

**Essential Services and Resources – COVID-19**

We will continue to update this document as we receive information. Last update completed March 25,2020

<b>MEDICAL</b>		
<b>LONDON'S COVID-19 ASSESSMENT CENTRES</b>	<p>Assessment Centres are out-of-hospital clinics where people can be seen by a healthcare provider for COVID-19 related concerns, rather than have them visit an Emergency Department, Urgent Care Centre or their family doctor's office. They are intended to educate and provide further medical guidance as well as to triage individuals and determine the next steps in their care. Not everyone will be tested. Tests will be done based on clinical criteria.</p> <p>Testing is recommended for the following people, <u>dependent on the local availability of swabs</u>:</p> <p>A person who has FEVER or COUGH or SHORTNESS OF BREATH AND any of the following within 14 days prior to the onset of illness:</p> <ul style="list-style-type: none"> <li>• Travel outside of Canada</li> <li>• Close contact with a confirmed or probable case</li> <li>• Close contact with a person with acute respiratory illness who has travelled</li> </ul>	<p>Every day (Monday to Sunday) 11AM to 7PM</p> <p>825 Valetta St, London, (Oakridge Arena)</p> <p>OR</p> <p>656 Elizabeth St, London (Carling Heights Optimist Community Centre)</p>
<b>HOSPITALS</b>	<p><b>London Health Sciences Centre:</b> Only one essential visitor allowed with patient (support workers for example)</p> <p><b>St. Joseph's Health Care London:</b> Asks visitors feeling unwell to avoid the hospital; only essential visitors allowed at hospital's Mount Hope Centre for Long Term Care.</p> <p><b>St. Thomas Elgin General Hospital:</b> Visiting hours changed, to 10 a.m. to 8 p.m. daily, with restrictions: Emergency department visitors limited to one family member; admitted patients allowed two family members who must remain in patient's room; children 16 and under restricted from visiting. Changes remain in effect until further notice.</p>	<p>519-685-8500</p> <p>LHSC has a community line you can call at 519-663-3735, or toll-free at 1-833-405-8382.</p>
<b>MIDDLESEX LONDON HEALTH UNIT</b>	<p>The Middlesex-London Health Unit is moving to Citi Plaza! Health Unit clinics will be closed Friday, March 20 at 1:00 p.m. until Monday, March 30. Reception will open at our new location on Tuesday, March 24. Limited clinics starting on Monday, March 30, if possible. Please check our website for the latest updates about clinic hours and availability, as well as the latest information about the COVID-19 pandemic.</p> <p>Starting Monday, March 30, clients will be required to call the Health Unit to:</p> <ul style="list-style-type: none"> <li>•Schedule STI Clinic appointments</li> <li>•Schedule Birth Control Clinic appointments</li> <li>•Pick-up birth control</li> <li>•Schedule Immunization Clinic appointments</li> </ul>	<p>519-663-5317</p> <p>NEW Address: 355 Wellington St., Suite 110, London, ON N6A 3N7</p>
<b>TELEHEALTH</b>	<p>Needle Exchange opens again on March 30 9-7pm</p> <p>Medical professionals that can provide answers and provide direction regarding medical concerns. A good alternative when you are unable to get in touch with a doctor or other health care provider due to high call volumes at this time.</p>	<p>1-866-797-0000</p>
<b>LONDON INTERCOMMUNITY HEALTH CENTRE</b>	<p>Main location at 659 Dundas remains open for essential appointments only at this time and all clients are directed there.</p>	<p>659 Dundas Street Enter from the main entrance to be screened before attending their appointment</p>
<b>REGIONAL HIV/AIDS PREVENTION</b>	<p>The following programs will continue as scheduled:</p> <p>John Gordon Home - 24/7 residential care</p> <p>Carepoint/Counterpoint - 9:00 am to 9:00 pm</p> <p>Outreach Van (Counterpoint) for people who use substances –door drop off only</p> <p>Country Cupboard – temporary home delivery beginning in April</p> <p>HIV/HCV Client Support Services – using phone as primary source of contact</p>	
<b>PRESCRIPTIONS</b>	<p>Pharmacies may be able to directly renew and refill certain prescriptions on file if you are unable to get in touch with your doctor. If you are unable to get in touch with your doctor regarding questions about your medication, your pharmacist should be able to assist you.</p> <p>Many pharmacies will deliver medications as well as other basic needs items from their store/pharmacy, call your pharmacy to inquire.</p>	
<b>DENTAL</b>	<p>Most dental offices will still be providing emergency dental work <b>ONLY</b>. Contact your dental office to inquire what is considered an emergency.</p>	
<b>IMPORTANT RESOURCE FOR FOOD BANKS AND COMMUNITY MEALS</b>		
<b>IMPORTANT RESOURCE FOR FOOD BANKS AND COMMUNITY MEALS</b>	<p>View this link, which is updated every day by 3:00 PM, to see the most recent changes to meal calendars and food bank information.</p> <p><a href="https://informationlondon.ca/31/Meal_Calendar_Food_Bank_List">https://informationlondon.ca/31/Meal_Calendar_Food_Bank_List</a></p>	
<b>LONDON FOOD BANK MAIN LOCATION</b>		
<b>LONDON FOOD BANK MAIN LOCATION</b>	<p>Open to all residents of London</p> <p>9:00 to 4:00</p> <p>Dress warm as you will be waiting in line outside</p> <p>Must arrive before 3:30 to receive food.</p>	<p>926 Leathome Street London, ON N5Z 3M5 Phone: 519-659-4045   E-mail: <a href="mailto:info@londonfoodbank.ca">info@londonfoodbank.ca</a></p>
<b>*CANNOT VISIT BOTH THE MAIN LOCATION AND SATELLITE LOCATION</b>	<p>-Unsure if Food depots will continue to open (as per city of London website) March 26).</p> <p>- Only one person is allowed into food bank at a time.</p>	<p>Mary Ann McDowell Operations Coordinator London Food Bank</p>

