

# SUPPORTIVE COMMUNITY CONNECTIONS IN DOWNTOWN GUELPH

Services  
within 1 km of  
St. George's  
Square



Please note: This document is for informational purposes only. The information contained herein is obtained from sources we believe to be reliable. We do not assume any responsibility for inaccuracies.

# REFERENCE



CLOTHES



INTERNET ACCESS



EMERGENCY SHELTERS



LEGAL AID



FOOD



PUBLIC WASHROOMS



HEALTH CARE



SHOWER



HOUSING SUPPORTS



WARM-UP LOCATION



ID CLINIC



WHEELCHAIR ACCESSIBLE

**Information current as of November 2021**

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# NEED-TO-KNOW NUMBERS

## **A** Emergency

911

24 hours, 7 days/week

911 (Police, Fire, Medical)

### **Non-Emergency:**

519-824-1212 ext. 0

15 Wyndham St. N

[www.guelphpolice.ca](http://www.guelphpolice.ca)

The non-emergency number is for general police inquiries, requests for police response, and dispatch of Downtown Resource Officer if on duty, or another officer if necessary.

## **B** Crisis

Here 24/7

1-844-HERE247

(1-844-437-3247)

80 Waterloo Ave.

Crisis hotline and mobile crisis service. If you or someone you know is experiencing a crisis, we're here **24 hours, 7 days/week, 365 days/year.**

Call to access addiction, mental health and crisis intervention in Guelph, Waterloo, and Wellington counties.

## **C** Welcoming Streets

Mon - Fri 9am-8pm

Julie: 519-710-0464

[jporter@guelphchc.ca](mailto:jporter@guelphchc.ca)

Gage: 519-710-8528

[gsimpson@guelphchc.ca](mailto:gsimpson@guelphchc.ca)

Support for business owners for situations that do not require police help. Outreach workers engage with vulnerable individuals to ensure they are able to connect with the services they need.

## **D** Compass Community Services

Mon-Thurs 9am-9pm, Fri 9am-5pm

Wed 1-7pm Drop-in/no appt. needed)

**519-824-2431**

20 Shelldale Crescent • [info@compasscs.org](mailto:info@compasscs.org)

**Counselling:** trauma, stress, anxiety, depression, suicidal ideation, abuse (sexual, emotional, physical), assistance for those with developmental challenges

*4+ and 12+ without parent/guardian, health card not needed*

### **Distress Line**

**1-888-821-3760**

**Mon-Sun** 8am-10 pm  
(including holidays)

**Crisis support** provided by trained volunteers through active listening and empathy when you feel stressed, overwhelmed, and hopeless. Free and confidential.

# COMMUNITY SERVICES

## 1 Chalmers Community Services Centre

41 Macdonell St. (190 M)\*  
community@chalmerscentre.ca  
519-822-8778



**Café: Mon & Tues** 10am-12pm  
(Café will resume post-COVID.)

**Pantry: Wed** 7-8pm, **Fri** 10am-12pm

Guests can receive food and enjoy company and conversation. Free to those who are unemployed, underemployed, between jobs or awaiting compensation.

## 2 HOPE House Guelph

10 Cork St. E (190 M)\*  
info@hopehouseguelph.ca  
519-265-4299



**Mon-Wed** 8:30am-4pm  
**Thurs** 8:30am-6pm

HOPE House offers poverty relief programs and services including

a takeaway breakfast program, a clothing and food market.

## 3 Mobile Community Health Van

Royal City Church  
90 Carden St. • 226-971-3957



**Thurs morning:** 11:30am-1pm  
(Call for morning location.)

**Thurs evening:**

6-7pm at Royal City Mission and  
7-9pm at 90 Carden St.

Snacks & drinks, clothing, hygiene products, referrals to community agencies, brief supportive counselling, Hepatitis, HIV, STI & pregnancy testing, emergency contraception, nursing services & vein and wound care, harm reduction supplies and information, condoms and lubricants, Naloxone kits & overdose prevention training, sharps disposal/needle exchange.



**Contact**  
226-971-3957  
for more info  
on stops and  
times.

\*Indicates distance from St. George's Square

## 4 Royal City Mission

50 Quebec St. N (130 M)  
office@royalcitymission.ca  
519-837-3777



**Mon-Fri** 11am-7pm & **Sat** 4-7pm

**Lunch: Mon-Fri** 1-1:30pm

**Dinner: Mon-Sat** 6:30-7pm  
(take away meals)

**Drop-in: Mon-Fri** 1-6pm

**Extended hours for extreme weather** including Saturdays

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All welcome. COVID restrictions limit the number of visitors.

## 5 Stepping Stone

23 Gordon St. (650 M)  
dropincentreguelph@gmail.com  
Main Line: 519-837-0080  
(Please leave a message and your call will be returned.)

Prevention & Diversion Line:  
226-821-3345

Emergency Overnight Shelter:  
519-837-0080 (8pm-8am)



**Emergency Nightly Shelter (25+)**  
at 23 Gordon St.: 7 nights/week  
including statutory holidays  
8pm-8am. First come-first served.

**24/7 Supported Shelter (25+):**  
7 days/week 24 hours/day

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For adults 25 years or older and families at risk of homelessness. Intakes on a referral basis only.

