

HAMILTON DIRECTORY OF COMMUNITY SERVICES

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Food Banks / Free Meals during COVID-19

| <u>Food Banks</u> | <u>Free Meals</u> |
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| Good Shepherd Venture Centre Monday to Friday 8:30am to 3:00pm, 155 Cannon St E. 905-972-9485 | Living Rock Ministries 13-25 years old 30 Wilson St Mon-Fri 9:30am-4:30pm 905-528-7625 |
| Salvation Army 150 King St W. Dundas 905-627-0572 (by appointment only) | Hamilton Urban Core Community Health Centre open to all, 71 Rebecca St 905-522-3233 |
| Salvation Army 80 Bay St N. Hamilton 905-540-1888 (by appointment only) | Neighbor to Neighbor open to all, free take out meal each Thursday 5:30pm-6:30pm 310 Limeridge Rd W |
| Living Rock Ministries 30 Wilson St 905-528-7625 x259. Mon-Fri 9-10am (breakfast), Tuesday, Wednesday, Thursday 4-5pm (dinner), Tuesday, Wednesday, Thursday 1-4pm (Food hampers), Saturday 1-4pm (Meals and food hampers) | Good Shepherd Mary's Bagged meals 135 Mary Street 905-528-9109, 7 days from 4:15pm-4:30pm. |
| Good Shepherd Family Services, 155 Cannon St E, 905-972-9485 (by appointment only) | Helping Hands Street Mission Open to all, Free lunch on Sundays 349 Barton St E, one Sunday of the month, 1pm-2:30pm |
| Welcome Inn Community Centre 40 Wood St E 905-525-5824, Mon, Wed, Thurs, Friday 10:30-2pm | Kings Way Outreach Center 649 King St E Breakfast: Mon-Thu 11-12:30 and lunch 1:30pm-3pm. 905-296-9473 |
| Wesley Urban Ministries 52 Catharine St N. 905-528-5629 (Please call) | Notre Dame House youth 16-21 years of age, 14 Cannon St W, 24 hours. |
| Mission Services of Hamilton 196 Wentworth St N 905-528-4212 Monday, Wednesday and Friday 9-12pm & 1-3pm, Tuesday and Thursday 9-12pm. | Salvation Army, open to all men, breakfast 7am, lunch 11:45am, and dinner 5pm. 94 York Blvd. 905-527-1444 |
| Stoney Creek Food Bank 605 Highway #8 905-643-2090 only serves Stoney Creek residents Mon-Thur 9:30-1pm | 541 Eatery and Exchange, open to all, free bagged lunches Mon-Sat 11am-12pm. 541 Barton St E. 289-389-0541 |
| Neighbor to Neighbor Center 28 Athens St, 905-574-1334 Mon-Wed 9:30-3:15pm Thursday 12:30-7:15pm | Notre Dame House youth 16-21 14 Cannon St W 905-308-8090 |
| Niwasa Kendaaswin Teg 785 Britannia Ave, 905-549-4884 x416 (please call) Mon-Thur 9-4 | Hamilton Community Food Centre, drop in take-out meals Wednesdays breakfast 8:00-9:15am, Thursdays dinner 5:30-6:30pm, Fridays lunch 12:30-1:30pm. 10-310 Limeridge Rd W. 905-574-1334 x303 |
| The Giving Cupboard 92 Ottawa St N Wed 12-2pm 905-545-2002 | De Mazenod Door Outreach St. Patricks Church. 440 King St E 905-522-9828, 7 days 1-5pm- respite, snacks, washroom, warm place. |
| Dream Centre 905-527-8605 Phone to arrange pick up a 10 item food bag 627 Main St E. | Wesley Day Centre 195 Ferguson St N Mon-Fri 8:30-4pm; Sat 9am-1:30pm, Sun 3-4pm. |
| | SA Soup Van SA parking lot (94 York Blvd) Mon-Fri 11:45-12:30, Bayfront@ Strachan and McNab daily 8-8:45pm, Barton and Birch daily 9:00-9:45pm. |

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| | Living Rock (youth 13-25) 30 Wilson St Mon-Fri 9-10am & 4-5pm, Sat 1-4pm |
| | The Hope Project St. Pats 440 King St E Thursdays 7:15pm. |

Drop in Services

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| Wesley Day Centre | 195 Ferguson St. N. Mon-Friday 8:30-4pm, Saturday 8:30-1:30pm, Sun 1-6pm (with meals) |
| Willows Place | Females only. 196 Wentworth St N. Mon-Sun 9am-8:30pm (with snacks) |
| St. Patricks Church | 440 King St E. Mon-Sun 1pm-5pm (with snacks) |
| The Hub | 78 Vine Street 5-9PM 7 days a week |
| New Vision United Church | 24 Main St W. Mon-Sun 5-9pm (with snacks) |
| Carol Anne's Overnight Drop in | Females only. 75 MacNab St S. 10pm-8am nightly |
| Christ Church Cathedral | 252 James St N. 10am-12pm daily. |
| The VAN (Harm Reduction Supplies) | 905-317-9966 Mon-Sun 7pm-11pm, Mon, Tues, Wed, Fri 11am-3pm, Thurs 11:30am-3pm. |

Emergency Shelters

Men's Shelters

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| Salvation Army Booth Centre | 94 York Blvd 905-527-1444 |
| Good Shepherd | 135 Mary St N. 905-528-9109 |
| Mission Services | 325 James St N. 905-528-7635 |

Women's Shelters

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| Good Shepherd Mary's Place | 905-540-8000 |
| Womankind (SJHH) | 905-545-9100 |
| Mountain View Program | 905-318-2666 |
| Interval House support for abused women with or without children. | Crisis line 905-387-8881 Business line 905-387-9959 |
| Inasmuch House shelter for women fleeing domestic abuse or violence. Also women with children of any age from infants to teenagers | Crisis Line 905-529-8600 Business line 905-529-8149 |

Family Shelters

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| Good Shepherd Family Centre | 143 Wentworth South 905-528-9442 |
| Martha House for women and children who are homeless and or fleeing domestic abuse | Crisis line 905-523-6277 Business line 905-523-8895 |

