



Community Resource Guide



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HWDSB Specific Resources

HWDSB Financial Support Options

- HWDSB Foundation, Student Support Fund – “available throughout the school year to support the extraordinary or emergency needs of students. The main focus of the fund is to provide for barrier removal and / or emergency situations.”
 - Maximum of \$200.00 per student per school year
 - (905) 527 2092 x 2436 (Julie Densham); <http://www.foundationstudentfund.ca/>

HWDSB School Social Work Services

Helpful considerations to make when considering Social Work Services:

- Is this a mental health school related concern that is impacting the student’s learning/academic functioning and/or social emotional needs?
- Has the school team met to brainstorm strategies or available supports?
- Has there been a conversation with caregivers to discuss next steps?
- Have the caregivers connected with appropriate community resources?
 - Could the school provide a safe, private environment, for them to initiate this contact/referral?
- Often times, family based trauma, parental separation, or grief related concerns cannot be appropriately addressed in a school setting. Please refer to the community resources mentioned below and if you require further support, please consult with your assigned school social worker.

Prior to a social work consultation, verbal consent from a caregiver needs to be obtained by a school staff member. Upon receiving verbal consent, you may connect with your school social worker and consult regarding the student and discuss potential strategies and interventions. Please discuss with your school social worker, what information is included when obtaining verbal consent.

Information which may be helpful for our assessment includes:

- Presenting mental health and/or attendance issues
- Relevant school and academic history & identified caring adult at the school
- Family structure/dynamics
- Other community supports involved currently or in the past

System Social Work Positions

- *Lesbian, Gay, Bisexual, Trans, Queer* (LGBTQ) - Darryl Byers
- *Fetal Alcohol Spectrum Disorder* (FASD) - Vangi Ryan-Boose
- *Young Parent Navigator* - Kristi Gordon
- *Indigenous Social Worker* - Kristina Zito
- *System Navigator for Street Involved Youth* - Michael Hickey

For any of the system specific social worker positions listed above, please contact your school social worker first to provide more details on the presenting concerns; they will be able to assist you with the referral process. Should the family or student request direct contact with the system social worker, contact numbers have been included above.

Workshops

- **Missing Pieces** – A one day bereavement workshop that targets high school students that have experienced the death of a loved one, such as a close friend or family member. The workshop aims to provide them support and an opportunity to connect with peers who have similar experiences and feelings. In order to ensure that students are emotionally ready to participate in a bereavement workshop, we ask that referrals be completed for students who are at least 6 months into the grieving process. Connect with your school social worker to assess suitability and referral.

Groups

- **Parent/Caregiver Groups:**
 - **Cool Little Kids** - Anxiety prevention group for primary caregivers of children in JK to Grade 2, who show signs of being shy, withdrawn or inhibited.
 - Referral Process: Parents are able to self-refer to (905) 527-5092 x 2923 or email coollittlekids@hwdsb.on.ca
 - **Families Worrying Less Together** _ A CBT informed parent education and skills training group for parents of students in Grade 3 to 6 who display excessive worries, fears or other anxious behaviours.
 - Referral Process: Parents can call (905) 527 5092 x 3555 or email FWLT@hwdsb.on.ca
- **Student Groups**
 - **Stressbusters** - Goal of the group is to reduce depressive symptoms and improve coping skills. Students who might benefit from the group are primarily having difficulty with depressive symptoms, low mood and are motivated to make some changes. The group includes cognitive behavioural skills for children with parent education. For students in Grade 5-7.
 - **Teen Activation Group (TAG)** - Group provides treatment programming for students struggling with anxiety and depression by increasing their activity level, improving their mood, and encouraging participation in positive and rewarding activities. It aims to help students re-engage in their lives through focused activation strategies. Students eligible are between the ages of 13-18 years (Grades 9-12).
 - **Chilled** - Group treatment for anxious adolescents that focuses on anxiety management skills. For students in Grade 7-12.
 - **Anxiety/Depression Group** - A group that supports secondary students struggling with anxiety and depression. For students in Grade 9-12.

**For all student group referrals please connect with your school social worker to assess group suitability.

Critical Incident Response Team (CIRT)

CIRT is comprised of HWDSB school social workers, and responds to critical incidents that affect the school at the request of the school administrator. Team members are able to provide consultation and/or on-site support with respect to decision-making, planning and counselling.

