

# 2017

## Directory of Community Services and Agencies Related to Health

Compiled by:  
Information Cambridge and North Dumfries,  
A service of



**Social Planning Council**  
Of Cambridge & North Dumfries

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## Introduction

The Social Planning Council of Cambridge and North Dumfries is pleased to present this Directory of Community Services and Agencies for Health-Related Services. This publication is a comprehensive listing of all health services offered within Cambridge and the surrounding areas, including counseling services, addictions services, pregnancy support, and mental health services. It is hoped that you will find this directory useful for yourself, a loved one, or a client.

The criterion for being included in this directory is that all organizations must be non-profit, with the exception of organizations that provide a unique for-profit service to the community. The listed organizations must provide a direct service to the members of the Cambridge and North Dumfries community. Finally, the organizations listed must have at least one area of the organization that provides a health-related service to individuals and families within Cambridge and North Dumfries.

It is the hope of the Social Planning Council of Cambridge and North Dumfries that you find this directory to be useful and informative. If you know of any organizations that meet the criteria that are not listed in this directory, feel free to give us a call at 519-623-1713 Ext. 225

Sincerely,

The Social Planning Council of Cambridge and North Dumfries

## Health Care Providers

### Cambridge Memorial Hospital

519-621-2330

700 Coronation Blvd, Cambridge, ON N1R 3G2

Email: [information@cmh.org](mailto:information@cmh.org)

Website: [www.cmh.org](http://www.cmh.org)

Cambridge Memorial Hospital is a bed community hospital serving Cambridge and North Dumfries Township. CHM provides acute care services including Cancer Care, Intensive Care, Medicine Unit, as well as Diagnostic, Emergency, Surgical, Mental Health, Outpatient, Rehabilitation and Restorative Services.

Fully Accessible

### Cambridge Walk-in Clinic

519-654-2260

1515 #111 King St. E. Cambridge, ON N3H 3R6

Cambridge Walk-in Clinic provides medical aid to people that do not have or cannot reach their family doctor.

### Canadian Medical Clinic

519-744-6464

430 The Boardwalk Suite -101 Ira Needles Blvd. ON Waterloo N2J 3Z4

Email: [cynthiavoisinproperties@theboardwalkmedical.com](mailto:cynthiavoisinproperties@theboardwalkmedical.com)

Website: [www.the-boardwalk.ca/medical-centre/](http://www.the-boardwalk.ca/medical-centre/)

This location is a medical clinic that offers the convenience of a lab, imaging, clinics, and testing all in one place.

### Grand River Hospital - Freeport Site

519-742-3611

3570 King Street East, Kitchener, ON N2A 2W1

Email: [info@grhosp.on.ca](mailto:info@grhosp.on.ca)

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

Site for complex continuing care, rehabilitation programs, several outpatient clinics, satellite renal services, specialized mental health, and more

### Grand River Hospital - Kitchener-Waterloo Site

519-749-4300

835 King Street West, Kitchener ON

Email: [info@grhosp.on.ca](mailto:info@grhosp.on.ca)

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

The Kitchener – Waterloo location is used for cancer care, critical care, emergency services, laboratory medicine, maternal-child programs, medical imaging, medical programs, inpatient mental health, pediatric

care, pharmacy services, renal services and surgery.

### **K-W Urgent Care Clinic**

385 Fairway Rd. S. Kitchener, ON N2C 2N9

519-748-2327

751 Victoria St. S. Kitchener, ON N2M 5N4

519-745-2273

Website: [www.kwurgentcare.com/](http://www.kwurgentcare.com/)

The Urgent Care Clinic offers services such as walk-in urgent care, weight loss or weight maintenance, occupational healthcare, travel health, urgent care for tourists, and out-of-country prescriptions

### **Langs Community Health Centre**

519-653-1470

1145 Concession Rd. Cambridge, ON N3H 4L5

Website: [www.langs.org](http://www.langs.org)

Email: [info@langs.org](mailto:info@langs.org)

Offers medical counselling for people in the city of Cambridge. Langs, also, brings community partners into its centre to provide individuals with resources.

### **Laurentian Walk-in Clinic**

519-570-3174

750 Ottawa St. S. Kitchener, ON N2E 1B6

Laurentian offers various services such as a walk-in clinic, sutures, and full physicals.

### **North Dumfries Community Health Centre Satellite**

519-632-1229

2958 Greenfield Rd. Ayr, ON N0B 1E0

Website: [www.langs.org/nd/ndindex.php](http://www.langs.org/nd/ndindex.php)

Community health centre that provides: Primary Health Care, Programs for Children and Youth, Social Work Counselling and Nutrition Counselling

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

#### **Cambridge**

519-575-4400

150 Main St. Cambridge, ON N1R 6P9

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

#### **Waterloo**

519-575-400

99 Regina St S, 3rd Floor, Box 1633, Waterloo, ON N2J 4V3

Website: [www.region.waterloo.on.ca/ph](http://www.region.waterloo.on.ca/ph)

Provides health education, disease prevention, promotional activities, counselling, and referral services in these areas: child, youth, violence prevention, dental, environmental, infection control, food safety, cancer prevention, heart health, AIDS/STDs, sexual health information

### **St. Mary's General Hospital**

519-744-3311

911 Queen's Blvd. Kitchener, ON N2M 1B2

Website: [www.smgh.ca](http://www.smgh.ca)

St. Mary's General Hospital is located in the heart of Kitchener. It provides cardiac care, respiratory care, outpatient surgery, general medicine, and 24/7 emergency care.

## The Doctor's Office Walk-in Clinic

519-725-1514

170 University Ave. W. Waterloo, ON N2L 3E9

The Doctor's Office is a standard walk-in clinic that also provides an afterhours clinic.

## Weber Street Medical Centre

519-748-6933

5A-1400 Weber St. E. Kitchener, ON N2A 3Z8

Website: [www.webermedical.ca](http://www.webermedical.ca)

Weber Street Medical offers urgent care that is not life threatening but requires immediate attention.

## Counselling and Support Services

### Big Brothers Big Sisters of Waterloo Region

519-629-0180

150 Pinebush Rd. Unit 7, Cambridge, ON N1R 8J8

Email: [info@bbbswr.org](mailto:info@bbbswr.org)

Website: [www.bbbswr.org](http://www.bbbswr.org)

Big Brothers Big Sisters is a volunteer-driven community leader in creating opportunities for children and youth to maximize their potential through adult and youth based mentoring services and programs that foster caring, self esteem, life skills and friendships.

### Carizon Family & Community Services

Cambridge Office: 1145 Concession Rd. Cambridge, ON N3H 4L5

519-623-9380

Kitchener Office: 400 Queen Street South Kitchener, ON Canada, N2G 1W7

519-743-6333

Website: [www.carizon.ca](http://www.carizon.ca)

Email: [info@carizon.ca](mailto:info@carizon.ca)

Carizon was created in 2013 by the merging of Mosaic Counselling and Family Services and kidsLINK (Notre Dame of St. Agatha office). The organization offers help in areas such as children's mental health, youth engagement and development, family violence, and counselling on either an individual or family level.

