

Access Line: 1 866 550 5205 press 2



Coast Niagara: 1 866 550 5205 press 1



Distress Line :



Welland/St Catharines/Niagara Falls: 905 688 3711

Pt Colborne/Wainfleet: 905 734 1212

Fort Erie and Area: 905 382 0689

Grimsby/West Lincoln: 905 563 6674

Prepared by Consumer/Survivor

Initiative of Niagara

Revised by August 2018

The Help Book



Adult Mental Health and Community Resources in Niagara Falls

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Please call 211 for more information
For any other information please contact
info@informationniagara.com
or visit us online at: www.informationniagara.com
Call: (905)-682-6611; 905-356-4636; 1-800-263-3695

Notes

Advocacy

Consumer/Survivor Initiative of Niagara

A peer support group that offers education, advocacy and self-help groups for consumer/survivors of the mental health system. Self-help groups include depression/anxiety and anger management. These are offered at various times and locations and are free of cost. Please call the office for more information about the group's schedules and general inquires.



Office Phone: 905-732-4498
Hours of Operation: Monday-Friday 8:30am-4:00pm
Address: 60 King St., Unit 103, Welland, ON L3B 6A4
Website: www.iniativeniagara.ca
Email: consumer.survivor@bellnet.ca
Contact: Judy Hoover

Gateway Residence of Niagara Inc.

Services include supportive housing programs, case management, community treatment orders program, the good food box program, and a recreational & volunteer program. Our housing and support services provide stable and helpful environments for the individual that emphasize personal choice, dignity and respect that allow the capacity of consumers to live independently and meaningfully.



Office Phone: 905-735-4445
Toll Free: 1-877-735-4445
Fax: 905-735-7570
Hours of Operation: Monday-Friday 9:00am-4:00pm
Address: 178 King St, Unit A, Welland, ON L3B 3J5
Website: www.gatewayofniagara.ca
Email: info@gatewayofniagara.ca

Advocacy

Canadian Mental Health Association Niagara Branch

Committed to improving the quality of life for individuals experiencing mental and emotional issues who reside in the Niagara Region. Services include information and referral service, crisis intervention, short term counseling, depression support group, separation/divorce support group, public education, advocacy and social action, depression in the workplace presentations, suicide intervention training and mental health court support. Referrals are accepted from anyone.

Office Phone: 905-641-5222

Hours of Operation: Monday-Friday 8:30am-4:00pm

Address: 36 Page St, St. Catharines, ON L2A 4A5

Website: www.cmhaniagara.ca

Email: info@cmhaniagara.ca



Legal Aid Ontario

A program which provides financial assistance in the form of a Legal Aid Certificate to eligible applicants who need to retain a lawyer but cannot afford one. Certificates are provided on a pay-back, lien or free basis depending on eligibility. Offers half hour - 2hour legal advice. Does not do family law. Legal aid certificates provides free of charge lawyers. Legal clinic offers certificate.

Phone Toll free: 1-800-668-8258

Hours of Operation: Monday-Friday 8:00am-5:00pm

Website: www.legalaid.on.



Utilities

Hydro

Niagara Peninsula Energy

1-877-270-3938

OR

905-356-2681

Gas Service

Enbridge Gas

1-877-362-7434

Cable Television Service

COGECO

1-800-267-9000

Telephone Service Providers

Bell Canada

1-866-310-2355

Vonage

1-877-272-0528

COGECO

1-800-267-9000

Criminal Pardons

Pardons Canada

A Resource and Support Line for over 5,000 Organizations. If you have ever been charged with a criminal offense, whether you were convicted – or it was thrown out of court – **you HAVE a criminal record.**

Criminal records Removed and U.S. Entry Waivers

Toll Free support line:

1-877-929-6011

Website:

www.pardons.org



Transportation



City Transit

Niagara Falls Transit Service 905-356-1179

Taxi Service

Niagara Falls Taxi Ltd. 905-357-4000

5-0 Taxi 905-358-3232

Elite Taxi 905-356-9990 or 1-866-309-8294

(Paratransit service: Are you on ODSP? We have many clients who are. Simply have your caseworker contact us with authorization and we'll bill them directly)

