Violence Against Women Services in Hamilton:
Mapping Community Assets

Prepared for the Woman Abuse Working Group by the Social Planning and Research Council of Hamilton

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Preamble

WAWG:
The Woman Abuse Working Group of the City of Hamilton (WAWG) is a collaborative of over 20 community agencies committed to eradicating violence against women and children.

Methodology:
Asset Mapping:

Typically an Asset Map comprises:
- An inventory of all services in a given community
- A summary of the most valued aspects of your community

However:
- Current resources in Hamilton do not contain Asset Maps pertaining to Domestic Violence or Violence against Women.
- Therefore: While an Asset Mapping approach may prove valuable – this document should be considered a Resource Map.

Next Steps:
- The next step in the asset mapping project will involve analysis of services, with the goal of identifying gaps or barriers to service in the Hamilton community. A report will be issued detailing these findings to offer insights into the scope of violence against women services in Hamilton Ontario.
Women's Emergency Shelters

- Good Shepherd Martha House
- Good Shepherd Mary's Place
- Native Women's Centre
- Mission Services-Inasmuch House
- Interval House Of Hamilton

Main Menu
Sexual Assault Counselling and Support

Sexual Assault/Domestic Violence Care Centre

Centre de santé communautaire Hamilton/Niagara

Sexual Assault Centre (Hamilton and Area) SACHA

Main Menu
Second Stage Housing

Phoenix Place

Good Shepherd Women's Services
Transitional Housing

YWCA Hamilton

Native Women's Centre
Family Law Services

- Mission Services - Inasmuch House
- Centre de santé communautaire Hamilton/Niagara
- Family Law Information Centre (FLIC)
- Flamborough Women's Resource Centre
- Legal Aid Ontario
- Jared's Place: Legal Advocacy and Resource Centre for Women
- Interval House Of Hamilton
- Good Shepherd Women's Services
- Hamilton Regional Indian Centre
**Women’s Emergency Shelters**

A temporary residence for women 16 years of age or older (with or without) children, in crisis and/or fleeing violence or abuse. All shelters provide 24-hour crisis lines, emergency transportation to the shelter, safety planning, accessibility, access to interpreters, and supportive counselling. Assistance with referrals to community resources including housing, financial, transitional and legal supports.

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**Good Shepherd Martha House**  
Population Served: Women and their children  
Services Offered:
- Short-term accommodation, 15 units totaling 40 beds  
- 24 hour crisis line  
- Emergency transportation to shelter if needed  
- Referrals and advocacy for legal, medical, financial, employment, housing and other community services  
- Assistance for women and children seeking to re-establish in the community

Contact:  
Crisis line: (905) 523-6277  
Phone: (905) 523-8895  
Fax: (905) 527-3033  
Web: [http://www.goodshepherdcentres.ca/programs/women.htm](http://www.goodshepherdcentres.ca/programs/women.htm)

Other:  
Accessible location? Yes  
French language services? Yes  
Interpretation services? Off-site interpretation services available

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**Good Shepherd Mary’s Place**  
Population Served: Women  
Services Offered:
- Short term accommodation  
- 20 bed shelter  
- Support for diverse issues such as homelessness, poverty, mental illness and violence  
- Referrals and advocacy for legal, medical, financial, employment, housing and other community services  
- Drop-in educational and recreational activities for women in the community

Contact:  
Phone: (905) 540-8000  
Fax: (905) 540-8828  
Web: [http://www.goodshepherdcentres.ca/programs/women.htm](http://www.goodshepherdcentres.ca/programs/women.htm)

Other:  
Accessible location? Yes  
French language services? Yes  
Interpretation services? Off-site interpretation services available
**Interval House of Hamilton**  
Population Served: Women (16+) who are experiencing violence/abuse and their children  
Services Offered:  
- 24 Hour/7 Day a Week Crisis Phone  
- Emergency shelter providing meals, emergency clothing and personal needs at no cost to client  
- Emergency transportation to shelter  
- Counselling supports for women in house and in the community  
- Child and youth support services  
- Community Transitional Housing Support Program  
- Support around access to legal systems (family, criminal, immigration, child welfare etc.)  
- Safety planning  

Contact:  
Crisis: (905)387-8881  
Business Line: (905) 387-9959  
Business Fax: (905) 387-0019  
Program Fax: (905) 387-0563  
E-mail: info@intervalhousehamilton.org  

