

Section 1:

Advocacy and Supports

These services provide assistance, mutual support and information to individuals with disabilities, their families and service providers.

Advocacy work often focuses on raising public awareness and disability-related issues.

Additional Resources

Persons With Disabilities Online (www.pwd-online.ca). This site provides access to services and information for persons with disabilities, family members, caregivers and all Canadians. Topics include accessibility, advocacy, assistive technology, community and citizen participation, employment, health, safety and security, housing, learning and skills development, recreation and active living, tax and financial benefits, transportation and travel.

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- Aboutface** **1**
Address: 123 Edward St, Ste 1003, Toronto M5G 1E2
Phone: 1-800-665-3223, (416) 597-2229 **Fax:** (416) 597-8494
Email: info@aboutface.ca
Website: www.aboutface.ca
Contact: Jessica Fitzpatrick, Community Outreach Coordinator ~ 1-800-665-3223 ext 22
Eligibility: Individuals with facial differences (congenital or accidental) ~ their parents
Services: Self help group ~ educational programs for parents, preschools and elementary schools ~ friendly visiting in hospitals ~ resource library ~ adult workshops ~ youth camping retreats
Hours: Mon-Fri 8:30am-5pm
Language: English ~ French
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- ARCH Disability Law Centre** **2**
Address: 425 Bloor St E, Ste 110, Toronto M4W 3R5
Phone: (416) 482-8255, 1-866-482-2724 **Fax:** 1-866-881-2723
Email: archlib@lao.on.ca
Website: www.archdisabilitylaw.ca
Eligibility: Individuals with disabilities
Services: Summary advice ~ limited representation ~ advocacy for law reform ~ information and referral
Serves: Ontario
Hours: Office hours Mon-Fri 9am-5pm
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- Attention Deficit Hyperactivity Disorder Parent Support Group of Kitchener Waterloo** **3**
Location: Sheppard Public School, 278 Weber St E, Kitchener
Email: adhdpsgkw@hotmail.com
Website: www.adhdparentsupportgroupkw.com
Contact: Julie Kamella, Executive Member ~ (H) 519-576-6892
Eligibility: Parents, relatives, and teachers of children with Attention Deficit Hyperactivity Disorder ~ adults with ADHD
Services: Self help group ~ resource library
Hours: Meets 3rd Wed of month 7-9pm
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- Autism Ontario, Waterloo County Chapter** **4**
Address: 115 University Ave E, Waterloo N2J 2W1
Phone: 519-742-1414 (answering machine)
Contact: Mary Jane Walewicz, President ~ walewicz@sympatico.ca
Eligibility: Families of children with autism or Pervasive Developmental Disorders
Services: Support group ~ information and referral ~ public education ~ lending library ~ quarterly monthly magazine
Serves: City of Kitchener ~ City of Waterloo ~ Township of Wellesley ~ Township of Wilmot ~ Township of Woolwich
Hours: Meets 2nd Thu of month 7-9pm
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- Brain Injury Association Waterloo Wellington** **5**
Address: Opportunity Centre, 5A-607 King St W, Kitchener N2G 1C7
Phone: 519-579-5300 **Fax:** 519-579-0118
Email: biaww@bellnet.ca
Website: www.biaww.com
Contact: Patti Lehman, Executive ~ 519-897-4891
Eligibility: Individuals with brain injuries ~ their families and friends
Services: Support group ~ drop in recreation program; lunch provided ~ some evening programs ~ Lidz on Kidz provides education program and bicycles helmets for children ~ resource library ~ support group for caregivers
Serves: Waterloo Region ~ Wellington County
Hours: Mon, Wed-Fri 8am-3:30pm; Tue 8am-3:30pm
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- Canadian Council of the Blind, Waterloo Regional Club** **6**
Address: c/o Cecilia Beechey, 130 Weston Pl, Waterloo N2J 3W1
Location: First United Church, 16 William St W, Waterloo
Website: www.ccbnational.net
Contact: Cecilia Beechey, Secretary ~ (H) 519-572-5435 ~ cbeechey@rogers.com
Eligibility: Individuals who have significant visual impairments
Services: Social and recreational activities ~ advocacy
Serves: Waterloo Region
Hours: Meets fourth Wed of month, 6:30pm (Jan-Jun, Sept-Nov)
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Canadian Cystic Fibrosis Foundation, Kitchener-Waterloo and District Cystic Fibrosis Chapter 7

Address: Box 2151 Stn C, Kitchener N2H 6M1
Location: 69 Sydney St S, Kitchener
Phone: 519-772-2300 **Fax:** 519-772-2301
Email: kwdfcf@golden.net
Website: www.cysticfibrosis.ca
Services: Public education ~ supports research
Serves: Waterloo Region ~ Bruce County ~ Grey County ~ Wellington County

Canadian Hearing Society, Waterloo 8

Address: 120 Ottawa St N, Ste 200, Kitchener N2H 3K5
Phone: 519-744-6811, 1-800-668-5815 **Fax:** 519-744-2390
Email: info@chs.ca
Website: www.chs.ca
Contact: Annette Irish, Receptionist
Eligibility: Individuals who are deaf, deafened or hard of hearing ~ their families
Services: Connect Counselling Services: support, counselling, case management, mental health and addiction services ~ technical device information ~ community consultations and advocacy for accessibility ~ American Sign Language (ASL) classes ~ sign language interpreting services ~ advocacy ~ speakers bureau ~ resource library
Serves: Waterloo Region ~ Bruce County ~ Grey County ~ Wellington County
Hours: Office Mon-Fri 9am-5pm
Language: English ~ American Sign Language