Useful numbers

Positive Living Niagara 905-984-8684

Consumer/Survivor Initiative 905-732-4498

Distress Centre 905-688-3711

Emergency 911

Fire Department 905-356-1321

Niagara Region Sexual Assault Centre 905-682-7258

(Crises Line) 905 682 4584

Poison Control 1-800-268-9017

Police 905-688-4111

TeleHealth Ontario 1-866-797-0000

Women's Place (Nova) 905-356-3933

Public Health Department 1-800-263-7215

Access Line 1-866-550-5205



Community Mental Health Programs

Consumer/Survivor Initiative of Niagara

A peer support group that offers education, advocacy and self-help groups for consumer/survivors of the mental health system. Self-help groups include depression/anxiety and anger management. These are offered at various times and are free of cost. Please call the office for more information on schedules or general inquiries.



Office Phone: 905-732-4498

Hours of Operation: Monday-Friday 8:30am-4:00pm

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Canadian Mental Health Association

Niagara Branch

Committed to improving the quality of life for individuals experiencing mental and emotional issues who reside in the Niagara Region. Services include information and referral service, crisis intervention, short term counseling, depression support group, separation/divorce support group, public education, advocacy and social action, depression in the workplace presentations, suicide intervention training and mental health court support. Referrals are accepted from anyone.



Office Phone: 905-641-5222

Hours of Operation: Monday-Friday 8:30am-4:00pm

Address: 36 Page St, St. Catharines, ON L2A 4A5

Website: www.cmhaniagara.ca

Email: info@cmhaniagara.ca

Community Mental Health Programs

Canadian Mental Health Association Niagara Branch –Satellite Office

A community resource centre where people can obtain information and resources about mental illness and its effects. A range of community resources are accessible for individuals and their families. A Mental Health Counselor is available to assist members of the community in accessing programs and services within CMHA and suggest resources in the broader region.

Office Phone: 905-641-5222

Address: 6760 Morrison St, Unit 2, Niagara Falls, ON L2E 6Z8



Oak Centre

Oak Centre is a psychosocial rehabilitation program for people with serious and on-going mental health issues following the clubhouse approach. Oak Centre is committed to the belief that all people need to discover and reclaim the power to control their own destiny, share in all aspects of living in a naturally supportive community and have the opportunity to participate with dignity in a regenerative environment that fosters hope.

Services include a continuum of employment opportunities including transitional employment (graduated step towards gainful employment), supported employment, and independent employment, career planning, accessing education, training and employment resources in the community and supports on-the-job or in training/academic programs.

Office Phone: 905-788-3010

Hours of Operation: Monday-Friday 8:30am-4:00pm **Wed** 8am-8pm

Address: 24 Dorothy St, Welland, ON L3B 3V7

Website: www.oakcentre.ca

Email: oakcentre@bellnet.ca

Contact: Ru Tauro



Grocery Stores

Big Bee Food Mart

Address: 5056 Montrose Rd, Niagara Falls

Phone: 905-358-8389

Niagara Falls Foodland Store

Address: 8251 Dock St, Niagara Falls

Phone: 905-356-1182

Food Basics

Address: 6770 McLeod Rd, Niagara Falls

Phone: 905-356-1103



Fraser's Grocery

Address: 4803 St. Claire Ave, Niagara Falls

Phone: 905-356-6110

Zehr's

Address: 6940 Morrison St, Niagara Falls

Phone: 905-358-5544

Sobey's

Address: 3714 Portage Rd, Niagara Falls

Phone: 905-371-2270

FreshCo

Address: 5931 Kalar Road, Niagara Falls, ON L2H 0L4

Phone: 905 371-3113

Food Banks and Meals

St. Vincent DePaul Society

Contact can be made through any Roman Catholic Church. May provide food and/or clothing in emergency situations.

