

2011-  
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Directory of Community Services and Agencies  
Related to Health

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



**Social Planning Council**  
of Cambridge and 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 counselling 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

Cambridge Memorial Hospital is a 240-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

### Grand River Hospital- Freeport Site

3570 King Street East, Kitchener ON

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

### Grand River Hospital- Kitchener-Waterloo Site

835 King Street West, Kitchener ON

Location for cancer care, critical care, emergency services, laboratory medicine, maternal-child programs, medical imaging, medical programs, inpatient mental health, paediatric care, pharmacy services, renal services and surgery.

### Langs Farm Community Health Centre

519-653-1470

887 Langs Dr. Unit 1 Cambridge ON N3H 5K4

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

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

Offers medical counselling for people in Preston within the catchment area

### North Dumfries Community Health Centre Satellite

519-632-1229

53 Hilltop Dr. 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

519-621-6110

150 Main St. Cambridge ON N1R 6P9

#### Kitchener

519-883-2000

99 Regina St S, 3rd Flr 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

## Counselling and Support Services

### Big Brothers Big Sisters

519-629-0180

151 Savage Dr. 5A Cambridge ON N1T 1S6

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

Email: [ashleya@bbbskw.org](mailto:ashleya@bbbskw.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.

### Family & Community Connections, Ayr

519-632-9739

80 Stanley St. Ayr ON N0B 1E0

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

Providing outreach services to low income families with resources such as food, clothing, shelter, recreation, transportation, childcare and counselling.

### Family Counselling Centre of Cambridge and North Dumfries

519-621-5090

18 Walnut St. Cambridge, ON N1R 2E7

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

Email: [ex.dir@golden.net](mailto:ex.dir@golden.net)

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

1-866-676-6009 (Toll free)

42 College St, Upper Unit Kitchener, ON N2G 2K4

519-570-9118

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

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.

### Interfaith Community Counselling Centre

23B Church Street, New Hamburg ON N3A1J1

519-662-3092

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

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

Kitchener Location:

St. George's Anglican Church, Kitchener, ON

519-662-3092

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 Counselling Services

480 Charles St. E Kitchener, ON N2G 4K5

519-884-0000

Email: [intake@kwcounselling.com](mailto:intake@kwcounselling.com)

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

KW Counselling 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 Counselling Services reaches out with its community partners to all families, children, individuals and neighbourhoods to discover with them those strengths and possibilities that lead to fulfilled and productive lives.

Services available include: Individual and Group Counselling, Walk-In Counselling 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 Counselling Services

519-622-1670

35 Dickson St. Cambridge, ON N1R 7A6

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

Email: [lfcs@lutherwood.ca](mailto:lfcs@lutherwood.ca)

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

## Mosaic Counselling and Family Services

### Cambridge

1-887 Langs Dr Cambridge, ON N3H 5K4

519-743-6333

### Kitchener

519-743-6333

400 Queen St. S, Kitchener ON N2G 1W7

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

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

Provides individual, couple and group counselling, credit counselling, and community services.

## Victim Services of Waterloo Region

519-585-2363 (Crisis Line)

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

1-800-661-7918 (Toll free)

73 Arthur St S Elmira, ON N3B 2M8

519-669-5139

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 Counselling; Credit Counselling; 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 Cambridge

940 King St E Cambridge, ON N3H 3P3

519-650-1628

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

Website: [www.alzheimercambridge.on.ca/](http://www.alzheimercambridge.on.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.

### Cambridge Active Self-Help, Bipolar Support Group

9 Wellington St Cambridge, ON N1R 3Y4

519-623-6024

Email: [general@cambridgeactiveselfhelp.ca](mailto:general@cambridgeactiveselfhelp.ca)

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

This agency runs a support group for individuals suffering from bipolar disorder.