Other:  
Accessible location? Yes  
French language services? Yes  
Interpretation services? Yes

**Mission Services – Inasmuch House**  
Population Served: Women, youth and children  
Services Offered:  
- Accommodation for 37 residents, maximum 4-6 week stay  
- 24 hour confidential support on the crisis line  
- Safety planning  
- Individual and group support for women and children  
- Information and referral for services in the community, including legal supports  
- Emergency transportation to shelter  

Contact:  
Crisis: (905) 529-8600  
Business: (905) 529-8149  
Fax: (905) 529-6156  
Email: inasmuch@missionservices.com  

Other:  
Accessible location? Yes  
French language services? Yes  
Interpretation services? Yes – upon request
Native Women’s Centre
Population Served: All women and their children who are experiencing crisis
Services Offered:
- Emergency shelter, short term stay, 8 rooms totalling 15 beds
- Safety planning
- 24 hour crisis line
- Counselling for residents, non-residents and past residents
- Emergency transportation to Shelter
- Information and referrals to other community resources
- Woman Abuse Education Program
- Access to Traditional Native methods of healing, but remains sensitive to other cultures
- Referral to transitional housing; Honouring the Circle
- Transitional Housing Support worker on site

Contact:
- Toll free/Crisis: 1 (888) 308-6559
- Telephone/Crisis: (905) 664-1114
- Fax: (905) 664-1101
- Mailing Address: 1900 King Street East, P.O. Box 69036, Hamilton ON
- Web: http://www.nativewomenscentre.com/

Other:
- Accessible location? Yes
- French language services? No
- Interpretation services? No

24 Hour Help Lines
Local and provincial help lines that provide specialized crisis and support services, in addition to women’s emergency shelter crisis lines.

Assaulted Women’s Helpline
Population Served: Women
Services Offered:
- TTY phone line for women who are deaf or hard of hearing
- Support and referrals for women and families
- Work collaboratively with other community partners to reduce barriers to supports

Contact:
- Crisis: GTA- (416) 863-0511
- GTA TTY- (416) 364-8762
- Toll free- 1 (866) 863-0511
- Toll free TTY- 1 (866) 863-7868
- Business: (416)364-4144
- Fax: (416) 364-0563
- Web: www.awhl.org

Other:
- Accessible location? Yes
- French language services? Yes – See Fem’aide
- Interpretation services? No
**Fem’aide**
Population : Femmes (18+)
Services :
- Supporter les femmes en déterminant leurs propres besoins et en prenant elles-mêmes les décisions éclairées
Contact :
  - Crise : 1 (877) 336-2433
  - ATS : 1 (866) 860-7082
  - Site internet : [www.femaide.ca](http://www.femaide.ca)
Autre :
  - Emplacement accessible? –Oui
  - Le service en français? –Oui, complètement français
  - Services d'interprétation ? –Non

**Hamilton Police Service – Victim Services Branch**
Population Served: All Hamilton residents
Services Offered:
- On Scene Crisis Intervention for victims of crime and trauma (upon Officer request)
- Emotional Support, Practical Assistance, Information and Referrals to Community Agencies
- 24 Hour telephone line
- Victim Quick Response Program (Ministry of Attorney General Financial Compensation Program for Victims of Violent Crime)
Contact:
  - Emergency: 911
  - Non- Emergency: (905) 546-4904
  - Email: [info@hamiltonpolice.on.ca](mailto:info@hamiltonpolice.on.ca)
  - Web: [www.hamiltonpolice.on.ca/HPS/VictimSupport/VictimServices.htm](http://www.hamiltonpolice.on.ca/HPS/VictimSupport/VictimServices.htm)
Other:
  - Accessible location? Yes
  - French language services? Yes
  - Interpretation services? Offsite translation services available
Sexual Assault and Domestic Violence
Medical/Forensic Services
Medical, forensic, and counselling services for victims of sexual assault and/or domestic violence.