Office Phone: 905-374-7070
Address: 4693 Victoria Ave, Niagara Falls
Website: www.svdpusa.com



Niagara Falls Community Outreach

Provides nutritious meals free of charge to persons of low income in an atmosphere of acceptance and safety. Also assists in arranging transportation to shelters for overnight accommodation during the winter months, if requested

Noon meal Times: Monday-Friday 12:00pm (noon)-1:00pm; all year
Evening Meal Times: 4:30pm-8:00pm November 1-Mar 1
Office Phone: 905-354-1640
Address: Community of Christ, 4865 ST Lawrence Ave, Niagara Falls, ON L2E 3Y1



Niagara International Worship Centre

A hot meal is provided the first Tuesday of every month and a food pantry is offered at the worship services. Christmas Eve dinner served, along with a gift.

Office Phone: 905-356-0635
Hours of Operation: Monday-Thursday 9:00am-3:00pm
Address: 6846 Frederica St, Niagara Falls



Community Mental Health Programs

Family Counseling Centre

Provides a range of professional counselling and support programs to individuals, couples, families or groups who are experiencing personal, social or work problems which are contributing to individual, relationship or family difficulties. Provides General Counselling & Walk-In Counselling Clinic. Programs such as Family Violence Programs for Men, Women and Children, For Me and My Mom, Side by Side, Partner Assault Response Program (PAR), Caring Dads, Adult Protective Services (APSW), Family Group Conferencing, and the Foster and Kinship Support Services. Program fees - Family Group Conferencing; Foster and Kinship Support Services ; None - APSW, Family Violence programs, Walk-In Clinic; Caring Dads ; Fee assistance available ; assistance is provided by Counselling and Therapy services -- on a sliding scale basis (\$25-\$95/session).

Hours of Operation: Monday-Friday 8:30am-4:30pm;
Summer: Monday-Friday 8:30am-4:00pm
Office Phone: 905-937-7731



The Family Mental Health Support Network of Niagara

Provides mental health education and support for Niagara families who have a family member (older teenager or adult) dealing with a serious mental health problem and/or occurring disorder. FSN, in cooperation with the Niagara Health System, conducts 'coping skills' workshops. They are intended for adult family members and significant others. All workshops and follow up sessions are free of cost.

Phone: 905-641-2111
Email: familysn@niagara.com



Crisis Services

C.O.A.S.T. (Crisis Outreach and Support Team)

Provides 24/7 crisis line services.

Mental health professionals work as a team in partnership with police officers who are specially trained to work with individuals with mental health and addictions issues who are in crisis. Information is collected over the phone by a qualified health professional who can assist the individual in understanding care options that are available. If needed an outreach mobile team will assess the person experiencing the mental health crisis in their community. Ongoing telephone support and/or referral to appropriate follow-up services may be recommended.

Crisis Line: 1-866-550-5205 (24/7); press 1



Centre de Santé Communautaire Hamilton/Niagara

A multi-disciplinary agency serving the French speaking population of Niagara. Services include primary health care services, parental and postnatal support, family support programs, anti-violence programs, counseling, distress line for women, nutrition counseling, activities for seniors, settlement and integration services.

Office Phone: 905-734-1141

Francophone Crisis Line: 1-877-336-2433

Hours of Operation: Monday & Wednesday 8:30am-5:00pm;
Tuesday & Thursday 8:30am-8:00pm; Friday 8:30am-4:30pm

Address: 810 East Main St, Welland

Website: www.centredesantecommunitaire.com

Email: cscn@iaw.on.ca



Food Banks and Meals

Salvation Army

Provides emergency hostel. Dormitory accommodation and meals are provided for adult men. Clothing vouchers and referrals provided for only in-house residents. Life skills program are available to residents. Have 3 male rooms for Supportive Transitional Housing. Meals are open only to shelter residents (Men who are 18 years and older) or individuals who have been issued meal vouchers from the following churches; Knox Presbyterian, Silver Spire United and Queen St Baptist

Office Phone: 905-354-2834

Address: 5720 Dorchester Rd, Niagara Falls, ON L2G 5S3

Website: www.salvationarmy.ca



Project Share

Clients will receive enough non-perishable food items to last 3-4 days and the staff will assist individuals and families on a one-on-one basis with support and referrals to other agencies. All families are given the opportunity to work with staff to improve their individual barriers in overcoming their family difficulties.