Legal Supports

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| Family law Information Centre – information about separation and divorce and related family law issues, family justice services, alternative forms of dispute resolution, local community resources and court processes. | 905-645-5252 55 Main Street W https://www.ontario.ca/page/family-law-information-centres |
| Elizabeth fry society of Hamilton women and girls in the justice system those who are or may | 905-527-3097 https://efrysouthernontarioregion.org/ |

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| be criminalized. Provides support to women who are in conflict with law. | |
| Hamilton Community Legal Clinic serving low income residents of Hamilton. Legal advice, legal representation. | 905-527-4572 100 Main Street E Suite 203 (2 nd floor) https://hamiltonjustice.ca/en/ |
| Legal Aid Ontario | 1-800-668-8258 |
| The Centre for Equality Rights in Accommodation (CERA) | 1-800-263-1139 x22 https://www.equalityrights.org/cera/ |
| Human Rights Legal Support Centre | 1-866-625-5179 https://www.hrlsc.on.ca/ |

Advocacy Support

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| Mental Health Rights Coalition enhancing the participation and voice of consumers in the mental health system | 100 Main Street E Suite 103 905-545-2525 |
| Psychiatric Patient Advocate Office Advocacy and rights advice services for psychiatric patients, provides patients with information to help make informed decisions and be involved in their care and treatment. | 905-388-2454 https://www.ontario.ca/page/psychiatric-patient-advocate-office |
| Patient Ombudsman is a champion for fairness in Ontario's health sector organizations. Oversee the province's public hospitals, long-term care homes, home and community care coordination. | 416-597-0339 toll free 1-888-321-0339 |
| Patient and Family Collaborative Services St. Joseph's Healthcare Hamilton | Peer support acknowledges that individuals living with mental illness/ addiction and their families can better understand and relate to others who are trying to deal with their own mental illness/addiction and or that of a family member or friend. A peer support provider is someone who has lived experience with mental health and or addiction concerns. They are employed by the hospital to help others on their recovery journey. A Peer Support Provider is someone who will listen non-judgmentally, offer emotional support, and use their own lived experience to encourage individuals in creating a life worth living. Offers 1-1 Peer Support, 1-1 Family Peer Support, Peer Support Groups. Self-referral contact 905-522-1155 x36600 or Family Peer Support Provider 905-522-1155 x35599 |
| Concurrent Disorders Capacity Building Team St. Joseph's Healthcare Hamilton | Family Night group of family members and loved ones of those with substance use, mental health or concurrent disorders. Contains 4 modules on supporting loved ones, creating boundaries and self-care. This group is intended for the family/loved ones of individuals with substance use, mental health or concurrent disorders rather than patients. Please visit www.cdcapacitybuilding.com/online-group-link and locate Family Night which has the zoom link. Group is Last Wednesday of each month 6:30pm-8:30pm no referral required. |

Housing support

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| Hamilton Housing Centre | Find and maintain housing, access subsidized and supportive housing, understand your tenant rights, prevent evictions. 905-526-8100 email info@housinghelpcentre.ca online https://www.housinghelpcentre.ca/ |
| Applying for subsidized housing | Application for Housing and Building Selection Forms are available online, through all non-profit housing providers from: Access to Housing (ATH) 350 King St East Suite 110 (First Place) Hamilton, ON 905-546-2424 x3708 Housing Help Centre 119 Main Street East Hamilton, ON 905-526-8100 CityHousing Hamilton 181 Main Street West Hamilton, ON 905-523-8496 City of Hamilton- Housing Services 350 King Street East, Unit 110 Hamilton, ON 905-546-2424. |
| Financial assistance programs for people who are in need. City of Hamiltons Housing Service Division | 905-546-2424 x3901 |
| Housing Emergency Loan Program (H.E.L.P) & Rent Bank | Housing Help Centre 905-526-8100 |
| LEAP Low Income Emergency Assistance Program | LEAP is a one time utility payment assistance program available to low income individuals and families who are in arrears with Union Gas or Horizon Utilities who have recently received a disconnection notice, and whose personal circumstances make it difficult to pay the bills. Call 905-523-6611 x3009 |
| Habitat for Humanity | Is a national, non-profit organization that works with people to help them own a home. Families are chosen by way of application process based on level of need, willingness to become partners in the program, ability to repay the no down-payment, interest free mortgage that is geared to income. Please call 905-560-6707 or visit www.habitathamilton.ca |
| Canada Mortgage and Housing Corporations (CMHC) | To find help with purchasing or owning a home. Canada Mortgage and Housing Corporation is Canada's national housing agency and is committed to helping Canadians access a wide choice of quality, affordable homes, while making vibrant, healthy communities and cities a reality across the country. Call 1-800-668-2642 or visit www.cmhc.ca |
| Real Estate Brokers | Will help you find a home and their service is paid through a percentage of the cost of the home should you purchase one they found for you. To find information about buying and selling a home, legal advice or to find a realtor to work for you in Hamilton contact Realtors Association of Hamilton-Burling 505 York Boulevard Hamilton, ON 905-529-8101 www.rahb.ca |
| Landlord and Tenant Board | Process applications, schedule hearings, and provide information to the public about the Residential Tenancies Act, dispute resolution help landlords and tenants, co-ops, and co-op members |

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| | resolve their application. Call 1-888-332-3234 visit www.sjto.gov.on.ca/lfb/contact |
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Debt Support

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| Christians Against Poverty | Non-religious non for profit agency offering support people from a life sentence of poverty, debt, unemployment and struggle. Debt helpline 1-855-214-9191 General office line 289-684-9191 681 Main Street East Hamilton ON. www.capcanada.or/aboutus |
| Credit Counselling Society | Non-profit charity that helps Canadians solve their money problems. Provide free credit counselling, low-cost debt solutions, and education to help you manage your money better. Call 1-888-527-8999 or 905-538-5035 Suite 906- 20 Hughson Street S Hamilton ON https://nomoredebts.org/about-us |
| Catholic Family Services of Hamilton | Credit Counselling Suite 404-460 Main Street East Hamilton Phone 905-527-3823 Toll free number 1-877-527-3823 http://www.cfshw.com/contact-us-cce3 |