Should you require this service 8:30-4:30, please call Steve McCann at (289) 925 2706.

After Hours, please call David Hoy at (905) 570 5983.

Community Based Resources

Aboriginal Services

- **Aboriginal Health Centre** - Health and wellness supports available to Aboriginal individuals.
(905) 544-4320; www.aboriginalhealthcentre.com
- **Hamilton Regional Indian Centre** – Various supports and programs available to Urban Aboriginal People.
(905) 548-9593; www.hric.ca/index.php

Child Welfare

- **Children’s Aid Society** – (905) 522-1121 (intake)
- **Catholic Children’s Aid Society** – (905) 525-2012 (intake)
- **Emergency After Hours Phone for both societies:** (905) 522-8053

Community & Recreation Services

- **Big Brothers Big Sisters of Hamilton & Burlington** – Child & youth mentoring programs.
(905) 525-3860; www.callbigbrothers.com
- **Boys & Girls Club of Hamilton** – Recreation and after school programs.
(905) 549-2814; www.kboysandgirlsclub.com
- **City Kidz** – Programs and supports available for children living in low income communities.
(905) 544-3996; www.citykidz.ca
- **City of Hamilton: Department of Culture and Recreation**
Subsidy Application: www.hamilton.ca/parks-recreation/registered-rec-programs/recreation-fee-assistance-program ; (905) 546-2489
- **Goodlife Fitness** – Free summer memberships for individuals 12- 17.
(905) 521-1010; www.goodlifefitness.com/teenfitness/ (register online)
- **Hamilton Public Library** – Variety of programs and services available throughout the city (i.e. homework help, community resource workers, literacy support...etc).
(905) 546-3200; www.hpl.ca

- **Liberty for Youth** – Prevention and intervention mentorship for at risk youth.
(905) 297-7929; www.libertyforyouth.org
- **Red Book** – Directory of Community Services
(905) 528-8127 or 211; informationhamilton.ca/redbook
- **YMCA** – Various programs available to the community in terms of recreation, employment services, youth engagement, education & training. (905) 529-7102; www.ymcahbb.ca
- **YWCA** – Various programs available to women and girls in the Hamilton community. (905) 522-9922; www.ywcahamilton.org
**subsidies available through both the YMCA/YWCA; inquire directly

Counselling & Mental Health Services

- Addictions
 - **Alternatives for Youth** – Free substance abuse counselling available to youth 12-22, as well as their families.
(905) 527-4469; www.ay.on.ca
- Bereavement/Grief
 - **Bereaved Families of Ontario** – Free grief support programs for children, teens and caregivers.
(905) 318-0070; bfo-hamiltonburlington.on.ca
 - **Camp Erin** – Free bereavement camp for youth aged 6-17 grieving a death.
(905) 387-2448; kemphospice.org/camp-erin
- General
 - **Banyan Community Services** – offer a variety of community services (i.e. court programs, Stop Now And Plan – SNAP, grocery delivery program for Seniors, Camp Maple Leaf)
(905) 545-0133; www.banyancommunityservices.org
 - **Catholic Family Services** – Various counselling and support programs available to the Hamilton community (i.e. Credit Counselling, Walk In Counselling, Violence Against Women & Children, Seniors Case Management, and Developmental Services).
(905) 527-3823; www.cfshw.com
 - **Community Education Services/Growing Together** - Free information, courses, and workshops for parents/caregivers and children. www.communityed.ca
 - **East Region Mental Health Services**– Community mental health program available to individuals 16 and over, located in the east end of Hamilton. Clients are able to self-refer.
(905) 573-4801; www.stjoes.ca/hospital-services/mental-health-addiction-services/mental-health-services/east-region-mental-health-services-ermhs-
 - **Employee Assistance Programs (EAP)** – Some benefit programs include EAP support which allows the employee, and often times immediate family/dependants free short term counselling. We advise families to connect with their benefit providers to inquire about this service and coverage options.
 - **Family Doctor's Office** – Family doctors are sometimes connected to Family Health Teams, and have mental health clinicians on staff and available for their patients. There is no cost for this

service, as it is billed through OHIP. We advise staff, students and families to connect with their family doctors and inquire about this service.