### Cambridge Memorial Hospital, Mental Health Services

For a Mental Health/Psychiatric Crisis call the Crisis Services, Waterloo Region's Crisis Line at 519-744-1813

700 Coronation Blvd Cambridge, ON N1R 3G2

519-740-4900

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, Grand River Branch, Crisis Services

519-744-1813; 1-866-366-4566 (Crisis Line)

67 King St E Kitchener, ON N2G 2K4

519-744-7645 ext 222

Website: [www.cmhagrb.on.ca](http://www.cmhagrb.on.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

1770 King St E Kitchener, ON

Website: [www.lutherwood.ca/mentalhealth/services/front-door](http://www.lutherwood.ca/mentalhealth/services/front-door)

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

850 King St W Kitchener, ON N2G 1E8

Website: [www.grhosp.on.ca/patient/psychiatry/pat-psych-over.cfm](http://www.grhosp.on.ca/patient/psychiatry/pat-psych-over.cfm)

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

236 Victoria St N Suite 1, Kitchener ON

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

150 Delhi St. Guelph, ON N1E 6K9

519-824-1010

519-767-3550 (Admitting Department)

Email: [admit@homewood.org](mailto:admit@homewood.org)

Website: <http://www.homewood.org/healthcentre/main.php?tID=4>

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

519-623-9380

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**

519-623-9380

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 Service Information Ontario**

1-866-531-2600

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

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

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

519-884-5455 between 11am to 4pm, Monday to Thursday

67 King St. E, Kitchener ON

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

## **Self Help Alliance- 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)

Email: [general@cambridgeactiveselfhelp.ca](mailto:general@cambridgeactiveselfhelp.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).

## **Waterloo Region Self Help**

519-570-4595

67 King St E

Kitchener, ON N2G 2K4

Email: [general@wrsh.ca](mailto:general@wrsh.ca)

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

### 174 King Street North- House of Friendship Addiction Treatment Program

519-885-3330

174 King St. N Kitchener ON N2J 3Z9

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

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

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

519-570-3687

625 King St. E 2B Kitchener ON N2G 4V4

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

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

Provides needle exchange services.

### Al-Anon/Alateen

1-888-425-2666

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

### Domiciliary Hostel Program- Saginaw House

431 Saginaw Pkwy. Cambridge ON

A five bed hostel for people recovering from addictions, in partnership with the Cambridge Shelter Corporation. Call 519-624-9990 for more information.

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

1-800-565-8603

Website: <http://www.dart.on.ca/>

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

### Grand River Adult Withdraw Management Centre

52 Glasgow St. Kitchener ON

Grand River Hospital's location for adult withdrawal management services and related programs.

## Healing of the Seven Generations

1-866-676-6009 (Toll free)  
 42 College St, Upper Unit Kitchener, ON N2G 2K4  
 519-570-9118  
 Email: [7generations@bellnet.ca](mailto:7generations@bellnet.ca)

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

150 Delhi St. Guelph, ON N1E 6K9  
 519-824-1010  
 519-767-3550 (Admitting Department)  
 Email: [admit@homewood.org](mailto:admit@homewood.org)

Website: <http://www.homewood.org/healthcentre/main.php?tID=4>

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- Moving Forward

208 King St S Waterloo, ON N2J 1P9  
 519-957-5000  
 Email: [movingforward@houseoffriendship.org](mailto:movingforward@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.

## Narcotics Anonymous

1-888-811-3887 (Toll free)  
 519-651-1121  
 Website: [www.gtascna.on.ca](http://www.gtascna.on.ca)  
 Email: [info@gtascna.on.ca](mailto:info@gtascna.on.ca)

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

## Ontario Addictions Treatment Centre

519-624-6311  
 150 Main St. Cambridge ON N1R 6P9  
 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, Oxycottin, opium, morphine, Dilaudid, codeine, Demerol, Fentanyl, etc.

## Ray of Hope

37 Market Lane, Kitchener, ON N2H 1A1  
 519-578-8018  
 Website: [www.rayofhope.net](http://www.rayofhope.net)  
 Offers youth addictions services.

## Region of Waterloo, Public Health

519-883-2000  
 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.