- 1 piece of identification for each family member - REQUIRED EVERY VISIT
- Proof of income, if any (e.g. paystub, OW/ODSP statement).
- If picking up food for someone else, ID is required for each of those people as well.

Email: maryann@londonfoodbank.ca

Special Hours ONLY open to University or College students needing assistance 10:00 AM to 12:00 noon -- Saturday (closed certain Saturdays in July, August, and December) Please note that you **MUST** be a student in order to use Saturday hours; however, students may come any time we are open during the week.

What you need to bring:

- Student card (or other proof of enrollment) and 1 piece of identification for each additional family member - REQUIRED EVERY VISIT
- Proof of income, if any (e.g. paystub, OSAP statement)

**\*See permitted postal code areas permitted only for each location\***

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**LONDON FOOD BANK SATELLITE LOCATIONS**

**\*CANNOT VISIT BOTH THE MAIN LOCATION AND SATELLITE LOCATION** Argyle Food Depot, (Richards Memorial United Church, Clarke Road Entrance, across from Argyle Mall), 10am-3pm (2nd Thursday), N5V, N5W

North East Food Bank Depot @ Salvation Army (Huron/Highbury Ave.), 11am-3pm (3rd Wednesday), N5V & N5Y

1. Impact Church, 220 Adelaide St. N., 1pm-3pm (3rd Thursday), N6B, N5W, N5Z
- 2.
3. St. George's Anglican Church, 227 Wharncliffe Rd. N, 11:30am-1:30 pm (3rd Friday) N6A, N6C, N6H, N6J

North West Food Bank Depot at Northwest London Resource Centre, 1225 Wonderland Rd. N. c/o Sherwood Forest Library, 10am- 3:30pm (3rd Tuesday), N6G, N6H

