

COMMUNITY PROGRAMS AND SERVICES FOR IMMIGRANTS, REFUGEES AND NEWCOMERS IN LONDON

Developed by: The *Welcoming Cultural Diversity in London* Initiative
Co-Sponsored by: The City of London and the United Way of London & Middlesex



London
CANADA



United Way
of London & Middlesex

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EMPLOYMENT PROGRAMS

Name of Program:	Employment Outreach Program
Program Description:	Employment support to Ontario Works recipients and low income earners, particularly those who are immigrants and newcomers * support with personal and career plans, resume writing, job searching, accreditation and equivalency for foreign credentials
Eligibility:	Any interested immigrants and newcomers
Fees:	None
Languages of Service:	English, Spanish
Name of Organization:	London Urban Services Organization (LUSO)
Area(s) Served:	London
Address:	1193 Oxford St. East, Unit 2 London, ON N5Y 3M2
Location:	East London
Phone Number(s):	Office: (519) 452-1466 Fax: (519) 452-1673
Website:	www.lusocentre.org
Email:	elisabete@lusocentre.org

Name of Program:	Employment Resources in French
Program Description:	Employment Resources Centre // Centre de ressources d'emploi * individual help in seeking employment and for career planning along with bilingual candidates for employers looking for bilingual employees * aide individualisée pour la recherche d'emploi et planification de carrière // offre une banque de données de personnes bilingues pour les employeurs qui cherchent des employé(s)
Eligibility:	No restrictions
Fees:	None
Languages of Service:	French
Name of Organization:	Association canadienne-française de l'Ontario - Regional board of London-Sarnia
Area(s) Served:	London and region
Address:	920 Huron St London, ON N5Y 4K4
Location:	Northeast London

Phone Number(s): Office: (519) 675-3809
(519) 675-3816 (Resource Centre)
Fax: (519) 673-0380

Website: www.acfo-ls.org

Email: suz@acfo-ls.org

Name of Program: **Job Search Workshop for Newcomers**

Program Description: A 3-day job Search specifically for newcomers * clients learn together as a group for three days and then have an opportunity to meet confidentially with a Job Search Workshop Facilitator for individual assistance in developing resumes, cover letters, references, and determining the best next steps to securing employment in Canada * in the workshop, newcomers will explore: licensing procedures for professions and trades in Ontario * credential assessment information * skills and personal qualities for professions and trades * resume development * labour market information * application forms * cover letters * job search strategies * interview preparation * workplace success * employment standards, health and safety and taxes

Eligibility: Clients with permanent resident, live-in caregiver or convention refugee status are eligible to attend the workshop * for the greatest benefit, it is recommended that clients have an intermediate level of English, identify a clear short term employment goal, and be ready to work prior to attending the workshop

Fees: None

Languages of Service: Mainly English

Name of Organization: London Cross Cultural Learner Centre

Area(s) Served: London and Middlesex

Address: 505 Dundas St E
London, ON
N6B 1W4

Location: Northeast London

Phone Number(s): Office: (519) 432-1133
Fax: (519) 660-6168

Website: www.lcclc.org

Email: cclc@lcclc.org

Name of Program: **Occupational Assessments, Employment Counselling Services, Employment Skills Training, Employment Training and General Education Development (GED)**

Program Description: Established to develop the economic, personal and social integration of women and men into the broader community * provides counselling, employment skills training, self-employment training, a computer assisted learning centre, occupational assessments and exploration

program, General Education Development (GED), career exploration workshops and specialized software and hardware for people with learning disabilities * referrals, information and advocacy

Eligibility: No restrictions

Fees: None

Languages of Service: English; interpretation is available upon request

Name of Organization: WIL Employment Connections

Area(s) Served: Southwestern Ontario

Address: 141 Dundas St, 4th Fl
London, ON
N6A 1G3

Location: Central London

Phone Number(s): Office: (519) 663-0774
Fax: (519) 663-5377

Website: www.wil.ca

Email: office@wil.ca

Name of Program: **Services for Foreign Trained Individuals**

Program Description: Information on certification requirements, professional associations and licensing * self-assessment of skills and marketability * participants are assigned individual Counsellors who will assist and support them through the process of application, certification, and facilitated group job search * training assists to cover some of the costs of document translation and/or evaluation, licensing and application fees * individuals who reach a level of 8-9 (ESL) and obtain the required certification for their profession may be assisted with job development services (placement into jobs)

Eligibility: Over 25 years of age * trained in another country * currently unemployed (survival jobs ok if part-time) * not in receipt of Employment Insurance or WSIB