## Simcoe House (Cambridge Shelter Corporation)

519-624-9990  
 Toll Free 1-877-624-9305  
 26 Simcoe St. Cambridge ON N1R 8P2  
 Website: [www.cambridgesheltercorp.ca](http://www.cambridgesheltercorp.ca)  
 Simcoe House provides one-on-one addiction counselling, 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 Counselling Services

51 Water Street N, Suite #201, Cambridge, ON N1R 3B3  
 (519) 745-2585 Ext. 32  
 Website: [www.smgh.ca](http://www.smgh.ca)  
 St. Mary's Counselling Services provides outpatient services for individuals in the Region of Waterloo who are concerned about alcohol, drugs, or gambling. Professional counsellors 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  
 Ext 226- Women's Admissions Coordinator  
 Ext 227- Men's Admissions Coordinator  
 Email: [info@stonehengetc.com](mailto:info@stonehengetc.com)  
 Residential treatment program.

## Sexual Health

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

519-570-3687

625 King St. E 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

### Region of Waterloo, Public Health

#### Cambridge

519-621-6110

150 Main St. Cambridge ON N1R 6P9

#### Kitchener

519-883-2000

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

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

Sexual Health Clinic Cambridge- 519-740-5781

Sexual Health Clinic Kitchener-Waterloo- 519-883-2267

Sexually Transmitted Disease Clinics- 519-883-2251

HIV/ Aids Clinics- 519-883-2251

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

15 Scott St. Kitchener ON N2H 2P6

Offers support to women who have an unplanned pregnancy.

### Cambridge Pregnancy Resource Centre

519-620-0204

119 Water St. N Cambridge ON N1R 3B7

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

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

Offers free pregnancy testing, pregnancy counseling, prenatal classes, mentor program, parenting skills programs, free clothing for children 0-2, free maternity clothing, discussion on options, post delivery support.

### 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.

### Planned Parenthood Waterloo Region

519-743-6461- Counselling

519-743-9369- Office

151 Frederick St. Suite 500 Kitchener ON N2H 2M2

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

Email: [director@ppwr.on.ca](mailto:director@ppwr.on.ca)

Planned Parenthood counsellors provide objective, non-judgmental counselling 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: Pregnancy testing - results are immediate, Appropriate referrals, and Free condoms (regular, coloured, flavoured) as well as free spermicide and lubricant when available. Our counselling 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**

519-883-2000

150 Main St. Cambridge ON N1R 6P9

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.

## Abuse Support

### Child Witness Centre

1-888-544-0904 (Toll Free)  
 100 Lancaster St E Kitchener, ON N2H 1M8  
 519-744-0904  
 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

49 Queen Street North - 3rd Floor  
 Kitchener, Ontario N2H 2G9  
 519-744-6549  
 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: [domesticviolence@wrps.on.ca](mailto:domesticviolence@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

519-576-0540 (Hotline)  
 Email: [inquiries@facswaterloo.org](mailto:inquiries@facswaterloo.org)  
 Website: [www.facswaterloo.org](http://www.facswaterloo.org)  
 Cambridge- 168 Hespeler Rd. Cambridge, ON N1R 6V7  
 519-623-6970  
 Kitchener- 200 Ardelt Ave Kitchener, ON N2C 2L9  
 519-576-0540

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)

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

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

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

1887 Langs Dr Cambridge, ON N3H 5K4

519-743-6333

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

Website: [www.mosaiconline.ca](http://www.mosaiconline.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**

310 Charles St E Kitchener, ON N2G 2P9

519-743-6071

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

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

1-866-676-6009 (Toll free)

42 College St, Upper Unit Kitchener, ON N2G 2K4

519-570-9118

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

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 Counselling Services**

480 Charles St. E Kitchener, ON N2G 4K5

519-884-0000

Email: [intake@kwcounselling.com](mailto:intake@kwcounselling.com)

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

KW Counselling 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 Counselling Services reaches out with its community partners to all families, children, individuals and neighbourhoods to discover with them those strengths and possibilities that lead to fulfilled and productive lives.

Services available include: Individual and Group Counselling, Walk-In Counselling 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**

519-741-8633 (Crisis Line)

151 Frederick St, Unit 201 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**

519-585-2363 (Crisis Line)

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

## **Victim/ Witness Assistance Program**

1-888-579-2888

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**

400 Queen St. S Kitchener, ON

519-579-4607

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**

519-749-6994

Can be reached at St. Mary's Hospital or Cambridge Memorial Hospital

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

Email: [keepingssafe@smgh.ca](mailto:keepingssafe@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**

175 Waterloo St. Unit 1, New Hamburg ON N3A

519-662-2731

Email: [wffc@bellnet.ca](mailto:wffc@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**

Cambridge- Haven House

519-653-2422

Kitchener- Anselma House

519-742-5894

## Woolwich Community Services

1-800-661-7918 (Toll free)

73 Arthur St S Elmira, ON N3B 2M8

519-669-5139

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 Counselling; Credit Counselling; 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 Counselling 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 counselling centre providing services to children, youth and adults that live in Woolwich and Wellesley townships.