Healthcare and Harm Reduction

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| Keeping Six | Street outreach with harm reduction supplies and bagged lunches, downtown core, Tuesday and Thursday 3pm-5pm and Saturday 1:30pm-3:30pm see: https://keepingsix.org/covid19 for updates. |
| CTS site at Urban Core | Mon-Friday 10am-11pm; Sat and Sun 4pm-11pm call 905-522-3233 for updates. |
| Shelter Health Network Clinics | Continue to operate as per usual: shelterhealthnetwork.ca/?page_id=759 |
| Sex Workers Action Program (SWAP) Hamilton | Limited outreach services to sex workers and providing some emergency funding to current sex workers, access by emailing Scarlett at swaphamilton@gmail.com |
| Centre de sante communautaire – provides a range of medical services and health promotion programs to the public. | 905-528-0163 http://www.cschn.ca/english/ |
| Urban Core Community Health Centre | 71 Rebecca Street, 905-522-3233 |
| Compass Community Health Centre | 438 Hughson St. North, 905-523-6611 ex2000 |
| Telehealth Ontario | 1866-797-0000 |
| Dental Health bus for low income clients | 905-546-2424 x3789 Locations Monday – Pinky Lewis Recreation Centre 192 Wentworth Street North Tuesday Pinky Lewis Recreation Centre 192 Wentworth Street North Wednesday Closed Thursday East Kiwanis Boys and Girls Club |

Frontline worker during COVID 19 Support

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| Service for residents, their partners and family members, and medical students with immediate assistance in urgent matters as well as guidance to other resources. Accessible from anywhere in | PARO (Professional Association of Residents of Ontario) Helpline 1-866-435-7362 |
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| Ontario, 24 hours a day, seven days a week and Helpline volunteers have received special training related specifically to residents. | |
| ECHO Ontario Mental Health is a virtual education and capacity building program that aims to build a community of practice, promote resilience, provide skills and resources, and support overall mental well-being among healthcare providers currently supporting the COVID 19 pandemic. | Wednesdays from 12:30pm to 1:30pm (EDT) Fridays from 2:00pm to 3:00pm (EDT) Website: https://camh.echoontario.ca/echo-coping-with-covid/ |
| SJHH COVID 19: Mental Health Services for Health and Community Care Workers. Offers confidential support for healthcare workers through quick access to a trained mental health clinician from SJHH. Team includes nurses, social workers, psychologists, psychiatrists, and psychotherapists. | Call St. Joes Connect at 905-522-1155 x36499 during business hour or complete the referral form: https://www.stjoes.ca/hospital-services/mental-health-addiction-services/connect-mental-health-and-addiction-outpatient-programs/covid-19-mental-health-services-for-hcw |
| Employee and Family Assistance Program (EFAP) | Morneau Shepell call 1-800-387-4765 or register at https://www.workhealthlife.com/ all you need to register is the name of your organization. Through the registration process, you will create a unique profile with username and password. |
| Ontario COVID 19 Mental Health Network volunteer professionals dedicated to supporting frontline COVID 19 workers during the evolving crisis. Providing short-term pro bono one-to-one teletherapy for those who need it. | Get connected to a therapist: https://covid19therapists.com/ |
| Self-led support | https://www.camh.ca/en/health-info/mental-health-and-covid-19/information-for-professionals |

Substance Use Support

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| Good Shepherd Addictions Nurse Practitioner The Addictions Nurse Practitioner aims to reduce addictions-related morbidity and mortality through rapid, low-barrier addictions support and treatment. Community based care is provided in several locations central Hamilton and/or in the home. Once stabilized, clients are referred back to primary care for long-term follow-up. | Phone: 905-515-5912 |
| The Drug and Alcohol Helpline provides information about drug and alcohol addiction services in Ontario. Their service is live answer 24/7, confidential and free. | 1-800-565-8603 |
| The Van Needle Syringe Program | text or call 905-317-9966 Mon-Wed & Friday 9:30-11:30am, Mon-Friday 2:30-5:30pm, Mon-Sun 7-11pm. |
| 12 Step online meetings Alcoholics Anonymous | https://aa-intergroup.org/directory.php |
| 12 Step online meetings Cocaine Anonymous | https://www.ca-online.org/ |

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| 12 Step online meetings Narcotics Anonymous | https://www.na.org/meetingsearch/ |
| AA Sober Living | www.aasoberliving.com |
| SMART Recovery | https://www.smartrecovery.org/smart-recovery-toolbox/smart-recovery-online/ |
| In the Rooms | https://www.intherooms.com/home/ |
| The Daily Pledge | https://thedailypledge.org |
| myRecovery | www.myrecovery.com |
| SoberRecovery | www.soberrecovery.com/forum |
| CannabisRehab.org | www.cannabisrehab.org |
| HAMS Harm Reduction Network | hamsnetwork.org |
| RAAM Rapid Access Addiction Medicine SJHH | (905) 522-1155 ext. 35800 |
| Womankind Addiction Services | 905-545-9100 |
| Men's Addiction Services Hamilton | 905-527-9264 |
| ADGS (Alcohol Drug Gambling Services) | 905-546-3606 |
| Concurrent Disorders Capacity Building Team St. Joseph's Healthcare Hamilton | <p>Virtual Groups such as PAWS- 6 different topics to help support and strengthen recovery 1) Education around post-acute withdrawal syndrome, 2) Physical health exercise and nutrition, 3) Mindfulness, 4) Sleep hygiene, 5) Budgeting and financial security, 6) Self-care, balance and resiliency. Mondays 10-11:30AM no referral required.</p> <p>Moving Forward Skillfully weekly drop in class with 6 different modules, start any week, learn skills from DBT including emotion regulation, distress tolerance and mindfulness. Mondays 1:30-2:30PM no referral required.</p> <p>SMART Recovery drop in self-help group for recovery from any type of addictive behavior, groups are held by a clinician and a volunteer with lived experience. Tuesdays 1:30-3:00PM no referral required.</p> <p>Steps to Recovery drop in self-help group with 6 modules to increase motivation to decrease substance use. Wednesdays 1:30PM-2:30PM no referral required.</p> <p>Acceptance and Commitment Therapy (ACT) weekly drop in class with 4 different modules, starts any week, topics from ACT therapy include: mindfulness, clarifying values, committed action, fusion vs. defusion, control vs. willingness, acceptance as an alternative and action planning. Thursdays 1:30PM-3:00PM no referral required.</p> <p>Please visit this website for the Zoom link to each group: https://www.cdcapacitybuilding.com/online-group-link</p> |

