tr>
<td><strong>Language:</strong> English ~ Cantonese ~ Mandarin</td>
<td></td>
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</tbody>
</table>
Voyageur Transportation

Address: Box 188, Fergus N1M 2W8
Phone: 519-570-3619 Fax: 519-787-2455
Website: www.voyageurtransportation.ca
Services: Transportation service ~ special needs transportation ~ non-emergency medical transportation ~ corporate charters
Serves: Waterloo Region ~ Wellington County
Hours: Office Mon-Fri 8am-5:30pm

Waterloo Region. Transportation and Environmental Services, Grand River Transit, MobilityPLUS

Address: 250 Strasburg Rd, Kitchener N2E 3M6
Phone: 519-585-7555 (admin) Fax: 519-744-2899
Website: www.grt.ca
Eligibility: Individuals with physical disabilities
Services: Accessible door to door transportation: minimal personal assistance between vehicle and destination (without lifting) when required ~ TaxiSCRIP subsidized taxi service ~ free use of conventional transit vehicles
Serves: City of Cambridge ~ City of Kitchener ~ City of Waterloo ~ Township of North Dumfries
To Apply: Application forms available on website and transit terminals, or mailed upon request
Hours: Mon-Fri 5:15-1:15am; Sat 5:30-1:15am; Sun 7:15-1:15am
Section 9: Work, Day Programs and Volunteer Supports

Programs that assist adults who have disabilities to participate in community, volunteering and obtaining employment, including specialized day programs.
Community Care Concepts of Woolwich, Wellesley and Wilmot, Wilmot Adult Day Program

Address: 929 Arthur St S, Emira N3B 2Z2
Location: Nithview Home, 200 Boullee St, New Hamburg
Phone: 519-669-1223 Fax: 519-669-1273
Email: adp@communitycareconcepts.ca
Website: communitycareconcepts.ca
Contact: Sue Steinfield

Eligibility: Seniors ~ adults with physical or psychosocial disabilities

Services: Supervised social and recreational activities to promote maximum level of functioning and support to remain living in their own homes ~ provides respite and support for caregivers or family ~ meals and transportation provided

Serves: Township of Wellesley ~ Township of Wilmot
Hours: Mon-Tue, Thu-Fri 9:30am-3pm

Community Living Cambridge, Community Options/Community Connections

Address: 160 Hespeler Rd, Cambridge N1R 6V7
Phone: 519-623-7490 Fax: 519-740-8073
Website: www.communitylivingcambridge.ca

Eligibility: Adults 18 years and over with developmental disabilities

Services: Community Options: outreach program helps individuals to access community supports; volunteer placements, daytime recreational activities ~ Community Connections: helps adults 18-29 years connect with community; employment and educational supports, volunteer and recreational activities

To Apply: Contact Developmental Services Resource Centre Waterloo Region 519-741-1121
Hours: Mon-Fri 8am-4pm

Community Living Cambridge, Job Track

Address: 160 Hespeler Rd, Cambridge N1R 6V7
Location: 5 Manitou Dr, Unit 15A, Kitchener
Phone: 519-743-8111 Fax: 519-743-8783
Website: www.communitylivingcambridge.ca
Contact: Odelia White, Job Track Manager ~ owhite@clcambridge.ca

Eligibility: Adults with barriers to employment (developmental, physical, or learning disabilities)

Services: Employment preparation program ~ pre-employment activities, job trials, job coaching, job placement

Serves: Waterloo Region
Hours: Mon-Fri 8:30am-4:30pm

Community Living Cambridge, Supported Employment Services

Address: 160 Hespeler Rd, Cambridge N1R 6V7
Phone: 519-623-7490 Fax: 519-740-8073, 519-623-9691
Website: www.communitylivingcambridge.ca
Contact: Mary Dutkewicz, Employment Services Manager ~ mdutkewicz@clcambridge.ca

