

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 the Consumer/Survivor Initiative of Niagara

Revised August 2018

# The Help Book



## Adult Mental Health & Community Resources in Welland

**NOTES**

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Please Contact 211 for more information.  
For any other information please contact  
[info@informationniagara.com](mailto:info@informationniagara.com),  
or visit us online at:  
[www.informationniagara.com](http://www.informationniagara.com)

**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 groups. These are offered at various times and locations and are free of cost. Please call the office for more information about the group schedules and general inquiries.

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



**Gateway Residence of Niagara Inc.**

A community based organization that is a registered charity funded by the Ontario Ministry of Health and Long Term Care. Services include residential programs, community support programs, homeless initiative phase 2, and community treatment order programs.

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

## ADVOCACY

## NOTES

### **Legal Aid Ontario/Justice Niagara**



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.

**Justice Niagara Phone:** 905-735-1559

Hours: Monday-Thursday 8:30 am-12:00pm,  
then 1:00pm-4:30pm. Friday 8:30-12:00pm

**Hours:** Voice mail available weekdays until 4:30pm

**Address:** 15 Bargar St., Welland, Suite 100, ON, L3B 2S6

**Legal Aid Address:** Welland Courthouse Office, 102 East Main St.,

Court House, Welland, L3B 3W6

**Toll Free:** 1-800-668-8258

## Useful Numbers



Positive Living Niagara	905-984-8684
COAST	1-866-550-5205
Consumer/Survivor Initiative	905-732-4498
Distress Centre	905-688-3711
Emergency	911
Fire Department (non-emergency)	905-735-9922
	905-732-1381
Niagara Region Sexual Assault Centre (Crises Line)	905-682-7258 905 682 4584
Poison Control	1-800-268-9017
Welland NRP Police (non-emergency)	905-735-7811
TeleHealth Ontario	1-866-797-0000
Women's Place	
Gillian's Place	905-684-8331
Nova/Niagara Falls (crisis phone)	905-356-5800
Serenity	905-788-0113
Public Health Department	905-735-5697
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 groups. These are offered at various times and are free of cost. Please call the office for more information on schedules and/or general inquiries.

**Office Phone:** 905-732-4498  
**Hours:** Monday-Friday 8:30am-4:00pm  
**Address:** 60 King St., Unit 103, Welland, ON L3B 6A4  
**Website:** [www.initiativeniagara.ca](http://www.initiativeniagara.ca)  
**Email:** [consumer.survivor@bellnet.ca](mailto:consumer.survivor@bellnet.ca)  
**Contact:** Judy Hoover

### **Family Counseling Centre**



Provides a range of professional counseling and support programs to individuals, couples, families or groups who are experiencing personal, social or work problems. Services include: counseling and therapy, family violence and child witness protection programs ("For Me and My Mom" and "Side By Side"), employee assistance programs (EAP), adult protective services (APSW), Partner Assault Response program (PAR), critical incident stress debriefing, walk-in counseling clinic, foster and kinship support services, family group conferencing, and Caring Dads program. Call for second and third location.

**Office phone:** 905-937-7731  
**Toll free:** 1-888-937-7731  
**Hours:** Monday-Friday 8:30am-4:30 or by appointment  
**Address:** 654 South Pelham Road, Welland ON L3C 3C8  
**Website:** [www.fccniagara.on.ca](http://www.fccniagara.on.ca)  
**Email:** [info@fccniagara.on.ca](mailto:info@fccniagara.on.ca)

**Community Mental Health Programs**

**Elisha House – Pregnancy and Family Support Centre**



Provides free pregnancy tests, support for pregnant women and mothers. Post-abortion support provided to those suffering the trauma of an abortion. Parenting and healing support groups also provided.

**Office Phone:** 905-735-9934  
 After Hours Crisis Line  
**(Call or text):** 289-823-2424 (pregnancy tests)  
**Address:** 48 Burgar St., Welland, ON, L3B 2S8  
**Hours:** Monday-Friday 9:00am-4:00pm  
**Website:** www.elishahouse.on.ca

**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 reoccurring disorder. FSN, in cooperation with the Niagara Health System, conducts ‘coping skills’ workshops and monthly follow up sessions for workshop participants during the fall, winter and spring months. They are intended for adult family members and significant others. All workshops and follow up sessions are free. Registration is required.