Sexual Assault/Domestic Violence Care Centre
Population Served:

Medical/Forensic Services: anyone who has recently been sexually assaulted; women who have recently experienced intimate partner violence
Counselling Services: adolescents and adults who have experienced sexual assault or intimate partner violence at any point in their lives, support persons can receive counselling services also

Services Offered:
• Emergency medical care and forensic evidence collection
• Follow up medical care
• Counselling services

Contact:
Crisis: present to Hamilton Health Sciences Emergency Departments
Business: (905) 521-2100 ext. 73557
Fax: (905) 521-5071
Address: 1200 Main Street West, Hamilton, ON
Email: sadvcarecentre@hhsc.ca
Web: http://www.hamiltonhealthsciences.ca/body.cfm?id=281

Other:
Accessible location? Yes
French language services? No
Interpretation services? Yes
Women’s Counselling and Support Services

Individual and/or group counselling for women who have experienced violence or abuse. Additional services may include mental health, addictions, criminalization, healthcare, aboriginal specific healing and francophone services.

Aboriginal Health Centre
Population Served: All Aboriginal people, regardless of status
Services Offered:
- Culturally appropriate health care programs
- Choices of traditional healing, western medicine and complementary therapies
- Health education, school outreach, children’s programs, Fetal Alcohol Spectrum Disorder (FASD) and child nutrition programs
- Mental health supports; addictions, counselling, and wellness planning
- Traditional healing; healing journey, grief recovery, attitudinal healing, sweat lodge ceremonies, spiritual warriors roadway, and elder mentorship program

Contact:
Phone: (905) 544-4320
Fax: (905) 544-4247
Address: 678 Main Street East, Hamilton ON
Email: info@aboriginalhealthcentre.com
Web: http://aboriginalhealthcentre.com

Other:
Accessible location? Yes
French language services? No
Interpretation services? No

The AIDS Network
Population Served: Women, men, children and families living with and affected by HIV/AIDS
Services Offered:
- Individualized one on one supports
- Practical supports for individuals living with HIV: home cooked meals, emergency food bank, vitamin and meal replacement program, food box, transport to medical appointments, support groups, prison outreach support, referrals, complimentary therapies, community garden.
- Group social support activities

Contact:
Phone: 1 (866) 563-0563
Fax: (905) 528-6311
Address: 140 King Street East Suite 101, Hamilton ON
Web: http://www.aidsnetwork.ca/hamilton

Other:
Accessible location? Yes
French language services? No
Interpretation services? No
Catholic Family Services
Population Served: All residents of Hamilton
Services Offered:
- Individual, couples and family counselling
- Credit counselling
- Developmental services
- Abuse and violence intervention
- Intensive case management for seniors
- St. Martin’s Manor: Safe and caring residence for women aged 13-21, at any stage of a pregnancy or with their babies
- Employee assistance program
- Mental health first aid

Contact:
Business: (905) 527-3823
Français: (905) 527-3823 ext. 269
Fax: (905)546-5779
Address: Main Office – 447 Main street East, Unit 201, Hamilton ON
Email: intake@cfshw.com
Web: http://www.cfshw.com/
St. Martin’s Manor: Phone: (905) 575-7500

Other:
Accessible location? Yes
French language services? Yes
Interpretation services? Yes

Centre de santé communautaire Hamilton Niagara
Population: Communauté francophone de Hamilton et la région du Niagara
Services:
- Services de soutien personnalisé et confidentiel qui abordent les problématiques liées à la violence à l’encontre des femmes
- Services d’aiguillage, de référence et d’accompagnement tels que dans le milieu hospitalier, policier et juridique, assistance pratique, défense des droits et intérêts et assistance pour compléter un rapport anonyme.
- Programme d’intervention précoce pour les enfants exposés à la violence
- Programme d’intervention auprès des partenaires violents (PAR) mandaté par la Cour
- Autres services offerts aux francophones de tout âge:
  - Santé primaire (médecin de famille, infirmières, diététiste, services périnataux, ergothérapeute, soins des pieds, services aux aîné(e)s, etc.)
  - Santé mentale et toxicomanie, programmes et services d’établissement et adaptation, et programmes et services en santé et bien-être

Contact:
Téléphone: (905) 528-0163
Gratuit : 1 (866) 437-7606
Fax: (905) 528-9196
Adresse : 1320 rue Barton est, Hamilton ON L8H 2W1
Site : http://www.cschn.ca/

