

## [Counselling Services/Self Help](#)

### **Carizon Family and Community Services**

400 Queen St S, Kitchener; Phone: 519-743-6333  
Individual, couple, family, and group counselling;  
credit counselling; children's counselling; specialized  
counselling for refugees and newcomers and for  
victims of abuse and assault

### **The Delton Glebe Counselling Centre**

177 Albert St, Waterloo; Phone: 519-884-3305  
Multi-faith agency offering individual, couple, family,  
children and group counselling services

### **Family and Children's Services of the Waterloo Region**

200 Ardelt Ave, Kitchener  
Phone: 519-576-0540  
519-576-1329 (automated attendant)

168 Hespeler Rd, Cambridge  
Phone: 519-623-6970 (automated attendant)  
519-623-6538 ext. 5000 (after hours)

Guidance counselling and supportive programs for  
families where children are at risk

### **Family Counselling Centre of Cambridge and North Dumfries**

18 Walnut St, Cambridge; Phone: 519-621-5090  
173 Northumberland St, Ayr; Phone: 519-632-9737

Individual, couple and family counselling addressing  
mental health or relationship concerns, including  
children who have witnessed family violence

### **Front Door: Access to Child and Youth Services**

1770 King St E, Suite 1, Kitchener  
Phone: 519-749-2932  
Walk-in counselling for children and youth up to 18  
years of age and parents of children up to 18 years

### **Hospice of Waterloo Region – Families First**

298 Lawrence Ave, Kitchener; Phone: 519-743-4114  
Individual, family and group counselling for those  
affected by a life-threatening illness

### **Interfaith Community Counselling Centre**

23B Church St, New Hamburg  
Phone: 519-662-3092  
Counselling to individuals, couples and families,  
children's group counselling, support groups

### **Kitchener Downtown Community Health Centre**

Tannery Building, 44 Francis St S, Kitchener  
Phone: 519-745-4404  
Supportive counselling for individuals (ages 4 and  
up), couples, families and groups

### **KW Counselling Services**

480 Charles St E, Kitchener; Phone: 519-884-0000  
Individual, family and group counselling

### **Lang's**

1145 Concession Rd, Cambridge  
Phone: 519-653-1470  
Free, confidential counselling to individuals, couples  
and families

### **Lutherwood Family Counselling Services**

35 Dickson St, Cambridge  
Phone: 519-622-1670 ext. 1200  
Provides marriage, family and individual counselling

### **Muslim Social Services of KW**

The Family Centre, 65 Hanson Ave, Kitchener  
Phone: 519- 772-4399 ext 3  
Offers low-cost, culturally and spiritually sensitive  
counselling services to the Muslim and non -Muslim  
community

### **oneRoof Youth Services**

242 Queen St S, Kitchener; Phone: 519-742-2788  
Provides support and individual counselling to  
homeless or at-risk youth (12-25), as well as family  
counselling through the Family Reconnect program

### **Recovery Canada – Kitchener Group**

St Andrew's Presbyterian Church, 54 Queen St N,  
Kitchener; Phone: 519-568-7655  
Self-help group for adults 18 years and over with  
mental health or nervous problems, fears, anxieties,  
anger or obsessions

### **Self Help Alliance**

67 King St E, Kitchener  
Phone: 519-570-4595

9 Wellington St, Unit 1, Cambridge  
Phone: 519-623-6024

Offers self-help groups, peer support and a resource  
centre to individuals 18 years and over with mental  
health or addictions concerns

### **Shalom Counselling Services Waterloo**

9 Avondale Ave S, Waterloo; Phone: 519-886-9690  
Confidential therapeutic counselling to individual,  
couples and families

### **Woolwich Counselling Centre**

65 Memorial Ave, Elmira; Phone: 519-669-8651  
Individual, couple and family counselling

## [Distress Lines/ Support Lines](#)

### **AIDS and Sexual Health Infoline**

Toll-free Phone: 1-800-668-2437 (Ontario); 1-800-  
686-7544 (The Mainline)

### **Bereaved Families of Ontario - Midwestern Region**

Phone: 519-603-0196

Also offers support groups for persons who are  
bereaved at The Family Centre, 65 Hanson Ave,  
Kitchener

### **Canadian Mental Health Association Waterloo Wellington Dufferin**

Here 24/7: 1-844-437-3247  
Coordinated access system for addiction, mental  
health, and crisis services; 24hr mobile crisis team

Distress Centre (24/7):  
Distress Line: 519-745-1166  
Youth Line: 519-745-9909  
Community Links: 519-744-5594