Office Phone: 905-357-5121

Hours of Operation: Monday-Friday 9:30am-3:30pm

Address: 4129 Stanley Ave, Niagara Falls



Clothing

Morrison Street United Church (St. Andrews)

The church sells clothing and small household items at a very reasonable cost. It serves residents of Niagara Falls.

Office Phone: 905-356-1624
Address: 5645 Morrison St, Niagara Falls
Hours of Operation: Thursday and Friday 10:00am-1:00pm (noon)

Goodwill Industries

A retail store and training centre offering great selection of clothing, house wares, household goods, furniture, appliances and books at a good value.



Office Phone: 905-357-9500
Hours of Operation: Monday-Friday 9:00am-9:00pm; Saturday & Sunday 9:00am-5:00pm
Address: 6777 Morrison St, Niagara Falls

Value Village

A retail store that sells clothing at reasonable prices.



Office Phone: 905-354-6336
Hours of Operation: Monday-Saturday 9:00am-9:00pm; Sunday 10:00am-7:00pm
Address: 6278 Lundy's Lane, Niagara Falls

Big Brothers & Big Sister Nearly New Shop

Office Phone: 905-374-2679
Hours of Operation: Monday-Saturday 10:00am-4:00pm
Address: 4311 Queen St, Niagara Falls

Crisis Services

Distress Centre

A 24-hour, free, confidential telephone crisis intervention support service available to anyone in need in the Niagara Region. We provide emotional support, suicide intervention, prevention techniques and communication skills.

Crisis Phone: 905-382-0689
Website: www.distresscentreniagara.com



Community Addiction Services of Niagara

Services include a comprehensive assessment, individualized treatment plan, referrals to appropriate resources, case management, outpatient counseling, pretreatment group, day treatment education and skills development group, and aftercare groups. Individual, family, spousal and couples counseling, with support also available for relatives/significant others.

Hours of Operation: Monday-Friday 8:30am-12:00pm (noon), 1:00pm-4:30pm
Phone: 905-684-1183 (schedule appointments)
Address: 60 James St, Ste 401, St. Catharines, ON L2R 7E7



W.A.R.M (Women's Addiction Recovery Mediation)

Service for women experiencing addiction or affected by a loved one's addiction. Provides women with individual and group counseling, education and support. For ages 16 & up, and requires an intake assessment.

Phone: 905-357-9191/ ext. 4022
Address: 6135 Culp St, Niagara Falls, ON L2A 5M6
Website: www.warmniagara.org
Email: warm@ywcaniagararegion.ca

Crisis Services

Nova House

Provides shelter and services for women and children experiencing abuse. Services include: 24-hour crisis/information line, counselling and emotional support for women and children/youth who are being or who have been abused, development of safety plans, transitional and housing support, family court support (including accompaniment to court and legal appointments), public education programs, and referrals. Services are available on an in-shelter or office visit basis.

NOVA HOUSE

Office Phone: 905-356-3933
Crisis Phone: 905-356-5800 will accept collect calls, 24 hour service
Hours of Operation: Monday-Friday 8:30am-4:00pm
Website: www.womensplacesn.org
Email: arunova@wpsn.ca

Pathstone Services

A mobile crisis intervention service providing immediate telephone counseling and, if necessary, on-site crisis intervention in the home, school, hospital or other community location. Services are available 24/7 for children and youth up to the age of 18 and their families. Counselors have access to psychiatric and psychological consultation. Information will initially be collected over the phone and an on-site intervention will be organized if assessed as appropriate.



Call Toll Free Line (24/7): 1-800-263-4944
Pathstone Mental Health: 905-688-6850

Clothing

Salvation Army Thrift Shop

Sells used furniture, household items, clothing, shoes, books, linens, brand new mattresses, pillows, and bedframes at affordable prices



Hours of Operation: Monday-Wednesday 9:00am-8:00pm;
Thursday & Friday 9:00am-8:00pm; Saturday 9:00am-7:00pm

Office Phone: 905-354-8538
Address: 4420 Drummond Rd, Niagara Falls
Website: www.salvationarmy.ca

St. Vincent De Paul Society Thrift Shop

Sells used clothing, pots and pans, china, linens, and small appliances at reasonable prices.