Autre:
Emplacement accessible? Oui
Le service en français? Oui
Services d'interprétation? Non
Elizabeth Fry Society, Hamilton
Population Served: Women who have or are at risk of being criminalized
Services Offered:
- Resource centre; housing, case management, employment assistance, addiction supports, access to computers and other resources, mobile team
- Violence against women: individual counselling
- Teen esteem; education and celebration of being a woman
- Community service order; supports for conditions of probation and community service
- Anger group- reclaiming of a women’s anger through education and information
- Fraud and shoplifters rehabilitation
- Court support
- Opportunities For women- pre-contemplative group , healthy relationships, communication, self esteem
- Institutional release planning
- Sex trade awareness and resource services

Contact:
Phone: (905) 527-3097
Toll free: 1 (866) 216-3379
Fax: (905) 527-4278
Address: 85 Holton Avenue South, Hamilton ON
Web: [http://www.efryhamilton.org/programs.html](http://www.efryhamilton.org/programs.html)

Other:
- Accessible location Yes
- French language services No
- Interpretation services- as needed

Flamborough Women’s Resource Centre
Population Served: Women
Services Offered:
- Individual counselling
- Legal advocacy
- Transitional housing support
- Peer counselling
- Information and community referrals
- Employment counselling
- Teen peer support groups
- Women’s groups

Contact:
Crisis: (905) 387-8881
Phone: (289) 895-8580
Fax: (289) 895-8525
Address: 17 Main Street South, Waterdown ON
Email: ccull@intervalhoushamilton.org

Other:
- Accessible location? No
- French language services? No
- Interpretation services? No
Good Shepherd Women’s Services
Population Served: Women and their children
Services Offered:
- Mary’s Place; shelter residence for women
- Martha House; shelter residence for women and children fleeing abuse
- Community and counselling services; violence against women, child and youth, migrant women workers project, wellness program, sage family camp.
- Housing and support services; transitional housing and support program, legal advocate, family court support, second stage services, housing and stage works
- Medical services; health clinic, comfort foot care, dental hygiene for children
Contact:
Crisis Line: (905) 523-6277
Phone: (905) 523-8766
Fax: (905) 523-0914
Web: http://www.goodshepherdcentres.ca/programs/women.htm
Other:
Accessible location? Yes
French language services? Yes
Interpretation services? Off-site translation services available

Hamilton Regional Indian Centre
Population Served: Urban aboriginal people
Services Offered:
- Addictions counselling
- Criminal/family courtwork program
- Family support; families with children 0-6 years, culturally based activities
- Healing and wellness program
- Healthy babies/healthy children program
- Prenatal/nutrition program
- Akwe: go program; cultural activities for children 7-12 years old
Contact:
Phone: (905) 548-9593
Fax: (905) 545-4077
Email: support@hric.ca
Address: 34 Ottawa St N, Hamilton ON
Web: http://www.hric.ca/index.php
Other:
Accessible location? Yes
French language services? No
Interpretation services? No
**Hamilton Urban Core Community Health Centre**  
**Population Served:** All residents of Hamilton  
**Services Offered:**  
- Art from the Heart; for those struggling with difficult emotions, are chronically ill, isolated or had traumatic experiences. Uses art as a medium of expression to improve mental health  
- Serenity “N” Motion; self-esteem workshops, relaxation sessions, discussion groups and community services activities  
**Contact:**  
Phone: (905) 522-3233  
Fax: (905)522-3433  
Address: 71 Rebecca Street, Hamilton ON  
**Other:**  
Accessible location? Yes  
French language services? No  
Interpretation services? Yes