Fees: None

Languages of Service: English, French; interpretation is available upon request

Name of Organization: London Unemployment Help Centre

Area(s) Served: London and Middlesex

Address: 114 Dundas St
London, ON
N6A 1G1

Location: Central London

Phone Number(s): Office: (519) 439-0501
Fax: (519) 673-4100

Website: www.luhc.org

Email: luhc@luhc.org

HEALTH PROGRAMS

Name of Program:	Latin American Diabetes Program
Program Description:	A community-based, linguistically and culturally sensitive comprehensive diabetes model that provides diabetes screening, risk and diabetes management to members of the Latino-Canadian community * the purpose to the program is to improve the diabetes outcomes for the Latin American population in London, and to help them live healthier lives * the LADP works with the Latino Canadian community, the Latino Canadian diabetic population and mainstream diabetes services providers towards increasing access to essential diabetes services and self-care skill development * implementation strategies revolve around identifying and breaking down the barriers that currently are limiting access to essential diabetes services and adequate self-care
Eligibility:	Member of Latino Canadian community in London
Fees:	None
Languages of Service:	Spanish
Name of Organization:	London InterCommunity Health Centre
Area(s) Served:	Neighbourhood around the London InterCommunity Health Centre
Address:	659 Dundas St E London, ON N5W 2Z1
Location:	Northeast London
Phone Number(s):	Office: (519) 660-0874 Fax: (519) 642-1532
Website:	www.lihc.on.ca
Email:	mail@lihc.on.ca

INTERPRETATION AND TRANSLATION SERVICES

Name of Program:	French Bilingual Services
Program Description:	To help the French speaking of the region to organize and participate actively in their community's development // Aider les francophones de la région à s'organiser et à participer activement dans leur développement communautaire * Bilingual Services Centre // Centre de services bilingues * translation service, French language testing and document revision services from English to French and from French to English // offre des services de traduction, d'évaluation linguistique et de révision de document de l'anglais au français et du français à l'anglais
Eligibility:	No restrictions
Fees:	None
Languages of Service:	English, French
Name of Organization:	Association canadienne-française de l'Ontario - Regional board of London-Sarnia
Area(s) Served:	London and region
Address:	920 Huron St London, ON N5Y 4K4
Location:	Northeast London
Phone Number(s):	Office: (519) 675-3809 (519) 675-3816 (Resource Centre) Fax: (519) 673-0380
Website:	www.acfo-ls.org
Email:	suz@acfo-ls.org

Name of Program:	Translation and Interpretation Services
Program Description:	Trained interpreters for health, legal, education, government and social service providers and professionals to communicate effectively with clients and patients * translation of printed documents
Eligibility:	Organizations and professionals serving non-English speakers * individual referrals accepted under certain circumstances
Fees:	Fee for interpretation and translation * limited subsidy available through United Way of London and Middlesex * subsidies for victims of domestic violence/abuse and sexual assault through the Ministry of Citizenship and Immigration
Languages of Service:	Services available in over 40 languages
Name of Organization:	Across Languages Translation and Interpretation
Area(s) Served:	Southwestern Ontario

Address: 515 Richmond St, Ste 3
London, ON
N6A 5N4

Location: Central London

Phone Number(s): Office: (519) 642-7247
Toll-Free: 1-866-833-7247

Fax: (519) 642-1831

Website: www.acrosslanguages.org

Email: info@acrosslanguages.org

Name of Program: **Translation Services**

Program Description: Fast and accurate translations for all your needs, with over 60 languages available * translations of Driver's Licences, Immigration documents such as Birth and Marriage Certificates, Identification, Baptism Certificates, Deeds and Wills * also translates educational documents, such as Diplomas, Transcripts, Degrees, Course Descriptions and Work Books, as well as, career documents for Doctors, Engineers, Veterinarians, etc.

Eligibility: No limitations

Fees: Estimates provided as required; Rush service available at an additional cost

Languages of Service: Over 60 languages available

Name of Organization: London Cross Cultural Learner Centre

Area(s) Served: London and Middlesex

Address: 505 Dundas St E
London, ON
N6B 1W4

Location: Northeast London

Phone Number(s): Office: (519) 432-1133
Fax: (519) 660-6168

Website: www.lcclc.org

Email: cclc@lcclc.org

LANGUAGE TRAINING PROGRAMS

Name of Program:	Community Family Literacy Kits
Program Description:	Provide opportunities for: children to develop early literacy skills in their first language * parents to maintain their first language in their home * families can spend quality time together reading with their children * literacy kits are available at the following locations: Crouch Resource Centre, Cross Cultural Learner's Centre, Limberlost Chaplaincy, St. Joseph's House, Glen Cairn Community, Beacock Library, Central Library, Westmount Library, Eastwood Library, Masonville Library, Lambeth Library, Byron Library, Westown Library, Pond Mills Library and Sherwood Library
Eligibility:	No restrictions
Fees:	None
Languages of Service:	Arabic, Albanian, Bengali, Chinese, English, Farsi, French, Hindi, Japanese, Korean, Khmer, Kurdish, Portuguese, Serbo-Croatian, Somali, Spanish, Vietnamese
Name of Organization:	Families First in White Oaks
Area(s) Served:	White Oaks community (London)
Address:	69-1414 Ernest Ave London, ON N6E 3C3
Location:	Southeast London
Phone Number(s):	Office: (519) 649-1248 Fax: (519) 649-2037
Website:	www.ffwo.org
Email:	familiesfirst@bellnet.ca