Mental Health Support

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| Mental Health Helpline provides information about mental health services in Ontario. A helpful information and referral specialist will answer your call, email or web chat 24/7. The | 1-866-531-2600 |
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| service can provide information about counselling services and supports in your community, listen, offer support and provide strategies to help you meet your goals and provide basic education about mental illness. | |
| CMHA Call In Counselling | 289-291-5396 and you will be contacted by a counsellor within 24 hours Monday to Friday. |
| Bounce Back (CMHA) | Delivered over the phone with a coach and through online videos, you will get access to tools that will support you on your path to mental wellness -1866-345-0224 |
| Catholic Family Services | Call in counselling: 905-527-3823x279 |
| Mental Health support for Indigenous peoples | Hope for Wellness for immediate mental health counselling and crisis intervention across Canada call: 1-855-242-3310 Indigenous women can contact Talk 4 Healing 24 hours services offered in 14 different languages call or text 1-855-554-4325 |
| Connex Ontario | Information about Mental Health, Addictions and Problem Gambling Services in Ontario. Provide free, confidential, and personalized responses 24/7/365. System navigation and information. Listen offer support and provide strategies to help people meet their goals, provide basic education about gambling, drugs, alcohol, or mental health problems. |
| CONNECT St. Joseph's Healthcare Hamilton | Central intake program for St. Joseph's mental health and addictions outpatient programs. Self referral by contacting 905-522-1155 x36499 and or referral by family doctor / health care provider. |
| 211 | Helps you find information about programs and services in your community. Visit 211ontario.ca |

Anger Management Support

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| <p>Anger Management for Men Program: Provides information and strategies that help participants manage their anger, improve their overall health, and contribute positively to the health and well-beings of their families and the community. Weekly two-hour interactive workshops over a 10-week period.</p> <p>Women's Approach to Anger Management: women learn to recognize and implement appropriate decision making, use short-term coping strategies, and develop long-term plans for managing anger. Group setting, eight weekly two-hour sessions, offered four times a year. Registration is required.</p> | Hamilton Urban Core Community Health Centre (71 Rebecca Street, Hamilton, ON) 905-522-3233 |
| John Howard Society Adult Anger Management Program (fee for service) | John Howard Society of Hamilton Wentworth & District (654 Barton St E., Hamilton, ON) 905-522-4446 x221 |

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| <p>This anger management program uses an educational treatment approach to give individuals the skills they need to manage anger and other emotions associated with aggression and anti-social behavior. It is a cognitive behavioral approach to anger reduction. The program is ten two-hour sessions, offered three times a year.</p> | |
| <p>A Woman’s Journey Elizabeth Fry Society Southern Ontario Region This program is a 9-module anger management program for women who have experienced abuse. The material focuses on self-esteem, anger styles, health steps to dealing with anger, journaling, boundaries, stress, self-care, abuse and healthy relationships.</p> | <p>Elizabeth Fry Society 987 King Street East #202, Hamilton, ON 905-527-3097</p> |
| <p>Fosters healing and wellness with a focus on reducing family violence, promoting healthy lifestyles and providing culture-based programming and healing. Offers counselling for male survivors of sexual assault. Programs include: sweats, kids grievance, anger management, one to one support, monthly socials, healthy relationships, I am a Kind Man, kids cooking, womens drum group, kids drumming group, FASD talking circles, youth programming daily.</p> | <p>Hamilton Regional Indian Centre 34 Ottawa St N., Hamilton, ON 905-548-9593</p> |

Therapy

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| <p>E-Couch</p> | <p>https://ecouch.anu.edu.au/new_users/welcome01</p> |
| <p>This Way Up – Coping With Stress</p> | <p>https://thiswayup.org.au/how-we-can-help/courses/coping-with-stress/ (</p> |
| <p>Big White Wall</p> | <p>https://www.bigwhitewall.com/?lang=en-ca&from=ca/?lang=en-ca</p> |
| <p>Text4Hope- free service providing three months of daily Cognitive Behavioural Therapy (CBT)</p> | <p>based text messages written by mental health therapists -- Text COVID19HOPE to 393939</p> |
| <p>Moodgym online self-help program designed to help users prevent and manage symptoms of depression and anxiety</p> | <p>https://moodgym.com.au/</p> |
| <p>Depression and Bipolar support alliance online support group provide people living with depression and bipolar disorder a place to share experiences, discuss coping skills, and offer hope to one another -peer led</p> | <p>https://www.dbsalliance.org/support/chapters-and-support-groups/online-support-groups/</p> |

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| Turn2Me free online support groups for anxiety, depression, stress management, suicidal thoughts and feelings and more | https://turn2me.org/group-supports |
| Anxiety and Depression Association of America (ADAA) broad range of free resources to the public ie webinars, podcasts, blog posts, two online peer-to-peer support communities | https://adaa.org/adaa-online-support-group |
| AbilitiCBT (Cognitive Behavioral Therapy) | https://ontario.abiliticbt.com/home |
| MindBeacon Virtual Mental Health Therapy | https://www.mindbeacon.com/ |
| Anxiety Canada | https://www.anxietycanada.com/ |
| Mental Health First Aid Resilience Guide | https://www.mhfa.ca/sites/default/files/mhfa_self-care-resilience-guide.pdf |
| Grounding techniques free course | https://coursecraft.net/users/cVfV |
| Mental and Emotional Wellness Support | www.calm.com |
| Free Meditation Classes | www.imcw.org |
| Free Mindfulness practice sessions | https://www.irest.org/live-stream-sangha-sessions-richard-and-stephanie |
| St. Joe's Dialectical Behavioral Therapy drop in group. | Once a week, 1 hour through Zoom and or call in option. Self-referrals email: dropindbt@stjoes.ca |