**Interval House of Hamilton**  
**Population Served:** Women (16+) who are experiencing violence/abuse and their children  
**Services Offered:**  
- 24 Hour/7 Day a Week Crisis Phone  
- Emergency shelter providing meals, emergency clothing and personal needs at no cost to client  
- Emergency transportation to shelter  
- Counselling supports for women in house and in the community  
- Child and youth support services  
- Community Transitional Housing Support Program  
- Support around access to legal systems (family, criminal, immigration, child welfare etc.)  
- Safety planning  
**Contact:**  
Crisis: (905)387-8881  
Business Line: (905) 387-9959  
Business Fax: (905) 387-0019  
Program Fax: (905) 387-0563  
E-mail: info@intervalhousehamilton.org  
**Other:**  
Accessible location? Yes  
French language services? Yes  
Interpretation services? Yes
Native Women’s Centre
Population Served: All women and their children who are experiencing crisis
Services Offered:
- Emergency shelter, short term stay, 8 rooms totalling 15 beds
- Safety planning
- 24 hour crisis line
- Counselling for residents, non-residents and past residents
- Emergency transportation to Shelter
- Information and referrals to other community resources
- Woman Abuse Education Program
- Access to Traditional Native methods of healing, but remains sensitive to other cultures
- Referral to transitional housing; Honouring the Circle
- Transitional Housing Support worker on site
Contact:
Toll free/Crisis: 1 (888) 308-6559
Telephone/Crisis: (905) 664-1114
Fax: (905) 664-1101
Mailing Address: 1900 King Street East, P.O. Box 69036, Hamilton ON
Web: http://www.nativewomenscentre.com/
Other:
- Accessible location? Yes
- French language services? No
- Interpretation services? No

North Hamilton Community Health Centre
Population Served: Primarily residents of the north end of Hamilton
Services Offered:
- Primary care: assessment, diagnosis and management by health professionals
- Health wellness: physiotherapy, chiropody (foot care), nutrition, kinesiology, occupational therapy, asthma therapy, and diabetes education
- Mental wellness: social work, client advocacy and counselling
- Feet first – steps for health: free diabetes foot care to seniors or others with limited resources
Contact:
Phone: (905) 523-6611 ext. 2000
Administration fax: (905) 523-5173
Medical fax: (905) 523-8735
Address: 438 Hughson Street North, Hamilton ON
Web: http://www.nhchc.ca/default/index/
Other:
- Accessible location? Yes
- French language services? Yes
- Interpretation services? Yes
Phoenix Place
Population Served: Women and children
Services Offered:
- Individual and group counselling around breaking the cycle of violence
- Support and referrals to other community groups
- Support with respect to education, parenting, employment, housing, income support, health and wellness, legal aid and more
- Court assistance
Contact:
Phone: (905) 527-2238
Fax: (905) 527-1219
Web: http://www.phoenixplace.ca/main.html
Other:
- Accessible location? No
- French language services? No
- Interpretation services? No

Sexual Assault/Domestic Violence Care Centre
Population Served:
Medical/Forensic Services: anyone who has been recently sexually assaulted; women who have recently experienced intimate partner violence
Counselling Services: adolescents and adults who have experienced sexual assault or intimate partner violence at any point in their lives, support persons can receive counselling services also
Services Offered:
- Emergency medical care and forensic evidence collection
- Follow up medical care
- Counselling services
Contact:
Crisis: present to Hamilton Health Sciences Emergency Departments
Business: (905) 521-2100 ext. 73557
Fax: (905) 521-5071
Address: 1200 Main Street West, Hamilton, ON
Email: sadvcarecentre@hhsc.ca
Web: http://www.hamiltonhealthsciences.ca/body.cfm?id=281
Other:
- Accessible location? Yes
- French language services? No
- Interpretation services? Yes
Women’s Centre of Hamilton
Population Served: Women (16+)
Services Offered:
- Information and referrals
- Advocacy and support
- Employment counselling
- Individual violence against women counselling
- Women’s groups
- Jared’s Place – legal advocacy and resource centre
- Individual peer support
- Peer support training
Contact:
Crisis: (905) 387-8881
Phone: (905) 522-0127
Address: 100 Main Street East Suite 205, Hamilton ON
Web: https://intervalhousehamilton.org/womenscentre

Other:
Accessible location? Yes
French language services? No
Interpretation services? Yes

Sexual Assault Counseling and Support
Individual and group counselling, support and advocacy for individuals who have experienced recent or historical sexual violence and/or abuse.

