

[Financial Assistance](#)

Waterloo Region Social Services Department Employment and Income Support Ontario Works

99 Regina St S, 4th floor, Waterloo
Phone: to apply 519-883-2100 ~ caseworkers: 519-883-2010 ~ crisis after hours: 519-883-2230

Rent Bank Lutherwood Housing Services

41 Weber St W, Kitchener ~ Phone: 519-749-8305
Ext: 7368 (RENT)
Provides housing search education and assistance as well as a housing registry. Rent Bank issues interest free loans to prevent eviction.

Waterloo Region Energy Assistance Program

99 Regina St S, 5th Flr, Waterloo
Phone: 519-883-2100 ext. 1, 575-4757 (admin)
Provides financial assistance with heating and hydro bills.

[Multi-Service Programs](#)

Woolwich Community Services

73 Arthur St S, Elmira
Phone: 519-669-5139 ~ Toll-free 1-800-661-7918

Waterloo Region Social Services Department Community Outreach Program:

Cambridge, Kitchener, Waterloo

Phone: 519-883-2290
Families with low income with children up to 18 years; Info and referral to available community services

Rural Communities

Community Support Services of Ayr and North Dumfries

80 Stanley St, Ayr
Phone: 519-632-9737

Wellesley Township

4639 Lobsinger Line, St Clements
Phone: 519-699-4611

Wilmot Family Resource Centre

175 Waterloo St, Unit 1, New Hamburg
Phone: 519-662-2731

Woolwich Township

24 Church St W, Elmira
Phone: 519-669-1647 ~ 519-664-2613

[Emergency Shelter](#)

Mary's Place – YWCA

84 Frederick St, Kitchener ~ Phone: 519-744-0120
For single women and families

Cambridge Shelter Corporation, The Bridges

26 Simcoe St, Cambridge ~ Phone: 519-624-9305
Provides meals and overnight accommodation

Argus Residence for Young People

Christopher Dr., Cambridge
Phone: 519-623-7991 (men), 519-650-0452 (women)

Betty Thompson Youth Centre Safe Haven

41 Weber St W, Kitchener ~ phone: 519-749-1450

Reaching Our Outdoor Friends

242 Queen St S, Kitchener ~ phone: 519-742-2788

Charles Street Men's Hostel

63 Charles St E, Kitchener ~ phone: 519-742-8327

[Shelter for Pregnant Women](#)

Marillac Place

109 Young St, Kitchener ~ Phone: 519-571-0722
Pre and post natal women 16-25 years whose child/children are under 2 years

Monica-Ainslie Place

150 Ainslie St N, Cambridge ~ Phone: 519-624-0481
Women 16-24 and over, priority is given to women with children 0-2 years old

Monica Place

231 Herbert St, Waterloo ~ Phone: 519-743-0291
Young women 12-24 years who are pregnant, parenting or placing their child for adoption

Women's Crisis Services of Waterloo Region, Anselma House

Phone: 519-741-9184; crisis: 519-742-5894, Toll-free 1-800-410-4482

Women's Crisis Services of Waterloo Region, Haven House

Phone: 519-653-2289; Crisis: 519-653-2422;
Toll-free 1-800-410-4482

[Emergency Food](#)