### Family Counselling Centre of Cambridge and North Dumfries

Head Office: 18 Walnut St. Cambridge, ON N1R 2E7

519-621-5090

Ayr Office: 173 Northumberland St. Ayr, ON N0B 1E0

519-632-9737

Email: [info@fccnd.com](mailto:info@fccnd.com)

Website: [www.fccnd.com](http://www.fccnd.com)

Family Counselling Centre of Cambridge & North Dumfries is a non-profit agency helping individuals and families from all backgrounds. The counselling agency takes an active role in issues relating to family violence, poverty, families, children, and marriage counselling.

### Healing of the Seven Generations

519-570-9118

Toll Free: 1-866-676-6009

300 Frederick St. Upper Level, Kitchener, ON N2H 2N5

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Email: [7generations@bellnet.ca](mailto:7generations@bellnet.ca)

Website: <http://healingofthesevengenerations.weebly.com/>

Works with all Aboriginal people and community members in the area we serve. Those individuals who are suffering from any effects of the Legacy of the Residential Schools, including Intergenerational impacts such as growing up in dysfunctional families, emotional, physical and sexual abuse, poor self esteem, loss of culture, lack of awareness of cultural identity, teachings, values and traditions, poor self image as an Aboriginal person and addictions. All survivors will be taught to use traditional healing approaches and practices such as prayer, ceremony, songs, dance, drumming, dreams, fasting, and medicines as tools in their healing. Non-traditional healing will also be taught, including art, movement, relaxation, and writing.

### Here 24/7 Crisis Line

Cambridge: 3-9 Wellington St. Cambridge, ON N1R 3Y4

1-844-437-3247

Kitchener: 67 King St. E. Kitchener, On N2G 2K4

1-844-437-3247

Guelph: 80 Waterloo Ave. Guelph, ON N1H 0A1

1-844-437-3247

Website: [www.here247.ca](http://www.here247.ca)

Here 24/7 is a crisis line agency that is partnered with the Canadian Mental Health Association. Their main goal is to provide individuals in crisis during issues that stem from mental illness and connect them with the proper services.

### Interfaith Community Counselling Centre

23B Church Street, New Hamburg ON N3A1J1

519-662-3092

Kitchener Location:

65 Hanson Ave. Kitchener, ON N2C 2H6

Email: [info@interfaithcounselling.ca](mailto:info@interfaithcounselling.ca)

Website: [www.interfaithcounselling.ca](http://www.interfaithcounselling.ca)

Interfaith offers individual counselling on a sliding-scale fee, as well as marriage therapy, teen services, child temper management, and a variety of other services dealing with depression.

### Kids Help Phone

1-800-668-6868

Website: [www.kidshelpphone.ca](http://www.kidshelpphone.ca)

Anonymous, confidential, 24 hour support line for children and youth. Also can provide information and referrals. Web chat available

### K-W Counseling Services

519-884-0000

480 Charles St. E Kitchener, ON N2G 4K5

Website: [www.kwcounselling.com](http://www.kwcounselling.com)

KW Counseling Services is a multi-service agency providing individual, family, group and outreach supports to the community. Inspired by a deep commitment to social responsibility and our optimism in the power of relationships, K-W Counseling Services reaches out with its community partners to all families, children, individuals and neighborhoods to discover with them those strengths and possibilities that lead to fulfilled and productive lives.

Services available include: Individual and Group Counseling, Walk-In Counseling Clinic, Employee Assistance Plans, LGBTQ Services and Training, Mediation, Youth Justice Services, Workshops and

Professional Training, Outreach Workers, Domestic Violence Services, as well as Multicultural Programs and Training.

## Lutherwood Mental Health Services - Family Counseling Services

519-622-1670

35 Dickson St. Cambridge, ON N1R 7A6

Website: [www.lutherwood.ca](http://www.lutherwood.ca)

Various types of counseling and therapy, including couple, family and individual counseling. Support groups for children and adults are also available. It provides educational programs and a nationally accredited training program for professionals seeking certification in counseling and education.

## Victim Services of Waterloo Region

Crisis Line: 519-585-2363

Waterloo Region Police, Division 2, 176 Hespeler Rd. Cambridge, ON N1R 6V7

Email: [victimservices@wrps.on.ca](mailto:victimservices@wrps.on.ca)

Website: [www.vswr.ca](http://www.vswr.ca)

The organization provides assistance to victims of crime, trauma and tragic circumstance, either at the scene of an incident or at a later date, via telephone or in person. Services and programs include: 24 hour telephone crisis support available across the Region to referred, consenting victims, Immediate response to the scene, hospital, business, residence, school or Police division at the request of an individual or emergency service provider, Referrals to community resources, Personalized safety plans, information, education and additional resources, Information on applications for Criminal Injuries Compensation to assist in unplanned expenses, Information clearinghouse (ACCESS), Extensive Safety Planning and specialized programming for victims of domestic violence and criminal harassment (DVERS), immediate financial assistance to victims of crime who meet required criteria through Ministry Program (VQRP), and Public Education to community agencies and other services

## Woolwich Community Services

519-669-5139

5 Memorial Ave. Elmira, ON N3B 2P8

Email: [wcs@execulink.com](mailto:wcs@execulink.com)

Website: [www.woolwichcommunityservices.com](http://www.woolwichcommunityservices.com)

The Centre is one of over 50 Community Information Centres in Ontario, whose main purpose is to provide a free, confidential information and referral service to the general public. Information and referral services provide the link between people and questions or problems and the services designed to meet their needs. The staff are trained specialists who also provide needed research and follow-up to ensure clients are understood and helped. Programs and services include: Community Supports; Food Bank; Kids and I Resource Centre; Thrift Shop; Family Violence Prevention; Job Bank; Mobility Loan Cupboard; Transportation; Christmas Goodwill; Youth Centre; Employment Counseling; Credit Counseling; Sexual Assault Support; Probation and Parole; Community Legal Services; St. Jacob's family support group; and photocopy, fax, and computer services available to the public.

## Mental Health

### The Alzheimer Society of Waterloo-Wellington

Cambridge: 1145 Concession Rd. Cambridge, ON N3H 4L6

519-650-1628

Kitchener: 831 Frederick St. Kitchener ON N2B 2B4

519-742-1422

Guelph: 207-255 Woodlawn Rd. W. Guelph, ON N3H 4L6

519-836-7672

Email: [asww@alzheimerww.ca](mailto:asww@alzheimerww.ca)

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Website: [www.alzheimer.ca](http://www.alzheimer.ca)

Dedicated to enhancing the lives of persons with Alzheimer's Disease and Related Dementias and their caregivers by providing support, information, education, public awareness, advocacy and promotion of research. Family and community education and support includes: individualized family education and support, early stage memory loss program, support groups, newsletter, safely Home' wandering persons registry, volunteer companion program, resource library, annual conference.