Trauma Support

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| Assaulted Women's Helpline | Free at 1-866-863-0511 or TTY 1-866-863-7868. 24/7 crisis counselling, support and referrals via phone for women in up to 200 languages. Anonymous and confidential. |
| SACHA (Sexual Assault Center) | 905-525-4162. 24/7 support line for those 16 years of age or older of all genders who have experienced sexual violence at any point in their lives. |
| Women's Centre of Hamilton | Crisis line: (905) 387-8881 Phone: (905) 522-0127 http://www.intervalhousehamilton.org/ |
| Fem' Aide- Francophone Women's Support Line | 24/7 telephone helpline for Francophone women dealing with violence. 1-877-336-2433 |
| Catholic Family Services of Hamilton | 905-527-3823 |
| Thrive assessment and trauma treatment services, as well as prevention and educational programs. Children & Youth who have been sexually abused, have been involved in intrafamilial sexual abuse or have problem sexual behaviors. | Contact self-referral 905-522-3304 https://www.thrivechildandyouth.ca/ |
| Sexual Assault/Domestic Violence Care Centre specialized healthcare for children, adolescents, women, transgendered persons, and men who have experienced sexual assault and or domestic violence. | 905-521-2100 x73557 https://www.hamiltonhealthsciences.ca/areas-of-care/emergency-care/sexual-assault-domestic-violence/ |

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| Seniors Safety Line | 1-866-299-1011. 24/7 confidential referrals for seniors suffering abuse. |
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Immigrant & Refugee Support

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| OASIS (Outreach, Assessment, & Specialized Intervention Services) Program – mental health counselling program for immigrant and refugee children, youth and their families experiencing trauma or abuse. | https://www.thrivechildand youth.ca/programs-services/oasis-program.html CONTACT Hamilton- 905-522-3304 self-referral |
| Wesley Newcomer services | 52 Catharine Street North, 905-528-5629 |
| YMCA Settlement Services language assessments and referrals, one-to-one settlement support, commissioning, employment services | 905-540-9679 23 Main Street East. |
| YWCA Settlement Services Newcomer Settlement Program, bridging program, employment | 905-522-9922 ex147 https://www.ywcahamilton.org/programs-services/settlement-services |
| Immigrant Women’s Centre- language training, job search, financial literacy, settlement support, community connections, women of action, Montcalm community house | 905-529-5209 8 Main Street East Suite 101 |
| Refugee Newcomer Health Centre- Comprehensive healthcare services to Hamiltons new immigrant and refugee population. Primary healthcare services, provide follow up to clients with complex medical issues, within a community setting. | 905-526-0000 183 Hughson St, Lower Level |

Crisis Support

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| COAST (Crisis Outreach and Support Team) | Mental Health Crisis 24 hours 905-972-8338 |
| Barrett Centre | Mental Health Crisis 24 hours 1 844-777-3571 |
| Salvation Army Suicide Crisis Line Telephone | 905-522-1477 |
| Kids Help phone offers phone counselling and web counselling for individuals ages 20 and under | 1-800-668-6868 |
| Mental Health Crisis Line (Canada Wide) | 1-888-893-8333 |
| 2SLGBTQIA+ youth line | Peer support for ages 29 and under. Text and online chat. Call: 1-800-268-9688, txt 647-694-4275, https://www.youthline.ca/ |

Child Welfare Support

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| Catholic Children’s Aid Society of Hamilton | 905-525-2012 Emergency after hours 905-522-8053 |
| Children’s Aid Society of Hamilton | 905-522-1121 Emergency after hours 905-522-8053 |

Self-Management Support

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| Coping during the pandemic from Recovery College Online (click log in as guest) | https://lms.recoverycollegeonline.co.uk/ |
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| Free online meditation resources for times of social distancing / Covid-19 by The Awake Network | https://www.theawakenetwork.com/free-online-meditation-resources-for-the-time-of-social-distancing/ |
| Coronavirus Anxiety- Helpful Expert Tips and Resources from the ADAA (Anxiety and Depression Association of America) | https://adaa.org/finding-help/coronavirus-anxiety-helpful-resources#ADAA Resources |
| Free guide to living with worry and anxiety amidst global uncertainty from Psychology tools | https://www.psychologytools.com/articles/free-guide-to-living-with-worry-and-anxiety-amidst-global-uncertainty/ |
| Care for Your Corona Virus Anxiety | https://www.virusanxiety.com/ |
| Centre for Disease Control | https://www.cdc.gov/coronavirus/2019-ncov/prepare/managing-stress-anxiety.html |
| World Health Organization | https://www.who.int/docs/default-source/coronaviruse/coping-with-stress.pdf?sfvrsn=9845bc3a_2 |
| Free course for Mind Control: Managing your mental health during COVID-19 | https://www.coursera.org/learn/manage-health-covid-19 |
| The Public Health Agency – Government of Canada | www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html |
| The Ontario Ministry of Health COVID-19 Self-Assessment | www.ontario.ca/page/2019-novel-coronavirus-covid-19-self-assessment |

Neurocognitive support

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| Alzheimer Society of Canada (AS) | Tried to make life better for people who have Alzheimer's disease or dementia. They also help families and friends of people with the disease. The AS has many programs and services that can help you understand what is happening to you, and help you care for yourself or for someone else. Website: https://www.alzhn.ca/ or call 1-888-343-1017 |
| Behavioral Supports Ontario (BSO) | Education and support in managing or preventing responsive behaviors for older adults and their caregivers that may be associated with dementia, complex mental health, substance use, addiction, or neurological conditions- responsive behaviors include aggression, wandering, physical resistance or agitation. Call 905-523-8600 website hnhb.behavioralsupportsontario.ca |
| Family Doctor | Talk to Family Doctor to refer to Geriatric specialist who is specialized in advanced care for older adults. |

Neurodevelopmental support

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| Developmental Services Ontario (DSO) | Access point for adult developmental services. |
| Autism Ontario | Helps you find information about autism and the day-to-day issues faced by individuals with autism, their families, and the professionals with whom they interact. Contact: 416-246-9592 or toll free 1-800-472-7789 |
| Community Living Ontario | Advocates on behalf of people who have an intellectual disability and their families. Provides advocacy, family empowerment, youth outreach, mentorship, employment. Contact toll free 1-800-278-8025 or visit https://communitylivingontario.ca/en/about-us/ |