Canadian Hearing Society, Waterloo, Hearing Care Counselling 9

Address: 120 Ottawa St N, Ste 200, Kitchener N2H 3K5
Phone: 519-744-6811 **Fax:** 519-744-2390
Email: info@chs.ca
Website: www.chs.ca
Eligibility: Individuals 55 years and over experiencing hearing loss
Services: Counselling, support, technical devices, hearing help classes
Serves: Waterloo Region ~ Bruce County ~ Grey County ~ Wellington County
Hours: Office Mon-Fri 9am-5pm
Language: English ~ American Sign Language

The Canadian National Institute for the Blind, Waterloo/Wellington District 10

Address: Allen Square, 160-180 King St S, Waterloo N2J 1P8
Phone: 519-742-3536 **Fax:** 519-742-4003
Website: www.cnib.ca
Contact: Jennifer Urosevic, Manager of Services and Operations ~ 519-742-3536 ext 5162
Eligibility: Individuals who are visually impaired, blind or deaf blind
Services: Referrals to community resources ~ Employment Resource Centre: career counselling; Internet and computer access with adaptive technologies; job search skills, resume writing; referrals to aptitude testing, technical devices ~ consultation regarding and demonstration of technical aids ~ public education ~ advocacy
Serves: Waterloo Region ~ Wellington County
Hours: Tue 9am-4pm ~ other hours by appointment

The Canadian National Institute for the Blind, Waterloo/Wellington District, Vision Rehabilitation Services 11

Address: Allen Square, 160-180 King St S, Waterloo N2J 1P8

Phone: 519-742-3536, 1-800-265-4127 **Fax:** 519-742-4003

Website: www.cnib.ca

Contact: Jennifer Urosevic, Manager of Services and Operations ~ 519-742-3536 ext 5162

Eligibility: Individuals with vision loss

Services: Orientation and Mobility: teaches safe travel within home and community ~ Independent Living Skills: life skills training ~ Low Vision Services: teaches maximization use of residual vision, use of magnifiers and other aids ~ consumer products ~ Deafblind Services: case management, counselling, referral, literacy programs, intervention services, and assistive technology ~ Library Services: access to titles in braille, printbraille and talking books, descriptive videos, newspapers and magazines; telephone, reference and online services

Serves: Waterloo Region ~ Wellington County

Hours: Tue 9am-4pm

Community Action Program for Children of Waterloo Region 12

Address: 400 Queen St S, Kitchener N2G 1W7

Phone: 519-749-1229 **Fax:** 519-749-8096

Contact: Nancy Kyle, Director of Community Services ~ 749-1229 ext 327 ~ nkyle@mosiaconline.ca

Services: Works in partnership with community organizations to provide supports for children birth-6 years, their families and communities

Serves: Waterloo Region

Hours: Office Mon-Fri 9am-5pm

Community Justice Initiatives of Waterloo Region 13

Address: St Peter's Lutheran Church, 49 Queen St N, 3rd Flr, Kitchener N2H 2G9

Phone: 519-744-6549 **Fax:** 519-744-6502

Email: info@cjiwr.com

Website: www.cjiwr.com

Contact: Chris Cowie, Executive Director ~ 519-744-6549 ext 103 ~ chrisc@cjiwr.com

Services: Provides programs based on restorative justice

Serves: Waterloo Region

Hours: Mon-Thu 8:30am-4:30pm ~ evenings and weekends by appointment

Language: English ~ Translators in other languages available

Crohns and Colitis Foundation of Canada, Kitchener/Waterloo Chapter 14

Address: 245 Strasburg Rd, Box 27010, Kitchener N2E 3K2

Location: St John's Lutheran Church, 22 Willow St, Waterloo

Phone: 1-877-956-6366

Email: ccckw@gmail.com

Website: www.cafc.ca

Contact: Chelsey Manning, Chapter Development Coordinator

Eligibility: Individuals with inflammatory bowel diseases, Crohn Disease or Ulcerative Colitis

Services: Public education ~ supports research ~ fundraising

Serves: Waterloo Region ~ City of Guelph

Hours: Meets 2nd Wed of month 7pm

Down Syndrome Plus 15

Address: c/o Wendy Newbery, 33 Filbert St, Kitchener N2H 1Y1

Contact: Wendy Newbery ~ (H) 519-743-0297

Eligibility: Families of children diagnosed with Down Syndrome plus another diagnosis

Services: Self help group ~ information exchange ~ workshops

Serves: Waterloo Region

Epilepsy Ontario, Epilepsy Waterloo-Wellington **16**

Address: 301 Frederick St, 3rd Flr, Kitchener N2H 2N6

Phone: 519-745-2112 **Fax:** 519-745-2435

Email: epilepsy@epilww.com

Website: www.epilww.com

Contact: Catherine L Bodden, Executive Director

Eligibility: Individuals with epilepsy

Services: Individual and group support ~ individual counselling ~ telephone support ~ public education ~ resource library ~ advocacy and public awareness

Serves: Waterloo Region ~ Wellington County

Hours: Mon, Wed, Fri 9:30am-2:30pm

Fragile X Research Foundation of Canada, K-W Fragile X Support Group **17**

Address: c/o Teresa Burch, 62 Corfield Dr, Kitchener N2A 3W9

Email: kwfragilex@live.ca

Website: www.fragilexcanada.ca

Contact: Teresa Burch ~ (H) 519-894-3689 ~ (F) 519-894-6333

Eligibility: Families of individuals with Fragile X

Services: Support group ~ public education

Serves: City of Kitchener ~ City of Waterloo ~ surrounding area

Golden Triangle Dystonia Support Group **18**

Address: c/o Judy Harsch, 7 Christopher Crt, Apt 808, Guelph N1G 4V6

Location: Seniorens Haus, 483 Ottawa St S, Kitchener

Website: www.dystoniacanada.org/goldentriangle

Contact: Judy Harsch ~ (H) 519-767-9721 ~ jjmarie@rogers.com

Eligibility: Geared to individuals with dystonia

Services: Support group

Serves: Waterloo Region ~ City of Guelph

Hours: Meets 1st Sun of month 2-4pm (Sept-May)