### **Community Advocates for Sexually Abused Males**

Phone: 519-570-3277 (EARS line for men)  
Toll free: 1-800-553-3277

### **GLOW - The GLOW Centre for Sexual and Gender Diversity**

Phone: 519-888-4567, ext 38569

### **Kids Help Phone**

Toll-free Phone: 1-800-668-6868

### **Lesbian Gay Bi Trans Youth Line**

Toll-free Phone: 1-800-268-9688

### **PFLAG Canada**

Toll-free Phone: 1-888-530-6777 (nation support  
line)

PFLAG Canada supports, educates and provides  
resources to all individuals with questions or  
concerns surrounding sexual orientation, gender  
identity and gender expression, 24/7.

### **Sexual Assault Support Centre of Waterloo Region**

151 Frederick St, Ste 201, Kitchener  
Phone: 519-571-0121; Crisis: 519-741-8633

### **Telecare Cambridge**

Phone: 519-658—2794  
Telephone listening service, referral to community  
services, guidance, crisis intervention, suicide  
prevention

### **Telehealth Ontario**

Toll-free Phone: 1-866-797-0000  
Registered nurse provides info and advice

### **Women's Crisis Services of Waterloo Region**

Anselma House  
Phone: 519-741-9184  
Crisis (24/7): 519-742-5894 or 1-800-410-4482

Haven House  
Phone: 519-653-2289  
Crisis (24/7): 519-653-2422 or 1-800-410-4482

### **YWCA of Kitchener-Waterloo, Women's Services, Emergency Shelter Services**

84 Frederick St, Kitchener  
Phone: 519-744-0120  
Crisis: 519-744-0120

## [Pregnancy](#)

### **Monica Place**

231 Herbert St, Waterloo  
Phone: 519-743-0291

150 Ainslie Street North, Cambridge  
Phone: 519-624-0481

Residential program, individual and group  
counselling and other support for young women 12-  
24 years who are pregnant, parenting or placing  
their child for adoption

### **SHORE Centre (formerly Planned Parenthood)**

130-235 King St E, Kitchener  
Phone: 519-743-9360 (admin); 519-743-6461  
(client support)  
Confidential counseling and information on sexuality  
and related issues

### **Waterloo Region Public Health - Reproductive Health**

99 Regina St S, Waterloo; Phone: 519-575-4400  
Provides information on reproductive health and  
services

## [Abuse](#)

### **Carizon Family and Community Services – Family Violence Project**

400 Queen St S, Kitchener; Phone: 519- 743-6333  
Coordinated counselling and support services for  
victims of domestic violence

### **Community Justice Initiatives of Waterloo Region - Revive**

49 Queen St N, 3rd floor, Kitchener  
Phone: 519-744-6549  
Sexual abuse treatment programs for survivors and  
offenders

# Counselling and Support Services



- Counselling Services/Self Help
- Distress/Support Lines
- Pregnancy
- Abuse
- Addiction
- Justice System

For more information, call, visit or email:

**Phone/TTY: 519-579-3800**

From outside Waterloo Region: 1-877-579-3859  
74 Frederick St Kitchener, N2H 2L7

**Email: [info@waterlooregion.org](mailto:info@waterlooregion.org)**

**Website: [www.waterlooregion.org](http://www.waterlooregion.org)**



Social Development Centre  
— WATERLOO REGION —

**Family and Children's Services Waterloo Region – Sexual Abuse Treatment Program**  
200 Ardelt Ave, Kitchener; Phone: 519-576-0540  
Children and youth up to 18 years who have experienced sexual abuse/assault, or have engaged in concerning or sexually abusive behaviours

## **Sexual Assault Support Centre of Waterloo Region**

151 Frederick St, Suite 201, Kitchener  
Phone: 519-571-0121; Crisis: 519-741-8633  
Workshops, support groups for survivors of sexual assault

## **Wilmot Family Resource Centre – Wilmot/Wellesley Family Violence Prevention Program**

175 Waterloo St, Unit 1, New Hamburg  
Phone: 519- 662-2731  
Individual and group support for people dealing with family violence

## **Women's Crisis Services of Waterloo Region**

Anselma House  
700 Heritage Dr, Kitchener  
Phone: 519-741-9184 (admin)  
Crisis: 519-742-5894; Toll-free 1-800-410-4482

Haven House  
562 Concession Rd, Cambridge  
Phone: 519-741-9184 (admin)  
Crisis: 519-653-2422; Toll-free 1-800-410-4482

Emergency shelter and crisis support counselling for women 16+ experiencing abuse in a relationship

