

## IMPORTANT TENANT NUMBERS

### Do you have difficulty communicating in English?

Settlement and Integration Services Organization serves immigrants, refugees and newcomers in their own language, providing assistance on a variety of issues.

They can also arrange for an interpreter for you.

### Settlement, Integration Services Organization

Free #: 1-877-255- 8136 or 905-667-7476 360 James St N [www.siso-ham.org](http://www.siso-ham.org)

### Other Settlement and Integration Services

#### St. Joseph's Immigrant Women's Centre

Head Office = 8 Main St. E. Ste. 101 905-529-5209 [www.stjosephwomen.on.ca](http://www.stjosephwomen.on.ca)

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### Other Important Numbers:

#### Emergency Shelters and Hostels

Emergency shelters and hostels provide temporary shelter for people who do not have a place to stay. Shelters and hostels can also help you get assistance from community agencies.

#### Emergency Shelters for Women and Children

Martha House 905-523- 8895 [www.goodshepherdcentres.ca](http://www.goodshepherdcentres.ca)

Inasmuch House 905-529-8149 [www.mission-services.com](http://www.mission-services.com)

Interval House (only for women experiencing domestic violence) 905-387-9959

Native Women's Centre 905-664-1114 [www.shelternet.ca](http://www.shelternet.ca)

Mary's Place 905-540-8000 [www.goodshepherdcentres.ca](http://www.goodshepherdcentres.ca)

#### Emergency Hostels for Men

Good Shepherd Men's Centre 905-528-9109 [www.goodshepherdcentres.ca](http://www.goodshepherdcentres.ca)

Mission Services Men's Residence 905-528-7635 [www.mission-services.com](http://www.mission-services.com)

Salvation Army 905-527-1444 [www.thesalvationarmy.ca](http://www.thesalvationarmy.ca)

#### Emergency Shelters for Families

Family Emergency Shelter 905-528-9442

(for people with children who cannot be accommodated at other shelters- e.g. men with children, a woman and a man with children, women with sons over the age of 13, etc)

#### Overnight Drop-In Centre (Men and Women)

Wesley Urban Ministries 905-528-5640 [www.wesleyurbanministries.com](http://www.wesleyurbanministries.com)

#### Youth Hostels (aged 16-21)

Notre Dame Youth Hostel 905-308-8090 [www.goodshepherdcentres.ca](http://www.goodshepherdcentres.ca)

Living Rock 905- 528-7625 [www.livingrock.ca](http://www.livingrock.ca)

## IMPORTANT TENANT NUMBERS

### **Financial Assistance**

#### **Ontario Disability Support Program and Ontario Works**

Ontario Disability Support Program (ODSP)

905-521-7280

[www.cfcs.gov.on.ca](http://www.cfcs.gov.on.ca)

Ontario Works (OW)

905-546-4800

*What are Ontario Works and Ontario Disability Support Program?*

They are government programs that may provide you with money if you are in need.

*Who is eligible?*

If you have little/no income, you may be eligible for OW (social assistance). People who meet the definition of 'disabled' may receive benefits under ODSP.

*How do I apply?*

OW and ODSP applications are started by telephone- you should call immediately, because you will only receive money from the date you make the call. Even if you do not have permanent housing, you can still apply for OW and ODSP. If you need an interpreter to help you make the call, call SISO.

#### **Community Start Up and Maintenance Benefit**

*What is it?*

Community Start Up and Maintenance Benefit is money available through OW and ODSP (you have to be a recipient of one of them to apply for Start Up). It can help you set up new rental housing and is sometimes given to people in order to prevent homelessness.

*Who is eligible?*

If you are receiving or applying for OW or ODSP, you may qualify for it- you will be assessed based on your need up to a maximum of \$799 for a single person and \$1500 for a family with children.

*How do I apply?*

The Housing Help Centre and community legal clinics can help you apply for it, or appeal a decision made regarding Start Up.

#### **Housing Emergency Loan Program (HELP)**

905-526-8100

Housing Help Centre-210 Napier St

*What is it?*

This is an interest free loan for low income tenants facing a housing crisis because of money problems. This loan will help you find or keep your rental housing. Loans must be repaid.

#### **Share the Warmth**

*What is it?*

This is a program that purchases heat and energy, and helps to pay utility arrears for people who can not afford it. It does not give money directly to applicants.

*Who is eligible?*

Families, seniors, people with disabilities, or people with long term illness and in need of emergency assistance or are facing service termination.