Huntington Society of Canada **19**

Address: 151 Frederick St, 4th Flr, Kitchener N2H 2M2

Phone: 519-749-7063, 1-800-998-7398 **Fax:** 519-749-8965

Email: info@huntingtonsociety.ca

Website: www.huntingtonsociety.ca

Contact: Bev Heim-Myers, Chief Executive Officer and Executive Director

Eligibility: Individuals with Huntington disease ~ their families and caregivers

Services: Individual and family support ~ supports research ~ public education ~ chapter meetings for mutual support ~ recreational and therapeutic retreats and day programs

Serves: Canada

Hours: Mon-Fri 8:30am-5pm

Language: English ~ French

Independent Living Centre of Waterloo Region, Community Support Services, Individual Advocacy Program **20**

Address: 127 Victoria St S, Ste 201, Kitchener N2G 2B4

Phone: 519-571-6788 **Fax:** 519-571-6388

Website: www.ilcwr.org

Contact: Paula Saunders, Program Director ~ paula@ilcwr.org

Services: Helps individuals with disabilities become self advocates on issues of accessibility, human rights, housing, transportation, and other issues ~ consultation on barrier free design

Serves: Waterloo Region

Hours: Mon-Fri 9am-4:30pm

Independent Living Centre of Waterloo Region, Community Support Services, Information and Referral Program 21

Address: 127 Victoria St S, Ste 201, Kitchener N2G 2B4
Phone: 519-571-6788 **Fax:** 519-571-6388
Email: info@ilcwr.org
Website: www.ilcwr.org
Contact: Jim Ducharme, Reception
Services: Information on and referral to community services and resources ~ resource lending library
Serves: Waterloo Region
Hours: Mon-Fri 9am-4:30pm

Independent Living Centre of Waterloo Region, Community Support Services, Peer Resource and Advocacy 22

Address: 127 Victoria St S, Ste 201, Kitchener N2G 2B4
Phone: 519-571-6788 **Fax:** 519-571-6388
Website: www.ilcwr.org
Contact: Dan Lajoie, Coordinator ~ dan@ilcwr.org
Services: Promotes support networks for individuals with disabilities ~ Food for Thought: healthy eating workshops for people with disabilities
Serves: Waterloo Region
Hours: Mon-Fri 9am-4:30pm

Independent Living Centre of Waterloo Region, Community Support Services, Public Awareness and Education 23

Address: 127 Victoria St S, Ste 201, Kitchener N2G 2B4
Phone: 519-571-6788 **Fax:** 519-571-6388
Website: www.ilcwr.org
Contact: Andrena Lockley ~ andrena@ilcwr.org
Services: Kids on the Block: educational program for school aged children using puppets and speakers about issues affecting people with disabilities ~ appearances for schools and other groups on request ~ speakers bureau lists individuals with physical disabilities who will share personal experiences
Serves: Waterloo Region
Hours: Office Mon-Fri 9am-4:30pm

Independent Living Centre of Waterloo Region, Community Support Services, Youth in Transition 24

Address: 127 Victoria St S, Ste 201, Kitchener N2G 2B4
Phone: 519-571-6788 **Fax:** 519-571-6388
Website: www.ilcwr.org
Contact: Dan Lajoie ~ dan@ilcwr.org
Eligibility: Youth and young adults 15-29 years with disabilities
Services: Weekly after school program promoting independence and easing transition into adulthood ~ participant guided programming ~ social activities, meals ~ teen program for youth 15-18 years ~ young adult program for youth 18 years and over
Serves: Waterloo Region
Hours: Thu 3:30-7:30pm (Sept-Jun)

Juvenile Diabetes Research Foundation, Region of Waterloo Chapter 25

Address: 103-684 Belmont Ave W, Kitchener N2M 1N6
Phone: 519-745-2426 **Fax:** 519-745-2626
Email: waterloo@jdrf.ca
Website: www.jdrf.ca
Contact: Margot Fitzpatrick, Regional Manager ~ mfitzpatrick@jdrf.ca
Services: Supports diabetes research ~ public education ~ periodic meetings for parents with diabetic children for mutual support ~ individual support ~ speakers available
Serves: Waterloo Region ~ Bruce County ~ Grey County ~ Perth County ~ Wellington County
Hours: Mon-Fri 9am-5pm

The Kidney Foundation of Canada, Western Ontario Chapter **26**

Address: 379 Dundas, Ste 119, London N6B 1V5
Phone: 1-800-667-3597, 1-888-879-9902 (Patient Services)
Website: www.kidney.ca
Contact: Bick Trinh, Fund Development Office ~ 1-800-667-3597 ext 24 ~ btrinh@kidney.on.ca
Services: Information on kidney disease ~ patient services, including short term and emergency financial assistance with medical and other expenses ~ one to one peer support ~ resources ~ dialysis camps ~ organ donor awareness
Serves: Waterloo Region ~ Bruce County ~ Dufferin County ~ Grey County ~ Huron County ~ Perth County ~ Wellington County
Hours: Mon-Fri 8:30am-4:30pm ~ summer hours Mon-Thu 8:30am-4:30pm, Fri 8:30am-12pm (Summer hours Jul-Aug)