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| Family support groups of a loved one with an intellectual or developmental disability. | https://connectability.ca/2013/12/04/family-support-groups/ |
| Bartimaeus Services | Fee for service. Provides services for adults who are experiencing behavioral challenges due to developmental, mental health, and or substance abuse problems. For parents struggling to determine the best way to respond to their child's special and unique needs, offer counselling that focuses on the present, the challenges and the possible solutions. Contact 1-866-226-2565 visit: https://www.bartimaeus.com/wp-content/uploads/2020/06/BartimaeusFamilybrchServices.pdf |

Care at home

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| Quipit | Free online classified website created to buy, sell or give gently used equipment such as hospital beds, wheelchairs, and bathroom safety devices. https://www.goquipit.com/ |
| Home and Community Care Support Services Hamilton Niagara Haldimand Brant | If you require health care or personal support in your home or community. Through personal visits and regular check-ins, help to determine the right care and health supports for people and their families in every community across Ontario. Provides care coordinator who is a regulated professional with expertise in nursing, social work, occupational therapy, physiotherapy or speech therapy. They work directly with the client and or family members. Self-referral call 1-800-810-0000 or 905-523-8600 |
| Nurse Next Door home care services | Fee for service. Provides services in companionship, meal preparation, homemaking, home nursing care, caregiver relief/ respite care, personal care, end-of-life care, transportation. Available 24/7 contact 519-900-6014 |
| Comfort Keepers Home Care in Hamilton | Fee for service. Provides seniors and other adult clients the right care to support independent living at home. Services include: personal care services, mobility assistance, transferring and positioning, toileting and incontinence care, feeding and special diet, in-home companionship and care services, meal preparation, laundry, light housekeeping, grocery shopping errands, transportation, medication reminders, grooming guidance, live-in services, 24-hour care. Contact 647-250-9951 |

Grief Support

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| Grief support text & online chat service (Kemp Hospice) | Short term peer grief support for children, youth, parents/ caregiver and adults who have experienced a death from a pet or someone in their lives. Service is not a mental health crisis / or distress services, and does not provide mental health therapy. Text 289-278-1885 Monday to Sunday 10am-10pm. Or visit https://kemphospice.org/support-line |
| Bereaved Families of Ontario (BFO) South Central Region (Hamilton/Burlington/ Niagara Region) | Provides free, confidential and compassionate grief support by highly-trained professionally supervised, peer to peer facilitators. Professional counselling and or psychotherapy is not offered. |

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| | Services are being offered virtually during COVID-19. https://www.bfoscr.com/programs , call 905-318-0070 or email programming@bfoscr.com |
| Bereaved Families of Ontario (BFO) | Provincial website for bereavement support through self-help and mutual aid. Affiliate sites located throughout Ontario. Visit https://bereavedfamilies.net/ for information about BFO in your area. |
| Friends in Grief | Free bereavement support to individuals age 18+ who have experienced the death of a loved one. Services are provided by facilitators with similar experience. Please call or visit their website for group schedules and information. 905-318-0059 www.baygardens.ca/fig |
| The Cattel Centre | An open weekly discussion series for anyone who has suffered the death of a family member or friend, or is a primary caregiver of a loved one through terminal or chronic illness. Weekly grief support groups held each Tuesday, September through June at 9:30AM – 11:30am or 7-9pm. Group is led by a professional grief counsellor. 45 Main St Dundas ON, 905-512-6995 www.turnerfamilyfuneralhome.ca/support-services/ |
| New Hope Bereavement Program | Offers bereavement support facilitated by a certified bereavement counsellor. Free 10 week peer group sessions held Wednesday evenings between 7-9pm. Registration required. 905-689-4852 www.kitchingsteepandludwig.com/resources/caring-for-you |
| Bereavement Support Service | VON offers one-on-one volunteer bereavement support to individuals who are grieving the loss of a loved one. Trained volunteers visit clients in their own homes on a weekly basis for 13 months. Program is peer-based (not professional therapists). VON bereavement support groups are also offered. 905-522-0053 www.von.ca/ |
| The Coping Centre | Offers support, understanding, and compassion through the uniqueness of one's grief journey. Email coping@copingcentre.com website https://www.copingcentre.com/ 519-650-0852 toll free 1-877-554-4498 |
| Canadian Virtual Hospice | Provides free information and support on advanced illness, palliative care and grief. For more information visit http://www.mygrief.ca/ or email info@virtualhospice.ca |
| Pet Bereavement Program Hamilton Burlington Society for the Prevention of Cruelty to Animals | Hamilton/Burlington SPCA Pet bereavement program offers bereavement education and support to people who have, or will soon suffer the loss of any pet. 905-574-7722 www.hbspca.com/service/pet-bereavement |

Suicide Loss

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| Heatache2Hope | Provides healing support to adults who have experienced a suicide loss. Offers 12 week support groups, drop in group meetings and |
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| | individual support. Groups are being offered virtually during COVID19. See their website https://heartache2hope.com/ or call 905-599-HOPE (4673) for information. Their website offers various resources. |
| Survivors of Suicide Loss Support Program | Offers professionally developed, peer-to-peer, traumatic loss support. Highly trained grief facilitators (many of which are survivors of suicide loss or homicide loss themselves) and professional staff create a safe, caring and non-judgmental environment that empowers program participants with pathways forward. See their website for additional information https://www.dcoft.com/suicide-loss |
| Loving Outreach | Provides peer-support for people who are living with loss of a loved one through suicide. Meetings: second Monday of each month at 7:30pm (excluding stat holidays, summer, June-August) website www.lovingoutreach.org Contact Walt/ Lucienne 905-934-2176, Peter/Wendy 905-371-9767 or Simitria 289-929-0266 |
| The Lifeline Foundation | Provides information about local survivors of suicide loss support groups: https://thelifelinecanada.ca/survivors-suicide-loss-support-groups/#Ontario |
| Winstons Wish | UK Based bereavement support for children and families who have been bereaved by suicide. Visit their website for more information: https://www.winstonwish.org/death-through-suicide/ |
| When a parent dies by suicide | Offers information provided by the Centre for Addiction and Mental Health (CAMH) see https://www.camh.ca/en/health-info/guides-and-publications/when-a-parent-dies-by-suicide |

