

Community Services in Guelph



Please note that the service providers listed in this guide offer services in English. They may or many not provide services in other languages. Please contact them to discuss whether they offer services in languages other than English.



**104 Dawson Road
Unit 102
Guelph, Ontario
N1H 1A6
Tel: (519) 836-2222
Fax: (519) 837-2884
Email: mailbox@is-gw.ca
Website: www.is-gw.ca**



**20 Shelldale Crescent
Guelph, Ontario
N1H 1C8
Tel: (519) 821-6638
Fax: (519) 780-2080
Email: info@guelphchc.ca
Website: www.guelphchc.ca**



November 2016

Community Services in Guelph

POLICE, FIRE, AMBULANCE: EMERGENCIES ONLY call 911

| Service | Telephone # | Address |
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| City Services-Guelph | | |
| Guelph City Hall <i>Municiple government office</i> www.guelph.ca | 519-822-1260 | 1 Carden Street Guelph, ON. |
| Guelph City Police <i>Police services, crime prevention</i> www.guelphpolice.ca | In case of emergency dial 911 519-824-1212 (Non-Emergency Number) | 15 Wyndham Street South Guelph, ON. |
| Guelph Transit <i>Bus system throughout the City of Guelph</i> www.guelph.ca/living/getting-around/bus/ | 519-822-1811 | 170 Watson Road South Guelph, ON. |
| Guelph Wellington Local Immigration Partnership http://guelphwellingtonlip.ca/ <i>Iterative map of agencies serving immigrants in Guelph</i> www.data.open.guelph.ca/dataset/organizations-serving-immigrants-in-guelph | 519-822-1260 X 2565 | 1 Carden Street Guelph, ON. |
| Community and Social Services | | |
| Family & Children Services <i>Protects children and supports families</i> www.fcsgw.org | 519-824-2410 1-800-265-8300 | 275 Eramosa Road Box 1088 Guelph, ON. |
| Guelph Food Bank <i>Provides emergency food to people with low income</i> www.guelphfoodbank.ca | 519-767-1380 | 100 Crimea Street Guelph, ON. |
| Chalmers Community Services Centre <i>Free food and clothing assistance for those with low income</i> www.chalmerscenter.ca | 519-822-8778 | 40 Baker St. Guelph |
| North End Harvest Market <i>A free fruit and vegetable market for those with low income</i> | 519-821-9677 | Waverley Drive Public School (Portable #6) 140 Waverley Drive Guelph, ON. |
| Better Beginnings Better Futures <i>Welcomes and supports children and families living in Onward Willow neighbourhood</i> www.bbbfquelp.ca | 519-824-8498 | Shelldale Centre 20 Shelldale Crescent Guelph, ON. |

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| Guelph Public Library - Main Branch www.library.guelph.on.ca | 519-824-6220 | 100 Norfolk Street Guelph, ON. |
| Guelph Neighbourhood Support Coalition www.guelphneighbourhoods.org | 519-803-3374 | Each neighbourhood group has a different address. |
| Volunteer Centre of Guelph Wellington <i>Helps people find volunteer opportunities</i> www.volunteerguelphwellington.on.ca/contact.aspx | 519-821-0632 | 46 Cork Street, E. Unit 1 Guelph, ON. |
| Refugee Sponsorship Forum <i>Supports for sponsorship groups hoping to welcome refugees to the Guelph-Wellington area.</i> www.guelphrefugeeforum.com | 519-824-8230 X 4 | First Baptist Church 255 Woolwich Street Guelph, ON. |