K-W Access-Ability **27**

Address: 105 University Ave E, Waterloo N2J 2W1
Phone: 519-885-6640 **Fax:** 519-885-4526
Email: kwaa@kwa.on.ca
Website: www.kwa.on.ca
Contact: Chris Hodnett, Executive Director ~ chodnett@kwa.on.ca
Eligibility: Individuals with physical disabilities
Services: Resource centre; information, referral, advocacy ~ information on social, recreational, educational, vocational opportunities, human services, computer and technical aids ~ community involvement program encourages members to explore and develop social, recreational, and educational opportunities ~ individual program planning helps participants develop goals and problem solving skills to use agency programs and community resources effectively ~ free computer and Internet access ~ two for one bus and travel application forms available for individuals 19 years and over ~ telephone and parking application forms
Serves: City of Kitchener ~ City of Waterloo ~ surrounding area
Hours: Mon-Fri 9am-5pm

K-W Association for Community Living **28**

Address: 108 Sydney St S, Kitchener N2G 3V2
Phone: 519-744-6307 **Fax:** 519-571-1629
Contact: Susan Hipperson ~ (W) 519-654-7023
Eligibility: Individuals with developmental disabilities ~ their families
Services: Support ~ advocacy ~ public education ~ social activities: Friday night social club, Community Living Dances
Serves: City of Kitchener ~ City of Waterloo

KW Counselling Services, OK2BME **29**

Address: 480 Charles St E, Kitchener N2G 4K5
Phone: 519-884-0000 ext 222
Website: www.ok2bme.ca
Contact: Jen Smerdon, Intake Worker
Eligibility: Children and youth 5-18 years who are lesbian, gay, bisexual, trans-gendered or questioning ~ their families
Services: Support group and outreach ~ educational and recreational activities ~ therapeutic counselling
Serves: Waterloo Region
Hours: Mon-Thu 8:30am-8pm, Fri 8:30am-5pm

Kitchener-Waterloo Extend-A-Family Association **30**

Address: 91 Moore Ave, Kitchener N2H 3S4
Phone: 519-741-0190 **Fax:** 519-741-0392
Email: kwextend@eafwr.on.ca
Website: www.eafwr.on.ca
Contact: Maria de Boer, Executive Director ~ 519-741-0190 ext 222 ~ mdeboer@eafwr.on.ca
Eligibility: Individuals with developmental difficulties ~ children birth-18 years with physical disabilities
Services: Promotes community integration and expansion of social networks ~ summer programs for teens and young adults ~ Best Buddies: befriending program for adults with disabilities; must already be enrolled in EAF program (program in partnership with Wilfred Laurier)
Serves: Waterloo Region
Hours: Mon-Fri 9am-4:30pm

Kitchener-Waterloo Fibromyalgia Support Group **31**

Location: Highland Baptist Church, 135 Highland Rd W, Kitchener
Email: kwfibromyalgia@gmail.com
Website: kwfibromyalgia.webs.com
Contact: Tania ~ (H) 519-885-0163
Eligibility: Individuals with Fibromyalgia ~ their families and caregivers
Services: Support group ~ library, guest speakers, social activities ~ FibroMoves Program: warm water pool exercise; offered at Forest Heights, Breithaupt, and Sunbeam pools
Serves: Waterloo Region
Hours: Meets 3rd Tue of month 7-9pm ~ meets 2nd Tue in Dec (Feb-Jun, Sept-Nov)

Kitchener-Waterloo YMCA, YMCA Ontario Early Years Centre **32**

Address: 161 Roger St, Waterloo N2J 1B1
Phone: 519-741-8585 **Fax:** 519-741-9641
Email: oeycinfo@ckwymca.ca
Website: www.ymcacambridgekw.ca
Contact: Jaime Jacomen, Director of Early Years Operations ~ jjacomen@ckwymca.ca
Eligibility: Parents and caregivers of children up to 6 years
Services: Provides support and information
Hours: Mon-Wed, Fri 9am-4pm; Thu 9am-7pm; Sat 9am-1pm

Learning Disabilities Association of Kitchener-Waterloo **33**

Address: c/o Annette Zegers, 537 Frederick St, Box 23002, Kitchener N2B 2A7
Location: Suddaby Public School, 171 Frederick St, Kitchener
Phone: 519-743-9091 **Fax:** 519-743-9027
Email: ldakw@golden.net
Website: www.ldakw.on.ca
Contact: Annette Zegers, Administrator
Eligibility: Adults with learning disabilities ~ parents of children with learning disabilities
Services: Individual support ~ public education ~ workshops ~ speakers available ~ resource library
Serves: Waterloo Region
Hours: Mon-Thu 8am-3pm (Sept-June)

Legal Aid Ontario **34**

Address: Atrium on Bay, 40 Dundas St W, Ste 200, Toronto M5G 2H1
Phone: 1-800-668-8258
Website: www.legalaid.on.ca
Services: Issues legal aid certificates to people who qualify under provisions of Legal Services Act so they may engage lawyer paid by Legal Aid; not all legal services covered ~ provide duty counsel services for people who arrive in criminal, family or youth courts without lawyer ~ sponsors outreach programs ~ offers Family Law advice to clients by appointment
Serves: Ontario
To Apply: Needs test required ~ financial assessment required

Mood Disorder Parent Support Group of Waterloo Region **35**

Address: c/o Laura Coughlin, 66 Coach Hill Dr, Kitchener N2E 1P4
Location: 205-1120 Victoria St N, Kitchener
Email: kidsmood@gmail.com
Contact: Laura Coughlin ~ (H) 519-743-1422 ~ lcoughlin2000@gmail.com
Eligibility: Families of children with mood disorders ~ their caregivers
Services: Support group
Hours: Meets 3rd Mon of month 7-9pm (Sep-Jun)

Mood Disorders Association of Waterloo Region **36**

Address: 67 King St E, 2nd Flr, Kitchener N2G 2K4
Phone: 519-570-4595 **Fax:** 519-570-2801
Email: kitchener@self-help.ca
Website: www.self-help-alliance.ca
Contact: Keely ~ 519-884-5455 ext 233
Eligibility: Individuals with depression/anxiety or bi-polar disorder ~ their families and friends
Services: Support groups ~ public education
Serves: Waterloo Region
Hours: Mon-Thu 10am-3pm