**Phone:** 905-894-6808  
**E-mail:** contact@familysupportniagara.com  
**Website:** familysupportniagara.com

**Transportation**

**City Transit**

Welland Transit Service 905-732-4181  
 160 East Main St., Welland

**Taxi Services**

Welland 4500 Taxi 905-735-4500  
 Pro Taxi 905-384-2000  
 5-0 905-685-5463  
 Grand Taxi 905-732-7000  
 Absolute Taxi & delivery 289-228-9090



### Utilities

#### **Hydro**

Welland Hydro-Electric Commission  
950 East Main St. Welland

905-732-1381

#### **Gas Service**

Enbridge Gas  
3401 Schmon Prkwy, Thorold

1-877-362-7434

#### **Cable Television Service**

COGECO (Pen Centre)  
Roger's Cable TV  
871 Niagara St., Welland

1-800-267-9000

1 877 559-5202

#### **Telephone Service Providers**

Bell Canada  
COGECO  
Vonage  
Roger's Home Phone  
Worldline

1-866-310-2355

1-800-267-9000

1-877-272-0528

1-800-556-9426

1-855-299-0025

### Criminal Pardons

#### **Pardons Services Canada**

A Resource and Support Line for over 5,000 Organizations  
If you have ever been charged with a criminal offence, 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](http://www.pardons.org)

### Community Mental



### Health Programs

#### **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. Oak Centre also offers a housing program. 2 Units offered – café and clerical. A satellite clubhouse of Oak Centre – Lake House – is also located in Port Colborne. Please contact Oak Centre or refer to the Port Colborne Help Book for more information.

#### **Hours:**

Monday-Friday 8:30am-4:00pm

Wednesday 8:30am – 8:00pm

Holidays open 9am-2pm

#### **Office Phone:**

905-788-3010

#### **Address:**

24 Dorothy St., Welland, ON, L3B 3V7

#### **Website:**

[www.oakcentre.ca](http://www.oakcentre.ca)

#### **Email:**

[oakcentre@bellnet.ca](mailto:oakcentre@bellnet.ca)

#### **Contact:**

Ru Tauro

## Community Mental Health Programs

### **Lake House**

A psychosocial rehabilitation program for people with serious and on-going mental health issues following the clubhouse approach \* 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.

Continuum of employment opportunities including access to Transitional Employment through Oak centre (graduated step towards gainful employment), Employment, and Independent Employment: \* career planning \* accessing education \* training and employment resources in the community \* supports on-the-job or in-training/academic programs.

**Phone:** (905) 834-4300  
**Address:** 168 Catharine St, Port Colborne, ON L3K 4K6  
**E-mail:** lakehouse.oakcentre@bellnet.ca  
**Website:** www.oakcentre.ca

## Grocery Stores

### **Freshco**

Address: 835 Ontario Rd, Welland  
Phone: 905-735-2525

### **No Frills**

Address: 390 Lincoln St. East, Welland  
Phone: 905-732-3367

### **Food Basics**

Address: 325 Thorold Rd, Welland  
905-735-4320

### **Pupo's**

Address: 95 Maple Ave, Welland  
Phone: 905-735-5615

### **Zehr's**

Address: 821 Niagara St, Welland  
Phone: 905-732-9377

### **Sobey's**

Address: 609 South Pelham Rd, Welland  
Phone: 905-735-7467

### **Walmart**

Address: 102 Primeway Dr, Welland  
Phone: 905-735-3500





## Food Banks and Meals

### **St. Vincent DePaul Society Thrift Shop**

May provide food and/or clothing in emergency situations. Food vouchers are through St. Mary's or St. Kevin's food bank \*not in store\* Available Monday and Friday 10:00am-12:30pm

**Address:** 51 East Main Street, Welland, ON L3B 3W4

**Phone:** 905-788-3413

**Hours:** Monday-Friday 10:00am-4:00pm  
Saturday 10:00 am – 3:00 pm

**Website:** [www.ssvp.on.ca](http://www.ssvp.on.ca)

### *Central United Church*

**Address:** 12 Young St.

**Drop in meal:** Tues 6-8 (Oct-May)

Salvation Army truck every Tuesday for meals.