Overdose Loss

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| Moms Stop the Harm (MSTH) | Is a network of Canadian Families impacted by substance use related harms and death. See their website for more information https://www.momstoptheharm.com/ |
| GRASP (Grief Recovery After Substance Passing) | Offers understanding, compassion and support for those who have lost someone they love through addiction and overdose. Their website offers a number of resources: www.grasphelp.org |
| Broken No More | Provides support and guidance to those who have lost a loved one due to substance use. Their website offers information and resources www.broken-no-more.org |
| Moms tell | www.momstell.org |

Long-Term Care

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| Home and Community Care Support Services Hamilton Niagara Haldimand Brant | Moving from your family home to a long term care setting can be challenging transition for everyone. Help with available options and by supporting to make the right decisions. Help with alternative living arrangements options including assisted living, |
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| | adult day programs, supportive housing, retirement homes. Self-referral contact 905-523-8600 |
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Foot Care Support

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| <p>Best Foot Forward Program OHIP covered for people with diabetes and chronic kidney disease Need referral through your dialysis centre. Foot care and nail trimming treatment for corns and calluses, thick ingrown or discoloured nail toe nails, small foot ulcers and skin infections.</p> | <p>St. Joseph's Healthcare Hamilton King Campus- 2757 King Street East and Charlton Campus 50 Charlton Avenue E Level 4 Marian Wing 905-522-6887 ex 2217</p> |
| <p>The West Mountain Foot Care Clinic Call for an appointment, fee charged for service, nail surgery, callous reduction, ulcer treatment and orthotics.</p> | <p>536 Upper James Street 905-538-6800</p> |
| <p>St. Joseph's Home Care (in home foot care services) Fee charged for service. Available to any age. Assessment, care and advice for people with problems looking after ex elderly, diabetes. Services include clipping nails, treating corns, calluses, ingrown nails, thickened nails, preventative care and referral to other health professionals.</p> | <p>905-522-5887 ex2236</p> |
| <p>Hamilton Urban Core Community Health Centre Available to anyone in Hamilton with diabetes. If you do not have diabetes you must live between Locke, Sherman, Mountain Brow and Barton Streets. Covered by OHIP. Call for an appointment.</p> | <p>905-522-3233</p> |
| <p>Compass Community Health Available to anyone in Hamilton with diabetes. If you do not have diabetes, you must live between Harbour, Main, Queen and Sherman Streets. Covered by OHIP.</p> | <p>438 Hughson Street North 905-523-6611</p> |
| <p>Werkman & McQuistin Chiropody Professionals St. Joseph's Healthcare Hamilton King Campus Anyone can call for an appointment, fee charged for services.</p> | <p>2757 King Street East 905-573-4817</p> |
| <p>Hamilton Family Foot Care Clinic All services provided by a registered chiropodist. Fee charged for services. Anyone can call for an appointment. House calls are available upon request, please call for details (catchment area)</p> | <p>595 Upper Wellington Street 905-575-9700</p> |

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| St. Peter’s Hospital For high risk patients with complex health issues. Referral from physician or DCRP required. | 88 Maplewood Avenue 905-777-3837 x1235 |
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COVID-19 Outreach Team

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| <p>COVID Response Team- referrals must come from Public Health hotline and Public Health Covid Response Email. Supporting individuals that require to self-isolate and are not currently connected to supports in the community or do not have family, friends or neighbors that are able to provide support. Ie: food support, delivery of food hampers, connecting individuals to financial, housing and mental health supports. Email- covid19supports@hamilton.ca Hamilton Public Health Services COVID19 Hotline: 905-974-9848</p> |
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Financial Assistance

***Contact CRA directly to inquire about financial assistance program available to Canadian’s. Call CRA at 1-800-959-2019 or 1-800-959-2041**

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| Consult the COVID-19 benefits available to you. Answer questions about your personal situation and find the benefits that may help you | https://covid-benefits.alpha.canada.ca/en/start |
| Mortgage deferral to help Canadians experiencing financial hardship due to COVID-19 | Canada’s largest banks are offering mortgage payment relief to customers by way of deferred mortgage payments. Apply for mortgage relief from your bank. Mortgage deferral means that payments are skipped for a defined period of time, during which interest which would otherwise be part of the deferred payments is added to the outstanding balance of the mortgage. The added interest is incorporated into the monthly payment, either when payments resume at the end of the deferral period or upon renewal at the end of the mortgage’s term. |
| Student Aid Repayment Assistance Plan | If you are having difficulty or unable to make your payments, you can apply to have the Government of Canada help you paying towards your loan through these plans: The repayment Assistance Plan (RAP) or Repayment Assistance Plan for Borrowers with a Permanent Disability (RAP-PD). You can apply as soon as you start to repay your student loans. If you are eligible and accepted into RAP, the Government of Canada will pay the interest owing that your revised payment does not cover. After 60 months of RAP or 10 years after you finish school, whichever comes first, the governments will begin to cover both the principal and interest that exceeds your reduced monthly payments. Contact National Student Loans Service Centre: 1-888-815-4514 |
| Ontario Disability Support Program (ODSP) | You might be eligible for ODSP if you: have a disability, or are a member of a prescribed class that is exempt from the disability adjudication process, are in financial need, meaning you and your family do not have enough money to cover your living expenses, are 18 or older (if you are under 18, you can start the application process up to six months before your 18 th birthday. If you qualify financially, you will be given a package of forms to complete with y our doctor or health care provider. Apply for ODSP online: |