Cambridge Self-Help Food Bank Emergency Food Assistance Program

54 Ainslie St S, Cambridge ~ Phone: 519-622-6550

House of Friendship of Kitchener

Emergency Food Hamper Program
807 Guelph St, Kitchener ~ Phone: 519-742-0662

The Salvation Army Community and Family Services

300 Gage Ave, Unit 1, Kitchener ~ Phone: 519-745-4215
12 Shade St, Cambridge ~ Phone: 519-623-1221

Wilmot Family Resource Centre, Food Bank

175 Waterloo St, Unit 1, New Hamburg ~ Phone: 519-662-2731

Woolwich Community Services, Food Basket Program

73 Arthur St S, Elmira ~ Phone: 519-669-5139

Cambridge Vineyard

147 Elgin St N, Cambridge ~ Phone: 519-740-8463

Community Ministry Kitchener-Waterloo

St Mark's Lutheran Church, 825 King St W, Kitchener
Phone: 519-743-6309

Glencairn Mennonite Brethren Church, Bridges Centre

725 Erinbrook Dr., Kitchener ~ Phone: 519-579-8741

Historic St Paul's Lutheran Church, Community Cupboard

137 Queen St S, Kitchener ~ Phone: 519-745-4891

Kingsdale Community Program

Kingsdale Community Centre, 72 Wilson Ave, Kitchener
Phone: 519-748-6463

Tri-City Multicultural Centre for Development

533 Weber St E, Kitchener ~ phone: 519-745-8561

Ray of Hope Community Centre

659 King St E, Kitchener ~ phone: 519-578-8018 ext. 217

Reaching Our Outdoor Friends

242 Queen St S, Kitchener ~ phone: 519-742-2788

[Community Meal Programs](#)

St John's Community Kitchen

97 Victoria St N, 2nd floor, Kitchener
Phone: 519-745-8928 ~ 519-743-1151 (admin)
Hours: Mon-Fri 8am-2pm ~ noon meal served 11:30am-1pm

Trinity Community Table

Trinity Anglican Church, 12 Blair Rd, Cambridge
Phone: 519-621-8860
Midday meals served at 11:30am Mon, Wed, Fri

Cambridge Vineyard

147 Elgin St N, Cambridge
Phone: 519-740-8463
Lunch Served Tue 9am - 3pm; Sun 11:30pm - 1:30pm

Community Ministry Kitchener-Waterloo

St Mark's Lutheran Church, 825 King St W, Kitchener
Phone: 519-743-6309 ~ Weekly community supper
Wednesdays 5:45pm

The Salvation Army, Hespeler Community Church

18 Tannery St E, Cambridge ~ phone: 519-658-9850
Soup Kitchen Thursdays 12-1pm

Reaching Our Outdoor Friends

242 Queen St S, Kitchener ~ phone: 519-742-2788
Youth (12-25) Tuesdays and Thursdays 1-5pm,
Wednesdays 2-5pm

Ray of Hope Community Centre

659 King St E, Kitchener ~ phone: 519-578-8018 ext. 217
Provides daily meals:
Mon- Fri 7-8:30pm; Sat 12-1:30pm; Sun 4:30-6pm

[School Breakfast Programs](#)

Nutrition for Learning

Program held at many locations in Waterloo Region
Phone: 519-624-5744

The Popcorn House Community Resource Centre - Rise and Shine Breakfast Club

100 Weaver St, Cambridge ~ Phone: 519-653-1470 ext. 363

[Clothing and Thrift Stores](#)

Goodwill Industries Retail Store

1348 Weber St E, Kitchener ~ Phone: 519-894-0628

Valu-Centre

75 Dundas St N, Unit 6B, Cambridge ~ Phone: 519-629-0103

Woolwich Community Services Thrift Shop

48 Arthur St S, Elmira ~ Phone: 519-669-1129

MCC Thrift Stores

41 Heritage Dr., New Hamburg: 519-662-2867
50 Kent Avenue, Kitchener: 519-886-6226
59 Church St W, Elmira: 519-669-8475

Family Needs Resources



- Financial Assistance
- Multi-service programs
- Emergency Shelters
- Shelters for Pregnant Women
- Emergency Food
- Community Meal Programs
- Lost Identification
- School Breakfast programs
- Clothing/ Thrift Stores
- Seasonal and Other
- Child Care Services
- Subsidized housing
- Health
- Recreation and Leisure

For more information, call, visit or email:



Community Information Centre
of Waterloo Region
151 Frederick St, Suite 300
Kitchener, ON N2H 2M2

Phone/TTY: 519-579-3800
Toll Free: 1-877-579-3859
Email: info@waterlooregion.org
www.waterlooregion.org

May 2014

The Salvation Army Thrift Stores

563 Highland Rd W, Kitchener ~ Phone: 519-584-0818

Worth a Second Look Furniture and Housewares

97 Victoria St N, Kitchener ~ Phone: 519-569-7566

Saint Andrew's Presbyterian Church, Thrift Shop

Iona Hall, 54 Queen St N, Kitchener ~ phone: 519-578-4430

Talize

1144 Courtland Ave E, Kitchener ~ phone: 519-744-4300

Value Village

480 Hespeler Rd, Cambridge ~ 519-624-1812
120 Ottawa St N, Kitchener ~ 519-576-4403
50 Gateway Park Dr., Kitchener ~ 519-653-3900

Bibles for Missions, Thrift Store

27 Scott St, Kitchener ~ phone: 519-578-3860

Out of the Past

10 King St E, Kitchener ~ phone: 519-742-5078

Seasonal and Other

During the Christmas season call us at **CIC**
Phone: 519-579-3800 for the times and locations of dinners, and how to get a Christmas hamper.