Crisis

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| Here 24 Seven Crisis Services <i>24 hour crisis service for mental health and addictions</i> www.here247.ca | 1-844-437-3247 | Address is confidential |
| Torchlight Distress Line Centre <i>24 hour support for those in distress</i> | 519-821-3760 | Address is confidential |
| Torchlight Emergency Shelter <i>Connection to emergency shelter 24 hours a day</i> | 519-767-6594 519-821-5469 | |
| Torchlight Youth Support Line <i>24 hours support for youth in distress.</i> www.torchlightcanada.org | | |
| Victim Services Wellington <i>Works with police and community services to provide support to victims of crime, trauma and tragic situations</i> www.vswguelph.on.ca | 519-824-1212 X 7304 | 15 Wyndham Street, South Guelph, ON. |
| Guelph Wellington Women in Crisis <i>24 hour counselling and shelter for abused women</i> www.gwwomenincrisis.org | 519-836-5710 1-800-265-7233 | 38 Elizabeth Street Guelph, ON. |

Education and Training

***Know your English level by having an English Assessment. Call 519-836-2222.**

A language assessment can help you plan your future in Canada: working, studying and living in the community.

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| Conestoga College Guelph Campus www.conestogac.on.ca | 519-824-9390 | 460 Speedvale Ave. West Guelph, ON. |
| International Credential Assessment Services of Canada (ICAS) www.icascanada.ca/contact.aspx | 519-763-7282 1-800-321-6021 | 100 Stone Road, N. Unit 102 Guelph, ON. |
| International Languages Program Wellington Catholic District School Board www.wellingtoncssb.edu.on.ca/Programs/International-Languages-Program/Pages/default.aspx | 519-836-8785 | St. Peter Catholic Elementary School, 150 Westwood Road, Guelph, ON. |
| St George's Centre for Adult English as a Second Language www.ugdsb.on.ca/conted/esl/index.shtml | 519-766-9551 | 21 King Street Guelph, ON. |

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| University of Guelph http://www.uoguelph.ca/ | 519-824-4120 | 50 Stone Road East Guelph, ON. |
| Upper Grand District School Board www.ugdsb.on.ca French Immersion www.ugdsb.on.ca/fi/ | 519-822-4420 | 500 Victoria Road North Guelph, ON. |
| Upper Grand District School Board Continuing Education www.ugdsb.on.ca | 519-836-7280 | 1428 Gordon Street Guelph, ON. |
| Wellington Catholic District School Board www.wellingtoncssb.edu.on.ca/Pages/default.aspx | 519-821-4600 | 75 Woolwich Street Guelph, ON. |
| French School Board http://csviamonde.ca/Pages/default.aspx | (416) 614-0844 | 116 Cornelius Parkway North York, ON. |
| French Catholic School Board https://www.csdccs.edu.on.ca/ | (416) 397-6564 | 110 Drewry Avenue Toronto, ON. |
| Employment | | |
| Employment Ontario: Employment & Training Network <i>Information about training, education, skills and experience for employment or trades</i> www.tcu.gov.on.ca/eng/etlanding.html | 1-800-387-5656 | Assistance by phone, e-mail or online only. No address available |
| Ontario Works <i>Financial, employment, settlement and other social services</i> www.wellington.ca/en/socialservices/ontarioworksemploymentandfinancialassistance.asp?mid=17793 | 519-823-7887 | 129 Wyndham St. North Guelph, ON. |
| Global Experience Ontario <i>Access & Resource Centre for Internationally Trained Professionals from various professions</i> www.ontarioimmigration.ca/en/geo/ | 1-866-670-4094 | No address available |
| Career Center -- Conestoga College <i>Employment supports, open to the public</i> www.conestogac.on.ca/caa/careercentre/ | 519-824-9390 X 6156 | 299 Doon Valley Drive Kitchener, ON |
| Lutherwood <i>Employment Assistance including job search, resume writing and workshop</i> www.lutherwood.ca | 519-822-4141 | 30 Wyndham St North Guelph, ON |
| Second Chance <i>Employment counselling</i> www.2ndchance.ca | 519-823-2440 | 177 Norfolk Street Guelph, ON. |
| Government Services - Federal | | |
| Service Canada <i>Social Insurance Number, Employment insurance</i> <i>Hours: 8:30am-4:00pm</i> www.servicecanada.gc.ca/tb-sc-fsco/sc-dsp.jsp?lang=eng&rc=3559#pa | 1-800-622-6232 | 259 Woodlawn Road West Suite C, Guelph, ON. |