Emergency Line Phone: 905-374-7070
Address: 4693 Victoria Ave, Niagara Falls, ON L2E 4B8
Website: www.svdpusa.com

Pharmacies



Bradfield IDA Pharmacy

Address: 8251 Dock St, Niagara Falls
Phone: 905-295-3883

Falls Pharmacy

Address: 6635 Drummond Rd, Niagara Falls
Phone: 1-866-325-5763

MacKinnon Guardian Drugs

Address: 6680 Drummond Rd, Niagara Falls
Phone: 905-354-1812

Meadow's Pharmacy Ltd.

Address: 3493 Portage Rd, Niagara Falls
Phone: 905-354-3023

OR

Address: 3770 Montrose Rd, Niagara Falls
Phone: 905-357-6577

Pharma Plus Drug Mart

Address: 6484 Lundy's Lane, Niagara Falls
Phone: 905-354-6445

Queen Street Pharmacy

Address: 4421 Queen St, Niagara Falls
Phone: 905-354-5604

Crisis Services

Canadian Mental Health Association Safe Bed Program

The Safe bed Program provides 24/7 long-term residential crisis support for individuals age 16 or older who are experiencing a mental health crisis. The program offers crisis counseling and a safe therapeutic environment for men and women to stay as an alternative to hospitalization. The staff work with individuals to resolve their crisis and to link them with available supports in the community. Referrals can be made by: therapists, counselors, physicians, crisis workers, advocates or any other professional with a working knowledge of the individual's current situation and relevant history.

Address: 15 Wellington St, St Catharines, L2R 5P7
Phone: 905-641-5222

Please call for more information or to make a referral

Canadian Mental Health Association Mental Health Urgent Support Services

Urgent mental health and addictions crisis support will be provided for individuals 16 years of age and older in St. Catharines, Welland, and Niagara Falls. Mental health counselors will be available to assist individuals in meeting immediate needs for problem solving, goal setting and linking to appropriate community supports. Individuals may self-refer or be referred by other mental health and addictions partners within the community. follow-up services may include short-term brief solution focused counseling sessions, telephone counseling and support with bridging to longer-term resources.

Crisis Line: 905-641-5222

Hours of Operation: Monday-Friday 11:30am-7:00pm

Email: info@cmhaniagara.ca

Address: 6760 Morrison St, Unit 2, Niagara Falls,
ON L2E 6Z8

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Employment

Oak Centre

Oak Centre is a psychological rehabilitation program for people with serious and on-going mental health issues following the clubhouse approach. Oak Centre is committed to the belief that all people need to discover and reclaim the power to control their own destiny, share in all aspects of living in a naturally supportive community and have the opportunity to participate with dignity in a regenerative environment that fosters hope.

Services include a continuum of employment opportunities including transitional employment (graduated step towards gainful employment), group employment, supported employment, and independent employment, career planning, accessing education, training and employment resources in the community and supports on-the-job or in training/academic programs.

Office Phone: 905-788-3010

Hours of Operation: Monday-Friday 8:30am-4:00pm

Address: 24 Dorothy St, Welland, ON L3B 3V7

Website: www.oakcentre.ca

Email: oakcentre@bellnet.ca

Contact: Ru Tauro



Niagara Employment Help Centre

Comprehensive employment and job search services. Strategies include resume preparation.

Information about careers and occupations, local labour market, employment and training opportunities. On-the-job training, work experience. Help in maintaining employment. Also provides a youth job link, and second career program.

Address: 6100 Thorold Stone Rd, Unit 7, Niagara Falls, ON L2J 1A3

Phone: 905-358-0021



Pharmacies

Wal-Mart Pharmacy

Address: 7481 Oakwood Dr, Niagara Falls

Phone: 905-371-3335

Shoppers Drug Mart

Address: Battlefield Plaza, 6565 Lundy's Lane, Niagara Falls

Phone: 905-354-3845

OR

Address: Town & Country Plaza, 5175 Victoria Ave, Niagara Falls

Phone: 905-356-5096

OR

Address: Montrose & Preakness, 5125 Montrose Rd, Niagara Falls

Phone: 905-357-1100

Sauer Drug Ltd.