House of Friendship of Kitchener Appliance Repair Program

Phone: 519-742-8327
For individuals and families with low income

The Salvation Army of Kitchener-Waterloo Share the Warmth

300 Gage Ave, Unit 1, Kitchener
Phone: 519-745-4215
Distributes donated adult and children's winter clothing to families with low incomes.

Send'em Off Smiling

Box 333, Kitchener
Phone: 519-746-4242
Provides clothing and school supplies to children in need

Shoes for the Soul

84 Frederick St, Kitchener
Phone: 519-888-6489
Collects, distributes and donates gently used and new shoes

Child Care Services

Social Services Department Child Care Subsidy Program

99 Regina St S, 5th floor, Waterloo
Phone: 519-883-2200
For families of children birth-12 years

Subsidized Housing

Waterloo Region Housing Community Housing Access Centre

235 King St E, 6th floor, Kitchener
Phone: 519-575-4833

Health

Ontario Poison Centre

Toll-free Phone: 1-800-268-9017

Region of Waterloo Public Health

99 Regina St S, Waterloo
Phone: 519-883-2000
Offers immunization clinics and dental health clinics, call for more information

Health Care Connect Program

Toll-free phone: 1-800-445-1822
Matches individuals with health care providers

TeleHealth Ontario

Toll-free Phone: 1-866-797-0000
Registered Nurses provided medical advice 24 hours service

Walk-in Clinics

980 Franklin Blvd, Cambridge ~ 519-654-2260
1150 Franklin Blvd, Cambridge ~ 519-620-7044
100 The Boardwalk, Kitchener ~ 519-279-4098
750 Ottawa St S, Kitchener ~ 519-570-3174
385 Fairway Rd S, Kitchener ~ 519-748-2327
751 Victoria St S, Kitchener ~ 519-745-2273
1400-5A Weber St E, Kitchener ~ 519-748-6933
170-13 University Ave W, Waterloo ~ 519-725-1514

Recreation and Leisure

Call to find out about **fee assistance**, and programs that are available.

Kitchener-Waterloo YMCA, A R Kaufman Family YMCA

333 Carwood Ave, Kitchener
Phone: 519-743-5201

Kitchener-Waterloo YMCA, Stork Family YMCA

500 Fischer Hallman Rd N, Waterloo
Phone: 519-725-8783 **Chaplin Family YMCA,**

YMCA of Cambridge

250 Hespeler Rd, Cambridge
Phone: 519-623-9622

Cambridge Community Services Department

50 Dickson St, Cambridge
Phone: 519-740-4681

Kitchener Community Services Department

200 King St W, 7th floor, Kitchener
Phone: 519-741-2382

North Dumfries Recreation Services

North Dumfries Community Complex,
2958 Greenfield Rd, Ayr
Phone: 632-8800 ext 102

Waterloo Community Services

100 Regina St S, Waterloo
Phone: 519-747-8733

Wellesley Recreation Department

4639 Lobsinger Line, RR 1, St Clements
Phone: 519-699-9369

Wilmot Facilities and Recreation Department

60 Snyder's Rd W, Baden
Phone: 519-634-8444

Woolwich Recreation and Facilities Services

24 Church St W, Elmira
Phone: 519-669-1647

Lost Identification

ServiceOntario Kitchener

30 Duke St W, 2nd floor, Kitchener
Toll-free Phone: 1-888-376-5197

St. John's Kitchen

97 Victoria St N, 2nd floor, Kitchener
Phone: 519-745-8928
ID Clinics Tuesdays 10am—1pm

Kitchener Downtown Community Health Centre

Tannery Building, 44 Francis St S, Kitchener
Phone: 519-745-4404; appointments necessary

Link to:



Community Services



Settlement Services



Services for Persons with Disabilities