### **Anna Kaljas Homes**

519-743-2234

275 Frederick St. Kitchener ON N2H 2N3

Kaljas Homes was established in 1954 and operates 3 boarding houses for individuals with mental health concerns.

### **Cambridge Memorial Hospital - Mental Health Services**

519-621-2330

700 Coronation Blvd Cambridge, ON N1R 3G2

Email: [information@cmh.org](mailto:information@cmh.org)

Website: [www.cmh.org](http://www.cmh.org)

Cambridge Memorial Hospital provides supportive and therapeutic services to people who are experiencing mental health difficulties. Services provided include: Inpatient Services, Emergency Services and Outpatient Services

### **Canadian Mental Health Association**

Crisis Line: 1-844-437-3247

Cambridge: 9 Wellington St. Cambridge, ON N1R 3Y4

519-740-7782

Website: [www.cmha.ca](http://www.cmha.ca)

A telephone line supplying the Region of Waterloo with a 24-hour Crisis Service. It has the capability to connect with a Mobile Outreach team 24 hours a day, 365 days per year. This line is not anonymous but all information is confidential. Callers must provide their name, address and circumstances of the crisis. Ages 16 and up.

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

519-749-2932

Cambridge: 1145 Concession Rd. Cambridge, ON N3H 4L5; 35 Dickson St. Cambridge

Kitchener: 1770 King St. E. Kitchener, ON N2H 1H5

Website: [www.frontdoormentalhealth.ca/](http://www.frontdoormentalhealth.ca/)

Front Door provides a one-stop first contact for families and young people who are looking for assistance and services for a child experiencing a mental health concern.

### **Grand River Hospital Mental Health Services**

519-749-4310

Crisis Lines: 519-744-1813; 1-844-437-3247

850 King St W Kitchener, ON N2G 1G3

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

Outpatient services are available to children, adolescents, and adults.

A clinician is available to answer your call and direct you to the most appropriate of the following services: \* Preschool Diagnostic and Treatment Services: Early identification and diagnosis of behavioural, emotional, developmental and learning problems; psychological assessment, parent support; consultation to preschools, schools, and community agencies \* Child and Family Centre: Assessment, consultation, and treatment services; individual and family therapy; specialized groups; services provided in collaboration with schools and community agencies. For children 0-2 or 8-12 years who are

experiencing serious mental health problems and their families \* Adolescent Services: Assessment, consultation, and treatment services; individual and family therapy; specialized groups; services provided in collaboration with schools and community agencies. For young adults 13-21 who are experiencing serious mental health problems and their families \* Young Adult Day Program \* Adult Outpatient Services: Psychiatric assessment, consultation, and treatment intervention; individual therapy, specialized groups, family support in relation to illness

### **Hazelglen Outreach Mental Health Service**

519-749-4240

850 King St. W. Kitchener, ON N2G 1 G3

Hazelglen helps people with mental health problems within the community, instead of the hospital. Hazelglen can be involved quickly to provide intensive, short-term mental health treatment services to help individuals and families get through a crisis. Referrals to Hazelglen are made by a care team within the mental health and addictions program.

### **Homewood Health Centre**

519-824-1010

Admitting: 519-767-3533

150 Delhi St. Guelph, ON N1E 6K9

Email: [admit@homewoodhealth.com](mailto:admit@homewoodhealth.com)

Website: [www.homewoodhealth.com](http://www.homewoodhealth.com)

Homewood is a leader in mental health and addiction treatment, providing special psychiatric services to all Canadians. Programs and services include: Addiction treatment, Mood and Anxiety, Eating disorders, and Post Traumatic Stress Disorder treatment.

### **Lutherwood Mental Health Services**

519-622-1670

35 Dickson St. Cambridge, ON N1R 7A6

Website: [www.lutherwood.ca](http://www.lutherwood.ca)

Helps children and youth up to age 24 with many different mental health issues.

### **Lutherwood Mental Health Services - Partners Program**

519-622-1670

Referrals: 519-749-2932

35 Dickson St. Cambridge, ON N1R 7A6

Website: [www.lutherwood.ca](http://www.lutherwood.ca)

The Partners Program, created through a joint initiative between Lutherwood and KidsLINK, is a high intensity and focused program approach designed to bring all the assistance your family needs into your environment. Partners is based on the belief that the best place to help resolve family difficulties is where the family is experiencing them - whether in the home, school or neighbourhood. Working around family schedules, one dedicated Partners Family Support Worker helps your family regain a state of balance. Through a positive strength-based approach, the Family Support Worker builds on what works for your family and enhances that by helping you make the supportive connections you need within your world.

### **Mental Health Helpline**

1-866-531-2600

Website: [www.mentalhealthhelpline.ca](http://www.mentalhealthhelpline.ca)

Confidential, anonymous information services 24 hours a day. Anonymous web chat is available.

### **Mood Disorders Association of Waterloo Region**

519-884-5455

67 King St. E, Kitchener, ON N2G 2K4

Website: <http://www.mooddorders.ca/>

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A member of Waterloo Region Self Help. Call the above number for information about meetings.

### Cambridge Active Self Help

519-623-6024

9 Wellington St. Unit 1 Cambridge ON N1R 3Y4

Website: [www.self-help-alliance.ca](http://www.self-help-alliance.ca)

C.A.S.H. is a self help and peer support organization that offers a variety of mental health related information and services including: Self Help Recovery Centre, Peer Support Groups, Self Help Resource Centre, and Community Access Program (C.A.P).

### Self Help Alliance

Cambridge: 9 Wellington Street, Unit 1, Cambridge ON N1R 3Y4

519-623-6024

Kitchener: 67 King St. E. Kitchener, ON N2G 2K4

519-570-4595

Website: [www.self-help-alliance.ca](http://www.self-help-alliance.ca)

Provides the following services:

\* Self Help Resource Centre \* Recovery Centre \* Peer Support Groups

\* Recovery Planning. There are always new groups being introduced. Please feel free to come to the WRSR location to pick up a calendar.

## Addictions

### AIDS Committee of Cambridge, Kitchener, Waterloo and Area (ACCKWA)

519-570-3687

Toll Free: 1-877-770-3687

203-639 King St. W. Kitchener ON N2G 1C7

Website: [www.acckwa.com](http://www.acckwa.com)

Email: [director@acckwa.com](mailto:director@acckwa.com)

Provides needle exchange services.