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| Immigration, Refugees and Citizenship Canada <i>(by appointment only)</i> <i>Refugee claims: Monday–Friday: 8:00am–4:00pm</i> www.cic.gc.ca | 1-888-242-2100 | 29 Duke St. East, 1 st Floor Kitchener, ON. |
| Passport Office - Kitchener <i>Hours: Monday–Friday: 8:30am–4:30pm</i> www.canadacircle.org/passport-office-kitchener/ | 1-800-567-6868 | 40 Weber Street Mezzanine Level, Kitchener, ON. |
| Member of Parliament <i>Lloyd Longfield, (MP)</i> www./mplongfield.ca/ | 519-837-8276 | 40 Cork St. E Guelph, ON. |

Government Services – Ontario

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| Member of Provincial Parliament <i>Liz Sandals, (MPP for Guelph)</i> www.lizsandals.onmpp.ca | 519-836-4190 | 173 Woolwich St. Guelph, ON. |
| Driver’s Examination Center <i>Monday–Friday: 8:30am–5:00pm</i> <i>The G1 written test is offered in:</i> <i>English, Chinese, Croatian, Finish, French, German, Greek, Hindi, Italian, Korean, Portuguese, Polish, Punjabi, Russian, Spanish, Somali, and Tamil</i> Translation Services for Driver’s Licences <i>Available at ISGW 519-836-2222</i> www.mto.gov.on.ca | 1-888-570-6110 | 106-255 Woodlawn Rd W Guelph, ON. |
| Service Ontario- location 1 <i>Ontario health card (new, renewal and replacement); change of name or address; Driver’s License (renewal only), Photo ID, etc.</i> <i>Hours: Monday-Friday 8:30am–5:30pm</i> <i>* only Health Card and Driver and Vehicle services</i> <i>Thursday 5:00-7:00pm, Saturday 9:00am-1:00pm</i> www.services.gov.on.ca/locations/locationDetail.do?id=11144 | 1-888-376-5197 | 1 Stone Rd. West Guelph, ON. |
| Service Ontario- location 2 <i>Motor Vehicle Licensing, Photo ID, Health Card (renewal), Driver’s Licences</i> <i>Monday–Friday: 8:00am–5:00pm</i> <i>Thursday: 8:00am–8:00pm</i> <i>Saturday: 9:00am–1:00pm</i> www.services.gov.on.ca/locations/locationDetail.do?id=11791 | 519-836-1636 1-800-387-3445 | 485 Silvercreek Pkwy N Unit 16 Guelph, ON. |
| Ontario Ministry of Citizenship Immigration and International Trade www.citizenship.gov.on.ca/english | 1-800-267-7329 416-327-2422 | 400 University Ave 6 th Floor, Toronto, ON. |