## LGBTQ Support

### Cambridge LGBT Youth Discussion Group

Cambridge Youth Leadership Development Centre  
258 Hespeler Rd. Cambridge, ON  
519-621-4998 Ext. 250  
Thursdays 4:30-6:30 pm

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.

### Canadian Alliance for Linking Young People Around Sexual Orientation

416-925-9872 Ext 2208

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

CALYPSO is a youth-for-youth non-profit organization dedicated to assisting queer youth with communication, education, leadership, and recreational issues.

### Children of Lesbians and Gays Everywhere

225 Bruce St. Unit 2 Kitchener, ON N2B 1Z5  
415-861-KIDS

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

COLAGE is a group run by and for children of lesbian, gay, bisexual and transgender parents. We serve all ages of children, from 0-99

### GLOW (Gays and Lesbians of Waterloo)

519-884-4569  
Crisis Support Line

### Lesbian Gay Bi Trans Youth Line

1-800-268-9688  
Email: [outreach@youthline.ca](mailto:outreach@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

480 Charles St. E Kitchener, ON N2G 4K5  
519-884-0000 Ext 212  
Website: <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**

1-888-530-6777 (National Support Line)

164 Krug St Kitchener, ON N2H 2Y4

519-822-8891 or 519-742-0700

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

## **Rainbow Youth Discussion Group**

Waterloo, ON

519-570-3687

For youth aged 16 to 25, sponsored by ACCKWA and held in a confidential location in Waterloo, Wednesday's from 7 till 9.

## Bereavement

### Bereaved Families of Ontario: Southwestern Ontario Chapter

678 Belmont Avenue West Ste 103 Kitchener, ON N2M 1N6

519-603-0196

Email: [rose@bfomidwest.org](mailto:rose@bfomidwest.org) or [melissa@bfomidwest.org](mailto:melissa@bfomidwest.org)

Website: <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

1-800-363-7437 (Toll-free)

60 James Street, Suite 403 St. Catharines ON L2R 7E7

905-688-8884

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

Email: [sidsinfo@sidscanada.org](mailto:sidsinfo@sidscanada.org)

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

1-877-554-4498 (Toll free)

1740 Blair Rd. Cambridge, ON N3H 4R8

519-650-0852

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

1766 Franklin Blvd Cambridge ON N3C 1N8

519-658-9366

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

## People Needing People Bereavement Resource Centre

Kuntz House, 171 King St S, Waterloo

519- 745-2195

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

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

Individual counselling 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

### Cambridge Memorial Hospital Emergency

519-621-2330

700 Coronation Blvd, Cambridge, ON N1R 3G2

### Crisis Services of Waterloo Region

1-800-366-4566

519-744-1813

Crisis Line offering suicide intervention.

### Distress Centre (Waterloo Region)

519-745-1166

Crisis Line offering suicide intervention.

### Grand River Hospital Crisis Line

519-742-3611

Ask for crisis team

### KidsHelp Phone

1-800-668-6868

### Telecare Cambridge Distress Line

519-658-6805

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

67 King St. E Kitchener ON N2G 2K4

519-744-7645 Ext. 310

Website: [www.wrspc.ca](http://www.wrspc.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 line connected with the Canadian Mental Health Association.

### Youth Line

519-745-9909

Offers crisis services for youth

## Palliative Care

### Hospice of Waterloo Region

298 Lawrence Ave, Kitchener, ON N2M 1Y4  
519-743-4114

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

990 Speedsville Rd, Cambridge, ON N3H 4R6  
519-650-1121

Website: <http://lisaard.ethinkdesign.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**

519-623-9380

35 Dickson St. Cambridge, ON N1R 7A6

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

Helps teens cope with eating disorders.