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- Multiple Sclerosis Society of Canada, Cambridge Unit** **37**
Address: 32 Stephen St, Cambridge N1S 3R8
Location: Lions Hall, 50 Ainslie St N, Cambridge
Phone: 519-621-8085
Website: www.mssociety.ca
Eligibility: Individuals with multiple sclerosis ~ their families
Services: Individual support ~ self help group ~ public education
Hours: Meets 4th Thu of month 7-9pm (Dec-Jun, Sept-Jan)
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- Multiple Sclerosis Society of Canada, Waterloo District Chapter** **38**
Address: 35 Belmont Ave W, Kitchener N2M 1L2
Phone: 519-569-8789 **Fax:** 519-569-8475
Email: info.waterloo@mssociety.ca
Website: www.mssociety.ca
Contact: Carrie Van Lingen, Client Services Coordinator
Eligibility: Individuals with multiple sclerosis ~ their families
Services: Financial assistance for prescribed equipment ~ information and referral ~ supportive counselling ~ self help groups ~ physical activities, education and social programs
Serves: City of Kitchener ~ City of Waterloo ~ Township of Wellesley ~ Township of Wilmot ~ Township of Woolwich
Hours: Mon-Fri 9am-5pm ~ after hours by appointment
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- The National Organization for Albinism and Hypopigmentation, Southern Ontario Chapter** **39**
Address: c/o Scott Gibson, 104 Lorraine Ave, Kitchener N2B 2N2
Website: www.albinism.org
Contact: Scott Gibson ~ sgibson@albinism.org
Eligibility: Individuals with albinism ~ their families
Services: Support group
Hours: Meets 2 times/year
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- Ontario Association For Families of Children with Communication Disorders** **40**
Address: Box 63, Tillsonburg N4G 4H4
Phone: (519) 842-9506 **Fax:** (519) 688-4889
Email: info@oafccd.com
Website: www.oafccd.com
Contact: Alison Morse, Provincial Coordinator
Eligibility: Families of children with communication disorders
Services: Support group ~ information and referral ~ public education, workshops and advocacy
Serves: Ontario
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- Ontario Lupus Association, Kitchener Waterloo** **41**
Website: www.lupusontario.org
Contact: Rosemary Kropf ~ rosemarykropf@hotmail.com
Eligibility: Individuals affected by Lupus ~ their families
Services: Support group ~ public education
Serves: City of Kitchener ~ City of Waterloo
Hours: Meets first Tue of month
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- Ontario. Ministry of Children and Youth Services** **42**
Address: 6733 Mississauga Rd, Ste 200, Mississauga L5N 6J5
Phone: (905) 567-7177, 1-877-832-2818 **Fax:** (905) 567-3215
Website: www.children.gov.on.ca
Services: Supervises and provides funding to community agencies which provide services under Child and Family Services Act (Child Welfare, Child Treatment, Child and Family Intervention, Community Support) ~ Licensing Unit issues licences to all profit and nonprofit children's residential programs
Serves: Waterloo Region ~ Wellington County ~ Dufferin County ~ Peel Region ~ Halton Region
Hours: Mon-Fri 8:30am-5pm

Opening New Doors in the Waterloo Region **43**

Address: c/o Waterloo Region Self-Help, 67 King St E, 2nd Flr, Kitchener N2G 2K4

Phone: 519-570-4595 **Fax:** 519-570-2801

Contact: Keely Phillips ~ 519-570-4595 ext 238

Eligibility: Geared to individuals with developmental disabilities or experiencing mental health issues

Services: Promotes inclusive communities through support and learning opportunities for self-advocacy, leadership development, person-centred planning, and community development and education initiatives ~ self help group: meets 1st Thu of month 6:30pm at St Andrews Presbyterian Church, Kitchener (Sept-June)

Serves: Waterloo Region ~ Dufferin County ~ Wellington County

Our Place, Family Resource and Early Years Centre **44**

Address: St Francis School, 154 Gatewood Rd, Kitchener N2M 4E4

Phone: 519-571-1626 **Fax:** 519-571-0621

Email: ourplace@ourplacekw.ca

Website: www.ourplacekw.ca

Contact: Dorothy Snyder, Manager ~ dsnyder@ourplacekw.ca

Eligibility: Parents and caregivers ~ their children birth-6 years

Services: Family resource centre ~ parent and child programs ~ drop in programs ~ parenting support and education; support groups ~ free computer and Internet access ~ resource and toy library ~ outdoor learning area ~ Healthy Babies, Healthy Children: meet with nurse on health issues ~ speech and language support ~ vision screening ~ Zero2Six: social and emotional support for children

Hours: Mon-Thurs 9am-4pm; Fri 9am-3pm; Mon, Wed 6:30-8pm; Sat 9:30am-12pm

Parents for Children's Mental Health, Waterloo Chapter **45**

Address: c/o kidsLINK, 1855 Notre Dame Dr N, St Agatha N0B 2L0

Phone: 519-746-2055, 519-746-5487 (kidsLINK)

Email: parent.advocacy@hotmail.com

Website: www.pcmh.ca

Eligibility: Parents and caregivers of children with mental health concerns

Services: Support group ~ advocacy ~ works toward improving mental health services ~ resource guide