Eligibility: Adults 18 years and over with developmental disabilities

Services: Supported employment services ~ assisted employment ~ onsite job coaching ~ ongoing employment support, preparation, site training and job search

Serves: City of Cambridge ~ surrounding area
To Apply: Contact Developmental Services Resource Centre Waterloo Region 519-741-1121
Hours: Mon-Fri 8:30am-4:30pm

Community Living Cambridge, Vocational and Alternate Day Programming, ARC Industries

Address: 160 Hespeler Rd, Cambridge N1R 6V7
Location: 466 Franklin Blvd, Cambridge
Phone: 519-621-0680 Fax: 519-621-2829
Website: www.communitylivingcambridge.ca
Contact: Karen Ferguson, Program Manager ~ kferguson@clcambridge.ca

Eligibility: Adults 18 years and over with developmental disabilities

Services: Vocational placement and training in sheltered workshop, and in community through work experience and job placements ~ skills assessments, work adjustment training

Serves: City of Cambridge ~ surrounding area
To Apply: Contact Developmental Services Resource Centre Waterloo Region 519-741-1121
Hours: Mon-Fri 8:30am-4:30pm
### Elmira District Community Living, Day Support

**Address:** 118 Barnswallow Dr, Elmira N3B 2Y9  
**Location:** 146 Church St, Elmira  
**Phone:** 519-669-1567 **Fax:** 519-669-3444  
**Website:** www.elmiradcl.com  
**Contact:** Donna Fulcher, Manager, Day Supports ~ dfulcher@elmiradcl.com  
**Eligibility:** Adults 18 years and over with developmental disabilities  
**Services:** Supported training for volunteer activities and employment in community ~ life skills programs ~ community involvement and engagement ~ volunteer opportunities ~ workshops for pre-employment and employment skills  
**Serves:** Township of Wellesley ~ Township of Woolwich ~ Township of Mapleton  
**Hours:** Mon-Fri 8:30am-4:30pm

### Extend-A-Family Waterloo Region, Working Adults Learning Educational Skills

**Address:** 91 Moore Ave, Kitchener N2H 3S4  
**Phone:** 519-741-0190 ext 305 **Fax:** 519-741-0342  
**Email:** walesinfo@eafwr.on.ca  
**Website:** www.eafwr.on.ca  
**Contact:** Brenda Wade, Program Supervisor ~ 519-741-0190 ext 306 ~ bwade@eafwr.on.ca  
**Eligibility:** Adults with developmental disabilities who have completed high school  
**Services:** Facilitates community participation for adults with developmental disabilities ~ employment preparation program ~ work placements in local businesses ~ teaches literacy and numeracy skills ~ horticultural programs, life skills, recreational programs  
**Serves:** City of Kitchener ~ City of Waterloo  
**To Apply:** Contact Developmental Services Central West Region 519-741-1121  
**Hours:** Mon-Fri 9am-3pm (Sep-Jul)

### John Howard Society of Waterloo-Wellington, Community Programmes, Cambridge

**Career Connections**

**Address:** 40 Ainslie St S, Cambridge N1R 3K1  
**Phone:** 519-622-0815 **Fax:** 519-622-7043  
**Email:** ccc@waterloo.johnhoward.on.ca  
**Website:** www.cambridgecareerconnections.com  
**Services:** Employment resource centre: access to job banks, computer work stations with Internet access, fax machines, photocopiers  
**Serves:** City of Cambridge ~ Township of North Dumfries  
**Hours:** Mon-Tue, Thu-Fri 8:30am-4:30pm; Wed 8:30am-6pm