**Meal Hours:** Sunday 5.p.m (Nov-March),  
Every last Sunday of month (April-October)

**Phone:** 905-735-2333

### *Église du Sacré-Coeur*

**Address:** -72 rue empire

**Phone:** 905-735-5823

### *St. Kevin's Roman Catholic Church*

**Address:** 303 Niagara St. North L3C 1K5

**Meal Hours:** Wednesday 5.p.m November to March

**Food Bank Hours:** Every 2<sup>nd</sup> and 4<sup>th</sup> Saturday 1-2:30pm

**Phone:** 905-735-5885



## Community Mental Health Programs



### **Community Living (Welland/Pelham)**

Community Living offers support and services for individuals with intellectual disabilities, or families with someone who has an intellectual disabilities. .

The services they provide support people with Intellectual Disabilities to be fully involved in the community and have equal opportunities to participate effectively.

Some of the services they offer include group living, supported independent living, support home, family support and children's services. They also provide assistance in paid employment and volunteer work.

They offer a multitude of supports and services designed to give individuals and families the tools and skills they need to live full meaningful lives.

Requires a referral by Developmental Services Ontario:(1-877-376-4674)

**Website:**

[www.communitylivingwellandpelham.ca](http://www.communitylivingwellandpelham.ca)

**Phone:**

905-735-0081

**Address:**

535 Sutherland Ave, Welland, ON L3B 5A4

## Community Mental Health Programs



### **Women's Addiction Recovery Mediation (WARM)**

***WARM is a Skills Development Workshop offered by the YWCA Niagara Region.*** WARM values the unique needs of every woman, addressing issues significant in women's lives in a safe and confidential environment with counselling strategies proven to be effective with women. WARM understands the socioeconomic factors that affect women and have designed programs and services that are accessible and effective. With WARM, women are given the opportunity to access intervention and prevention services while living at home, maintaining job and family responsibilities and creating a schedule that works for them.

**Email:** warm@ywcaniagararegion.ca  
**Phone:** 905-988-3528/ ext. 4022

## Food Banks and Meals

### **Redeemed Goods**

Offers a food bank as well as a complete hot meal on Saturdays at noon. Also offers spiritual support. Hygiene bank on Fridays.

**Office phone:** 905-788-3800

**Office hours:** Tuesday-Friday 9:30am-4:30 pm

**Food bank & clothing distribution:** Tuesday-Friday 9:30am-11:45am

**Address:** 22 Fifth St, Welland, ON L3B 4Z3

**Website:** www.openarmsmissionwelland.com

**Email:** openarmsmission@cogeco.net



## Clothing



### **New To You Thrift**

Sells used clothing, jewelry, small household items, china and linens at reasonable costs.

**Office Phone:** 905-735-4010

**Hours:** Monday-Saturday 9:30am-5:00pm; Thurs 9:30am – 6:00pm

**Address:** 59 Southworth St. North, Welland ON L3B 1Y3

### **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:** 905-714-7953

**Hours:** Monday-Friday 9:00am-9:00pm,  
Saturday & Sunday 9:00am-5:00pm

**Address:** 572 Niagara St, Welland, ON L3C 1L3

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

**Email:** [goodwill@goodwillniagara.com](mailto:goodwill@goodwillniagara.com)

### **St. Vincent DePaul Society Thrift Shop**

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

**Address:** 51 East Main Street, Welland, ON L3B 3W4

**Phone:** 905-788-3413

**Hours:** Monday-Friday 10:00am-3:45pm  
Saturday 10:00am – 1:00pm

**Website:** [www.ssvp.on.ca](http://www.ssvp.on.ca)

## Crisis Services

### **COAST (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. Not a rapid response service.

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



### **Pathstone Crisis Services**

A mobile crisis intervention service providing immediate telephone counselling 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 on-site intervention will be organized or assessed as appropriate.

**Call Toll Free Crisis Line (24/7):** 1-800-263-4944

**Pathstone Mental Health:** 905-688-6850

**Address:** 1604 Merritville Hwy, Welland ON, L3B 5N5

**Service referral #:** 905-684-3407



## Crisis Services



### **Distress Line**

Provides a free, confidential, 24-Hour Distress Line, uses trained volunteers, assists callers to solve their own problems, information and referrals, intervene in life-threatening situations, extensive pre-service training programs for Distress Line, suicide prevention and intervention workshops, and communication skills training.

### **Distress Line is 24/7**

<b>St. Catharines/</b>	905-688-3711
<b>Niagara Falls</b>	
<b>Port Colbourne/</b>	905-734-1212
<b>Wainfleet</b>	
<b>Fort Erie and area</b>	905-382-0689
<b>Grimsby/ West Lincoln</b>	905-563-6674
<b>Website:</b>	<a href="http://www.distresscentreniagara.com">www.distresscentreniagara.com</a>



### **Mental Health and Addictions Access Line**

A Hamilton, Niagara, Haldimand, Brant Local Health Integration Network (HNHB LHIN) funded collaborative project of 16 community agencies providing mental health and addictions care in Niagara.