NON-CITY FOOD BANKS	SERVICES	CONTACT
<b>NORTHWEST LONDON RESOURCE CENTRE (NWLRC)</b>	Emergency Food Cupboard is open. One visit per month only. Residents must bring: One piece of ID for all family members; A copy of an income statement Monday - Friday 10a.m. - 3p.m.	27A-1225 Wonderland Road North (Beside the Goodwill drop-off centre at the Sherwood Forest Mall). Phone: 519-471-8444
<b>ST. PAUL'S SOCIAL SERVICES</b>	Monday to Friday 9:30a.m. - 12:00 noon  St. Paul's Social Services provides an emergency three-day supply of food including: fresh eggs, milk powder, peanut butter, canned fish and fresh produce  Additionally, hygiene products, baby food and formula, mittens, scarves, hats, shopping bags and layettes are provided to clients if availability.  * This service is available in coordination with the other two major food banks in London; the Salvation Army and the London Food Bank.	472 Richmond Street
<b>CHALMERS PRESBYTERIAN CHURCH</b>	Call Monday morning for an appointment for pickup Tuesday 12:30-1:30	342 Pond Mills Rd. at Commissioners Rd. E., Tuesday: 1pm-2pm
<b>SALVATION ARMY (2 LOCATIONS)</b>	Centre of Hope Monday - Friday: 9am-4:30pm / 2nd & 3rd Wednesday: 9am-6pm  The Salvation Army Food Bank - Westminster Park Community Church Open Mondays (excluding holidays) from 9am-3pm (drop-in, no appt. needed)	281 Wellington Street @ Horton Street 519-661-0343 ext. 227 1190 Southdale Road East @ Millbank Drive, 519-668-0025
<b>YOUTH ACTION CENTRE</b>	Modified the drop-in time to 4:00PM-6:00PM. Youth will be supported with food, basic needs, and access to supports from staff	332 Richmond Street @ York Street

COMMUNITY MEALS		
<b>ST. MICHAEL'S ROMAN CATHOLIC PARISH</b>	Community meal every Monday. 5:30pm - 6:30pm	511 Cheapside St Phone: 519-433-6689 Email: <a href="mailto:stmichlon@dol.ca">stmichlon@dol.ca</a>
<b>ST. PAUL'S SOCIAL SERVICES (FELLOWSHIP CENTRE)</b>	Providing meals packed lunch style Monday, Wednesday and Friday 11:00a.m. - 12:00 noon	472 Richmond Street
<b>ROWNTREE MEMORIAL UNITED CHURCH</b>	Takeout food provided includes packaged sandwiches, veggies and fruit. Wednesdays 12-1 PM	156 Elliot Street @ Chcapside Street
<b>DUNDAS ST. CENTRE UNITED CHURCH</b>	Will be giving out turkey sandwiches at the door Wednesday March 18 <sup>th</sup> and possibly on Wednesday March 25 <sup>th</sup> as well. The good Samaritan Cupboard will be closed until March 31. All other services are closed.	482 Dundas Street @ Maitland Street
<b>ARK AID STREET MISSION</b>	Coffee & muffins, weekdays 1:30-3:30. Beginning Thursday March 19 <sup>th</sup> , sandwiches will be handed out at 5:00 pm, while supplies last.	696 Dundas St. E. (519) 667-0322
<b>SALVATION ARMY CENTRE OF HOPE</b>	Community Meals will be served from our Emergency Services Truck parked in our parking lot between our two smaller buildings on Sunday's and Wednesday's from 5:15pm-6pm	281 Wellington Street @ Horton Street
<b>MY SISTER'S PLACE</b>	Take out services will be available for all outreach participants (male and female) from 11-1pm and again from 4-5:30pm Monday through Friday. 11-1pm on weekends.  The gates to MSP will be closed outside of those hours to limit social gathering. Services available are still: Harm reduction, Meals to go/snack and water/coffee, Referrals/community resources, Basic needs	566 Dundas Street (between William & Adelaide)