Serves: Waterloo Region

Hours: Meets monthly

Parents of the Deaf and Hard of Hearing Association, KW and District **46**

Address: c/o Beth Ann de Sousa, 40 Fullerton St, Waterloo N2L 6L4

Contact: Beth Ann de Sousa, Secretary ~ (H) 519-743-1946

Eligibility: Children with hearing loss ~ their families

Services: Self help group ~ public education, speakers available ~ advocacy

Serves: Waterloo Region ~ Wellington County

Hours: Irregular meetings; call for time and place

Parkinson Society Canada, K-W Parkinson's Self Help Group **47**

Address: c/o Norma Sapsworth, 1380 Doon Villiage Rd, Kitchener N2P 1A5

Location: Forest Heights Long Term Care Centre, 60 Westheights Dr, Kitchener

Website: www.parkinson.ca

Contact: Norma Sapsworth, Treasurer ~ (H) 519-748-1380

Eligibility: Individuals with Parkinsons Disease ~ their caregivers

Services: Self help group

Serves: City of Kitchener ~ City of Waterloo

Hours: Meets 4th Tue of month 11am-1pm (Sept-June)

Pet Helpers of Ontario **48**

Address: c/o John Dunbar, 57 Westwood Dr, Apt 308, Kitchener N2M 2K5

Phone: 519-749-9325

Contact: John Dunbar, President

Eligibility: Seniors ~ individuals with physical disabilities

Services: Provides assistance with pet care ~ educational session on preventative pet health care ~ assistance with veterinary problems ~ limited assistance with veterinary bills for qualified applicants ~ distribution of pet foods

Planned Lifetime Networks, Waterloo-Wellington-Oxford 49

Address: 5-420 Erb St W, Box 306, Waterloo N2L 6K6

Phone: 519-746-1188

Email: plnww@gmail.com

Contact: Lorna Aberdein ~ 519-746-1188

Services: Helps establish support networks for individuals who are socially isolated due to disability ~ parent education and support

Pro Bono Law Ontario 50

Address: 260 Adelaide St E, Box 102, Toronto M5A 1N1

Phone: (416) 977-4448 ext 226 (Child Advocacy), 1-866-466-7256, (416) 977-4448 **Fax:** (416) 977-6668

Website: www.childadvocacy.ca, www.volunteerlawyers.org, www.pblo.org

Contact: Jennifer Rubel, Child Advocacy Project Coordinator ~ (416) 977-4448 ext 226

Services: Legal services ~ Child Advocacy Project: provides free legal service to students involved in Special Education process, or who are at risk of being suspended or expelled, or who are being denied right to enrol in school, or who feel unsafe at school

Serves: Ontario

Social Planning Council of Kitchener-Waterloo, Community Information Centre of Waterloo Region 51

Address: 151 Frederick St, Ste 300, Kitchener N2H 2M2

Phone: 1-877-579-3859 (enquiry), 519-579-1096 (admin), 519-579-3800 (enquiry) **Fax:** 519-578-9185

Email: info@waterlooregion.org

Website: www.waterlooregion.org/cic

Services: Provides confidential information on and referral to community services ~ maintains database of government and nonprofit agencies providing human services to Waterloo Region, and other community groups ~ publications ~ distributes free publications from other agencies ~ community resource library ~ meeting area and community workshop space ~ telephone answering service for nonprofit groups ~ free computer and Internet access

Serves: Waterloo Region

Hours: Mon-Fri 9am-5pm

Special Hearts 52

Address: c/o Heather Massel, 2577 Greenwood Hill Rd, Millbank N0K 1L0

Contact: Darlene Long-Thompson, Co Director ~ darlong@gmail.com

Eligibility: Families of children with severe heart problems

Services: Self help group ~ babysitting exchange ~ telephone support ~ resources ~ support to members' children diagnosed as HIV positive through blood transfusions

Hours: Meets 2nd Tue of month 7:30pm (Sept-June)

Spina Bifida and Hydrocephalus Association of Ontario 53

Address: 555 Richmond St W, Box 103, Toronto M5V 3B1

Location: 555 Richmond St W, Ste 1006, Toronto

Phone: 1-800-387-1575 (toll-free) **Fax:** (416) 214-1446

Email: provincial@sbhao.on.ca

Website: www.sbhao.on.ca

Contact: Tanya Fortier, Community Contact ~ (H) 519-571-7217

Eligibility: Individuals with spina bifida or hydrocephalus ~ their families

Services: Support programs ~ parent linking program ~ resource and lending library ~ scholarship programs ~ research and public education ~ information and referral ~ online community forum ~ awareness programs

Serves: Ontario

Hours: Mon-Fri 9am-5pm

**Sunbeam Residential Development Centre, Developmental Services Access Centre - 54
Waterloo Region**

Address: 205-1120 Victoria St N, Kitchener N2B 3T2

Phone: 519-741-1121 **Fax:** 519-743-4730

Email: dsac1@on.aibn.com

Website: www.respiteservices.com, www.dsac-wr.com

Contact: Gary Whetung, Director

Eligibility: Individuals with developmental disabilities ~ agencies serving those with disabilities

Services: Provides access to developmental services, including day and vocational programs, residential programs, and respite support ~ Clinical Team provides assessment, short term treatment, consultation and training (psychological, behavioural, speech/language, health care and social work) ~ speech-language pathology clinics ~ service coordination: individual support and advocacy ~ education and training ~ Passport: financial aid for adults with developmental disabilities to access community programs and services; mentoring program for youth 14-21 years

Serves: Waterloo Region

Hours: Mon-Fri 9am-4:30pm

**Sunbeam Residential Development Centre, Developmental Services Access Centre - 55
Waterloo Region, Cambridge Satellite Office**

Address: 17 Cambridge St, Cambridge N1R 3R8

Phone: 519-741-1121 (admin)

Email: dsac1@on.aibn.com

Website: www.dsac-wr.com

Eligibility: Individuals with developmental disabilities ~ agencies serving those with disabilities