- **John Howard Society** - Offers programs and services for youth and adults in conflict with the law, or at risk of involvement.
(905) 522-4446; www.johnhoward.on.ca/hamilton
 - YARD (Youth At Risk Development) Program – supports students with externalizing behaviour concerns
 - Choices – group program teaching cognitive skills for youth at risk
 - Family Support Program – assists families find positive solutions to parent/child conflict
- **Learning Effective Anti-Violence in Families (LEAF)** – Is an early intervention program for mothers/caregivers and children who have been exposed to woman abuse/domestic violence.
(905) 527-3823 –Catholic Family Services
(905) 523-8766 – Good Shepherd Services
(905) 529-8149 – Mission Services
- **Youth Wellness Centre** – Mental health and addiction programs and support available to individuals aged 17-25. Clients are able to self-refer.
(905) 522-1155 x 31725 or email ywcintake@stjoes.ca
 - www.stjoes.ca/hospital-services/mental-health-addiction-services/mental-health-services/youth-wellness-centre
- Intake Coordination
 - **CONTACT Hamilton**– Single access point for children and youth requiring service for social emotional, behavioural, developmental and/or mental health needs.
(905) 570-8888; www.contacthamilton.ca
- Websites
 - AnxietyBC- www.anxietybc.com
 - Kids Help Phone- www.kidshelpphone.ca

Crisis Services

*All services below, are free, confidential and offer 24 hour immediate support by phone

- **Barrett Centre** – Mental health crisis program that responds to individuals experiencing a mental health crisis but do not need hospitalization; supports individuals 16 and up.
Crisis Line - (905) 529-7878; www.goodshepherdcentres.ca/barrett-centre-for-crisis-support
- **BroTalk** – free, confidential phone counselling service that supports males 14-18 years old
1 (866) 393 5933; www.brotalk.ca
- **COAST Hamilton**– Mental health crisis outreach and support for all ages.
Crisis Line - (905) 972-8338; <http://coasthamilton.ca/>
- **Kids Help Phone** – 24/7 counselling and information service for young people.
Crisis Line – 1 (800) 668-6868; www.kidshelpphone.ca
- **Salvation Army Suicide Prevention Line** – Provides crisis line and related support to those at risk of suicide.
Crisis Line – (905) 522-1477; Business Line – (905) 522 5244; www.hopesalive.ca

- **Sexual Assault Centre of Hamilton (SACHA)** – Supports men and women who have experienced any form of sexual violence.
Crisis Line – (905) 525-4162; Business Line – (905) 525 4573; www.sacha.ca
- **Shelter Crisis Lines** – See below in “Shelter & Related Services” section.
- **Victims Services** – 24/7 support for victims of a crime.
(905) 546-4904; www.hamiltonpolice.on.ca/HPS/VictimSupport

Francophone Services

- **Briser Le Silence** – 24 hour French speaking crisis line for women aged 16+ who have experienced any form of domestic violence.
Crisis Line – 1 (877) 336-2433; www.briserlesilence.ca
- **Centre de Sante Communautaire Hamilton/Niagara** - Francophone community health centre.
(905) 528-0163; www.cschn.ca

Health: Dental

Dental Health Bus

- Mobile dental clinic providing free dental services to children as well as adults
- (905) 546-2489 (call for schedule); www.hamilton.ca/public-health/clinics-services/dental-health-bus

Public Health Dental Services

- Children & adults can be screened & directed to appropriate free/low cost dental options available in the city (i.e. urgent dental care as well as preventative services).
- (905) 546-2424 x 3566; www.hamilton.ca/public-health/clinics-services/dental-clinics-programs

Health: Medical

Community Health Centres

- House a variety of medical/dental and community programs
- Hamilton Urban Core Community Health Centre – (905) 522-3233; www.hucchc.com
- North Hamilton Community Health Centre – (905) 523-6611; www.hucchc.com
 - Programs open to North End community residents

Find a Family Doctor

- **Hamilton Academy of Medicine** – Provides an up-to-date list of physicians accepting new patients – (905) 528-1611; www.hamiltondoctors.ca/find_a_doctor.php
- **Health Care Connect** - Provincial service that helps connect individuals with family doctors – 1 (800) 445-1822; <http://www.health.gov.on.ca/en/ms/healthcareconnect/pro/>

Glasses

- **Creative Vision Care** – Free program providing eye exams and free glasses to students within the HWDSB. Please contact David Hoy at 905 527 5092 x 2448 for more information on CVC's schedule.
- **Eye See Eye Learn** – Free program, providing eye exams to JK students and free glasses (if required) – 1 (800) 540-3837; www.optom.on.ca/OAO/ESEL/AboutESEL.aspx
- **Lenscrafters** – Offers free glasses to eligible individuals. Families will need to take a letter, written by someone from the school (i.e. principal, or teacher) advocating for support. In the letter, be sure to reference HWDSB's Charitable Registration Number: #890896046RR0001. At the time of print Eastgate Square (905) 578-3292 and Limeridge Mall (905) 574- 3101 supported this program. Call for more information.