**Phone:** 1-866-550-5205; press 2  
**Confidential help 24/7**

## Pharmacies



### **Welland Medical Pharmacy**

**Address:** 165 Plymouth Rd Welland  
**Phone:** 905-788-1766

OR

**Address:** 595 Ontario Rd., Welland  
**Phone:** 905-714-9009

### **Zehr's**

**Address:** 821 Niagara St North, Welland  
**Phone:** 905-732-9010

### **Rose City Centre Pharmacy Inc.**

**Address:** 188 East Main St, Welland  
**Phone:** 905-735-7505

### **Rexall Drug Stores**

**Address:** 838 Ontario Rd, Welland  
**Phone:** 905-734-9889

OR

**Address:** 399 King St. Welland  
**Phone:** 905-732-9611

OR

**Address:** Building E, 200 Fitch St. Welland  
**Phone:** 905-732-6864

OR

**Address:** 325 Thorold Rd West, Welland  
**Phone:** 905-732-1663

## Pharmacies



### **Wal-Mart Pharmacy**

**Address:** 102 Primeway Drive, Welland  
**Phone:** 905-735-3400

### **East Main Pharmacy**

**Address:** 816 East Main Welland  
**Phone:** 905-735-1500

### **Shoppers Drug Mart**

**Address:** 825 Ontario Road, Welland  
**Phone:** 905-788-2111

OR

**Address:** 800 Niagara St. North, Unit H2, Welland  
**Phone:** 905-735-7525

OR

**Address:** 595 South Pelham Road Welland  
**Phone:** 905-735-5644

## Crisis Services



### **Centre de Santé Communautaire Hamilton/Niagara**

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

**Office phone:** 905-734-1141

**Toll Free:** 1-866-885-5947

**Confidential Line:** 905-734-1017

**Francophone Crisis Line** 1-877-336-2433

**Fax:** 905-734-1678

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

**Address:** 1 Vanier Dr., Welland, ON.

**Website:** [www.cschn.com](http://www.cschn.com)

**E-mail:** [cschn@cschn.ca](mailto:cschn@cschn.ca)

## Crisis Services



### **Canadian Mental Health Association Mental Health Urgent Support Services (No appointment necessary)**

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. Based on assessment of individual needs, follow-up services may include short-term brief solution focused counselling sessions, telephone counselling and support with bridging to longer-term resources. Individuals may self-refer or be referred by other mental health and addictions partners within the community.

**Crisis Phone:** 905-641-5222 ext. 2231  
**Hours:** Monday-Friday 11:30am – 5:30pm  
**E-mail:** info@cmhaniagara.ca  
**Address:** 6760 Morrison St., Unit 2, Niagara Falls ON,  
L2E 6Z8

## Income Services



### **Ontario Works Welland**

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).

**Address:** 250 Thorold Rd., Welland, ON  
**Phone:** 905-734-7975  
**To apply:** 1-800-263-7215  
**Cheque/status inquiries:** 1-800-808-2268  
**Fax:** 905-735-7307  
**Office Hours:** 8:30am-4:30pm Monday –Friday  
**Online:** [www.ontarioworks.ca/socialassistance](http://www.ontarioworks.ca/socialassistance)

### 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 the limits set for the program.

**Phone:** 905-688-2904

**Website:** <http://mcss.gov.on.ca/en/mcss>

**Address:**  
Garden City Tower, 301 St. Paul St., St. Catharines, ON, L2R 3M8

**Hours:** Mon – Fri - 8:30am – 5pm

### Crisis Services



#### **Woman's Place of South Niagara Inc.**

Provides shelter for women and children experiencing abuse. Services include: 24-hour support lines, counseling for women and children who are or have been abused, emotional support groups, child and youth programs, transitional and housing support programs, legal support and advocacy program, public education programs, outreach counseling and education, accompaniment to court and various legal appointments, assistance with financial concerns and referrals, program and service delivery is available on an in-shelter or outreach basis.