Name of Program:	Conversation Circles for Newcomers to Canada
Program Description:	Conversation Circles held at: Central Library – Galleria Mall (Lerner Room); Cherryhill Library (301 Oxfrd St. W.); Beacock Library (Huron & Highbury); Westmount Library (3200 Wonderland Rd. South); Cross Cultural Learner Centre (505 Dundas Street)
Eligibility:	Newcomers and Conversational mentors must be pre-registered at the Host Program at the Cross Cultural Learner's Centre
Fees:	None
Languages of Service:	Mainly English
Name of Organization:	London Cross Cultural Learner Centre
Area(s) Served:	London and Middlesex
Address:	505 Dundas St E London, ON N6B 1W4

Location: Northeast London
Phone Number(s): Office: (519) 432-1133
 Fax: (519) 660-6168
Website: www.lcclc.org
Email: cclc@lcclc.org

Name of Program: **English as a Second Language for Adults**
Program Description: Full time and Part time Classes * Canadian Language Benchmark Levels 1, 2, 3, 4, 5 * improve your reading and writing * speak English clearly and confidently * learn and develop communication skills * *See below for list of location and level*
Eligibility: Course registration through Wheable or with instructor in class * adults 21 years and over who are Canadian citizens or landed immigrants and out of school at least one year * others may apply
Fees: None
Languages of Service: English, French; interpretation is available upon request
Name of Organization: G A Wheable Centre for Adult Education and Satellite Locations; Thames Valley District School Board - Continuing Education and Adult Schools
Area(s) Served: London, Middlesex, Elgin and Oxford
Address: 70 Jacqueline St
 London, ON
 N5Z 3P7
Location: Southeast London with satellite offices in Elgin, Oxford and Strathroy
Phone Number(s): Office: (519) 452-2660
 (519) 452-2670 (Night school)
 Fax: (519) 452-2689
Website: www.tvdsb.on.ca/wheable/welcome.htm
Email: wheable@tvdsb.on.ca

LEVELS	LOCATION	DAY / EVENING
Level 1, 2, 3, 4, 5 and LINC	Banting Avenue 127 Sherwood Forest Square	Monday to Friday
Level 1, 2, 3	London Intercommunity Health Centre 659 Dundas St. (near Adelaide)	Monday to Friday
Level 1, 2, 3, 4, 5 and LINC (childcare for LINC students only)	Lorne Avenue P. S. 723 Lorne Ave. (at English St.)	Monday to Friday
Level 1, 2, 3, 4	Saunders S. S. 941 Viscount Rd.	Monday to Friday

Level 1, 2, 3, 4, 5 and LINC	Sir George Ross S. S. 365 Belfield St. (between Huron and Kipps Lane)	Monday to Thursday
Level 1, 2, 3, 4, 5	Sir John A. Macdonald P. S. 1150 Landor St. (near Highbury Ave.)	Monday to Friday
Level 1, 2, 3, 4	South London Neighbourhood Resource Centre 1119 Jalna Blvd (next to Jalna Library)	Monday to Friday
Level 3, 4, 5, 6, 7 and TOEFL	Wheable Centre for Adult Education 70 Jacqueline St.	Monday to Friday
Level 1, 2, 3, 4, 5, 6, 7 and TOEFL – evening classes	Wheable Centre for Adult Education 70 Jacqueline St.	Tuesday and Thursday
Level 1, 2, 3, 4	Wilton Grove P. S. 626 Osgood Drive	Monday to Friday

Name of Program: English Conversation and Social Groups

Program Description: Practice English speaking skills * meet new friends * share stories and have fun

Eligibility: Newcomers to Canada

Fees: None

Languages of Service: English

Name of Organization: Northwest London Resource Centre

Area(s) Served: Northwest London

Address: Sherwood Forest Mall
1225 Wonderland Rd N
London, ON
N6G 2V9

Location: Northwest London

Phone Number(s): Office: (519) 471-8444
Fax: (519) 471-2830

Website: www.nwlr.ca

Email: nwlr@bellnet.ca

Name of Program: ESL Communication Class

Program Description: Improve your pronunciation * learn to speak more clearly * be comfortable in social situations * be able to handle a telephone

	conversation * class held at Central Library (251 Dundas Street, London Room – 3 rd Floor)
Eligibility:	Course registration through Wheable or with instructor in class * adults 21 years and over who are Canadian citizens or landed immigrants and out of school at least one year * others may apply
Fees:	None
Languages of Service:	English, French; interpretation is available upon request
Name of Organization:	G A Wheable Centre for Adult Education and Satellite Locations; Thames Valley District School Board - Continuing Education and Adult Schools
Area(s) Served:	London, Middlesex, Elgin and Oxford
Address:	70 Jacqueline St London, ON N5Z 3P7
Location:	Southeast London with satellite offices in Elgin, Oxford and Strathroy
Phone Number(s):	Office: (519) 452-2660 (519) 452-2670 (Night school) Fax: (519) 452-2689
Website:	www.tvdsb.on.ca/wheable/welcome.htm
Email:	wheable@tvdsb.on.ca