Health

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| Community Care Access Centre Waterloo/Wellington <i>Help people to: live independently at home, apply for day programs, supportive housing or assisted living for certain chronic care or rehabilitation facilities</i> www.healthcareathome.ca/ww/en | 519-823-2550 Main switchboard | 450 Speedvale Ave. W Guelph, ON. |
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| <p>Guelph Community Health Centre <i>Health care from a variety of health care providers like doctors, nurses, social workers, dietitians, etc. Programs from children aged 0-6, parenting supports, children's play groups and community programs like fitness and nutrition programs, breastfeeding support are also offered</i> www.guelphchc.ca</p> | 519-821-6638 | <p>Downtown Location 176 Wyndham Street North Shelldale Location 20 Shelldale Crescent Ontario Early Years Stone Road Mall 176 Guelph, ON.</p> |
| <p>Family Midwifery Care <i>Specialists in the care of mothers and babies through pregnancy, birth and the first six weeks after birth</i> www.familymidwiferycare.ca</p> | 519-763-8568 | 672 Woolwich St., Unit#1 Guelph, ON. |
| <p>Guelph Midwives <i>Specialists in the care of mothers and babies through pregnancy, birth and the first six weeks after birth</i> www.guelphmidwives.com</p> | 519-823-9785 | 3-176 Wyndham St. N Guelph, ON. |
| <p>Homewood Health Centre <i>Mental health and addictions facility</i> www.homewood.org</p> | 519-824-1010 | 150 Delhi St Guelph, ON. |
| <p>St. Joseph's Health Centre <i>Long-term care facility, rehabilitation and community outreach services for seniors</i> www.sjhh.guelph.on.ca</p> | 519-824-6000 | 100 Westmount Rd., Guelph, ON. |
| <p>Canadian Mental Health Association <i>Services for addictions, mental health and developmental needs</i> www.cmhawwd.ca</p> | 519-821-8089 | 80 Waterloo Avenue Guelph, ON. |
| <p>Wellington-Dufferin-Guelph Public Health <i>Healthy infant and child development, parenting, reproductive and sexual health, dental care program for children, and more</i> www.wdgpUBLICHEALTH.ca</p> | 519-822-7215 1-800-265-7293 | 160 Chancellor's Way Guelph, ON. |
| <p>Diabetes Care Guelph <i>Support, care and resources for people living with, or at risk of, diabetes</i> www.diabetescareguelph.com</p> | 519-840-1964 | 83 Dawson Rd Guelph, ON. |
| <p>Guelph Family Health Team <i>Health care from a variety of health care providers like doctors, nurses, social workers, dietitians, etc. Community programs are also offered</i> www.guelphfht.com</p> | 519-837-4444 | 55 Wyndham Street North, Suite 212 Guelph, ON. |
| <p>Refugee Healthline <i>Information line for help in being connected with a health service provider who can assist with initial medical assessments and referral to other health services. This is not an emergency or crisis line</i></p> | 1-866-286-4770 | Telephone service only. No address available |
| <p>Kidsline <i>Information line about pregnancy, children ages 0 to 13, and parenting</i> www.wdgpUBLICHEALTH.ca/?q=kids-line</p> | 1-800-265-7293 X 3616 | Telephone service only. No address available |

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| Health Care Connect <i>If you do not have a doctor you can get a list of doctors who are accepting new patients</i> www.guelph.ca/doctor | 519-822-1260 X 2507 | No address available |
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24 hour Emergency Services

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| Ambulance/Fire/Police <i>Respond in case of emergencies like fire, crime or medical emergency</i> | 911 | Call 911 in case of emergency. Various locations |
| Telehealth <i>24 hour health advice from a Registered Nurse</i> www.ontario.ca/page/get-medical-advice-telehealth-ontario | 1-866-797-0000 | Telephone service only. No address available |
| Poison Control Centre <i>24 hour poison care advice</i> www.ontariopoisoncentre.ca | 1-800-268-9017 | Telephone service only. No address available |

Hospital and Walk-In Clinics

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| Guelph General Hospital <i>Hospital with emergency services available</i> www.gghorg.ca | 519-822-5350 | 115 Delhi St Guelph, ON. |
| Medical Walk-in Clinic- Silvercreek <i>Day time and after hours (hours vary)</i> | 519-822-9363 | 105 Silvercreek Pkwy N Guelph, ON. |
| Medical Walk-in Clinic- Gordon <i>Day time and after hours (hours vary)</i> | 519-265-6400 | 1499 Gordon Street Guelph, ON. |
| Medical Walk-in Clinic – Walmart Stone Road <i>Hours: Mon-Fri: 9:00am – 5:00pm</i> | 519-780-8585 | 175 Stone Rd West Guelph, ON |
| Arkell Walk-in Clinic <i>Hours: Mon-Fri 9:00am – 5:00pm Sat & Sun 10:00am – 2:00pm</i> | 519-822-7841 | 403 Arkell Rd – Unit4 Guelph, ON |

