

This Q&A document was prepared in partnership with ACCKWA, ARCH AND Guelph CHC to support community members who access services.

Last updated: Friday, March 22, 2024

I am living with HIV, or seeking HIV-related Care.

Q. Where do I go for my doctor's appointment?

A. You will go to the same location and see the same doctor. This change will not impact your medical care.

Q. Where can I get help with practical support (housing, food, mental health support)?

A. Anyone needing immediate support can contact ACCKWA or Guelph CHC.

We expect no interruptions to services.

ACCKWA will work in a temporary space at a Guelph CHC location until they find a permanent space in Guelph.

Q. I have more questions. Who should I call?

A. Call the HIV and gender affirming care clinic at Guelph CHC (519)-780-5298 ext. 140, or email us at clinicalservices@guelphchc.ca.

Or

AIDS Committee of Cambridge, Kitchener Waterloo and Area ACCKWA - 1-877-770-3687

Q. Who is ACCKWA?

A. About ACCKWA (*Sounds like "Aqua!"*)

ACCKWA is the AIDS Committee of Cambridge, Kitchener Waterloo and Area.

ACCKWA will deliver HIV support services. They are a trusted and respected service provider that has been running similar services in Waterloo Region for 37 years. ACCKWA has provided some services in the Guelph community.

ACCKWA's focus is on support, prevention, education and advocacy.

Find out more about them here: <https://www.acckwa.com/>

I am accessing gender affirming care or trans related supports....

Q. I am receiving gender affirming health care. Where do I go for my doctor's appointment?

A. You will go to the same location and see the same doctor. This change will not impact your medical care.

Q. I have more questions, who should I call?

A. Call the HIV and gender affirming care clinic at Guelph CHC (519)-780-5298 ext. 140

I am person who accesses harm reduction supplies...

Q: Where can I pick up harm reduction supplies (syringes, alcohol prep pads, distilled water, etc)?

A. Supplies are available at the same Guelph CHC locations, 176 Wyndham St. North, and 77 Westmount.

Q: I have more questions, who should I call?

A. Call the clinic at (519) 821-6638 ext. 302

Q. Who is the Guelph Community Health Centre?

A. Guelph CHC already delivers HIV clinical services and gender affirming care. They also deliver a range of harm reduction services in partnership with public health partners.

Q. What happens next?

A. We are working fast to keep services running smoothly. We will be looking for feedback and putting more services in place in the next few months.

We will share more as soon as we can. If you have questions, please reach out at the clinic, and we will help you.

[Guelph CHC](#) and [ACCKWA](#) will post updates when they are available, on our websites, and we will communicate with our clients through secure channels.