Services: Provides access to developmental services, including day and vocational programs, residential programs, and respite support ~ Clinical Team provides assessment, short term treatment, consultation and training (psychological, behavioural, speech/language, health care and social work) ~ speech-language pathology clinics ~ service coordination: individual support and advocacy ~ education and training

Serves: Waterloo Region

To Apply: By appointment

Hours: Mon-Fri 9am-4:30pm

**Sunbeam Residential Development Centre, Developmental Services Access Centre - 56
Waterloo Region, Elmira Satellite Office**

Address: 205-1120 Victoria St N, Kitchener N2B 3T2

Location: 25 Industrial Rd, Elmira

Phone: 519-741-1121 (admin)

Email: dsac1@on.aibn.com

Website: www.dsac-wr.com

Eligibility: Individuals with developmental disabilities ~ agencies serving those with disabilities

Services: Provides access to developmental services, including day and vocational programs, residential programs, and respite support ~ Clinical Team provides assessment, short term treatment, consultation and training (psychological, behavioural, speech/language, health care and social work) ~ speech-language pathology clinics ~ service coordination: individual support and advocacy ~ education and training

Serves: Waterloo Region

To Apply: By appointment

Hours: Mon-Thu 8:30am-4:30pm

Telecare Cambridge

57

Address: Box 32074 Preston Centre PO, Cambridge N3H 5C6

Phone: 519-658-6805 **Crisis:** 519-658-6805

Email: office@telecarecambridge.com

Website: www.telecarecambridge.com

Contact: Elizabeth Pease, Executive Director ~ (C) 519-803-0410 ~ epease@telecarecambridge.com

Services: Telephone listening service ~ guidance, crisis intervention, suicide prevention, referral to community services

Serves: Waterloo Region ~ Wellington County

Hours: Service available Mon-Sun 11am-11pm

Tourette Syndrome Foundation of Canada, Waterloo Wellington Chapter **58**

Address: Box 2404 RPO Highland West, Kitchener N2M 5P1
Email: tourettewellingtonwaterloo@gmail.com
Website: www.tourette.ca
Contact: Gord Brown, President ~ (H) 519-576-7957
Eligibility: Individuals with Tourette syndrome ~ their families
Services: Self help group ~ public education ~ supports research
Serves: Waterloo Region ~ Wellington County ~ surrounding area
Hours: Meets 3rd Thu of month 7-9pm (Sept-June)

Traverse Independence, Brain Injury Services, The Opportunity Centre **59**

Address: 607 King St W, Ste 5A, Kitchener N2G 1C7
Phone: 519-576-1134 **Fax:** 519-576-0384
Website: www.phwaterloo.org
Contact: Elsa Torre, Service Faciliator ~ 519-742-9424 ext 204 ~ elsa@phwaterloo.org
Eligibility: Adults 18 years and over with acquired brain injuries
Services: Drop-in program: social, educational and recreational activities ~ glass fusing, pottery, music, aerobics, movies, gardening, community outings, workshops ~ daily lunch provided
Serves: Waterloo Region ~ Wellington County
To Apply: Contact Service Facilitator
Hours: Mon-Fri 8am-3:30pm

Traverse Independence, Brain Injury Services, Outreach Program **60**

Address: 617 King St W, Ste C, Kitchener N2G 1C7
Phone: 519-742-9424 **Fax:** 519-742-6213
Website: www.phwaterloo.org
Contact: Elsa Torre, Service Facilitator ~ 519-741-5845 ext 2503 ~ e.torre@travind.ca
Eligibility: Individuals 16 years and over with brain injury diagnosed by regulated health professional
Services: Provides assistance to develop, improve and maintain independent living skills ~ home and community settings
Serves: Waterloo Region ~ Wellington County
To Apply: Contact Service Facilitator
Hours: Office hours 9am-4pm

Vasculitis Foundation Canada **61**

Address: 446-425 Hespeler Rd, Cambridge N1R 8J6
Phone: 1-877-572-9474
Email: contact@vasculitis.ca
Website: www.vasculitis.ca
Contact: Donna Wall, Director ~ (H) 519-650-2221 ~ dllwall@rogers.com
Eligibility: Individuals with vasculitis and their families or caregivers
Services: Support group ~ information exchange ~ advocacy ~ public education
Serves: Canada

Views for the Visually Impaired, Kitchener-Waterloo Chapter **62**

Address: c/o Dawn Clelland, 58 Fairview Ave, Kitchener N2H 3E8
Contact: Dawn Clelland ~ (W) 519-578-5389
Eligibility: Families and friends of children with visual impairments
Services: Support group ~ public education and advocacy ~ information and referral ~ summer camp programs
Hours: Meets 3rd Wed of month

Waterloo Fetal Alcohol Syndrome Support Group **63**

Address: c/o Bonnie Holmes, Box 1612, Waterloo N2J 4G6
Location: 99 Regina St S, Waterloo
Contact: Bonnie Holmes ~ 519-883-2223 ~ bholmes@regionofwaterloo.ca
Eligibility: Parents of children who may be affected by Fetal Alcohol Spectrum Disorder; diagnosis not required ~ professionals or other interested persons
Services: Self help group
Hours: Meets last Tue evening of month (Jan-Jun, Sept-Nov)

Waterloo Region Anaphylaxis Support and Education

64

Address: c/o Sue Karai, 462 Belgreen Way, Waterloo N2L 5X5

Contact: Sue Karai ~ (H) 519-741-8507

Eligibility: Individuals with anaphylaxis ~ their families

Services: Self help group ~ public education: resources, speakers available

Serves: Waterloo Region ~ Wellington County

Hours: Regular meetings (Sept-June)