Name of Program:	Language Instruction for Newcomers to Canada (LINC) Assessment Program
Program Description:	Language Instruction for Newcomers to Canada (LINC) classes are offered by the Canadian government for recent arrivals to Canada * must be tested at the Cross Cultural Learner Centre in order to get into a class in London or the surrounding area * we provide English assessment services to Newcomers that would like to participate in a federally-funded language training programme * provides English language and life skills classes for Newcomers in a comfortable supportive environments * classes are situated at various community locations * cultural interpretation and safe, caring childcare are provided on-site * <i>See below for list of location and level.</i>
Eligibility:	17 years or older * a landed immigrant, convention refugee or have received permission to remain in Canada * able to provide valid immigration documents such as a Record of Landing, a Permanent Resident Card, Confirmation of Permanent Residence and Notice of Decision * Note: Canadian citizens and refugee claimants are not eligible for LINC classes
Fees:	None
Languages of Service:	English
Name of Organization:	LINC Assessment Centre, Cross Cultural Learners Centre

Area(s) Served: London and Middlesex
Address: 505 Dundas St E
 London, ON
 N6B 1W4
Location: Northeast London
Phone Number(s): Office: (519) 432-1133
 Fax: (519) 660-6168
Website: www.lcclc.org
Email: cclc@lcclc.org

LEVEL	LOCATIONS	DAY / EVENING	CHILD-MINDING
Level 1, 2, 3, 4, 5	Chinese Canadian National Council 1701 Trafalgar St. 451-0760 (Rowina)	Monday to Friday	18 months and older
Level 1, 2, 3, 4 and ESL Literacy	Sir G. E. Ross 365 Belfield St. 452-2820	Monday to Thursday	Not available
Level 1, 2, 3, 4, 5	Banting Annex 127 Sherwood Forest Square 452-8770 (Lillian)	Monday to Friday	Not available
Levels 1, 2, 3, 4, 5	Lorne Avenue School 723 Lorne Avenue 452-8772 (Kay)	Monday to Friday	6 months and older
Level 2, 3, 4, 5	Galleria Mall Units 289 and 290 (2 nd Floor) 642-3598 (Jo-elle)	Monday to Friday	28 months and older
Level 2, 3, 4, 5	Galleria Mall Units 289 and 290 (2 nd Floor) 642-3598 (Jo-elle)	Tuesday and Thursday	Not available
Level 1, 2, 3	Glen Cairn Resource Centre 150 King Edward Avenue 668-2745 (Pauline)	Monday to Thursday	18 months and older
Level 1, 2, 3, 4, 5	Hensim Centre 611 Wonderland Road North 641-0200	Monday and Wednesday	6 months and older
Level 4, 5	Hensim Centre 611 Wonderland Road North 641-0200	Monday and Wednesday	Not available
Level 1, 2, 3, 4	South London Community Center	Monday to Thursday	6 months and older

	1119 Jalna Blvd 667-3300 ext 261		
Level 1, 2, 3	South London Community Center 1119 Jalna Blvd 667-3300 ext 261	Tuesday to Friday	18 months and older

Name of Program: **Language Instruction for Newcomers to Canada (LINC) Home Study**

Program Description: Utilizing two study options (correspondence or online), students have access to weekly, one-on-one teacher support sessions via telephone or computer-mediated voice chats * students submit their work and receive additional assignments through regular mail or e-mail * teachers and program staff provide support to help students develop the language skills and technical expertise needed to make their learning a total success.

Eligibility: An adult newcomer (17 years or older) * a permanent resident or convention refugee * allowed to remain in Canada with government intent to grant permanent resident status * unable to attend regular LINC classes

Fees: None

Languages of Service: English

Name of Organization: LINC Assessment Centre, Cross Cultural Learners Centre

Area(s) Served: London and Middlesex

Address: 505 Dundas St E
London, ON
N6B 1W4

Location: Northeast London

Phone Number(s): Office: (519) 432-1133
Fax: (519) 660-6168

Website: www.lcclc.org

Email: cclc@lcclc.org

Name of Program: **Language Training for the Retail Field – A Combined Skills Program for Adult ESL Learners**

Program Description: This course is designed for individuals whose first language is not English and have a strong desire to work with the public in the field of customer service and retail * students will learn specific vocabulary for the retail industry, merchandising, customer service skills, and job search strategies * participants will gain valuable Canadian work experience * this course includes unpaid job placements at The Bay in Masonville or White Oaks malls.

Eligibility:	Participants must have strong interpersonal skills and a desire to work with the public * they will be given an initial interview and must be at a minimum benchmark level of 5 to be eligible for this course
Fees:	A materials fee of \$30.00 (cash) is payable prior to the first day of class
Languages of Service:	English
Name of Organization:	G A Wheable Centre for Adult Education and Satellite Locations; Thames Valley District School Board - Continuing Education and Adult Schools
Area(s) Served:	London, Middlesex, Elgin and Oxford
Address:	70 Jacqueline St London, ON N5Z 3P7
Location:	Southeast London with satellite offices in Elgin, Oxford and Strathroy
Phone Number(s):	Office: (519) 452-2660 (519) 452-2670 (night school) Fax: (519) 452-2689
Website:	www.tvdsb.on.ca/wheable/welcome.htm
Email:	wheable@tvdsb.on.ca