## **Woolwich Community Services – Family Violence Prevention Program**

5 Memorial Ave, Elmira; Phone: 519- 669-5139  
Referrals and support for those experiencing a controlling and/or abusive relationship

## **Addiction**

### **Alcoholics Anonymous**

Phone: 519-742-6183 (Kitchener, Waterloo and New Hamburg); 519-658-8222 (Cambridge); 519-836-1522 (Elmira)

### **Al-Anon Family Groups**

Phone: 519-896-5678 (Kitchener, Waterloo, New Hamburg and Elmira); 519-658-8222 (Cambridge)  
Toll-free 1-888-425-2666  
Friends and families of individuals with alcohol dependencies

**Cambridge Shelter Corporation, Simcoe House**  
26 Simcoe St, Cambridge; Phone: 519-624-9990

**ConnexOntario Health Services Information**  
Toll-Free Phone: 1-888-230-3505 (Gambling Helpline); 1-800-565-8603 (Drug and Alcohol Helpline); 1-866-531-2600 (Mental Health Helpline)  
Provides information and referral to addictions treatment services in Ontario

### **House of Friendship of Kitchener - Alcontrol**

71 Ann St, Kitchener; Phone: 519-957-5001  
Women 18+ with alcohol or drug dependencies

### **Narcotics Anonymous, Golden Triangle Area**

23-500 Fairway Rd S, Box 311, Kitchener  
Phone: 1-888-811-3887

### **Ontario Addiction Treatment Centre**

150 Main St, Cambridge; Phone: 519-624-6311  
509 Park St, Kitchener; Phone: 519-746-1919  
4-1253 King St E, Kitchener; Phone: 519-279-6078

### **Ray of Hope - Youth Addiction Services**

Residential Program  
19 Schneider Ave, Kitchener; Phone: 519-743-2311  
Support for male youth 13-17 with addiction issues

Community-Based and Day Treatment  
1081 King St E, Kitchener; Phone: 519-743-2311  
Counselling and guidance for youth 13-17 with addiction issues and their parents/guardians

### **S-Anon**

Phone: (416) 763-9024 (Ontario hotline)  
Individuals affected by person with sex addiction

### **Sex and Love Addicts Anonymous**

St Marks Lutheran Church, 825 King St W, Kitchener  
Meeting time: Sun 7-9pm

### **St Mary's General Hospital Counselling Service**

600-30 Duke St W, Kitchener; Phone: 519-745-2585  
Individuals with alcohol, drug or gambling concerns

### **Women for Sobriety**

151 Frederick St, 1<sup>st</sup> Flr, Kitchener  
Phone: 519-581-1208  
Self-help group for women with alcohol or drug dependencies; Meeting time: Tues 7pm

## **Justice System**

### **Child Witness Centre of Waterloo Region**

111 Duke St E, Kitchener; Phone: 519-744-0904  
Provides support and court preparation for child victims and witnesses

## **Community Justice Initiatives of Waterloo Region**

49 Queen St N, 3rd Flr, Kitchener  
Phone: 519-744-6549  
Provides programs based on restorative justice

### **The Elizabeth Fry Society for the Regional Municipality of Waterloo**

300 Frederick St, Kitchener; Phone: 519-579-6732  
Offers assistance to women in conflict with the law

### **John Howard Society of Waterloo-Wellington Community Aftercare**

310 Charles St E, Kitchener; Phone: 519-743-6071  
40 Ainslie St S, Cambridge; Phone: 519-622-0815

Adults involved with the criminal justice system or at risk; supportive counseling and access to resources

### **Law Society of Upper Canada, Lawyer Referral Service**

Osgoode Hall, 130 Queen St W, Toronto  
Toll-free phone: 1-800-268-8326; Crisis: 1-855-947-5255  
Referral to area lawyers who have agreed to provide initial consultation for half hour at no charge

### **Legal Aid Ontario**

Atrium on Bay, 40 Dundas St W, Ste 200, Toronto  
Toll-free phone: 1-800-668-8258  
Provides legal assistance for low-income people

### **Ontario Ministry of the Attorney General – Victim/Witness Assistance Program**

Waterloo Region Courthouse, 85 Frederick St, Kitchener; Phone: 519-741-3351  
Provides information and assistance to victims and witnesses of crime during criminal court processes

### **Waterloo Region Community Legal Services**

450 Frederick St, Unit 101, Kitchener  
Phone: 519-743-0254  
Community-based legal clinic for Individuals or groups with limited income and assets whose legal problem is not covered by Legal Aid certificates

Link to:



Community Services



Settlement Services