<b>METROPOLITAN UNITED CHURCH</b>	Format is a hot takeout meal Every Friday at 5:30p.m.	468 Wellington St Phone: 519-432-7189
<b>ST. JOHN'S THE EVANGELIST CHURCH</b>	A hot meal will be available for take-out on Saturdays. Meal service will be available as long as possible. Every Saturday at 5:00 PM.	280 St. James Street Phone: 519-495-3907
<b>URBAN HAVEN PROJECT</b>	Providing boxed lunches to current members only Fee: \$1 per meal	430 Grey Street 519-433-4311
<b>TRINITY UNITED CHURCH</b>	Regularly scheduled community meal for those in need on Sunday April 5th will be offered as a takeout meal. Regular hours of 5:30p.m. - 7p.m. will be observed for meal pick-ups	76 Doulton Street 2710 519-455-
<b>ST. GEORGE'S ANGLICAN CHURCH</b>	2nd & 4th Friday 5:00 - take out meal	227 Wharncliffe Road North @ St. Patrick Street
<b>CALVARY UNITED CHURCH</b>	3rd Saturday 9:00-11:00 - take out breakfast	290 Ridout Street South @ Garfield Avenue
<b>ST. JUDE'S</b>	3rd Saturday 9:00- 10:30 - take out breakfast	1537 Adelaide Street North @ Fanshawe Park Road East
<b>ST. JOSEPH'S HOSPITALITY CENTRE</b>	Mon-Fri 9:30-11 & 12-2- take out meal *ID required* Daily fee: \$0.50 breakfast; \$1 lunch Monthly fee: \$10 breakfast; \$15 lunch; \$25 both	707 Dundas Street East @ Lyle Street
<b>ST. JOSEPH'S SANCTUARY</b>	Monday lunch lunches To Go 11-2 Wednesday dinner To Go 4-7	
<b>ST. MARTIN OF TOURS CHURCH</b>	Dinner, 3rd Sunday of the month and breakfast, 4th Saturday 9am-10:30am take out breakfast	46 Cathcart Street @ Duchess Avenue

**MEALS ON WHEELS** Pre-made meal delivery service with subsidized rates available.

Call us to register 519-660-1430 register at [www.mealsonwheelslondon.ca](http://www.mealsonwheelslondon.ca)

If you're not a Meals on Wheels Client currently we have frozen meals available. Please call us at 519-660-1430 to ask about what we have on hand. If you're in need or in crisis situation, please call.

You can also fill out the form on our website and we will follow up with you when we are taking new registrations. This will be posted on the about us section on our website and social media.

#### Eligibility Criteria

Meals on Wheels London provides service to adults with disabilities and seniors (55+) in need of nutritional support. We assist those who need short term (caregiver relief, recuperation, seasonal) or long term assistance. No long term contract necessary. The minimum order on registration is either five daily meals or one package of seven frozen meals.

#### GROCERY STORE DELIVERY

Grocery stores remain open - the first hour of business is for seniors and individuals with limited abilities.

Order online, free pick up in store:

Walmart - pickup for free at designated parking spot- minimum order of \$50 required

PC Express offers same-day home delivery ad pick up including Loblaw's, Real Canadian Superstore, No Frills, Fortinos, Independent, Zehrs, Valu-Mart and Citymarket. States on Loblaw's website that pick-up charge is free due to COVID-19 and delivery rates have been reduced. (Probably looking at up to \$13 maximum for delivery). If there does happen to be a pick up charge it would likely be \$3-5.

\*Many Pharmacies will also deliver necessities such as food along with the prescriptions - call your pharmacy to inquire if this is available.

#### UWO VOLUNTEER GROCERY DELIVERY PROGRAM (FREE DELIVERY) INDEPENDENT GROCERY DELIVERY SERVICES

Those who cannot leave their homes and need essentials. Grocery runs are limited to less than \$100 worth of necessities and personal-hygiene items. Completed via E-Transfers. Email [london.on.vtf@gmail.com](mailto:london.on.vtf@gmail.com)

**Robert Graham Grocery Delivery Service** - \$13 charge per order \$25 or less, and 28% charge for every \$ above \$25. Will take cash or cheque. 519-649-6764

**Heart to Home Meals** (frozen meals) 1-800-786-6113

**Out N Back** 519-668-3360

See more options by viewing this website:

[https://www.southwesthealthline.ca/healthlibrary\\_docs/GroceryDeliveryLM.pdf](https://www.southwesthealthline.ca/healthlibrary_docs/GroceryDeliveryLM.pdf)

\*May not have been recently updated and have not been confirmed to be operating during COVID-19, you will need to call and ask.

#### HOMELESS PREVENTION LONDON MIDDLESEX COMMUNITY HOUSING

Homeless prevention supports will be provided through the Housing Access Centre  
Supports for London Middlesex Housing Corporation tenants will continue.