Name of Program:	Preparation Classes for TOEFL
Program Description:	Preparation Classes for TOEFL for adults whose first language is not English
Eligibility:	Adults 21 years and over who are Canadian citizens or landed immigrants and out of school at least one year * others may apply
Fees:	A student fee of \$15.00 will be charged to landed immigrants and Canadian citizens * all others must inquire.
Languages of Service:	English
Name of Organization:	G A Wheable Centre for Adult Education and Satellite Locations; Thames Valley District School Board - Continuing Education and Adult Schools
Area(s) Served:	London, Middlesex, Elgin and Oxford
Address:	70 Jacqueline St London, ON N5Z 3P7
Location:	Southeast London with satellite offices in Elgin, Oxford and Strathroy
Phone Number(s):	ESL Office: 452-2600 ext 224 Fax: (519) 452-2689
Website:	www.tvdsb.on.ca/wheable/welcome.htm
Email:	wheable@tvdsb.on.ca

SETTLEMENT SERVICES

Name of Program:	Host Program
Program Description:	Offers support and assistance as you adjust to your new home; provides you with helpful links to the community * helps with practicing your English skills * shares activities and fun ideas with volunteers * if you are a Long-time Resident of Canada and you enjoy making new friends and have a few hours to share on a bi-weekly basis for six months, become a Host or Host Family
Eligibility:	Newcomer to Canada
Fees:	None
Languages of Service:	Various
Name of Organization:	Cross Cultural Learners Centre
Area(s) Served:	London and Middlesex
Address:	505 Dundas St E London, ON N6B 1W4
Location:	Northeast London
Phone Number(s):	Office: (519) 432-1133 Fax: (519) 660-6168
Website:	www.lcclc.org
Email:	cclc@lcclc.org

Name of Program:	Newcomer Settlement Program
Program Description:	The program assists individuals/families who have been in Canada for five years or less * orientation, information, support, referrals and advocacy on issues of housing, health care, education, social assistance, immigration etc. is provided
Eligibility:	Any immigrant, newcomer who has been in Canada 5 years or less
Fees:	None
Languages of Service:	English, Spanish; other languages can be accommodated through interpreters
Name of Organization:	London Urban Services Organization (LUSO)
Area(s) Served:	London
Address:	1193 Oxford St. East, Unit 2 London, ON N5Y 3M2
Location:	East London
Phone Number(s):	Office: (519) 452-1466 Fax: (519) 452-1673

Website: www.lusocentre.org
Email: elisabete@lusocentre.org

Name of Program: **Preparation for Canadian Citizenship Courses**

Program Description: Learn about Canada * prepare to write the test * practice multiple choice exams * to apply for Citizenship you must: 1) Be 18 years or older; 2) Be a permanent resident who was lawfully admitted to Canada; 3) have lived in Canada for three of the last four years; 4) speak either English or French; 4) not have had any serious trouble with the law * classes held at South London Neighbourhood Resource Centre (1119 Jalna Blvd.) and Beacock Library (1280 Huron Street)

Eligibility: Continuous registration * course registration * intake and orientation usually begins at least three weeks prior to first class date * adults 21 years and over who are Canadian citizens or landed immigrants and out of school at least one year * others may apply

Fees: None

Languages of Service: English, French; interpretation is available upon request

Name of Organization: G A Wheable Centre for Adult Education and Satellite Locations; Thames Valley District School Board - Continuing Education and Adult Schools

Area(s) Served: London, Middlesex, Elgin and Oxford

Address: 70 Jacqueline St
London, ON
N5Z 3P7

Location: Southeast London with satellite offices in Elgin, Oxford and Strathroy

Phone Number(s): Office: (519) 452-2660
(519) 452-2670 (Night school)
Fax: (519) 452-2689

Website: www.tvdsb.on.ca/wheable/welcome.htm

Email: wheable@tvdsb.on.ca

Name of Program: **Settlement Counselling Services**

Program Description: Counsellors provide: orientation, referral, interpretation, counselling, advocacy, life skills education, workshops / speakers * we can provide group and individual orientation sessions, help you find a place to live, find a place to study and get to know London * we can guide you through the immigration process and refer you to community services if needed * we offer help dealing with other agencies and services if you can't get access to services available to newcomers * if you have family problems or need crisis counselling we can offer support

Eligibility: New immigrant / refugee

Fees: None

Languages of Service: Our settlement counsellors speak languages including Arabic, French, Persian (Farsi), Polish, Spanish and Vietnamese

Name of Organization: Cross Cultural Learners Centre

Area(s) Served: London and Middlesex

Address: 505 Dundas St E
London, ON
N6B 1W4

Location: Northeast London

Phone Number(s): Office: (519) 432-1133
Fax: (519) 660-6168

Website: www.lcclc.org

Email: cclc@lcclc.org

SOCIAL SUPPORT SERVICES

Name of Program:	Arabic ~ Basic – Advanced Sewing Classes
Program Description:	These classes will teach you how to measure yourself, draw a pattern and design your own clothing * sewing machines are provided, however, we do encourage you to bring your own machine to become accustomed to its particular style
Eligibility:	Telephone to register
Fees:	\$25 for 8 weeks
Languages of Service:	Arabic
Name of Organization:	South London Neighbourhood Resource Centre
Area(s) Served:	Primarily South London
Address:	Jalna Branch Library Building 1119 Jalna Blvd London, ON N6E 3B3
Location:	Southwest London
Phone Number(s):	Office: (519) 686-8600 Fax: (519) 686-8467
Website:	www.city.london.on.ca/recreation/slondon.htm