Address: 5771 Victoria Ave, Niagara Falls

Phone: 905-358-9832



Walk-In Clinics

NFCHC (Niagara Falls Community Health Centre)



A non-profit, community-governed organization that provides primary health care, health promotion and community development services. Multi-disciplinary teams of health providers consisting of Physicians, Nurse Practitioners, Nurses, Counselors, a Dietitian, a Health Promoter and Outreach Workers assess and treat non-life threatening injuries or illnesses, and develop programs to improve the social supports and conditions that affect long-term health. Other services include: caring for my COPD program and smoking cessation support (individual and group support). Currently accepting new patients, call to schedule an appointment. NFCHC priority population has been defined as: Individuals/families without a healthcare provider, people with mental health and/or addiction issues, low income families, isolated seniors, at risk children and youth, street involved/non-insured persons, newcomers to Canada and people with physical disabilities.

Address: 4790 Victoria Ave, Niagara Falls
Phone: 905-356-4222
Fax: 905-356-5676
Website: www.nfchc.ca
Hours of Operation: Monday & Friday 8:00am-4:30pm; Tuesday 7:30am-7:30pm; Wednesday 8:00am-4:30pm; Thursday 7:30am-7:30pm; Saturday 9:00am-12:00pm

Employment

Canadian Mental Health Association Niagara Branch



Provides services to the consumers of the mental health system who have a desire to return to work, re-think career goals, perform volunteer service, upgrade schooling, and improve life skills. Offers real work, not sheltered, focus on career choices based on interests, work skills evaluation, personal, one to one support and help with the employers training and academic programs.

Office Phone: 905-641-5222
Hours of Operation: Monday-Friday 8:30am-4:00pm
Address: 36 Page St, St. Catharines, ON L2R 4A5
Website: www.cmhaniagara.ca
Email: info@cmhaniagara.ca

Niagara Centre for Independent Living Work Link

Offers employment services which may include dissemination of labour market information, employment needs assessment, career planning, employment counselling, job search skills, job placement services, developing an employment action plan, referral to appropriate interventions, assessments for disability-related accommodations and participant case management and follow-up.

Address: 122 Queenston St, St. Catharines, ON L2R 2Z3
Phone: 905-684-7111
TTY: 905-684-0420
Fax: 905-684-1199
Hours of Operation: Monday-Friday 9:00am-4:30pm

Employment Websites

ca.indeed.com

Workopolis.com

Monster.ca

<https://www.niagarafallstourism.com/jobs>

<https://niagarafalls.ca/city-hall/human-resources/employment-categories.aspx>

falls.com/employment

<https://www.niagaraparks.com/corporate/careers/>

<http://www.niagarafallsbridges.com/index.php/employment>

<https://www.niagararegion.ca/government/hr/careers/default.aspx>

<http://www.ymcaofniagara.org/programs/employment-services/>

<https://www.jobbank.gc.ca/home>

Walk-In-Clinics

Morrison Walk-In-Medical Clinic

Address: 6453 Morrison Rd, Niagara Falls

Phone: 905-374-3344

Urgent Care Niagara

Address: 104-6150 Valley Way, Niagara Falls

Phone: 905-371-1881

Portage Walk-In Clinic

Address: 4256 Portage Rd, Unit 303, Niagara Falls

Phone: 905-356-6215



Housing

Oak Centre

Oak Centre is for people with serious and on-going mental health issues following the clubhouse approach.

Oak Centre is committed to the belief that all people need to discover and reclaim the power to control their own destiny.

Office Phone: 905-788-3010

Hours of Operation: Monday-Friday 8:30am-4:00pm

Address: 24 Dorothy St, Welland, ON L3B 3V7

Website: www.oakcentre.ca

Email: oakcentre@bellnet.ca

Contact: Ru Tauro



YWCA Niagara region – Emergency Housing



The YW provides three types of emergency homeless shelters. They are shelters for single women or women with children, shelters for families, both two-parent families and single male-led families, and shelters for single men or men with children.