Phone 519-661-0861 or email [hac@london.ca](mailto:hac@london.ca)  
If you require support, please call 519-434-2765.

**CMHA MIDDLESEX** Supports for participants in our Supportive Housing Programs

Still accepting and reviewing referrals

Participants can connect with associated Program Staff - please fill in our [welcome form](#), or to access this program, please fill out the [referral form](#) and fax to the information and brief support team at 519-438-1167.

**CITY OF LONDON EMERGENCY SHELTER** The City has secured 50 hotel rooms to support the most vulnerable individuals identified by service providers, who are either currently living in shelter or unsheltered. Rooms will only be available and allocated through service providers. (519) 661-CITY

**CITY OF LONDON EMERGENCY SHELTER FOR HOMELESS INDIVIDUALS WHO ARE SICK** As needed, shelters have also implemented some isolation spaces for those that are unwell. This will continue and they may involve access to hotel rooms as well. (519) 661-CITY

**VASWEC** Accepting Walk Ins, aiming for more phone support and offering intakes if they have space available

**CENTRE OF HOPE ANOVA** Call to see if they have space

Are trying to put single women in their own room; and families all together; they are still doing some intakes some face to face some over the phone with cautions; but trying to get people to safe family members where possible. Crisis line: 519-642-3000

**PROVINCE OF ONTARIO EVICTION NOTICES** Note that all eviction notices are suspended until further notice

**ZHAAWANONG/ ATLOHSA** The Zhaawanong Shelter and the Resting Space will continue to operate, serving those in need. 24-hour Crisis Line remains open: 1-800-605-7477 and Ontario's Human Trafficking Helpline: 1-833-999-9211.

**LONDON CARES** No Transportation, Rest Space is Open. 11pm-7am and 8am-4pm.

**WASHROOMS** Washrooms at Victoria Park will be kept open to the public

CRISIS	SERVICE	CONTACT
<b>LONDON POLICE</b>	For emergencies, call 9-1-1 Non-emergency, call 519-661-5670  Open for walk-ins 7 days a week from 7:00 a.m. - 11:30 p.m. Phone line is staffed 24/7.	For emergencies, call 9-1-1 Non-emergency, call 519-661-5670  London Police Service 601 Dundas Street London ON N6B 1X1 519-661-5670

**CANADIAN MENTAL HEALTH ASSOCIATION** If you, a family member, friend or co-worker are experiencing:  
 \*a serious mental health or addictions problem  
 \*a situational crisis  
 \*psychosis  
 \*risk of self-harm or harm to others  
 \*emotional trauma  
 \*agitation and sleeplessness  
 \*severe depression or anxiety  
 \*symptoms of substance use withdrawal requiring support  
 \*suicidal thoughts  
 \*crisis resulting from a gaming/internet disorder or problem gambling

Crisis Centre at 648 Huron Street is AVAILABLE 24 HOURS / 7 DAYS A WEEK  
 Please note: The Crisis Centre is not a medical service. There is not a psychiatrist on site, and we cannot help you with changes to your medications.

Anyone in need of support can call our Reach Out line 24/7  
 519-433-2023  
 1-866-933-2023

Mental Health and Addictions Crisis Centre  
 648 Huron Street, London

**VICTIM SERVICES** Currently providing all services via phone- referrals, safety planning, crisis intervention etc. Please call our temporary office number for service 226-678-4631.

Individuals may contact Victim Services directly however; a Criminal Code offence must have occurred and been reported to a Police Service or community agency providing service to victims of domestic violence, human trafficking or sexual assault in the province of Ontario. (Can also be referred through police and crises services)

Help with the following:

Criminal Harassment	Domestic Violence
Human Trafficking	Elder Abuse
Homicide	Fire
Missing Persons	Motor Vehicle Collisions
Sexual Assault	Sudden Death
Suicide	

Children under 16 need consent from a parent or guardian to receive services.

**CANADIAN MENTAL HEALTH ASSOCIATION** Intake (IABS) is doing intakes remotely for supports such as TCM, Housing First, access to mental health services, etc? Connect with our Information and Brief Support team (Intake Team) at 519 434 9191 x2223, by email [iabs.intake@cmhamiddlesex.ca](mailto:iabs.intake@cmhamiddlesex.ca) or fill out the [welcome form](#). The team is available Monday – Friday, 8:30AM – 7:30PM.