Head Lice

- **Bug Buster Clinic** – Screening, low cost shampoo, information, bus tickets. Clinics are available at Cathy Wever (during the school year) and Hamilton East Kiwanis Boys & Girls Club (all year round); Call (905) 546-2489 for dates and times.

Health Insurance (OHIP)

- To sign up for an OHIP card go to 119 King St W, 10th Floor, Hamilton (8:30am-5:00pm)
- Or www.health.gov.on.ca/en/public/programs/ohip/ 1 (866) 532-3161

Medication

- **Trillium Drug Program** – Provides financial assistance to cover medication costs, to those eligible. Call 1 (800) 575-5386 or ask your local pharmacist for an application form. www.health.gov.on.ca/en/public/programs/drugs/programs/odb/opdp_trillium.aspx
- Families can also connect with their private insurance, OW, ODSP or family doctor's office to explore other coverage options.

Telehealth

- Free confidential health/medical support from a registered nurse 24 hours a day.
1 (866) 797-0000

Health: Sexual

Health Initiatives for Youth Hamilton (HIFY)

- Clinical health and counselling services for youth 14-24
(905) 528-3009 (call for more information and dates and times)

Need Help Now

- Website that helps teens stop the spread of sexual pictures or videos and provides practical support and resources to those impacted
www.needhelpnow.ca

Sexual Health Clinics, Public Health

- Various clinics around the community providing free and confidential sexual health information and support. Confidential phone counselling available.
Information Line - (905) 528-5894

Housing Services

- **Access to Housing** – Supports clients in applying and accessing subsidized housing.
(905) 524 –2228; www.cityhousinghamilton.com
- **Housing Help Centre** – Provides free information, assistance, advocacy and support to individuals in need of housing.
(905) 526-8100; www.housinghelpcentre.ca

Immigrant Services

- **Immigrant Women’s Centre**- Provides services to newcomer women and their children. Services include, orientation and settlement, English language learning, employment and community connections.
(905) 529-5209; www.iwchamilton.ca
- **Outreach, Assessment and Specialized Intervention Services (OASIS Program)** - This program offers specialized mental health services to immigrant and refugee children, youth, and their families who have experienced trauma in another country, while on their journey to Canada, or while in Canada.
(905) 523-1020; www.thrivechildandyouth.ca
- **Refuge Hamilton Centre for Newcomer Health** - Provides barrier free primary health care services to new immigrants including refugees.
(905) 526-2000; www.newcomerhealth.ca
- **Settlement Workers in School (SWIS) Program**. Workers help orient you and your child to the Hamilton school system including school and community referrals.
(905) 526-8452; www.ymcahbb.ca

Legal Services

- **BridgingtheGap** - A family support program for those who have a friend or loved one in jail offered by the John Howard Society. Groups run on Tuesdays from 5:30-7:30 pm (biweekly).
- **Hamilton Community Legal Clinic** - Non-profit community legal clinic serving low income residents of Hamilton.
(905) 527-4572; www.hamiltonjustice.ca 100 Main Street East Suite #2.
- **Family Law information Centre** -A drop-in service that provides legal and non-legal information, regarding family law issues, such as separation and divorce. Family Court 55 Main Street West. Open Monday-Friday, between 9am-4pm.
- **Legal Aid Ontario Office** - Service for low income residents of Hamilton who may require duty counsel, information, referral and legal advice, and representation by a lawyer. 110 King Street West, Suite #780.
(905) 528-0134; www.legalaid.on.ca

- **Police Numbers**
 - Emergency Number **911**
 - Non-Emergency Numbers: (905) 546-4945; www.hamiltonpolice.ca