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| | https://www.ontario.ca/page/social-assistance?_ga=2.86683928.141398555.1635688428-435121864.1635688428#section-2 Or call 905-546-2424 x3901 |
| Employment Insurance (EI) | <p>Provides temporary income support to unemployed workers while they look for employment or to upgrade their skills. The EI program also provides special benefits to workers who take time off work due to specific life events: illness, pregnancy, caring for a newborn or newly adopted child, a critically ill or injured person, or a family member who is seriously ill with a significant risk of death. Only if they have paid premiums in the past year and meet qualifying and entitlement conditions.</p> <p>https://www.canada.ca/en/services/benefits/ei/ei-regular-benefit/apply.html</p> |
| Canada Recovery Sickness Benefit (CRSB) | <p>Are employed or self-employed at the time of the application, have missed a minimum of 50% of your scheduled work because: you are sick with or may have contracted COVID-19, you have isolated yourself for reasons related to COVID-19, you have underlying conditions that would make you more susceptible to COVID-19.</p> <p>https://www.canada.ca/en/revenue-agency/services/benefits/recovery-sickness-benefit.html</p> |
| Canada Recovery Caregiving Benefit (CRCB) | <p>Are employed or self-employed at the time of the application. Have missed a minimum of 50% of your scheduled work because you are unable to work in order to provide care for a child under the age of 12 or a family member, because: their school, daycare, day program, or care facility is closed or unavailable due to COVID-19, the person who usually cares for your child or family member is not available for reasons related to COVID-19, they are sick and or have been directed to quarantine for reasons related to COVID-19 and they are at high risk of serious health complications if they contracted COVID-19. https://www.canada.ca/en/revenue-agency/services/benefits/recovery-caregiving-benefit/crcb-how-apply.html</p> |
| Support for Property Tax Payers | <p>City of Hamilton offering some flexibility on Property Taxes. Please contact 905-546-2489 or visit the website: https://www.hamilton.ca/home-property-and-development/property-taxes/tax-assistance-programs</p> |

Free Interactive Fun Therapeutic Activities

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| Fun Activities Catalogue | https://www.cci.health.wa.gov.au |
| Free online courses, audio books, eBooks, movies, coloring books and more | www.openculture.com/freeonlinecourses |
| Free online YMCA fitness classes for all ages | www.ymca360.org |
| Free National Theatre Live Performance | https://www.nationaltheatre.org.uk/ |
| Solve puzzles in solitude app | Ravenhill: Hidden Mystery |

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| Free online documentaries | https://documentaryheaven.com/ , https://www.ohyouprettythings.com/free |
| Learn some basic yoga poses | https://www.youtube.com/user/yogawithadriene |
| Mindful coloring | https://www.betweenessions.com/wp-content/uploads/2014/02/mindfulness-coloring-book-4_25-16.pdf |
| Free online nutrition course | https://www.futurelearn.com/courses/nutrition-wellbeing |
| Free Online Piano and Drawing Lessons | http://www.klinecreative.com/ |
| Living room concerts | https://www.broadwayworld.com/topic/LIVING-ROOM-CONCERTS |
| National Gallery of Art, Washington | https://artsandculture.google.com/explore?hl=en |
| Live Eagle Cams | https://www.swfleaglecam.com/ |
| New England Aquarium Virtual Visits | https://www.neaq.org/visit/at-home-events-and-activities/ |

Free Therapeutic Mobile Apps

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| MindShift | Happify |
| Breathe2Relax | Calm |
| Headspace | HealthyMinds |
| Insight Timer | MoodMission |
| MoodPath | PTSD Coach Canada |
| PTSD Coach Canada | Sanvello |
| Stop, Breathe & Think | Virtual Hope Box |
| CBT Thought Diary | Balance |
| Prana Breath | Downdog |
| BeSafe | Aura |

Animal Resource

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| <p><u>Service Animals</u> For patients presenting with Service Animals, they must be able to care for their animal while in the hospital. If this is not possible, consider contacting the agency associated with the animal (agency should be listed on the vest). The agency continues to be involved while the animal is placed, often paying for training and emergency vet bills.</p> | <p>Lions Foundation of Canada Dog Guides Reception (business hours): 905- 842-2891 After-hours emergency contact (“lan”): 416-807-0892</p> |
| <p><u>Urgent Pet Accommodation</u> Animal Control offers free 5-day boarding for individuals that need urgent pet care (i.e. police apprehension, involuntary psychiatric admission). Animal control will attend within hours and pick up the animal. If police are present, police must sign a form. However, within the 5-day period, the individual <u>needs</u> to have the animal picked up (by themselves or a family member/friend)). After 5 days, there are no guarantees what will happen with the pet (may be euthanized).</p> | <p>Animal Control Dispatch: 905-574-3433</p> |
| <p><u>Low-cost boarding</u></p> | <p>Rover: some sitters are ~\$25/day</p> |

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| | https://www.rover.com/ca/ |
| Community vets that provide vet care for clients on ODSP/OW. Referrals must come through "case manager" of community agency. | Vet outreach www.vetoutreach.org |
| Offers low-cost spay and neuter, free food/supplies | Hamilton SPCA 905-574-7722 |
| Can pick up dog and cat food for free | Pantry four Paws https://www.pantryfourpaws.ca/contact |
| Pet surrender | Hammer City Paws (only accepts dogs): https://www.hammercypaws.com/surrender-a-dog Animal control dispatch: 905-574-3433 |

Family Physician

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| The Hamilton Academy of Medicine | https://www.hamiltondoctors.ca/find-a-doctor/ |
| Hamilton Family Health Team | https://www.hamiltonfht.ca/en/who-we-are/Doctors.aspx |
| Health Care Connect | 1-800-445-1822 |

Online Doctors, Virtual Healthcare & Prescriptions

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| <p>Tia Health- access an online walk-in clinic, fast, free with a Canadian doctor. Specialties offered: dermatology, physiotherapist, chiropractor, pediatric, podiatrist, gynecologist, psychiatry, osteopath, medical cannabis authorization. Services doctors notes, referrals, walk in clinic, online prescriptions, lab tests results. OHIP covered. *Psychiatrist- book an appointment with the doctor who will provide referral to psychiatrist who works through Tia Health*</p> | <p>https://tiahealth.com/</p> |
| <p>Maple Virtual Healthcare Instantly connect with Canadian-licensed doctors for medical care from your phone, tablet or computer any time, 24/7, or by appointment. Specialties: dermatology, mole mapping, COVID-19 testing, psychotherapy, psychology, mental health physician, ADHD physician, naturopathy, endocrinology, gynecology, health and wellness coaching, weight management, diet and nutrition, migraine treatment, caregiver coaching, HIV risk and prevention, pediatrics, psychiatry, skin health and care, respirology, general health assessment, functional medicine, allergy & immunology, sleep therapy, life coaching, brain health assessment, oncology navigation. Services: online prescriptions, sick notes, lab work. Pay when you see the doctor or sign up for a membership for more coverage: starting at \$49 per visit or get 30 visits per year with a GP for you and your family \$30 / month (paid annually)</p> | <p>https://www.getmaple.ca/</p> |