

## [Financial Assistance](#)

### **Waterloo Region Community Services Department - Ontario Works**

99 Regina St S, 4th floor, Waterloo  
Phone: 519-883-2100 (to apply); 519-883-2010 (case workers); 519-883-2230 (after hours)  
Provides financial assistance for food, clothing, shelter, and more

### **Lutherwood Housing Services – Rent Fund**

41 Weber St W, Kitchener; Phone: 519-749-2450  
35 Dickson St, Cambridge; Phone: 519-623-9383  
Rent Fund provides information on eviction process, practical assistance and interest free grants or loans for arrears and last month's rent

### **Waterloo Region Energy Assistance Program**

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

## [Subsidized Housing](#)

### **Habitat for Humanity Waterloo Region**

120 Northfield Dr E, Waterloo  
Phone: 519-747-0664  
Builds homes that are sold to selected families with long term, interest free mortgages

### **Housing Cambridge**

780 King St E, Cambridge  
Phone: 519-650-5599  
Provides affordable housing for families and seniors

### **Kitchener Housing**

11 Weber St W, Kitchener  
Phone: 519-744-6655  
Provides non-profit rental housing in City of Kitchener for individuals, families and seniors

### **Waterloo Region Housing - Community Housing Access Centre**

235 King St E, 6th floor, Kitchener  
Phone: 519-575-4833  
Coordinated access system for subsidized housing; provides community housing units based on chronological waiting list, with rent geared to income

## [Emergency Shelters for Families](#)

### **Cambridge Shelter Corporation - The Bridges**

26 Simcoe St, Cambridge ~ Phone: 519-624-9305  
Three emergency shelter units for families experiencing homelessness

### **Lutherwood Housing Services – Families in Transition**

41 Weber St W, Kitchener; Phone: 519-749-2450  
35 Dickson St, Cambridge; Phone: 519-623-9383  
Provides intensive support to families with children experiencing barriers to housing

### **Marillac Place**

109 Young St, Kitchener; Phone: 519-571-0722  
Pre and post natal women 16-25 years with children up to 2 years

### **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

### **Monica Place Cambridge**

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

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

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

### **Haven House**

562 Concession Rd, Cambridge  
Phone: 519-741-9184; Crisis: 519-653-2422, toll-free 1-800-410-4482

Emergency shelter for women 16+ and their children who are experiencing abuse in a relationship

### **YWCA of Kitchener-Waterloo – Emergency Shelter Services**

84 Frederick St, Kitchener; Phone: 519-744-0120  
For families with children, women, and transgender individuals who are homeless

## [Health](#)

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

35 Dickson St, Cambridge; Phone: 519-749-2932  
1-1770 King St E, Kitchener; Phone: 519-749-2932

Services for families seeking mental health programs for children and youth

### **Health Care Connect Program**

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

### **Hospitals**

Cambridge Memorial Hospital  
700 Coronation Blvd, Cambridge; 519-621-2333

### **Grand River Hospital**

835 King St W, Kitchener; 519-742-4300

St Mary's General Hospital  
911 Queen's Blvd, Kitchener; 519-744-3311

### **KidsAbility Centre for Child Development**

65 Hansen Ave, Kitchener  
500 Hallmark Dr., Waterloo  
250 Hespeler Rd, Cambridge

Phone: 519-886-8886; 1-888-372-2259  
Therapeutic, educational, support services and medical consultation through referral for children and youth up to 18 years with special needs

### **Ontario Poison Centre**

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

### **Region of Waterloo Public Health**

99 Regina St S, Waterloo  
Phone: 519-575-4400  
Offers immunization clinics and dental health clinics, call for more information

### **Sunbeam Centre - Developmental Services Resource Centre Waterloo Region**

205-1120 Victoria St N, Kitchener  
Phone: 519-741-1121  
Provides access to developmental services, children's residential programs, and children's respite support

### **TeleHealth Ontario**

Toll-free Phone: 1-866-797-0000  
Registered nurses provide information and advice

### **Walk-in Clinics**

111-151 King St E, Cambridge; 519-654-2260  
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  
5A-1400 Weber St E, Kitchener; 519-748-6933  
580 Lancaster St W, Kitchener; 519-896-6699  
13-170 University Ave W, Waterloo; 519-725-1514

## [Child Protection](#)

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

111 Duke St E, Kitchener  
Phone: 519-744-0904  
Toll-free phone: 1-888-544-0904  
Provides support and court preparation for child victims and witnesses

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

200 Ardelt Ave, Kitchener; Phone: 519-576-0540  
168 Hespeler Rd, Cambridge; Phone: 519-623-6970  
Mandated to protect children; maintains family unit where possible

### **The Infant and Toddler Safety Association**

23-500 Fairway Rd S, Box 154, Kitchener  
Phone: 519-570-0181 (Child Safety Hotline)  
Toll-free phone: 1-888-570-0181  
Provides information and resource materials on child safety