## 6 Wyndham House Youth Resource Centre and Supportive Housing Programs

133 Woolwich St. (400 M)  
info@wyndhamhouse.org  
519-822-2768



**Mon-Fri** 9am-4pm

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**Youth Resource Centre (16-24 years):** Drop-in capacity for emergency food hampers, hygiene supplies, clothing closet access & housing and health supports.

**Youth Focused Supportive Housing Programs (15-25 yrs):** Long term housing with supports. Call main line for referral information. Contact shelter to complete diversion screening: 519-827-3892

# OTHER SUPPORT

## 7 Canadian Mental Health Association

80 Waterloo Ave. (1 KM)  
519-821-8089



Mon-Fri 9am-5pm

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Provides a full care system for those with addictions, mental health or developmental needs. We serve everyone from children to adults to seniors, all under one roof. Our programs help individuals and families to lead lives filled with meaning and promise.



## 8 County of Wellington Social Services

129 & 138 Wyndham St. N (300 M)  
helpcentresupport-  
coordinator@wellington.ca  
519-837-2670



In person by appointment only for urgent matters. Staff available by phone/email **Mon-Fri** 8:30am-4pm

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**1) Children's Early Years:** provides services to support children and families. We can show you where to find child care, information about child care fee subsidy, information about our licensed home child care program and supports for children with disabilities and special needs.

**2) Housing Services** delivers social housing, housing help, application for subsidized and market rent housing and other housing services to residents of Wellington County and the City of Guelph.

**3) Ontario Works:** Temporary financial assistance to eligible residents of Wellington County and the City of Guelph. Eligibility is determined by the Ontario Works Act.

## 9 Guelph Community Health Centre

176 Wyndham St. N (400 M)  
519-821-6638



7 days a week 9am-5pm

### Consumption Treatment Services:

9am-4pm for health services, washroom, and ID clinic

### Health HUB and Primary Health

Care Clinics: **Mon-Wed** and **Fri**

9am-5pm, **Thurs** 9am-8pm

**Outreach Services: Mon-Fri** 9am-8pm

**Stay Sharpe:** 9am-5pm

**Showers: Wed morning** 10am-12pm

## 10 Legal Clinic

176 Wyndham St. N (290 M)  
gwlegalclinic.ca  
519-821-2100



Mon-Fri 8:30am-4:30pm

Housing and income support for low income community members. By appointment if possible, call or email or through our website: [www.gwlegalclinic.ca](http://www.gwlegalclinic.ca)

## 11 Ontario Disability Support Program (ODSP)

1 Stone Rd. W (NOT DOWNTOWN)  
1-800-567-2953 • 519-822-7500



Mon-Fri 8:30am-5pm

**Income support:** Monthly financial assistance for help with basic needs, like food, clothing and shelter. Also includes benefits, like drug coverage and vision care, for clients and their eligible family members.

**Employment support:** Services and supports to help clients with disabilities find and keep a job, and advance their careers.

## 12 Sanguen Health Centre

176 Wyndham St. N, Lower Level (130 M)  
[info@sanguen.com](mailto:info@sanguen.com) • 1-877-351-9857



Tues-Thurs 9am-5pm

**Health Care: Tues & Thurs**

9:30am-4:30pm

**Outreach Support/Mobile Health**

**Van: Tues-Thurs** 9:30am-4:30pm

For appointments, call 1-877-351-9857.

# WOMEN IN CRISIS

## 13 Guelph-Wellington Women in Crisis

38 Elizabeth St. (950 M)

519-836-1110

adminrec@gwwomenincrisis.org

gwwomenincrisis.org



**Marianne's Place:**

Open 24 hours 7 days a week

**24-Hour Crisis Line:**

519-836-5710 or 1-800-265-7233

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Offers a wide range of programs to support women and children affected by gender-based violence including Marianne's Place (Shelter) and a 24-Hour Crisis Line.

# YOUTH SHELTER

## 14 Wyndham House Youth Emergency Shelter

18 Norwich St. E (400 M)

519-519-827-3892



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For ages 16-24 years. Short-term, emergency housing supports.





# PUBLIC WASHROOMS



## **City Hall (indoors)**

**Mon-Fri** 8:30am-4pm

## **Farmers Market**

**Sat** 7am-Noon

## **Guelph Civic Museum**

**Tues-Sun** 10am-5pm

## **Guelph Community Health Centre**

**7 days a week** 9am-4:30pm

## **Guelph Train Station**

Opens 60 minutes prior to train arrival and remains open for 30 minutes after train departure

## **HOPE House**

**Mon-Wed** 8:30am-4pm

**Thurs** 8:30am-6pm

## **Market Square pavilion**

Open when the water feature and ice rink are open, weather dependent

## **Old Quebec Street Shoppes**

**Sun** Noon-5pm

**Mon-Wed, Sat** 10am-6pm

**Thurs-Fri** 10am-9pm

## **Royal City Mission**

**Mon-Fri** 1-6 pm

## **Wyndham House Youth Resource Centre**

Open by appointment

# DOWNTOWN GUELPH

## Landmarks

- a** Basilica of Our Lady Immaculate
- b** Bus Terminals
- c** City Hall
- d** Family Fountain, St. George's Square
- e** Guelph Central Station
- f** Old Quebec Street Shoppes