### Al-Anon Family Groups Canada

613-723-8484

Website: [www.al-anon.alateen.org](http://www.al-anon.alateen.org)

Email: [afgws@al-anon.org](mailto:afgws@al-anon.org)

Many who come to Al-Anon/Alateen are in despair, feeling hopeless, unable to believe that things can ever change. We want our lives to be different, but nothing we have done has brought about change. We all come to Al-Anon because we want and need help. In Al-Anon and Alateen, members share their own experience, strength, and hope with each other. You will meet others who share your feelings and frustrations, if not your exact situation. We come together to learn a better way of life, to find happiness whether the alcoholic is still drinking or not.

### Alcoholics Anonymous

**Kitchener:** 519-742-6183

**Cambridge:** 519-658-8222

Self-help groups for people alcohol dependencies.

### Saginaw House

519-624-9990

Website: [www.cambridgesheltercorp.ca](http://www.cambridgesheltercorp.ca)

431 Saginaw Pkwy. Cambridge ON

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A five bed hostel for people recovering from addictions, in partnership with the Cambridge Shelter Corporation.

### **(The) Drug and Alcohol Registry of Treatment**

1-800-565-8603

Website: [www.drugandalcoholhelpline.ca/](http://www.drugandalcoholhelpline.ca/)

A confidential, anonymous information service. Services are 24 hours/day as well as a confidential web chat.

### **Grand River Adult Withdraw Management Centre**

519-749-4318

52 Glasgow St. Kitchener ON

Website: [www.grhosp.on.ca/care/services-departments/mental-health-addiction/withdrawal-management](http://www.grhosp.on.ca/care/services-departments/mental-health-addiction/withdrawal-management)  
Grand River Hospital's location for adult withdrawal management services and related programs.

### **Healing of the Seven Generations**

519-570-9118

Toll Free: 1-866-676-6009

300 Frederick St. Upper Level, Kitchener, ON N2H 2N5

Email: [7generations@bellnet.ca](mailto:7generations@bellnet.ca)

Website: <http://healingofthesevengenerations.weebly.com/>

Works with all Aboriginal people and community members in the area we serve. Those individuals who are suffering from any effects of the Legacy of the Residential Schools, including Intergenerational impacts such as growing up in dysfunctional families, emotional, physical and sexual abuse, poor self-esteem, loss of culture, lack of awareness of cultural identity, teachings, values and traditions, poor self-image as an Aboriginal person and addictions. All survivors will be taught to use traditional healing approaches and practices such as prayer, ceremony, songs, dance, drumming, dreams, fasting, and medicines as tools in their healing. Non-traditional healing will also be taught, including art, movement, relaxation, and writing.

### **Homewood Health Centre**

519-824-1010

Admitting: 519-767-3533

150 Delhi St. Guelph, ON N1E 6K9

Email: [admit@homewoodhealth.com](mailto:admit@homewoodhealth.com)

Website: <http://www.homewoodhealth.com>

Homewood is a leader in mental health and addiction treatment, providing special psychiatric services to all Canadians. Programs and services include: Addiction treatment, Mood and Anxiety, Eating disorders, and Post Traumatic Stress Disorder treatment.

### **House of Friendship - Addiction Treatment Program**

519-742-8327

174 King St. N Kitchener ON N2J 3Z9

Email: [174king@houseoffriendship.org](mailto:174king@houseoffriendship.org)

Website: [www.houseoffriendship.org](http://www.houseoffriendship.org)

"174 King Street North" is a 15 bed community-based residential rehabilitation and treatment facility for men whose abuse of alcohol, or alcohol in conjunction with other drugs, puts them at risk. It provides a supportive drug-free environment. The program has a group counselling focus and a self-care model that includes peer support. The program is designed for men who are committed to making a lifestyle change.

### **House of Friendship - Moving Forward**

519-957-5001

71 Ann St., Kitchener N2B 3T3  
 Email: [admin@houseoffriendship.org](mailto:admin@houseoffriendship.org)  
 Website: [www.houseoffriendship.org](http://www.houseoffriendship.org)

A day program called Moving Forward provides specialized addiction services for pregnant women and women parenting children 0-6 years.

### **Ontario Regional Service Committee of Narcotics Anonymous**

Toll Free: 1-888-811-3887

Website: <http://www.orscna.org/>

Provides groups and meeting for individuals and their families who are affected by narcotics.

### **Ontario Addictions Treatment Centre**

Cambridge: 150 Main St. Cambridge ON N1R 6P9  
 519-624-6311

Kitchener: 509 Park St. Kitchener, ON N2G 1N9  
 519-746-1563

Website: [www.oatc.ca](http://www.oatc.ca)

The OATC offers Methadone Maintenance Treatment Programs (MMTP) which are appropriate for individuals dependent on opiates such as heroin, methadone, Percocet, Oxycodone, Opium, Morphine, Dilaudid, Codeine, Demerol, Fentanyl, etc.

### **Ray of Hope**

519-578-8018

230-659 King St. East Kitchener, ON N2G 2M4

Website: [www.rayofhope.net](http://www.rayofhope.net)

Offers youth addictions services.

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

519-575-4400

150 Main St. Cambridge ON N1R 6P9

Website: [www.region.waterloo.on.ca/ph](http://www.region.waterloo.on.ca/ph)

Provides a needle exchange program as well as information for individuals seeking to make a change in their lives.

### **Sanguen Health Centre**

519-603-0223

29 Young St. E. Waterloo, ON N2J 2L4

Offers a needle exchange program

### **Simcoe House - Cambridge Shelter Corporation**

519-624-9990

26 Simcoe St. Cambridge ON N1R 8P2

Website: [www.cambridgesheltercorp.ca](http://www.cambridgesheltercorp.ca)

Email: [info@cambridgesheltercorp.ca](mailto:info@cambridgesheltercorp.ca)

Simcoe House provides one-on-one addiction counseling, referrals to residential addiction treatment facilities and offers six weekly aftercare groups including Relapse Prevention, 12-Step Groups and Cocaine Anonymous. Also provides needle exchange.

## St. Mary's Counseling Services

Distress Line: 519-745-1166  
 Cambridge: 1145 Concession Rd. Cambridge, ON N3H 4L5  
 519-745-2585 x232  
 Kitchener: 600-30 Duke St. W. Kitchener, ON N2H 3W5  
 Website: [www.smgh.ca](http://www.smgh.ca)

St. Mary's Counseling Services provides outpatient services for individuals in the Region of Waterloo who are concerned about alcohol, drugs, or gambling. Professional counselors help individuals review their lifestyle, identify changes they might like to make, and help them develop the necessary skills to make those changes. Referrals to residential treatment programs or community programs are provided.

Consultation is also available for family members or friends of individuals who have issues with alcohol, drugs, or gambling. Groups for both youth and adults are available.

## Stonehenge Therapeutic Community

60 Westwood Rd. Guelph, ON N1H 7X3  
 519-837-1470  
 Email: [info@stonehengetc.com](mailto:info@stonehengetc.com)  
 Website: [www.stonehengetc.com](http://www.stonehengetc.com)  
 Residential treatment program.