For updates on our mental health services, please visit

**Clinical Services**

- Outreach Injection Clinic continues to offer depot injections
- Medical Clinic is offering
  - medication repeats
  - phone consultations
  - face to face appointments for high risk participants
- Psychiatric Consultation Clinic is offering
  - medication repeats
  - phone consultations
  - face to face appointments for high risk participants
- Family Support Services is offering
  - phone consultations
  - virtual groups, skill building

**ONLINE MENTAL HEALTH**

**Big White Wall Ontario**

Free online mental health support networks for Ontarians 16+  
Safe peer support, anonymous and available 24/7 <https://www.bigwhitewall.com/>

**Bounce Back**

Free skill-building program managed by CMHA. It is designed to help adults and youth 15+ manage low mood, mild to moderate depression and anxiety, stress or worry.

Services are delivered over the phone or through on-line videos  
<https://bouncebackontario.ca/>

Individuals can self-refer online if they have a doctor – family or walk-in - As long as they include the doctor's name and contact information on the referral, the Bounce Back administrative team will follow up directly with the health care provider for their ID and billing #.

**FAMILY SERVICES OF THAMES VALLEY**

**Individual Counselling** by phone only. Phones answered between 10 am and 3 pm Monday to Friday. Call backs for messages on a best effort basis with 24 hours  
New appointments, available by calling 519-433-0183  
Counselling Appointments (Couples, Families & Children) Service is restricted, but we ask you to call. 519-433-0183 Phone counselling does not allow our professional counsellors gauge the human dynamics involved in Couples, Families and Children counselling. Our intake counsellor can assess and redirect if crisis support is needed. Priority booking will be provided as soon as we are able to offer face-to-face counselling in our counselling centre on Woodward Ave or at one of our many county locations.

**DAYA**

Adult Protective Service Supports, Passports Program Continue to be available  
Contact your support worker or call 519-433-0183  
Beginning on Monday, March 23, Daya Counselling Centre will be offering service via telephone until further notice. If you are a current client, your counsellor will be contacting you in the coming days to discuss this option.

**LONDON ABUSED WOMEN'S CENTRE ANOVA**

Women are encouraged to call LAWC to schedule a phone counselling session. 519-432-2204  
Our outreach support/sexual assault counselling now provided via telephone Crisis line: 519-642-3000

**WOMANS RURAL RESOURCE CENTRE**

online-intake/counselling 24/7 Support Line: 1-800-265-5390.

**RAAM CLINIC**

Intake services will be available by phone 10:00 a.m. - 3:00 p.m. Monday-Friday. We will temporarily be moving away from face-to-face service. We will be offering service, including intake, by phone. This will be in effect until April 6, 2020. To reach our agency for services, call 519-673-3242

**CAREPOINT CONSUMPTION AND TREATMENT SERVICES (FORMERLY TOPS/SAFE INJECTION SITE)**

Carepoint Consumption and Treatment Service is Ontario's first officially-sanctioned temporary site for people to use their drugs safely and seek services for recovery. Open 9AM to 9 PM  
Regional HIV/AIDS Connection #30-186 King Street London 519-434-1601

**ADDICTION SERVICES OF THAMES VALLEY**

Intake services will be available by phone from 10:00 a.m. - 3:00 p.m. Monday-Friday. 519-673-3242

**ALCOHOLICS ANONYMOUS**

You will be able to connect with your assigned clinician by phone Monday – Friday. We will also be offering short-term support to clients whose assigned clinician is unavailable for a call.  
Many groups have been cancelled. Check website to see groups still running. <https://aadistrict11.ca/meetings/?tsml-day=any&tsml-region=london>  
An online meeting being offered daily 10am and 8pm at: <https://us04web.zoom.us/j/6795502724> 6795502724 is the access code.

**SAFE SPACE**

Distribution at our door of food, Harm Reduction items and personal items. Space is not open as a resting place unless in imminent crisis and in need of referral to another service. Limited number of people permitted in the space. 96 Rectory Unit A  
Email: safespaceLondon@gmail.com  
Facebook: www.facebook.com/safespace.london

Monday - Tuesday 6p.m. - 9p.m.  
Thursdays 10:30a.m. - 1:30p.m.