**24-Hour Support Line Welland, Port Colborne, Wainfleet, Pelham and surrounding areas:** 905-788-0113-collect calls accepted

**24-Hour Support Line Niagara Falls, Fort Erie and surrounding areas:** 905-356-5800-collect calls accepted

**Administration Phone:** 905-356-3933

**Office phone:** 905-732-4632

**Hours:** Monday-Friday 8:30am – 4:00pm

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

## Child and Youth Services



### **Pathstone Mental Health**

We strengthen the quality of life for children, youth and families who are dealing with mental health challenges. WE CAN HELP. The majority of our services are offered FREE of charge to the children, youth, and families of Niagara.

**Services Phone:** 905-684-3407 for a referral

**Crisis Services Phone:** 1-800-263-4944

**Address:** 1604 Merritville Hwy, Thorold, ON, L3B 5N5



### **Family and Children's Services Niagara**

Family and Children's Services Niagara is a multi-service, regional organization; dedicated to the protection of children, support to families and youth, and offers an array of community programs that enhance and enrich the lives of families and individuals in Niagara. Some of the services are listed below:

**Child Protection Services** – FACS responds to all concerns regarding the safety and well-being of children of in our community. Please call with any concerns you may have that a child may be at risk for abuse or neglect. We will assess your information, investigate child protection concerns and provide services to families to help keep kids safe. In cases where children cannot remain safely at home, we provide foster care. For children in need of a permanent home, we provide adoption services.

**Phone:** 905-937-7731

## Housing



Welland Heritage Council  
and Multicultural Centre

### **Welland Heritage Council and Multicultural Centre**

Information and referral to community and government programs and services that help meet newcomer settlement needs; employment-related resources including access to professions and trades; group sessions on settlement-related topics; information on credential assessment; housing and shelter information, health services, legal issues and human rights; access to fax, photocopier, computers and internet; professional, multilingual staff available. The centre also houses an emergency shelter for refugees as they enter Canada.

**Office Phone:** 905-732-5337

**Address:** 26 East Main Street, Welland, ON L3B 3W3

**Hours:** Monday-Tuesday 8:30am-4:30pm,  
Wednesday 8:30am-7:00pm (or by  
appointment), Thursday– Friday  
8:30-4:30pm

1

**Website:** [wellandheritagecouncil.com](http://wellandheritagecouncil.com)

**Email:** [info@wellandheritagecouncil.com](mailto:info@wellandheritagecouncil.com)



## Housing



### **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:** Monday – Friday 8:30am – 4:00pm  
**Address:** 24 Dorothy St., Welland, ON, L3B 3W7  
**Website:** www.oakcentre.ca  
**E-mail:** oakcentre@bellnet.ca  
**Primary Contact:** Ru Tauro

## Child and Youth Services



### **Family and Children's Services Niagara**

**Parent Resources** – We offer a variety of parent resources including Child Care Centres, Ontario Early Years drop-in centres, and mobile programs that range in parent/child activities, learning opportunities, and resources. We also offer Developmental Screening to assess children's progress with regard to reaching developmental milestones.

**Counseling Services** – Our Family Counselling Centre provides counselling to individuals, couples and families to address concerns such as stress, depression, anxiety, loss, and trauma. We have a number of special groups to assist those who have experienced child abuse or domestic violence, and programs to help individuals overcome abusive attitudes and behaviors. Our Adult Protective Service program assists adults living with a developmental disability, to live independently in the community.

**Phone:** 905-937-7731  
**Toll free:** 1-888-937-7731  
**Hours:** Monday – Friday 8:30am – 4:30pm,  
**Emergency service is available 24/7**  
**Address:** 654 South Pelham Road, Welland, ON, L3C 3C8  
82 Hannover Drive, St. Catharines, ON L2W 1A4  
7900 Canadian Drive, Niagara Falls, ON, L2E 6S5

## Employment



### **Job Gym**

Job Gym is still funded by the Ministry of Training Colleges and Universities. Job Gym staff are trained in many employment related areas and are involved in staffing different resource areas, providing one on one employment, counselling, and referrals, presenting information to local high schools , conducting Job Fairs, providing a variety of workshops and much more.

**Address:** 225 East Main St., Welland, ON L3B 3W7  
**Phone:** 905-732-7655  
**Fax:** 905-732-2912  
**Hours:** Monday 8:30am – 6:00pm  
Tuesday – Friday 8:30am – 4:30pm

## Housing



### **Gateway Residential & Community Support Services**

Operates two residences in the Niagara area. The first residence is located in Welland, which has the capacity to accommodate seven tenants. Professional staff provides intense case management and support services. The second residence is located in Port Colborne and has the capacity to accommodate five tenants who receive moderate case management services. All tenants have private rooms with shared facilities. Tenancy costs are based on ability to pay through shelter allowances.