### K-W Access-Ability, PHIRST LINK

**Address:** 659 King St E, Kitchener N2G 2M4  
**Phone:** 519-885-6640 **Fax:** 519-885-4526  
**Email:** kwaa@kwa.on.ca  
**Website:** www.kwa.on.ca  
**Contact:** Ron Fleming, Manager ~ rfleming@kwa.on.ca  
**Eligibility:** Individuals with physical disabilities  
**Services:** Computer work station assessments (mobility issues, blind/low vision, deaf/hard of hearing) ~ individual and group instruction in computer application software, programming languages and Internet use ~ individualized assessment and training in use of assistive devices ~ computer access for those requiring adaptive software/devices ~ information on technical aids and software programs necessary to create accessible environments ~ refurbishes computer hardware for distribution  
**Serves:** City of Kitchener ~ City of Waterloo ~ surrounding area  
**Hours:** Mon-Fri 9am-5pm

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<table>
<thead>
<tr>
<th>Service Type</th>
<th>Details</th>
</tr>
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</table>
| **K-W Habilitation Services, Day Options, Adult Developmental Services** | 115 University Ave E, Waterloo N2J 2W1  
Phone: 519-884-8080  
Fax: 519-884-8609  
Website: www.kwhab.ca  
Contact: Lorraine Stavenow, Manager ~ 519-884-8080 ext 236 ~ lstavenow@kwhab.ca  
Eligibility: Adults 18 years and over with developmental disabilities  
Services: Communication and life skills training ~ recreational and social opportunities ~ supported volunteer placements  
Serves: City of Kitchener ~ City of Waterloo ~ Township of Wilmot  
To Apply: Contact Developmental Services Resource Centre Waterloo Region 519-741-1121  
Hours: Mon-Fri 8am-4pm |
| **K-W Habilitation Services, Day Options, Community Placement Program** | 69 Sydney St S, Kitchener N2G 3V1  
Phone: 519-744-1272  
Fax: 519-744-7582  
Email: generalinquiries@kwhab.ca  
Website: www.kwhab.ca  
Contact: Renee Rau, Manager ~ 519-744-1272 ext 237 ~ rrau@kwhab.ca  
Eligibility: Adults 18 and over with developmental disabilities  
Services: Job search assistance: skills assessment, job development and job readiness sessions ~ on site job coaching and long term support provided to individual and employer ~ community connections ~ recreation, leisure and social skill development  
Serves: Waterloo Region  
To Apply: Contact Developmental Services Resource Centre Waterloo Region 519-741-1121  
Hours: Mon-Fri 8am-4pm |
| **K-W Habilitation Services, Day Options, Kinsmen Training Centre** | 108 Sydney St S, Kitchener N2G 3V2  
Phone: 519-744-6307  
Fax: 519-571-1629  
Email: generalinquiries@kwhab.ca  
Website: www.kwhab.ca  
Contact: Margaret Kinsella, Manager ~ mkinsella@kwhab.ca  
Eligibility: Adults 18 years and over with developmental disabilities  
Services: Vocational and non vocational supports ~ vocational supports involve completion of subcontract work from local companies ~ personal skill development ~ social, recreational and leisure activities  
Serves: City of Kitchener ~ City of Waterloo ~ Township of Wilmot  
To Apply: Contact Developmental Services Resource Centre Waterloo Region 519-741-1121  
Hours: Mon-Fri 8:30am-3:30pm |
| **Lutherwood, Employment Services** | 165 King St E, Kitchener N2G 2K8  
Phone: 519-743-2460  
Fax: 519-743-5111  
Email: admin@lutherwood.ca  
Website: www.lutherwood.ca  
Contact: Rebecca Roy, Assistant Director Employment Services ~ 519-743-2460 ext 1242 ~ rroy@lutherwood.ca  
Services: Youth Access for youth and adults with learning difficulties or behavioural problems: provides individual support, pre-employment workshops, job training and placement with job coach ~ ACE Program: job placement and self-employment coaching services for individuals 15-30 years with disabilities  
Serves: Waterloo Region  
To Apply: Assessment required  
Hours: Office Mon, Wed-Fri 8:30am-5pm; Tue 8:30am-7pm  
Language: English ~ Translators in other languages available |
Lutherwood, Employment Services, New Frontier Self Employment Program for Persons with Disabilities
Address: 165 King St E, Kitchener N2G 2K8
Phone: 519-743-2460 Fax: 519-743-5111
Email: admin@lutherwood.ca
Website: www.lutherwood.ca
Contact: Beth Pitt, Program Supervisor ~ 519-743-2460 ext 1410 ~ bpitt@lutherwood.ca
Eligibility: Youth and adults with disabilities working less than 20 hours/week ~ legally entitled to work in Canada ~ not receiving EI
Services: Business start up workshops and individual coaching sessions to assist individuals in launching small business
Serves: Waterloo Region ~ Wellington County
Hours: Mon-Fri 8:30am-5pm