Name of Program:	Community Bridges – Junior Youth Drop-In
Program Description:	Opportunity to make new friends and take part in lots of fun activities
Eligibility:	11 – 14 years old; new to South London by 5 years or less
Fees:	None
Languages of Service:	English
Name of Organization:	South London Neighbourhood Resource Centre
Area(s) Served:	Primarily South London
Address:	Jalna Branch Library Building 1119 Jalna Blvd London, ON N6E 3B3
Location:	Southwest London
Phone Number(s):	Office: (519) 686-8600 Fax: (519) 686-8467
Website:	www.city.london.on.ca/recreation/slondon.htm

Name of Program:	Community Bridges – Newcomer Seniors Support Group
Program Description:	Men and women meet twice weekly for conversation and fellowship * they exchange experiences and learn English in an informal way * provides opportunity for newcomer seniors to continue with a life that is active and full of worth, learning how to be more independent
Eligibility:	Telephone to register
Fees:	None
Languages of Service:	English
Name of Organization:	South London Neighbourhood Resource Centre
Area(s) Served:	Primarily South London
Address:	Jalna Branch Library Building 1119 Jalna Blvd London, ON N6E 3B3
Location:	Southwest London
Phone Number(s):	Office: (519) 686-8600 Fax: (519) 686-8467
Website:	www.city.london.on.ca/recreation/slondon.htm

Name of Program:	Community Bridges – Senior Youth Outreach
Program Description:	Opportunity to make new friends and take part in lots of fun activities
Eligibility:	14 – 18 years old; new to South London by 5 years or less
Fees:	None
Languages of Service:	English
Name of Organization:	South London Neighbourhood Resource Centre
Area(s) Served:	Primarily South London
Address:	Jalna Branch Library Building 1119 Jalna Blvd London, ON N6E 3B3
Location:	Southwest London
Phone Number(s):	Office: (519) 686-8600 Fax: (519) 686-8467
Website:	www.city.london.on.ca/recreation/slondon.htm

Name of Program:	Community Bridges – Youth Outreach
Program Description:	Help with: funding programs in London that you are interested in * tutoring and homework help * advocate for families and youth * support youth with their adjustment to a new area / country

Eligibility: 11 – 24 years old; new to South London by 5 years or less

Fees: None

Languages of Service: English

Name of Organization: South London Neighbourhood Resource Centre

Area(s) Served: Primarily South London

Address: Jalna Branch Library Building
1119 Jalna Blvd
London, ON
N6E 3B3

Location: Southwest London

Phone Number(s): Office: (519) 686-8600
Fax: (519) 686-8467

Website: www.city.london.on.ca/recreation/slondon.htm

Name of Program: **Community Counselling Program**

Program Description: The community counselling program provides affordable professional counselling and therapeutic groups for individuals, couples, and families in the London/Middlesex area * our counselling and group programs help people to address a range of concerns including: stressful life situations, times of transition, change, and loss; difficulties in personal, couple, and family relationships; emotional and psychological distress; and the impact of trauma or abuse * all counselling is provided in a short term goal-oriented format, focusing on enhancing strengths, communication and coping strategies * people may attend a time-limited group program that brings them together with others experiencing similar challenges and issues

Eligibility: All residents of the City of London and the County of Middlesex are eligible to apply for service* appropriateness for service is assessed on an individual basis

Fees: Those using the service contribute a fee towards their counselling on a sliding scale according to family income and ability to pay * no one is refused service based on ability to pay

Languages of Service: Counselling services are provided in English, French, Polish, Spanish, Dutch and Arabic; interpretation services are utilized as required

Name of Organization: Family Service Thames Valley

Area(s) Served: Counselling services are available at our main office at 125 Woodward Ave. in London, and at our satellite locations in Strathroy, Glencoe, Parkhill, Lucan and Dorchester

Address: 125 Woodward Ave
London, ON
N6H 2H1

Location: Northwest London with outreach offices in Elgin, Middlesex and Oxford

Phone Number(s): Office: (519) 433-0183
Teletype: (519) 433-0183
Fax: (519) 433-4273

Website: www.familyservicethamesvalley.ca

Email: fsl@familyservicelondon.com

Name of Program: **Counselling Services**

Program Description: Provides counselling and education programs that respect people's human and spiritual nature * confidential personal counselling to individuals, couples, families and groups * short-term counselling services (12 sessions with follow up plan) for individuals, families and couples by professionally trained staff who honour the spiritual dimensions in peoples' lives, in such areas as bereavement, relationships, low self esteem, depression, anxiety, anger management, addictions and abuse

Eligibility: Self or agency referral * counselling - by appointment only * may receive services via OW referrals