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*How do I apply?*

Call the Hamilton Hotline at 905-521-5141, or contact your utility company or the Salvation Army

### **Tenant and Housing Information**

Housing Help Centre                      905-526-8100                      210 Napier St

If you have difficulty communicating in English, the Housing Help centre can arrange for an interpreter to speak with you using the Language Line

#### **Student Housing**

Mohawk College (for Mohawk students only)                      905-575-2081                      [www.mohawkcollege.ca](http://www.mohawkcollege.ca)  
McMaster University Off Campus Housing                      905-525-9140 x 24086                      [www.macocho.com](http://www.macocho.com)

#### **Applications for Non-Profit Housing**

Housing Help Centre                      905-526-8100                      Access to Housing                      905-524-2228

#### **Community Legal Clinics**

Dundurn                      905-527-4572                      Mountain                      905-575-9590  
McQuesten                      905-545-0442                      [www.hamiltonlegalclinics.ca](http://www.hamiltonlegalclinics.ca)  
Centre for Equality Rights in Accommodation                      1-800-263-1139                      [www.equalityrights.org/cera](http://www.equalityrights.org/cera)

#### **Health, Fire and Property Standards**

City Hall                      905-546-2489                      Property Standards                      905-546-2782  
Public Health (inspection services)                      905-546-3570                      Fire Department                      905-546-3333

#### **Voice Mail Service**

LINKS Voice Mail Project (located at Housing Help Centre)                      905-526-8100

#### **Moving**

Hydro and Water connection                      905-522-9220                      [www.horizonutilities.com](http://www.horizonutilities.com)  
Telephone connection (BELL)                      310-2355                      [www.bell.ca](http://www.bell.ca)  
Garbage collection                      905-546-2489                      [www.city.hamilton.on.ca](http://www.city.hamilton.on.ca)

#### **Police**

Emergency                      911                      Non-emergency                      905-546-4925

#### **YMCA-YWCA**

YMCA                      905-529-7102                      YWCA                      905-522-9922

### **Walk- In Clinics**

Hours may vary for each clinic so it's best to call to find out more information

Dundurn Medical Centre                      905-529-4040  
Locke St Walk- In Clinic                      905-570-0440  
Queenston Walk-In                      905-578-9255

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Mountain Medical Walk-In Clinic	905-565-0808
Stoney Creek Medical Walk-In Clinic	905-561-9255
James St Medical Walk- In Clinic	905-529-9779
East Hamilton Medical Walk-In & After Hours Clinic	905-662-4141
Physicians' Replacement Group	905-574-2777 (does same day appointments- need to call for a time)

### In Need of a Meal?

Good Shepherd Centers	905-528-9109	Mon-Sat 3:30-5:00pm
Olive Branch	905-522-7482	Mon, Wed, Fri 12 noon
Wesley Centre	905-528-5640	Daily: 7am-8am, 12:00-1:00, 7pm-8pm
First Pilgrim	905-522-9900	Tuesdays 11am
Salvation Army	905-527-1444	

Daily: 11:30-12 \* Mon-Fri: 4:15-4:45 \* Sat-4:00-4:30 \* Sun: 3:45-4:30 (\$10 after 15<sup>th</sup> of month)

### Food banks

You will need to bring your ID to the food bank.

Each food bank has different hours and rules about the number of times you can visit them- be sure to call before going to get information.

Salvation Army	80 Bay St N	905-540-1888
Good Shepherd	135 Mary St	905-528-9109
St. Matthews House	414 Barton St E	905-523-5546
Mission Services	50 Murray St	905-528-4212
Roxborough PARC	785 Britannia Ave	905-545-0565
Neighbor to Neighbor	28 Athens St	905-574-1334
Welcome Inn	40 Wood St E	905-525-5824
Dundas Food bank	150 King St W	905-627-0572
Flamborough	1432 Centre Rd, Carlisle	905-690-1036

### Free/cheap clothes

Good Shepherd Centers (call for appointment)	905-528-9109
Salvation Army Thrift Store (various locations, call for address)	905-521-1660
Goodwill (various locations, call for addresses)	905-526-8482
Value Village (various locations, call for addresses)	905-318-0409
St. Vincent de Paul (call for location and times)	905-549-3902
Talize	905-318-2376
First Pilgrim (Tuesday mornings)	905-522-9990
Robert Land Community Association	905-526-1558

Mon, Wed, and Fri: 9am-12pm      Tues, Thurs: 6pm-9pm

The information contained in this reference guide is up-to-date as of **November 2009**

This reference guide has been prepared by the:

Tenant Outreach and Education Project

Housing Help Centre

210 Napier St

Hamilton, Ontario L8S 1S7

Phone: 905-526-8100 x 208

Fax: 905-528-1448

[Tenant-Ed@housinghelpcentre.ca](mailto:Tenant-Ed@housinghelpcentre.ca)

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

**Many Thanks to the Mental Health Outreach team for providing most of the above contact numbers**