## Sexual Health

### AIDS Committee of Cambridge, Kitchener, Waterloo and Area (ACCKWA)

519-570-3687  
 203-639 King St. W. 2B Kitchener ON N2G 4V4  
 Website: [www.acckwa.com](http://www.acckwa.com)  
 Email: [director@acckwa.com](mailto:director@acckwa.com)

Responding to the changing needs of Waterloo Region and individuals infected, affected and at risk for HIV/AIDS through the provision of prevention, education, advocacy and peer support programs and services. Services include: One-on-one support and socials for individuals infected with HIV/AIDS, one-on-one support for individuals affected by HIV/AIDS, education workshops and speaks for at risk individuals, various outreach initiatives, MSM support and information, HIV anonymous testing clinic, Needle exchange program, free condom distribution.

### Aids/Sexual Health/Birth Control/STD Hotline

1-800-668-2437  
 If you have questions about HIV/AIDS, think you may be infected, or would like to find out how to arrange for testing in your community

### Region of Waterloo - Public Health

Sexual Health Clinic Cambridge - 519-883-2267  
 Sexual Health/HIV/Aids Clinic Kitchener-Waterloo - 519-883-2267  
 Sexually Transmitted Disease Clinics- 519-883-2251  
 Cambridge: 150 Main St. Cambridge ON N1R 6P9  
 519-621-6110  
 Waterloo: 99 Regina St. S. 2<sup>nd</sup> Floor

519-575-4400

Website: [www.region.waterloo.on.ca/ph](http://www.region.waterloo.on.ca/ph)

Provides health education, disease prevention, promotional activities, counselling, and referral services in these areas: child, youth, violence prevention, dental, environmental, infection control, food safety, cancer prevention, heart health, AIDS/STDs, sexual health information

## Waterloo Region Sexual Health Program

519-740-5781

150 Main St. 1<sup>st</sup> Flr. Cambridge ON N1R 6P9

Confidential information, counselling, clinical services and education concerning sexual decision making, healthy relationships, contraception, pregnancy testing ~ community workshops, health fairs ~ collaborates with other community groups to promote healthy sexuality.

## Pregnancy Support

### Birthright

519-579-3990

201-585 Queen St S, Kitchener, ON N2G 4S4

Offers support to women who have an unplanned pregnancy.

### Cambridge Pregnancy Resource Centre

519-620-0204

119 Water St. N Cambridge ON N1R 3B7

Email: [admin@pregcentre.com](mailto:admin@pregcentre.com)

Website: <http://www.pregcentre.com/>

The Cambridge Pregnancy Resource Centre's purpose is to support 'you' and your family during an unplanned pregnancy, or post abortion trauma. It's our goal to give you up-to-date, accurate information so that you can make well-informed decisions about your pregnancy.

### K-W Pregnancy Resource Centre

519-886-4001

38 Francis St S Kitchener ON N2G 2A2

Email: [info@pregnancycentre.ca](mailto:info@pregnancycentre.ca)

Website: [www.pregnancycentre.ca](http://www.pregnancycentre.ca)

All our services are free and absolutely confidential. We can offer a pregnancy test in a safe environment; your privacy is respected. A support worker will listen to you and talk with you about each of your options—parenting, abortion and adoption. We have accurate and useful information. We encourage you to take the time to be informed. Good information empowers you to make the best possible decision for YOU. We know this is one of the biggest decisions you will ever make. Regardless of the decision you make, we offer ongoing support to you.

### SHORE Centre Waterloo Region

519-743-9360

Client Support: 519-743-6461

130- 235 King St. E. Kitchener N2G 4N5

Email: [info@shorecentre.ca](mailto:info@shorecentre.ca)

Website: [www.shorecentre.ca](http://www.shorecentre.ca)

Planned Parenthood counselors provide objective, non-judgmental counseling and information about: All methods of birth control and safer sex, each of your THREE options when faced with an unplanned pregnancy - parenting, abortion and adoption, Fertility/Infertility, Sexually transmitted infections (STIs) and diseases, Sexuality concerns, Healthy relationships and Community resources. We also provide:

Social Planning Council of Cambridge and North Dumfries

July 11, 2017

Pregnancy testing - results are immediate, Appropriate referrals and free condoms (regular, colored, flavored) as well as free spermicide and lubricant when available. Our counseling team is here to listen and provide information and support. We want to help you make informed choices. Only you can make a decision that is best suited to your situation. We hope that this will lead to healthier and more responsible sexuality. All services are confidential.

## Region of Waterloo - Public Health

Cambridge: 150 Main St. Cambridge ON N1R 6P9

519-575-4400

Kitchener: 99 Regina St S, 2nd Flr Box 1633 Waterloo ON N2J 4V3

519-575-4400

Website: [www.region.waterloo.on.ca/ph](http://www.region.waterloo.on.ca/ph)

Provides health education, disease prevention, promotional activities, counselling, and referral services in these areas: child, youth, violence prevention, dental, environmental, infection control, food safety, cancer prevention, heart health, AIDS/STDs, sexual health information

## Waterloo Region Sexual Health Program

519-883-2267

150 Main St. 1<sup>st</sup> Flr. Cambridge ON N1R 6P9

Confidential information, counselling, clinical services and education concerning sexual decision making, healthy relationships, contraception, pregnancy testing ~ community workshops, health fairs ~ collaborates with other community groups to promote healthy sexuality.

## Abuse Support

### Advocates for Males Victimized by Sexual Abuse

519-744-7645 x320

Confidential Line: 1-800-553-3277; 570-3277

67 King St. E, 2<sup>nd</sup> Fl, Kitchener ON N2G 2K4

Email: [info@amvosa.ca](mailto:info@amvosa.ca)

Website: [www.amvosa.ca](http://www.amvosa.ca)

AMVOSA promotes, educates and advocates for a range of effective community strategies that eliminate the sexual abuse of males and the resulting harmful impacts. Services Include: Education and Training Information and Referral Services for Males, Promoting Awareness, and the Development of innovative support models/services for individuals

### Child Witness Centre

519-744-0904

Toll Free: 1-888-544-0904

111 Duke Street E. Kitchener, ON N2H 1A4

Email: [admin@childwitness.com](mailto:admin@childwitness.com)

Website: [www.childwitness.com](http://www.childwitness.com)

The Child Witness Program provides support services and court preparation for children and youth who are victims or witnesses involved in the criminal justice system. In addition, case workers assist with



victim impact statements. We will also provide referrals to appropriate community agencies and therapists for counselling. A community resource library is located in the office.