**TRANS LIFELINE'S**

Trans Lifeline's Hotline is a peer support service run by trans people, for trans and 877-330-6366

**PEER SUPPORT HOTLINE** questioning callers. Our operators are located all over the U.S. and Canada, and are all trans-identified. If you are in crisis or just need someone to talk to, even if it's just about whether or not you're trans, please call us. We will do our best to support you and provide you resources.

YOUTH	SERVICE	CONTACT
<b>YOUTH ACTION CENTRE</b>	Open 10:00AM to 6:00 PM. Youth will be supported with meals to go, basic needs, housing supports, and other access to staff.  Career Services also available via technology at this time – contact the YAC.	332 Richmond Street @ York Street <a href="mailto:info@youth.ca">info@youth.ca</a> 519-432-1112

LTC	CONTACT
Buses running on normal schedule No charge bus fare Enter rear door of bus Some routes have been cancelled or are on different service hours <a href="http://www.londontransit.ca/news-service-updates/">http://www.londontransit.ca/news-service-updates/</a>	

ONTARIO WORKS	CONTACT
The Social Services Office at Citi Plaza – • Second floor-355 Wellington Road will offer: o Drop box for mail and verification documents o Cheque pick up for new applicants without an address will be available every Friday from 1 p.m. - 4 p.m. o Monthly cheque pick up on Monday, March 30 and Tuesday, March 31 from 9 a.m. - 12 p.m. and 1 p.m. - 4 p.m. o Note: The office will close from 12 p.m. - 1 p.m. both days for cleaning and disinfecting of highly touched surfaces.	Applications are accepted <u>online</u> or by calling 519-661-4520 extension 3.

ODSP	CONTACT
London ODSP will be remaining open at this time from 9:00AM to 3:00 PM. We are asking where possible visitors to the office utilize alternate communication methods where possible such as a phone call, fax, email or utilizing the MYBENEFITS app	

EMPLOYMENT INSURANCE, THE EMERGENCY CARE BENEFIT, AND THE EMERGENCY SUPPORT BENEFIT	CONTACT
To apply for EI benefits, you can visit the website <a href="https://www.canada.ca/en/services/benefits/ci/ei-sickness/apply.html">https://www.canada.ca/en/services/benefits/ci/ei-sickness/apply.html</a> . Afterwards, you can apply to have the one-week waiting period waived by calling the government's toll-free number at 1-833-381-2725, or teletypewriter at 1-800-529-3742.	Covid dedicated phone line: 1-833-381-2725

OPGT	CONTACT
PGT office in London is closed. Urgent calls can go to the Hamilton office 1-905-546-8300. They will be monitoring daily and calls can be made to the London office each day for updates. London office # 519-660-3140	

Salvation Army, Centre of Hope and Housing Stability Bank (HSB)	CONTACT
Presently the utility companies are not disconnecting customers from service due to arrears and the Landlord and Tenant Board has suspended all in person hearings related to rental arrears. Housing Stability Bank will continue to connect with applicants over the phone to assist those who require first and/or last month's rent for a new unit.	Monday, Tuesday Wednesday and Friday 8-4PM and Thursdays 8-6PM 519-964-3663 Ext: 310
The HSM is not currently completing applications in person for non-urgent appointments, including: Rental Arrears, Utility Arrears, Money Coaching, and Ontario Electricity Support program applications.	
All other applications/appointments will take place once open to the general public again.	

SERVICE ONTARIO	CONTACT
Until further notice you will not have to renew these products even if they have expired: Health Cards Driver's License License Plate Stickers Ontario Photo Cards Commercial Vehicle Operator Registration Certificates And more	Visit: <a href="http://Serviceontario.ca/Services">Serviceontario.ca/Services</a>

ANIMAL SERVICES	CONTACT
• London Animal Care Centre will respond only to reports of stray dogs, bite investigations and sick/injured wildlife.	Report by phone 519-685-1330 or email <a href="mailto:animalservices@london.ca">animalservices@london.ca</a>