Centre de santé communautaire Hamilton Niagra
Population: Communauté francophone de Hamilton et la région du Niagara
Services:
- Services de soutien personnalisé et confidentiel qui abordent les problématiques liées à la violence à l’encontre des femmes
- Services d’aiguillage, de référence et d’accompagnement tels que dans le milieu hospitalier, policier et juridique, assistance pratique, défense des droits et intérêts et assistance pour compléter un rapport anonyne.
- Programme d’intervention précoce pour les enfants exposés à la violence
- Programme d’intervention auprès des partenaires violents (PAR) mandaté par la Cour
- Autres services offerts aux francophones de tout âge:
  - Santé primaire (médecin de famille, infirmières, diététiste, services périnataux, ergothérapeute, soins des pieds, services aux aîné(e)s, etc.)
  - Santé mentale et toxicomanie, programmes et services d’établissement et adaptation, et programmes et services en santé et bien-être
Contact:
Téléphone: (905) 528-0163
Gratuit : 1 (866) 437-7606
Fax : (905) 528-9196
Adresse : 1320 rue Barton est, Hamilton ON L8H 2W1
Site : http://www.cschn.ca/
Autre:
Emplacement accessible? Oui
Le service en français? Oui
Services d'interprétation? Non
Sexual Assault Centre (Hamilton and Area) – SACHA Support Line

Population Served: Adults (16+) who have experienced childhood and/or adult sexual violence at any point in their lives; this includes rape, incest, sexual abuse and harassment. The support line also offers assistance to families, partners and friends of survivors.

Services Offered:
- 24 Hour Support line
- Individual and group counselling
- Accompaniment to hospital and police
- Specialized outreach and supports for women from racialized and newcomer communities
- Public education
- Anonymous reporting
- Information and referrals to other community resources

Contact:
Crisis: (905) 525-4162
Business: (905) 525-4573
TTY: (905) 525-4592
Address: 75 MacNab St. South, 3rd Floor Hamilton ON, L8P 3C1
Web: http://sacha.ca/home
Email: sacha@sacha.ca

Other:
Accessible location? Yes
French language services? No
Interpretation services? Yes

Sexual Assault/Domestic Violence Care Centre

Population Served:
- Medical/Forensic Services: anyone who has been recently sexually assaulted; women who have recently experienced intimate partner violence
- Counselling Services: adolescents and adults who have experienced sexual assault or intimate partner violence at any point in their lives, support persons can receive counselling services also

Services Offered:
- Emergency medical care and forensic evidence collection
- Follow up medical care
- Counselling services

Contact:
Crisis: present to Hamilton Health Sciences Emergency Departments
Business: (905) 521-2100 ext. 73557
Fax: (905) 521-5071
Address: 1200 Main Street West, Hamilton, ON
Email: sadvcarecentre@hhsc.ca
Web: http://www.hamiltonhealthsciences.ca/body.cfm?id=281

Other:
Accessible location? Yes
French language services? No
Interpretation services? Yes
Transitional Support Workers
Supports to obtain temporary or permanent housing for women who have experienced violence or abuse which may include assistance with subsidized housing applications, home visits, safety planning, and helping with a move to a new residence.

Centre de santé communautaire Hamilton Niagara
Population: Communauté francophone de Hamilton et la région du Niagara
Services:
- Services de soutien personnalisé et confidentiel qui abordent les problématiques liées à la violence à l’encontre des femmes
- Services d’aiguillage, de référence et d’accompagnement tels que dans le milieu hospitalier, policier et juridique, assistance pratique, défense des droits et intérêts et assistance pour compléter un rapport anonyme.
- Programme d’intervention précoce pour les enfants exposés à la violence
- Programme d’intervention auprès des partenaires violents (PAR) mandaté par la Cour
- Autres services offerts aux francophones de tout âge:
  - Santé primaire (médecin de famille, infirmières, diététiste, services périnataux, ergothérapeute, soins des pieds, services aux aîné(e)s, etc.)
  - Santé mentale et toxicomanie, programmes et services d’établissement et adaptation, et programmes et services en santé et bien-être

Contact:
Téléphone: (905) 528-0163
Gratuit : 1 (866) 437-7606
Fax : (905) 528-9196
Adresse : 1320 rue Barton est, Hamilton ON L8H 2W1
Site : http://www.cschn.ca/

Autre:
Emplacement accessible? Oui
Le service en français? Oui
Services d’interprétation? Non

Good Shepherd Women’s Services
Population Served: Women and their children
Services Offered:
- Mary’s Place; shelter residence for women
- Martha House; shelter residence for women and children fleeing abuse
- Community and counselling services; violence against women, child and youth, migrant women workers project, wellness program, sage family camp.
- Housing and support services; transitional housing and support program, legal advocate, family court support, second stage services, housing and stage works
- Medical services; health clinic, comfort foot care, dental hygiene for children