Fees: Counselling - geared to income

Languages of Service: English, Spanish, French

Name of Organization: London Interfaith Counselling Centre

Area(s) Served: London and Middlesex

Address: Skill Centre Building
141 Dundas St, 6th Fl
London, ON
N6A 1G3

Location: Central London

Phone Number(s): Office: (519) 434-0077
Teletype: (519) 434-0077
Fax: (519) 434-3370

Website: www.licc.on.ca

Email: licc@skillcentre.on.ca

Name of Program: **International Cooking Club**

Program Description: Women from different cooking cultures cook together * increase social / communication skills between women from different ethnic backgrounds * increase further support for relief of basic needs and community support for those needs

Eligibility: Telephone to Register

Fees: Free

Languages of Service: English

Name of Organization: South London Neighbourhood Resource Centre

Area(s) Served: Primarily South London
Address: Jalna Branch Library Building
 1119 Jalna Blvd
 London, ON
 N6E 3B3
Location: Southwest London
Phone Number(s): Office: (519) 686-8600
 Fax: (519) 686-8467
Website: www.city.london.on.ca/recreation/slondon.htm

Name of Program: **Latin Outreach Project (LOP)**
Program Description: This service is to provide the Spanish communities of London and Middlesex county with accessible source of information and training on workplace safety and health issues in an environment that reflects the unique cultural and linguistic characteristics of our clientele * we offer Spanish training in health & safety issues according to Ontario legislation * "Hacia un Trabajo Seguro" Awareness Safety Course * WHMIS in Spanish (workplace Hazardous Material Information System) * dynamic and interactive courses that involve the participants in order to reinforce their knowledge.
Eligibility: Self referral – telephone; for Spanish workers and students
Fees: No fees for these courses but donations are gladly accepted * fees apply to the private sector and other organizations
Languages of Service: Spanish
Name of Organization: London Occupational Safety and Health Information Service (LOSH)
Area(s) Served: London and surrounding area
Address: Wright Building
 424 Wellington St, Ste 218
 London, ON
 N6A 3P3
Location: Central London
Phone Number(s): Office: (519) 433-4156
 Fax: (519) 433-2887
Website: www.losh.on.ca
Email: frankstilson@losh.on.ca

Name of Program: **Middle Eastern Women's Aerobics**
Program Description: Women's Only Fitness Class
Eligibility: Telephone to register
Fees: None

Languages of Service: English, Arabic
Name of Organization: South London Neighbourhood Resource Centre
Area(s) Served: Primarily South London
Address: Jalna Branch Library Building
 1119 Jalna Blvd
 London, ON
 N6E 3B3
Location: Southwest London
Phone Number(s): Office: (519) 686-8600
 Fax: (519) 686-8467
Website: www.city.london.on.ca/recreation/slondon.htm

Name of Program: **Multicultural Summer Camp**
Program Description: A summer camp for children ages 6-12 with focus on issues of cultural and racial understanding, promoting tolerance and respect for individuals
 * camp also includes arts and crafts, sports, special events
Eligibility: Camp is open to any child between 6-12
Fees: \$85.00 per week
Languages of Service: English
Name of Organization: London Urban Services Organization (LUSO)
Area(s) Served: London
Address: 1193 Oxford St. East, Unit 2
 London, ON
 N5Y 3M2
Location: East London
Phone Number(s): Office: (519) 452-1466
 Fax: (519) 452-1673
Website: www.lusocentre.org
Email: elisabete@lusocentre.org

Name of Program: **Personal Support Services**
Program Description: Integration Counsellors offer information, someone to talk to, encouragement and referral to available resources * presentations - on various topics such as maintaining good mental health, cross-cultural adjustments, and maintaining self-esteem
Eligibility: Adults who are new to London and for whom English is a second language
Fees: None
Languages of Service: English; interpretation is available upon request

Name of Organization: Success Resources London
Area(s) Served: London
Address: G A Wheable Centre for Adult Education
 70 Jacqueline St
 London, ON
 N5Z 3P7
Location: Southeast London
Phone Number(s): Office: (519) 452-2697
 Fax: (519) 452-8775
Website: www.geocities.com/successresource1995/
Email: success@tvdsb.on.ca

Name of Program: **Rubendariano Project “Recovering Our Latin American Roots”**
Program Description: This project is an education and literacy project coordinated with a team of Latin American youth and adult volunteers focused on planning and providing workshops, recitals, a large family event, a poetry contest, and a publication * all events and activities will occur in both Spanish and English and will increase our outreach to our Latin American newcomers in the Hamilton Road area and London
Eligibility: Residents of the Hamilton Road Area
Fees: Free
Languages of Service: English and Spanish
Name of Organization: Crouch Neighbourhood Resource Centre
Area(s) Served: Primarily the Hamilton Road area (London)
Address: 550 Hamilton Rd
 London, ON
 N5Z 1S4
Location: Southeast London
Phone Number(s): Office: (519) 642-7630
 Fax: (519) 642-7026
Website: www.crouchonline.org
Email: mary.starnaman@crouchonline.org

Name of Program: **Seniors Drop-In**
Program Description: Latin American, Polish and mainstream English speaking seniors get together for companionship, Afghani arts and crafts, exercise, information sessions on health and social issues, and field trips in and around London * participate in woodcarving lessons with a professional woodcarver * seniors work on independent projects at their own pace * no experience required * materials are supplied