## [Child Care Services](#)

The **Social Development Centre Waterloo Region** has a listing of child care facilities, to inquire about these, call **519-579-1096**

### **Waterloo Region Community Services Department - Child Care Subsidy Program**

99 Regina St S, 5th floor, Waterloo  
Phone: 519- 883-2200  
Provides financial assistance to parents of children up to 12 years; parents working or attending school or parents of children with special needs

## [Education](#)

### **Conseil scolaire de district catholique Centre-Sud**

110 Drewry Ave, Toronto  
Phone: 416-397-6564; 1-800-274-3764

### **Conseil scolaire Viamonde**

116 Cornelius Parkway, Toronto  
416-614-0844; 1-888-583-5383

### **Waterloo Region District School Board**

Education Centre, 51 Ardelt Ave, Kitchener  
Phone: 519-570-0003 (direct dialing)

### **Waterloo Catholic District School Board**

Catholic Education Centre, 35 Weber St W, Unit A, Kitchener  
Phone: 519-578-3660

### **Independent Learning Centre**

2180 Yonge St, Ground Flr, Toronto  
Phone: 416-484-2600 or 1-800-387-5512 (English); 416-484-2722 or 1-800-265-0454 (French)

### **Kitchener Waterloo Christian Home Educators Association**

First Baptist Church, 306 Erb St W, Waterloo  
Email only: [info@kwchea.ca](mailto:info@kwchea.ca)

## [School Nutrition Programs](#)

### **Lang's Youth and Teen Centre – Breakfast Club**

1145 Concession Rd, Cambridge  
Phone: 519-653-1263  
Offers breakfast to children 5 to 12 years on Tuesdays and Thursdays for 50 cents per day (follows the school calendar)

### **Nutrition for Learning**

Student nutrition programs (e.g. breakfast, lunch, snacks) offered at many elementary and secondary schools in Waterloo Region  
Phone: 519-624-5744

### **Woolwich Community Services – Lunch Crunch Program**

5 Memorial Ave, Elmira; Phone: 519-669-5139  
Provides food for school lunches Mon 11am-12pm

### **Family Resource Centres**

#### **Cambridge Family Early Years Centre**

149 Ainslie St N, Cambridge  
Phone: 519-740-8353

#### **Kinbridge Community Association – Southwood Resource Centre**

1-241 Southwood Dr, Cambridge  
Phone: 519-621-2930

#### **Langs—Early Years Centre**

1145 Concession Rd, Cambridge  
Phone: 519-653-1470

#### **Lang’s Grow Community Centre**

1 Groh Ave, Cambridge  
Phone: 519- 248-4769

#### **Our Place, Family Resource and Early Years Centre**

St Francis Campus, 154 Gatewood Rd, Kitchener  
Phone: 519-571-1626

#### **The Salvation Army - Parent/Child Resource Centre**

Kitchener Community Church, 75 Tillsley Dr, Kitchener  
Phone: 519-745-4241

#### **Sunbeam Early Years Drop-In Centre**

68 Biehn Dr, Kitchener  
Phone: 519-744-9223

#### **Wilmot Family Resource Centre - Family Support Outreach Program**

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

#### **Woolwich Community Services - Kids and I Resource Centre**

Birdland Plaza, 112 Oriole Pkwy, Elmira  
Phone: 519-669-3043

#### **YMCA of Cambridge and Kitchener-Waterloo - Early Years Centre**

161 Roger St, Waterloo  
Phone: 519-741-8585

### **Seasonal and Other Family Resources**

During the Christmas season call us at **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

Repairs major appliances 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 (referred by schools teachers)

### **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

#### **Cambridge YMCA - Chaplin Family YMCA**

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: 519-632-8800 ext 102

#### **Waterloo Community Services**

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

### **Wellesley Recreation Department**

4639 Lobsinger Line, 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

### **Organizations Addressing Multiple Needs**

#### **Woolwich Community Services**

5 Memorial Ave, Elmira  
Phone: 519-669-5139 ~ Toll-free 1-800-661-7918  
Serving Woolwich Township and the northern part of Wellesley Township; programs and services for individuals and families, children and youth, and for all

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

##### **Department - Community Outreach Program:**

Available at neighbourhood sites throughout Waterloo Region (phone for more information)  
Phone: 519-575-4400  
Provides information on and referral to a variety of community services for low-income families with children up to 17

#### **Family Counselling Centre of Cambridge and North Dumfries – Family Outreach Program**

18 Walnut St., Cambridge  
Phone: 519-621-5090  
Provides information, referrals, and support to families in Ayr and the Alison neighbourhood of Cambridge looking to address their basic needs

#### **Wilmot Family Resource Centre**

175 Waterloo St, Unit 1, New Hamburg  
Phone: 519-662-2731  
Offers social, recreational and support programs for families living in Township of Wilmot and the Town of Wellesley

# Family Resources



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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 —

Link to:



Community Services



Settlement Services