Contact:
Crisis Line: (905) 523-6277
Phone: (905) 523-8766
Fax: (905) 523-0914
Web: http://www.goodshepherdcentres.ca/programs/women.htm

Other:
Accessibe location? Yes
French language services? Yes
Interpretation services? Off-site translation services available
Interval House of Hamilton
Population Served: Women (16+) who are experiencing violence/abuse and their children
Services Offered:
- 24 Hour/7 Day a Week Crisis Phone
- Emergency shelter providing meals, emergency clothing and personal needs at no cost to client
- Emergency transportation to shelter
- Counselling supports for women in house and in the community
- Child and youth support services
- Community Transitional Housing Support Program
- Support around access to legal systems (family, criminal, immigration, child welfare etc)
- Safety planning
Contact:
Crisis: (905)387-8881
Business Line: (905) 387-9959
Business Fax: (905) 387-0019
Program Fax: (905) 387-0563
E-mail: info@intervalhousehamilton.org
Other:
Accessible location? Yes
French language services? Yes
Interpretation services? Yes

Mission Services – Inasmuch House
Population Served: Women, youth and children
Services Offered:
- Accommodation for 37 residents, maximum 4-6 weeks
- 24 hour confidential support on the crisis line
- Safety planning
- Individual and group support for women and children
- Information and referral for services in the community, including legal supports
- Emergency transportation to shelter
Contact:
Crisis: (905) 529-8600
Business: (905) 529-8149
Fax: (905) 529-6156
Email: inasmuch@mission-services.com
Web: http://www.mission-services.com/programs-and-services/womens-services/inasmuch-house/
Other:
Accessible location? Yes
French language services? Yes
Interpretation services? Yes – upon request
**Native Women’s Centre**

Population Served: All women and their children who are experiencing crisis

Services Offered:
- Emergency shelter, short term stay, 8 rooms totalling 15 beds
- Safety planning
- 24 hour crisis line
- Counselling for residents, non-residents and past residents
- Emergency transportation to Shelter
- Information and referrals to other community resources
- Woman Abuse Education Program
- Access to Traditional Native methods of healing, but remains sensitive to other cultures
- Referral to transitional housing; Honouring the Circle
- Transitional Housing Support worker on site

Contact:
- Toll free/Crisis: 1 (888) 308-6559
- Telephone/Crisis: (905) 664-1114
- Fax: (905) 664-1101
- Mailing Address: 1900 King Street East, P.O. Box 69036, Hamilton ON
- Web: [http://www.nativewomenscentre.com/](http://www.nativewomenscentre.com/)

Other:
- Accessible location? Yes
- French language services? No
- Interpretation services? No

**Phoenix Place**

Population Served: Women and children

Services Offered:
- Individual and group counselling around breaking the cycle of violence
- Support and referrals to other community groups
- Support with respect to education, parenting, employment, housing, income support, health and wellness, legal aid and more
- Court assistance

Contact:
- Phone: (905) 527-2238
- Fax: (905)527-1219
- Web: [http://www.phoenixplace.ca/main.html](http://www.phoenixplace.ca/main.html)

Other:
- Accessible location? No
- French language services? No
- Interpretation services? No
Second Stage Housing for Women

Temporary housing (up to one year) wherein women (with or without children) who have experienced domestic violence, receive support to move towards independence and self-sufficiency.

**Good Shepherd Women’s Services**
Population Served: Women and their children  
Services Offered:
- Mary’s Place; shelter residence for women
- Martha House; shelter residence for women and children fleeing abuse
- Community and counselling services; violence against women, child and youth, migrant women workers project, wellness program, sage family camp.
- Housing and support services; transitional housing and support program, legal advocate, family court support, second stage services, housing and stage works
- Medical services; health clinic, comfort foot care, dental hygiene for children

Contact:
Crisis Line: (905) 523-6277  
Phone: (905) 523-8766  
Fax: (905) 523-0914  
Web: [http://www.goodshepherdcentres.ca/programs/women.htm](http://www.goodshepherdcentres.ca/programs/women.htm)

Other:
- Accessible location? Yes  
- French language services? Yes  
- Interpretation services? Off-site translation services available

**Phoenix Place**
Population Served: Women and children  
Services Offered:
- Individual and group counselling around breaking the cycle of violence  
- Support and referrals to other community groups  
- Support with respect to education, parenting, employment, housing, income support, health and wellness, legal aid and more  
- Court assistance

Contact:
Phone: (905) 527-2238  
Fax: (905)527-1219  
Web: [http://www.phoenixplace.ca/main.html](http://www.phoenixplace.ca/main.html)

Other:
- Accessible location? No  
- French language services? No  
- Interpretation services? No
Transitional Housing

Temporary housing with support services for women in crisis (with or without children).