Lesbian Gay Bisexual Transgender Queer (LGBTQ) Services

- **Lesbian Gay Bi Trans Youth Line** - Free service provided for youth by youth.
1 (800) 268-9688; www.youthline.ca
- **The Well** – Offer groups for LGBTQ youth and adults. Check the website for upcoming groups and Programs: www.thewellhamilton.ca

Low Income Services

- **Christmas Hamper Programs** - Please consult with your social worker in the month of October when the list is made available as to who in the community offers the program for families.
- **Clothing (low cost)**
 - **The Salvation Army Thrift Store** – (905) 540-1888; www.salvationarmy.ca
 - **St. Vincent de Paul Stores** – (905) 549-3902; www.ssvp.hamiltonont.ca
- **Clothing (no cost)**
 - **Good Shepherd Centres** –(905) 528-9109
 - **Hamilton Dream Centre**- Free income tax services, food bank, prom closet, Christmas aid for working families. (905) 527-8605; www.hamiltondreamcenter.ca
 - **Living Rock Ministries**- Clothing for ages 13-25. (905) 528-7625.
- **Food Banks**- Please see link below:
www.housinghelpcentre.ca/FoodAccessGuide.pdf
- **Good Shepherd Centres** - Services for children, youth, and adults living in poverty.
(905) 528-9109; www.goodshepherdcentres.ca
- **Laundry Facilities** - (free)
 - Hamilton Urban Core Community Health Centre – (905) 522-3233.
 - Notre Dame House – (905) 308-8090.
 - Wesley Centre – (905) 528-5640.
- **Mattress Program**
 - **Sleep Country Canada** - Free mattress and box spring for families in need. Eligibility requirements include a letter from church, local community organization, or school principal to support the families need. Transportation is not included but offered at a low cost.
(905) 648-9471; ancasterbedprogram@sleepcountry.ca
- **Ontario Disability Services Program** – provides financial and employment assistance to individuals living with a disability.
(905) 521-7280; <https://saapply.mcass.gov.on.ca/CitizenPortal/cw/PlayerPage.do>
- **Ontario Works** - Provides temporary financial and employment assistance.
(905) 546-4800; www.hamilton.ca/ontariowork
- **Wesley Urban Ministries** - Services for children, youth, and adults living in poverty.

(905) 528-5629; www.wesley.ca

Parent Support Services

- **Health Connections** - Public Health Nurses provide information to assist expectant parents and families who have children under 6 years of age.
(905) 546-3550
- **Parents of Children's Mental Health**
 - A website for parents providing support, knowledge, resources and help in navigating mental health services. **Local chapters have meetings, check website for more information; 1 (855) 254-7264; www.pcmh.ca

Shelters and Related Services

- **For Families**
 - **Family Centre** – Emergency shelter for homeless or transient families. (905) 528 9442
- **For Men**
 - **Booth Centre** - Emergency shelter for homeless or transient men. (905) 527-1444
 - **Mission Services** - Emergency shelter for homeless or transient men. (905) 528-7635
- **For Women and Children**
 - **Inasmuch House** - Shelter for women fleeing domestic abuse or violence. It also accommodates women with children. (905) 529-8600
 - **Interval House** - Shelter for women fleeing domestic abuse or violence. It also accommodates women with children. (905) 387-8881
 - **Martha House**- Shelter for women fleeing domestic abuse or violence. It also accommodates women with children. (905) 523-6277
 - **Mary's Place**- Shelter for women over 18 who are dealing with homelessness, poverty, mental illness and/or violence. (905) 523- 6722
 - **Native Women's Centre**- Shelter for women fleeing domestic abuse or violence. It also accommodates women with children. (905) 664-1114
- **For Youth**
 - **Notre Dame House**- An emergency shelter for homeless or street- involved youth between the ages of 16-21. (905) 308-8090
 - **Living Rock** –Community outreach programs for homeless or street-involved youth. (905) 528-7625. www.livingrock.ca

Young Parent Services

- **Grace Haven**- Residential and community based programming for pregnant and parenting young women and their children. (905) 522-7336; info@gracehavenhamilton.org
- **Learning, Earning and Parenting (LEAP)**- For parents attending high school, under 25 years of age and receiving Ontario Works(OW). (905) 546-3088.

- **St. Martin's Manor**- Residential and community based programming for pregnant and parenting young women and children. (905) 575-7500.