### **Community Justice Initiatives- Revive/Survivor**

519-744-6549

49 Queen St. N. 3rd Floor, Kitchener, Ontario N2H 2G9

Website: [www.cjiwr.com](http://www.cjiwr.com)

Survivor provides support for women and men who are healing from sexual trauma. Revive provides support for people who have offended sexually to make safe, healthy choices. Facilitated Dialogue provides support for families and groups in which sexual abuse has occurred. Change is a Choice anger management program is a separate service of Revive for Probation and Parole referred clients.

### **Elder Abuse Response Team**

400 Queen St. S Kitchener, ON

519-579-4607

Email: [elderabuse@wrps.on.ca](mailto:elderabuse@wrps.on.ca)

Website: <http://www.wrps.on.ca/stay-safe/seniors-safety/elder-abuse>

We provide information and referral to restorative justice which provides an opportunity for people themselves to address conflict in a way that is fair and just for everyone. We investigate situations that are of a criminal nature. We provide information about community resources and assist with referrals to these resources. The Elder Abuse Response Team (EART) is a team consisting of a police officer from the Waterloo Regional Police Service and a Nurse from the Waterloo Wellington Community Care Access Centre.

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

Cambridge: 168 Hespeler Rd. Cambridge, ON N1R 6V7

519-623-6970

Kitchener: 200 Ardelt Ave Kitchener, ON N2C 2L9

519-576-0540

Email: [inquiries@facswaterloo.org](mailto:inquiries@facswaterloo.org)

Website: [www.facswaterloo.org](http://www.facswaterloo.org)

Protecting children against neglect, physical abuse, emotional abuse and sexual abuse through adoption, child protection services, parenting groups, children's groups, supervised visitation, home visits, and various other services.

### **Family Counselling Centre of Cambridge and North Dumfries - Sexual Abuse Treatment Group**

519-621-5090

18 Walnut St. Cambridge ON N1R 2E7

Website: [www.fcccnd.com](http://www.fcccnd.com)

Offers individual and group counseling for victims of childhood sexual abuse.

### **Family Violence Project of Waterloo Region**

519-743-6333

400 Queen St. S. Kitchener, ON N2G 1W7

Email: [fypwaterloo@carizon.ca](mailto:fypwaterloo@carizon.ca)

Website: <http://www.fypwaterloo.ca/>

The Family Violence Project of Waterloo Region is a collaborative of agencies that provides wrap-around, seamless services to victims of domestic violence - all from a single location. Services include victims services, children's services, counselling services, and many other services to benefit victims of domestic violence and their families.

## John Howard Society of Waterloo-Wellington, Community Service Order Program

Cambridge: 40 Ainslie St. S. Cambridge, ON N1R 3K1  
519-622-0815  
Kitchener: 310 Charles St E Kitchener, ON N2G 2P9  
519-743-6071

Guelph: 85 Westmount Rd. Guelph, ON N1H 5J2  
519-836-1501

Email: [inquiries@waterloo.johnhoward.on.ca](mailto:inquiries@waterloo.johnhoward.on.ca)

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

Provides programs and counselling to adult offenders to help re-integrate them into the community. Programs include: Domestic Violence, Partner Assault Response Program (PAR); Partners for Healthy Relationships.

## Healing of the Seven Generations

519-570-9118

Toll Free: 1-866-676-6009

300 Frederick St. Upper Level, Kitchener, ON N2H 2N5

Email: [7generations@bellnet.ca](mailto:7generations@bellnet.ca)

Website: <http://healingofthesevengenerations.weebly.com/>

Works with all Aboriginal people and community members in the area we serve. Those individuals who are suffering from any effects of the Legacy of the Residential Schools, including Intergenerational impacts such as growing up in dysfunctional families, emotional, physical and sexual abuse, poor self-esteem, loss of culture, lack of awareness of cultural identity, teachings, values and traditions, poor self-image as an Aboriginal person and addictions. All survivors will be taught to use traditional healing approaches and practices such as prayer, ceremony, songs, dance, drumming, dreams, fasting, and medicines as tools in their healing. Non-traditional healing will also be taught, including art, movement, relaxation, and writing.

## K-W Counseling Services

519-884-0000

480 Charles St. E Kitchener, ON N2G 4K5

Website: [www.kwcounselling.com](http://www.kwcounselling.com)

KW Counseling Services is a multi-service agency providing individual, family, group and outreach supports to the community. Inspired by a deep commitment to social responsibility and our optimism in the power of relationships, K-W Counseling Services reaches out with its community partners to all families, children, individuals and neighborhoods to discover with them those strengths and possibilities that lead to fulfilled and productive lives.

Services available include: Individual and Group Counseling, Walk-In Counseling Clinic, Employee Assistance Plans, LGBTQ Services and Training, Mediation, Youth Justice Services, Workshops and Professional Training, Outreach Workers, Domestic Violence Services, as well as Multicultural Programs and Training.

## Sexual Assault Support Centre of Waterloo Region

Crisis Line: 519-741-8633

Cambridge: 1145 Concession Rd. Cambridge, ON N3H 4L6

519-653-1470 x391

Kitchener: 201-151 Frederick St, Kitchener, ON N2H 2M2

519-571-0121

Email: [info@sascwr.org](mailto:info@sascwr.org)

Website: [www.sascwr.org](http://www.sascwr.org)

The Sexual Assault Support Centre of Waterloo Region (SASC) works to end sexual violence against women and children and support those that have been impacted by it. SASC offers individual and group counselling to women (16 years of age and older) in both Kitchener and Cambridge, a 24-Hour Crisis and Support Line, advocacy, referrals, and accompaniments to the hospital, police, and courthouse. SASC has a strong volunteer programs and offers public education to the community at large including a program for men who want to be allies in the work to end sexual violence. All services are free and confidential.

## Victim Services of Waterloo Region

Crisis Line: 519-585-2363

Waterloo Region Police, Division 2, 176 Hespeler Rd. Cambridge, ON N1R 6V7

Email: [Diana.Boal@wrps.on.ca](mailto:Diana.Boal@wrps.on.ca)

Website: [www.vswr.ca](http://www.vswr.ca)

The organization provides assistance to victims of crime, trauma and tragic circumstance, either at the scene of an incident or at a later date, via telephone or in person. Services and programs include: 24 hour telephone crisis support available across the Region to referred, consenting victims, Immediate response to the scene, hospital, business, residence, school or Police division at the request of an individual or emergency service provider, Referrals to community resources, Personalized safety plans, information, education and additional resources, Information on applications for Criminal Injuries Compensation to assist in unplanned expenses, Information clearinghouse (ACCESS), Extensive Safety Planning and specialized programming for victims of domestic violence and criminal harassment (DVERS), immediate financial assistance to victims of crime who meet required criteria through Ministry Program (VQRP), and Public Education to community agencies and other services

## Victim/ Witness Assistance Program

1-888-579-2888

Website: <http://www.attorneygeneral.jus.gov.on.ca/>

The Victim / Witness Assistance Program (VWAP) provides information, assistance and support to victims and witnesses of crime to increase their understanding of, and participation in, the criminal court process. Services are provided on a priority basis to the most vulnerable victims and witnesses of violent crime, such as domestic violence, child abuse, sexual assault, homicide and hate crime. Families of traffic fatality victims are also eligible. Services begin once police have laid charges and continue until the court case is over. VWAP staff provide: Crisis intervention, Emotional support, Case specific information (court dates, bail conditions), Court preparation and orientation information, Needs assessment and Referrals to community agencies.

