

# COMMUNITY SERVICES

## 1 Chalmers Community Services Centre

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

Cafe: Mon & Tues 10am-12pm  
6-7pm at Royal City Mission and  
7-9pm at 90 Carden St.  
(Cafe will resume post-COVID.)  
Pantry: Wed 7-8pm, Fri 10am-12pm

Guests can receive food and enjoy hygiene products, referrals to community agencies, brief HIV, STI & pregnancy testing, emergency contraception, nursing care, harm reduction supplies and information, condoms and lubricants, Naloxone kits & overdose prevention training.

**2 HOPE House Guelph**  
10 Cork St. E (190 M)  
info@hopehouseguelph.ca  
519-265-4299

HOPE House offers poverty relief programs and services including  
Mon-Wed 8:30am-4pm  
Thurs 8:30am-6pm

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 care, harm reduction supplies and information, condoms and lubricants, Naloxone kits & overdose prevention training.

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

\*Indicates distance from St. George's Square

# YOUTH SHELTER

## 14 Wyndham House Youth Emergency Shelter

18 Norwich St. E (400 M)  
519-519-827-3892



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



# 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

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.

## 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 • 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.

# NEED-TO-KNOW NUMBERS

## A Emergency 911

## B Crisis Here 24/7

24 hours, 7 days/week  
1-844-HERE247  
Mon - Fri 9am-8pm  
Streets Welcoming

Non-Emergency:  
80 Waterloo Ave.  
519-824-1212 ext. 0  
15 Wyndham St. N  
www.guelphpolice.ca

The non-emergency number is for general police inquiries, requests for police response, and dispatch of Downtown Resource Officer if crisis intervention in Guelph, Waterloo, and Wellington counties. Call to access addiction, workers engage with vulnerable individuals to ensure they are able to connect with the services they need.

Distress Line  
Mon-Thurs 9am-9pm, Fri 9am-5pm  
Wed 1-7pm Drop-in/no appt. needed)  
519-824-2431  
Crisis support provided by trained volunteers through active listening and empathy when you feel stressed, overwhelmed, and hopeless. Free and confidential.

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

## 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

## 8 County of Wellington Social Services

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

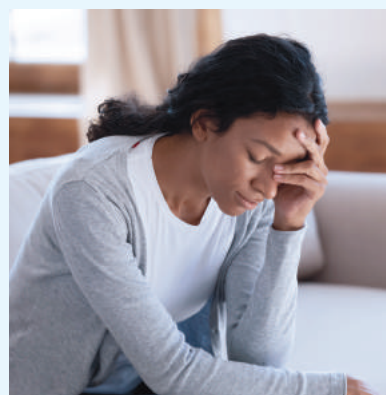


In person by appointment only for urgent matters. Staff available by phone/email **Mon-Fri** 8:30am-4pm

**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.



# OTHER SUPPORT

## 7 Canadian Mental Health Association

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



Mon-Fri 9am-5pm

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.

**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.

# 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

- WHEELCHAIR ACCESSIBLE
- WARM-UP LOCATION
- SHOWER
- PUBLIC WASHROOMS
- LEGAL AID
- INTERNET ACCESS
- ID CLINIC
- HOUSING SUPPORTS
- HEALTH CARE
- FOOD
- EMERGENCY SHELTERS
- CLOTHES

Information current as of November 2021

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## 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

All welcome. COVID restrictions limit the number of visitors.

## 5 Stepping Stone

23 Gordon St. (650 M)  
dropincenreguelph@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

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

**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



## MAP

### Community services

- 1 Chalmers Community Services Centre**  
41 Macdonell St.
- 2 HOPE House Guelph**  
10 Cork St. E.
- 3 Mobile Community Health Van**  
Royal City Church and other locations  
90 Carden St.
- 4 Royal City Mission**  
50 Quebec St. N.
- 5 Stepping Stone**  
23 Gordon St.
- 6 Wyndham House Youth Resource Centre**  
133 Woolwich St.

### Other support

- 7 Canadian Mental Health Association**  
80 Waterloo Ave.
- 8 County of Wellington Social Services**  
129 & 138 Wyndham St. N.
- 9 Guelph Community Health Centre**  
176 Wyndham St. N.
- 10 Legal Aid**  
176 Wyndham St. N.
- 11 Ontario Disability Support Program (ODSP)**  
1 Stone Rd. W.
- 12 Sanguen Health Centre**  
176 Wyndham St. N., Lower Level

### Women in crisis

- 13 Guelph-Wellington Women in Crisis**  
38 Elizabeth St.

### Youth shelter

- 14 Wyndham House Youth Emergency Shelter**  
18 Norwich St. E.

### Need-to-know services

- A Guelph Police Service**  
15 Wyndham St. N.
- D Compass Community Services**  
20 Shelldale Cres.

### 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**



## PUBLIC WASHROOMS



- City Hall (indoors)**  
Mon-Fri 8:30am-4pm
- Famers 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