Waterloo Region Community Legal Services

65

Address: 450 Frederick St, Unit 101, Kitchener N2H 2P5

Phone: 519-743-0254 **Fax:** 519-743-1588

Website: www.wrcls.ca

Contact: Sharon Twilley, Executive Director ~ twilleys@lao.on.ca

Eligibility: Individuals or groups with limited income and assets whose legal problem is not covered by Legal Aid certificates

Services: Community based legal clinic operated in accordance with Legal Aid Services Act ~ assistance, advice, negotiation, and representation in areas of landlord/tenant, social assistance including Ontario Works, Ontario Disability Support Program, Canada Pension and Old Age Security, workers' compensation, employment insurance, consumer and debtor/creditor disputes ~ notarization of documents in some cases ~ public legal information ~ speakers available ~ services available at various locations in Cambridge: call for information

Serves: Waterloo Region

To Apply: Appointments needed ~ information about income and assets required ~ payment: cash, cheque

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

Waterloo Region Family Network

66

Address: 745 Bridge St W, Unit 8, Waterloo N2V 2G6

Phone: 519-804-1786

Email: admin@waterlooregionfamilynetwork.com

Website: www.waterlooregionfamilynetwork.com

Contact: Sue Simpson, Community Resource Coordinator ~ suesimpson@waterlooregionfamilynetwork.com

Eligibility: Families with children with special needs

Services: Resource centre ~ parent to parent mentoring ~ workshops ~ seminars ~ support groups

Hours: Mon, Wed, Fri 8:30am-2pm; Tues, Thu 8:30am-5pm

Waterloo Region Self Help

67

Address: 67 King St E, Kitchener N2G 2K4

Phone: 519-570-4595 **Fax:** 519-570-2801

Email: general@wrsh.ca

Website: www.self-help-alliance.ca

Contact: Kathy Briggs, Executive Director

Eligibility: Individuals 16 years and over with mental health concerns

Services: Develops self help groups ~ peer support ~ community economic development and community development projects ~ resource centre

Serves: Waterloo Region

Hours: Mon-Fri 9am-5pm

Waterloo Region Self Help, Cambridge Active Self Help Organization

68

Address: 9 Wellington St, Unit 1, Cambridge N1R 3Y4

Phone: 519-623-6024 **Fax:** 519-623-1924

Email: cambridge@self-help.ca

Website: www.self-help-alliance.ca

Contact: Kathy Briggs, Executive Director

Eligibility: Individuals 16 years and over experiencing mental health or addiction issues

Services: Self help groups ~ peer support ~ public education ~ library, resource centre

Serves: City of Cambridge ~ Township of North Dumfries

Hours: Office hours Mon-Fri 9am-12pm, 1-5pm

The Waterloo Regional Down Syndrome Society **69**

Address: 658 Erb St W, Box 22008, Waterloo N2T 0A2

Phone: 519-896-4488 (answering machine)

Email: info@wrds.ca

Website: www.wrds.ca

Contact: Arisa Alevanian, Chair

Eligibility: Individuals with Down Syndrome ~ their friends and families

Services: Self help group ~ public education and seminars ~ speech therapy bursaries available for eligible children ~ lending library ~ parent support ~ advocacy

Serves: Waterloo Region ~ surrounding area

Hours: Twice yearly meetings ~ call for location (Sept-May except Dec)

Waterloo-Wellington Autism Services **70**

Address: 125 Union St E, Waterloo N2J 4E5

Phone: 519-742-1414 (answering machine)

Eligibility: Adults 18 or over with autism or Pervasive Developmental Disorders (PDD) ~ their families ~ associated agencies

Services: Referrals and resource information ~ supports Autism Collection at Kitchener Public Library

Serves: Waterloo Region ~ Wellington County

Waterloo Wellington Myalgic Encephalomyelitis Association **71**

Address: Box 20075 Pioneer Park PO, Kitchener N2P 2B4

Location: Waterloo Adult Recreation Centre, 185 King St S, Rm 2, Waterloo

Website: www.wwmea.ca

Eligibility: Individuals affected by Myalgic Encephalomyelitis

Services: Self help group ~ telephone support network available to members ~ public education ~ lending library for members

Serves: Waterloo Region ~ Wellington County

Hours: Meets last Tue of month 7-9pm (Sept-Jun)

Waterloo-Wellington VOICE for Hearing Impaired Children **72**

Address: 161 Eglinton Ave E, Ste 704, Toronto M4P 1J5

Location: Kidsability Waterloo, 500 Hallmark Dr, Waterloo

Phone: 1-866-779-5144

Website: www.voicefordeafkids.com

Contact: Stacy Stevens ~ staceystevens@sympatico.ca

Eligibility: Children with hearing loss ~ their families

Services: Parent support group ~ public education ~ advocacy

Serves: Waterloo Region ~ Wellington County

Hours: Meets 2nd Thurs of every other month (Sept-Jun)

Wilmot Family Resource Centre **73**

Address: 175 Waterloo St, Unit 1, New Hamburg N3A 1S3

Phone: 519-662-2731 **Fax:** 519-662-2158

Email: wfrc@bellnet.ca

Website: www.wilmotfamilyresourcecentre.ca

Contact: Trisha Robinson, Executive Director ~ 519-662-2731 ext 203 ~ adminwfrc@bellnet.ca

Services: Social, recreational, support programs ~ information and referral ~ summer day programs, March Break programs ~ Ontario Early Years satellite office

Serves: Township of Wilmot ~ Township of Wellesley

Hours: Mon-Thu 9am-4:30pm, Fri 9am-12pm

Workshop Solutions **74**

Address: c/o Tom Jeary, 135 Keats Way Pl, Waterloo N2L 5H4

Website: www.workshopsolutions.com

Contact: Tom Jeary ~ (H) 519-884-5540 ~ tlj@golden.net

Services: Makes and provides information on creating assistive devices