## Waterloo Regional Police Services - Domestic Violence Investigations Branch

519-579-9668

Crisis: 911

400 Queen St. S Kitchener, ON

Email: [domesticviolence@wrps.on.ca](mailto:domesticviolence@wrps.on.ca)

Website: <http://www.wrps.on.ca/investigative-services/domestic-violence-unit>

The Waterloo Regional Police Service's Domestic Violence Investigation Branch is made up of three units; The Domestic Violence Unit, The Elder Abuse Response Team and the Victim Services Unit. The Branch consists of a Staff Sergeant, three Sergeants, twenty one Detective Constables, two Counsellors, one Nurse and one Support Staff.

## Waterloo Region Sexual Abuse/Domestic Violence Treatment Centre

Kitchener: 911 Queen's Blvd. Kitchener, ON N2M 1B2

519-749-6994

Website: [www.smgh.ca](http://www.smgh.ca)

Can provide services, information and assistance regarding sexual abuse or domestic violence. Can help with preparations to leave the relationship or to be safe in the relationship. Can be accessed right from the emergency department of either hospital.

### **Wilmot Family Resource Centre Inc. - Family Violence Prevention Program**

519-662-2731

175 Waterloo St. Unit 1, New Hamburg ON N3A

Email: [wfrcc@bellnet.ca](mailto:wfrcc@bellnet.ca)

Website: [www.wilmotfamilyresourcecentre.ca](http://www.wilmotfamilyresourcecentre.ca)

The Wilmot-Wellesley Family Violence Prevention Program offers local individual and group support for victims of family violence. Office hours are available in New Hamburg and Wellesley. Services are free and confidential.

### **Women's Crisis Services**

Crisis: 911

Toll Free: 1-800-410-4482

Cambridge: Haven House

562 Concession Rd. Cambridge, ON N3H 4L2

519-653-2289

Kitchener: Anselma House

700 Heritage Dr. Kitchener, ON N2A 3N9

519-741-9184

Website: [www.wcswr.org](http://www.wcswr.org)

Women's Crisis Services of Waterloo Region empowers women to move beyond violence through the provision of safe shelter, outreach services and community education.

### **Woolwich Community Services**

519-669-5139

5 Memorial Ave. Elmira, ON N3B 2P8

Email: [wcs@execulink.com](mailto:wcs@execulink.com)

Website: [www.woolwichcommunityservices.com](http://www.woolwichcommunityservices.com)

The Centre is one of over 50 Community Information Centers in Ontario, whose main purpose is to provide a free, confidential information and referral service to the general public. Information and referral services provide the link between people and questions or problems and the services designed to meet their needs. The staff are trained specialists who also provide needed research and follow-up to ensure clients are understood and helped. Programs and services include: Community Supports; Food Bank; Kids and I Resource Centre; Thrift Shop; Family Violence Prevention; Job Bank; Mobility Loan Cupboard; Transportation; Christmas Goodwill; Youth Centre; Employment Counseling; Credit Counseling; Sexual Assault Support; Probation and Parole; Community Legal Services; St. Jacob's family support group; and photocopy, fax, and computer services available to the public.

### **Woolwich Counseling Centre**

65 Memorial Ave, Elmira ON N3B 2R9

519-669-8651

Email: [info@woolwichcounselling.org](mailto:info@woolwichcounselling.org)

Website: [www.woolwichcounselling.org](http://www.woolwichcounselling.org)

Geared-to-income counseling center providing services to children, youth and adults that live in Woolwich and Wellesley townships.

## LGBTQ Support

### Cambridge Youth Leadership Development Centre - Cambridge LGBT Youth Discussion Group

519-621-4998 x250  
258 Hespeler Rd. Cambridge, ON  
Email: [debra.brown@ymca.ca](mailto:debra.brown@ymca.ca)

A discussion group for LGBT or questioning youth. Meetings are held on Thursdays from 4:30 - 6:30 in a safe and welcoming atmosphere. Confidentiality is assured.  
Contact us for more information. It is FREE to attend.

### GLOW (Gays and Lesbians of Waterloo)

519-888-4569  
Email: [glow@uwaterloo.ca](mailto:glow@uwaterloo.ca)  
Website: [www.feds.ca/glow](http://www.feds.ca/glow)

Safe space and support for LGBTQ students (18-26) and friends. Resources, community links, advocacy and support.

### Lesbian Gay Bi Trans Youth Line

1-800-268-9688  
Email: [askus@youthline.ca](mailto:askus@youthline.ca)  
Website: <http://www.youthline.ca/>

The Lesbian Gay Bi Trans Youth Line is a toll-free service provided by youth for youth. We're here to offer support, information and referrals specific to your concerns. We are here because we want to be there for you – to be part of your community. We may not have lived your experiences exactly, but we can probably relate. We too, are lesbian, gay, bisexual, transgender, transsexual, two-spirit or queer.

### OK2BME Project

519-884-0000  
480 Charles St. E Kitchener, ON N2G 4K5  
Email: [ok2bme@kwcounselling.com](mailto:ok2bme@kwcounselling.com)  
Website: [www.ok2bme.ca](http://www.ok2bme.ca)

OK2BME is a set of support services for lesbian, gay, bisexual, transgender, or questioning (LGBTQ) kids and teens in Waterloo Region. These support services include:

LGBTQ-positive individual and family counselling; social and recreational groups; educational groups; a peer mentoring program; and, help establishing Gay-Straight Alliances and other similar initiatives in local schools. All of the services are free and confidential. Youth group runs rotating Tuesdays from 6:00-7:30pm.

### Parents and Friends of Lesbians, Gays, Bisexuals and Transgenders

Toll Free: 1-888-530-6777 x224  
Website: [www.pflag.ca](http://www.pflag.ca)

Co-facilitators of this group act as contacts for PFLAG \* will meet with people on an individual basis \* this chapter does not hold monthly meetings. Parents, Families and Friends of Lesbians and Gays (PFLAG) is a family peer support and education group for all people dealing with sexual orientation and gender identity

## Bereavement

### Bereaved Families of Ontario: Southwestern Ontario Chapter

519-603-0196

65 Hanson Ave. Kitchener, ON N2C 2H6

Email: [support@bfomidwest.org](mailto:support@bfomidwest.org)

Website: [www.bfomidwest.org/](http://www.bfomidwest.org/)

*Bereaved Families of Ontario - Midwestern Region* is a self help/mutual aid organization with the philosophy that those who have travelled the road can help those who are new to it. Bereaved Families of Ontario - Midwestern Region provides support to families who have lost a loved one through group support and one to one peer support. All of our groups are offered to the community free of charge and our support groups are run by trained facilitators who are bereaved themselves. BFO has two types of groups, a closed support group and an open support group. A closed support group is one in which all participants commit to attending all the meetings and that closes its registration once the first night group has started. An open support group is one that allows participants to attend as available and does not require commitment for the full duration of the group.