Emergency Homeless Shelter for Men: 905-357-9191

Emergency Homeless Shelter for Women: 905-988-3528

Emergency Family Homeless Shelter: 289-668-4962

Address: 6135 Culp St, Niagara Falls, ON L2G 2B6

Income Services

Ontario Works

Ontario Works helps people who are in financial need. It offers two types of assistance:

Financial assistance, including: income support to help with the costs of basic needs, like food, clothing and shelter as well as health benefits for clients and their families

Employment assistance to help clients find, prepare for and keep a job. This assistance may include: workshops on resume writing and interviewing, job counseling, job-specific training, access to basic education, so clients can finish high school or improve their language skills

In most cases, a client must agree to participate in employment assistance activities in order to receive financial assistance.

Emergency assistance is also available to people who are in a crisis or an emergency situation (e.g. people who have lost their homes, are leaving an abusive relationship and/or are worried about their safety).

Phone: 905- 354-3561

Address: 5853 Peer St, Niagara Falls, ON L2G 1X4

Folk Arts Council of St. Catharines-Niagara Falls



A community based non-profit charitable organization whose team of professional staff and volunteers provide vital settlement services to newcomers as they strive to create a rewarding new life in Canada

Hours of Operation: Monday-Friday 8:30am-4:30pm

Address: 5853 Peer St, Niagara Falls, ON L2G 1X4

Mailing Address: 85 Church St, St. Catharines, ON L2R 3C7

Phone: 905-358-3452; or 905-685-6589 ext. 221



Income Services

Ontario Ministry of Community and Social Services

Administers the Ontario Disability Support Program which is made up of two components: an income support program for people with disabilities who are in financial need and an employment support program that recognizes many people with disabilities can and do want to work. In order to be eligible for ODSP benefits the applicant must live in Ontario, be 18 years of age or older, be in financial need and have assets no greater than limits set for the program.

Office Phone: 905-688-3022
Toll Free: 1-800-263-5413
TTY: 905 688-1140
Hours of Operation: Monday-Friday 8:30am-5:00pm
Website: www.cfcs.gov.on.ca



Niagara Regional Community Service Department

Provides financial assistance and a range of employment support and activities, in partnership with community agencies to enable participants and their families to achieve independence through sustainable employment. Community Services also provides assistance to members of the community who are not recipients of Ontario Work benefits. Emergency and discretionary benefits are accessed by the working poor, Ontario Disability Support Program (ODSP) recipients and homeless individuals.

To Apply for Social Assistance 1-800-263-7215
Hours of Operation: Monday-Friday 8:30am-4:30pm
Address: 5853 Peer St, Niagara Falls L2G 1X4
Website: www.regional.niagara.on.ca

Housing

Canadian Mental Health Association Niagara Branch Mental Health Homelessness Initiative, Phase II Housing



The program is designed for individuals requiring long-term intensive support, who are experiencing serious mental health issues and are homeless or at risk of becoming homeless. The program provides a combination of affordable housing and the ongoing, flexible supports needed to maintain housing. The program supports 86 housing units in the Niagara Region.

Office Phone: 905-641-5222
Hours of Operation: Monday-Friday 8:30am-4:00pm
Address: 36 Page St, St. Catharines, ON L2R 4A5
Website: www.cmhaniagara.ca
Email: info@cmhaniagara.ca

Gateway

Operates one residential group home in the city of Welland which can accommodate seven tenants. We also have a total of 110 housing units within our Phase Two program. Gateway owns and operates four buildings in the cities of Welland, St. Catharines, Port Colborne, and most recently we are building a house in Niagara Falls which will be ready for move-in later this year. We also have our Housing First Program that is a recovery-orientated approach to end homelessness.

Office Phone: 905-735-4445
Toll Free: 1-877-735-4445
Hours of Operation: Monday-Friday 8:30am-4:30pm
Address: 178 King St, Welland, ON L3B 3J5
Website: www.gatewayofniagara.ca
Email: info@gatewayofniagara.ca