Eligibility: 55+ years
Fees: Free
Languages of Service: English, Polish, sometimes Arabic
Name of Organization: London InterCommunity Health Centre
Area(s) Served: Neighbourhood around the London InterCommunity Health Centre
Address: 659 Dundas St E
 London, ON
 N5W 2Z1
Location: Northeast London
Phone Number(s): Office: (519) 660-0874
 Fax: (519) 642-1532
Website: www.lihc.on.ca
Email: mail@lihc.on.ca

Name of Program: **Shared Beginnings**
Program Description: The focus of the program is to support and enhance literacy development of participants through games, songs, stories and other activities * program is aimed at newcomer, immigrant and single parent families with children ages 0-6 * workshops are offered on issues such as parenting, child safety laws and behaviour management
Eligibility: Immigrants, newcomers and single parent families residing in the Northeast area of the city
Fees: None
Languages of Service: Weekly program is in English; workshops are provided in different languages with the support of Across Languages Interpretation Services
Name of Organization: London Urban Services Organization (LUSO)
Area(s) Served: Residents in the Northeast area, particularly residing in the Boullee, Huron and Kipps Lane communities
Address: 1193 Oxford St. East, Unit 2
 London, ON
 N5Y 3M2
Location: East London
Phone Number(s): Office: (519) 452-1466
 Fax: (519) 452-1673
Website: www.lusocentre.org
Email: elisabete@lusocentre.org

Name of Program: Spanish Mutual Aid Parenting Program (MAPP) // Programa de Ayuda Mutua para Padres e Hijos

Program Description: A non-profit professionally led self-help group committed to facilitating positive changes in the lives of parents and children * Spanish MAPP strives to empower families to increase their self-esteem through parenting, education, life skills development, leadership skills, and greater community awareness * this is a group that meets throughout the year, participation is voluntary and is always open to new members * we help we transportation when need it (bus tickets)

Eligibility: Mostly clients of the Children's Aid Society

Fees: None

Languages of Service: Spanish

Name of Organization: Children's Aid Society of London and Middlesex

Area(s) Served: London and Middlesex

Address: Box 7010
London, ON
N5Y 5R8

Location: Northeast London

Phone Number(s): Office: (519) 455-9000
After Hours: (519) 432-5987 (24 hours)
Fax: (519) 455-4355

Website: www.caslondon.on.ca

Email: info@caslondon.on.ca

Name of Program: Women of the World Groups

Program Description: Eritrean, Bosnian, Afghani, Latin American (2), Sudanese and Filipino groups * the purpose of the support group is to enable women to promote their own health and the health of other women through mutual support * the groups help women who are new to Canada to recognize their own skills, develop friendships and to become informed about services and people who may help them to adjust to life in Canada

Eligibility: Telephone to register

Fees: None

Languages of Service: Eritrean, Bosnian, Afghani, Latin American, Sudanese and Filipino

Name of Organization: London InterCommunity Health Centre

Area(s) Served: Neighbourhood around the London InterCommunity Health Centre

Address: 659 Dundas St E
London, ON
N5W 2Z1

Location: Northeast London

Phone Number(s): Office: (519) 660-0874
Fax: (519) 642-1532

Website: www.lihc.on.ca

Email: mail@lihc.on.ca

Name of Program: **Women's Parenting Group - facilitated in Arabic**

Program Description: Women gather with a facilitator weekly to discuss parenting issues, child development and cultural adjustment issues* child care is provided

Eligibility: Women must have children under the age of 6 years * women must call the Families First office at 649-1248 to register as there is limited enrolment

Fees: None

Languages of Service: Arabic

Name of Organization: Families First in White Oaks

Area(s) Served: White Oaks community in London

Address: 69-1414 Ernest Ave
London, ON
N6E 3C3

Location: Southeast London

Phone Number(s): Office: (519) 649-1248
Fax: (519) 649-2037

Website: www.ffwo.org

Email: familiesfirst@bellnet.ca

Name of Program: **YMCA Community School Programs**

Program Description: The YMCA of London in partnership with the Thames Valley District School Board and the London District Catholic School Board provides literacy based, barrier free programs in 9 schools in London * the programs range from school day enhancement, after school clubs and early evening programs * offer school break programs including PD Day, March Break and 8 weeks in the summer * the programs run directly out of the school and are staffed by the YMCA * the programs are designed to build literacy skills, build social skills and increase self esteem * some programming for parents

Eligibility: Self referral; no restrictions

Fees: The fees vary from program to program but generally run between \$10 and \$35 per program; March Break and Summer Fun Clubs are \$35 per week; we provide financial assistance

Languages of Service: Mainly English

Name of Organization: YMCA of London

Area(s) Served: Northeast (Chippewa PS, Evelyn Harrison, St. Pius, St. Anne, Lord Elgin, Knollwood and John. A. McDonald), South east (St. Robert, St. Francis)

Address: Centre Branch
382 Waterloo St.
London, ON
N6B 2N8

Location: Central London

Phone Number(s): Office: (519) 667-3300 (Centre Branch)
Fax: (519) 433-8527

Website: www.londony.ca