### Canadian Foundation for the Study of Infant Deaths

905-688-8884

Toll Free: 1-800-363-7437

PO Box 21053 St. Catharines, ON L2M 7X2

Website: <http://www.babysbreathcanada.ca/>

CFSID plays an important role in the lives of millions of Canadians. While CFSID offers a bereavement support group for families that have experienced a SIDS death, it is only a small fraction of our role in Canadian society. CFSID is committed to bringing hope and life to Canadian families through public education, awareness and research in addition to peer support.

### The Coping Centre

519-650-0852

1-877-554-4498 (Toll free)

1740 Blair Rd. Cambridge, ON N3H 4R8

Email: [coping@copingcentre.com](mailto:coping@copingcentre.com)

Website: [www.copingcentre.com](http://www.copingcentre.com)

Grief is what we feel when we lose someone. Grief is the inward response to loss. Mourning is the outward expression of our grief. COPING provides a safe place for people to mourn. Provides services to people of all ages.

### Lounsbury Funeral Home

519-658-9366

1766 Franklin Blvd. Cambridge, ON N3C 1N8

Website: [www.lounsburyfuneralhome.com](http://www.lounsburyfuneralhome.com)

Email: [lounsburyfh1766@gmail.com](mailto:lounsburyfh1766@gmail.com)

There has been an ever-increasing desire to expand their traditional roles beyond "at-need" and "pre-need" services into "after-need" or post funeral services for the bereaved. Lounsbury Funeral Home is providing bereavement services for the families they serve.

### Erb & Good Family Funeral Home

519-745-8445

171 King St. S. Waterloo, ON N2J 1P7

Email: [contact@erbgood.com](mailto:contact@erbgood.com)

Website: [www.erbgood.com/](http://www.erbgood.com/)

Individual counseling is available for families who were served by the Erb & Good Family Funeral Home. Our bereavement support groups are open to everyone in our community. Groups are available for those grieving a parent, spouse, sibling, friend or partner. We also have a program specific to those grieving a loss through suicide. Programs for children and teens are available when enrollment is met. Suicide Prevention/ Crisis Lines

## **Suicide Prevention/ Crisis Lines**

### **Cambridge Memorial Hospital Emergency**

519-621-2330  
700 Coronation Blvd, Cambridge, ON N1R 3G2

### **Here 24/7 Crisis Line**

1-844-437-3247

### **Crisis Services of Waterloo Region**

1-866-531-2600  
Crisis Line offering suicide intervention.

### **Distress Centre**

416-486-2242  
Email: [info@dcontario.org](mailto:info@dcontario.org)  
Crisis Line offering suicide intervention.

### **KidsHelp Phone**

1-800-668-6868

### **Telecare Cambridge Distress Line**

519-658-2794  
Help Line: 519-658-5455  
Box 32074 Cambridge, ON N3H 5C6  
Telecare Cambridge provides a confidential phone-in service for individuals who are in crisis, distressed, lonely or just need a hearing ear. All of our volunteers are trained to help in crisis situations such as Suicide and domestic abuse. Telecare Cambridge accepts calls from all demographic groups in the Tri-City, Guelph and surrounding areas. We provide a non-judgemental forum for our callers to express their feelings regardless of their age, religion, race or sexual orientation. The service provided is feeling focused and helps callers to find their own solutions, as well as giving referrals to community agencies if the caller feels they need more long term support.

### **Waterloo Region Suicide Prevention Council**

285 Benjamin Rd. Waterloo ON N2J 3Z4  
519-884-1470

Website: [www.wrspc.ca](http://www.wrspc.ca)  
Email: [kpenner@lutherwood.ca](mailto:kpenner@lutherwood.ca)

This organization offers information to the community to help heighten the awareness of suicide risk. They offer a youth line, kids' help line and distress like connected with the Canadian Mental Health Association.

## Youth Line

1-800-268-9688

Offers crisis services for youth

## Palliative Care

### Hospice of Waterloo Region

519-743-4114

298 Lawrence Ave, Kitchener, ON N2M 1Y4

Email: [hospice@hospicewaterloo.ca](mailto:hospice@hospicewaterloo.ca)

Website: <http://www.hospicewaterloo.ca/>

Hospice of Waterloo Region is a volunteer organization dedicated to providing comfort, care and support to people affected by life-threatening illness. Our services are provided in home, hospital, or long-term care facility settings by trained volunteers free of charge.

### Lisaard House

519-650-1121

990 Speedsville Rd, Cambridge, ON N3H 4R6

Email: [admin@lisaardhouse.com](mailto:admin@lisaardhouse.com)

Website: <http://www.lisaardhouse.com/>

The Lisaard house is a 6 bedroom Residential Hospice which offers individuals with cancer, who are facing the last few weeks of their lives, the option of a home-like setting with around-the-clock professional care.

## Eating Disorders Support

### Cambridge Memorial Hospital - Eating Disorders Clinic

519-621-2330

700 Coronation Blvd, Cambridge, ON N1R 3G2

Outpatient assessment and treatment for people of all ages with eating disorders. This may include individual, group and/or family counselling.

### Eating Disorder Awareness Coalition of Waterloo Region

519-745-4875

67 King St E Kitchener, ON N2G 2K4

Website: [www.edacwr.com](http://www.edacwr.com)

Email: [edac@golden.net](mailto:edac@golden.net)

Providing individual support groups, charity fundraisers, and information and referral services.

### Lutherwood Mental Health Services

519-884-7755

35 Dickson St. Cambridge, ON N1R 7A6

Website: [www.lutherwood.ca](http://www.lutherwood.ca)

Helps teens cope with eating disorders.



## Other Health Issues

### The Arthritis Society

519-743-4141

Toll Free: 1-800-321-1433

809 Victoria St N, Unit 7 Kitchener, ON N2B 3C3

Email: [info@arthritis.ca](mailto:info@arthritis.ca)

Website: [www.arthritis.ca](http://www.arthritis.ca)

We are the Grand River Regional office of The Arthritis Society, Canada's principal arthritis health charity that empowers the more than four million Canadians with arthritis to live their lives to the fullest by combating the daily limitations of arthritis. The Society also offers various programs to those with arthritis to help them learn more about their disease and how to overcome the daily barriers they face. In the last 60 years, the Society has invested more than \$170 million towards arthritis research to develop better treatments and, ultimately, find a cure.