Lutherwood, Employment Services, Ontario Employment Services
Address: 165 King St E, Kitchener N2G 2K8
Phone: 519-743-2460 Fax: 519-749-9675
Email: admin@lutherwood.ca
Website: www.lutherwood.ca
Services: Vocational counselling and assessment ~ job search training, including resume preparation ~ information about jobs, labour market, employment and training opportunities ~ on the job training, work experience ~ Second Career program for recently laid off workers ~ Summer Jobs Service for students 15 to 30 years planning to return to school in fall ~ job placement
Serves: City of Kitchener ~ City of Waterloo
To Apply: Assessment required
Hours: Office Mon, Wed-Fri 8:30am-5pm; Tue 8:30am-7pm
Language: English ~ Translators in other languages available

Northern Lights Canada, Employment Services Centre
Address: 185 Weber St S, Waterloo N2J 2B1
Phone: 519-576-2681, 1-800-361-4642 Fax: 519-576-7355
Email: kitchener@northernlightscanada.ca
Website: www.northernlightscanada.ca
Services: Vocational counselling and assessment ~ job search training, including resume preparation ~ information about jobs, labour market, employment and training opportunities ~ on the job training, work experience ~ assists with applications for Second Career program for recently laid off workers
Serves: Waterloo Region
Hours: Mon-Fri 8:30am-4:30pm

Ontario March of Dimes, West Central Region, Waterloo Office
Address: 180 King St S, Ste 220, Waterloo N2J 1P8
Phone: 519-579-5530 Fax: 519-579-5479
Website: www.marchofdimes.ca
Contact: Lisa Livingston, Team Leader
Eligibility: Individuals with disabilities
Services: Employment Services: vocational assessment and evaluation; assistance with returning to work; job search training; job placement; supported employment; job bank ~ Stroke Recovery Canada: coordinates peer support groups working with stroke survivors and caregivers
Serves: Waterloo Region ~ Bruce County ~ Grey County ~ Huron County ~ Perth County ~ Simcoe County ~ Wellington County
Hours: Mon-Fri 8:30am-4:30pm

Phoenix Specialized Care, Adults in Motion
Address: 5-420 Erb St W, Box 235, Waterloo N2L 6K6
Location: St Luke's Lutheran Church, 317 Franklin St N, Kitchener
Phone: 519-588-3723
Email: aim@phoenixcares.ca
Website: www.adultsinmotion.org
Contact: Shelley Murphy, Executive Director
Eligibility: Adults 18 years and older with developmental disabilities
Services: Adult day program ~ independent living skills ~ recreational activities ~ individual learning plans ~ community involvement ~ social skills
Hours: Mon-Fri 8am-4pm

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Volunteer Action Centre of Kitchener-Waterloo and Area, Supported Volunteering

Address: 151 Frederick St, Ste 300, Kitchener N2H 2M2
Phone: 519-742-8610 Fax: 519-742-0559
Email: info@voluneeerkw.ca
Website: www.voluneeerkw.ca
Contact: Dianne Boston-Nyp, Community Engagement Director
Eligibility: Individuals with disabilities ~ newcomers to Canada
Services: Assists individuals experiencing barriers to volunteering
Serves: City of Kitchener ~ City of Waterloo ~ Township of Wellesley ~ Township of Wilmot ~ Township of Woolwich
Hours: Mon-Fri 9am-5pm