Housing

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| Wellington County Housing Services <i>Social housing, application for subsidized and market rent housing and other housing services</i> www.wellington.ca/en/socialservices/housing.asp | 519-824-7822 | 138 Wyndham St. N Guelph, ON. |
| Welcome In Drop In Centre <i>Emergency Shelter, Housing Services, Homeless Shelter</i> <i>Hours: Monday – Friday 5:00am – 3:30pm</i> | 519-837-0080 | 23 Gordon Street Guelph, ON. |

Legal Services

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| Family Law Information Centre <i>Free advice on family law and Children’s Aid for low-income people</i> <i>Every Friday morning: 9am-12pm</i> www.attorneygeneral.ius.gov.on.ca/english/family/infoctr.php | No phone number available | Family Court House 74 Woolwich Street Guelph, ON. |
| Law Society Referral Service <i>Provides the name of a lawyer in your area who will provide you with a free 30 minute consultation</i> www.lsuc.on.ca/faq.aspx?id=2147486372 | 1-800-268-8326 | Online service. No address available |

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| Legal Aid Ontario <i>Provides legal assistance for low-income people (including refugee claims)</i> www.legalaid.on.ca/ | 1-800-668-8258 | Call Legal Aid for more information |
| Legal Clinic of Guelph & Wellington County <i>Ontario Works & Disability, Landlord & Tenant, CPP, EI.</i> www.gwlegalclinic.ca | 519-821-2100 1-800-628-9205 | 176 Wyndham Street N Guelph, ON. |
| Fresh Start Housing Centre <i>Information on emergency housing, food and clothing</i> www.mytown.ca/ev.php?URL_ID=125654&URL_DO=DO_TO_PIC&URL_SECTION=201 | 519-822-2887 | 40 Baker Street Guelph, ON. |

Social Assistance & Social Benefits

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| Ministry of Community & Social Services Ontario Disability Support Program | 519-822-7500 1-800-567-2953 | 1 Stone Rd. Guelph, ON. |
| Wellington County, Ontario Works <i>Social Assistance</i> www.wellington.ca/en/socialservices/applyingforontarioworks.asp | 519-837-2670 X 2630 1-800-265-7294 X 339 | 129 Wyndham Street North Guelph, ON. |
| Wellington County, Childcare Subsidy <i>Help paying for childcare for children 0-12 years old</i> www.wellington.ca/en/socialservices/feesubsidyforchildcarecosts.asp | 519-837-3620 X 3090 1-800-265-7294 X 3090 | 21 Douglas Street Guelph, ON. |
| Wellington County, Rent Bank & Emergency Services <i>Emergency support for rent and housing</i> www.wellington.ca/en/socialservices/emergencyassistance.asp | 519-837-5492 X 3710 | 129 Wyndham Street North, Guelph, ON. |

Translation, Interpretation and Settlement Services

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| Immigrant Services-Guelph Wellington <i>Settlement services, translation and interpretation</i> www.is-gw.ca | 519-836-2222 | 104 Dawson Road, Unit 102 Guelph, ON. |
| Guelph Wellington Immigration Portal <i>Information on Guelph and Wellington that can be accessed before or after arrival in Canada</i> www.guelphwellingtonimmigration.ca | No phone number available | No address available |
| County of Wellington Settlement Services <i>Assists newcomers to Canada access community services and adjust to life in their new community.</i> www.wellington.ca/en/socialservices/settlementservices.asp | 519-823-7887 1-800-265-7292 519-837-2670 1-800-265-7294 | 138 Wyndham Street North Guelph, ON. 21 St. Andrew Street West Fergus, ON. |