Gateway also has apartments available. Please contact the office for more information.

**Office Phone:** 905-735-4445  
**Toll free:** 1-877-735-4445  
**Fax:** 905-735-7570  
**Hours:** Monday – Friday 8:30am – 4:30pm  
**Address:** 178 King St., Unit A, Welland, ON, L3B 3J5  
**Website:** [www.gatewayofniagara.ca](http://www.gatewayofniagara.ca)

## Housing



### **YWCA Niagara Region - Emergency Homeless Shelters**

**Emergency Homeless Shelter for Men** - Our Men's Modified Shelter provides emergency housing services to 10 chronically homeless men. This program is housed at the Carriage House Motel in Niagara Falls and the Men's Shelter Worker supports these individuals in finding housing. For more information contact our Men's Shelter Advocate.

**Phone** 289-686-4402

**YWCA Niagara Region Transitional Housing** – YWCA provides safe, subsidized transitional housing in St. Catharines, Welland, Grimsby and Niagara Falls for single women and single women and their children.

Through their transition, women work with skilled staff to set goals that will lead to more independence. The YW also provides residents with life skills training, support, goal setting, advocacy, and referrals to other programs and services that might be of benefit. Also available to the residents are guest speakers, outdoor excursions and assistance with finding employment and appropriate accommodations.

\*Depending on circumstances women may be moved directly into Off Site Transitional Housing.

**Phone:** 905-650-6883

## Employment



### **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:** Monday – Friday 8:30am – 4:00pm  
Wednesday – 8:30 – 8:00pm  
**Address:** 24 Dorothy St., Welland, ON, L3B 3W7  
**Website:** [www.oakcentre.ca](http://www.oakcentre.ca)  
**E-mail:** [oakcentre@bellnet.ca](mailto:oakcentre@bellnet.ca)  
**Primary Contact:** Ru Tauro

## Employment



### **CERF Niagara – Francophone Employment and Resource Centre -**

Provides individual employment counselling and job search support to help job-seekers find work as quickly as possible. Browse through our site and find out about the full range of services available in Grimsby, Beamsville, Fort Erie, Port Colborne, Niagara Falls, St. Catharines and Welland. We also offer recruitment services to area employers and post job offers at no cost on our website.

**Address:** Lincoln Centre, 300 Lincoln St Unit 20, Welland, ON L3B 4N4

**Office phone:** 905-714-1480

**Toll free:** 1-866-334-3033

**Fax:** 905-714-1449

**Website:** [www.cerfniaagara.com](http://www.cerfniaagara.com)

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

### **Employment Solutions. Ontario Employment Services**

Comprehensive employment and job search services

**Address:** 800 Niagara St, Seaway Mall, ON L3C 1N0

**Office phone:** 289-488-1800

**Fax:** 905-734-3199

**Toll Free:** 1-866-661-8151

**Email:** [info@employment-solutions.org](mailto:info@employment-solutions.org)

**Website:** [www.employment-solutions.org](http://www.employment-solutions.org)

**Hours:** Mon, Tue, Thu, Fri 8:30 am - 4:30 pm  
Wed 8:30 am - 6:30 pm

## Housing



### **YWCA Niagara Region - Emergency Homeless Shelters**

The YWCA provides two types of emergency homeless shelters: 1) shelters for single women, or women with children and 2) shelters for families, both two parent families and single, male-led families.

**Emergency Homeless Shelters for women** - YWCA Niagara Region offers emergency housing for women and their children in a safe and home-like environment. They provide a private bedroom, shared common space and three healthy meals that offer nourishment and warmth.

They operate two, 20-bed emergency homeless shelter: 183 King Street, St. Catharines and 6135 Culp Street, Niagara Falls. Both locations are accessible 24 hours a day, seven days a week.

**Phone(St Catharines):** 905-988-3528

**Phone (Niagara Falls):** 905-357-9191

**Emergency Family Homeless Shelter** - The YWCA Niagara Region operates emergency homeless shelter units for two parent families and single parent families that are male lead. We have four apartments in St. Catharines and two units in Niagara Falls. They all are 3-bedroom units. These units allow families to have the privacy they need in their time of crisis.

**Phone:** 289-668-4962