Native Women’s Centre
Population Served: All women and their children who are experiencing crisis
Services Offered:
- Emergency shelter, short term stay, 8 rooms totalling 15 beds
- Safety planning
- 24 hour crisis line
- Counselling for residents, non-residents and past residents
- Emergency transportation to Shelter
- Information and referrals to other community resources
- Woman Abuse Education Program
- Access to Traditional Native methods of healing, but remains sensitive to other cultures
- Referral to transitional housing; Honouring the Circle
- Transitional Housing Support worker on site

Contact:
Toll free/Crisis: 1 (888) 308-6559
Telephone/Crisis: (905) 664-1114
Fax: (905) 664-1101
Mailing Address: 1900 King Street East, P.O. Box 69036, Hamilton ON
Web: [http://www.nativewomenscentre.com/](http://www.nativewomenscentre.com/)

Other:
- Accessible location? Yes
- French language services? No
- Interpretation services? No

YWCA Hamilton
Population Served: Women
Services Offered:
- Temporary housing, encompassing 65 beds, for up to eleven month stays by women struggling with homelessness, poverty and violence
- Case management support, goal planning, skills building, employment support, supportive counselling and crisis intervention

Contact:
Phone: (905) 522-9922, ext 114
Web: [http://ywcahamilton.org/programs-services/women-girls-services##transitional-living-program](http://ywcahamilton.org/programs-services/women-girls-services##transitional-living-program)

Other:
- Accessible location? Yes
- French language services? Yes
- Interpretation services? Yes
Family Law Services

Information, resources, and support services for individuals going through the family court process, which may include custody, access, separation, divorce, assets, finding a lawyer, financial support, and advocacy.

Centre de santé communautaire Hamilton Niagara
Population: Communauté francophone de Hamilton et la région du Niagara
Services:
- Services de soutien personnalisé et confidentiel qui abordent les problématiques liées à la violence à l’encontre des femmes
- Services d’aiguillage, de référence et d’accompagnement tels que dans le milieu hospitalier, policier et juridique, assistance pratique, défense des droits et intérêts et assistance pour compléter un rapport anonyme.
- Programme d’intervention précoce pour les enfants exposés à la violence
- Programme d’intervention auprès des partenaires violents (PAR) mandaté par la Cour
- Autres services offerts aux francophones de tout âge:
  - Santé primaire (médecin de famille, infirmières, diététiste, services périnataux, ergothérapeute, soins des pieds, services aux aîné(e)s, etc.)
  - Santé mentale et toxicomanie, programmes et services d’établissement et adaptation, et programmes et services en santé et bien-être

Contact:
Téléphone: (905) 528-0163
Gratuit : 1 (866) 437-7606
Fax : (905) 528-9196
Adresse : 1320 rue Barton est, Hamilton ON L8H 2W1
Site : http://www.cschn.ca/

Autre:
Emplacement accessible? Oui
Le service en français? Oui
Services d’interprétation? Non

Family Law Information Centre (FLIC)
Population Served: All Residents of Hamilton
Services Offered:
- Family mediation services
- Mandatory information programs
- Make referrals to community agencies and legal services

Contact:
Phone: (905) 645-5252
Address: 55 Main Street West, Hamilton ON
Web: http://yourlegalrights.on.ca/organization/family-law-information-centre-flic-hamilton

Other:
Accessible location? Yes
French language services? Yes
Interpretation services? No
Flamborough Women’s Resource Centre
Population Served: Women
Services Offered:
- Individual counselling
- Legal advocacy
- Transitional housing support
- Peer counselling
- Information and community referrals
- Employment counselling
- Teen peer support groups
- Women’s groups
Contact:
Crisis: (905) 387-8881
Phone: (289) 895-8580
Fax: (289) 895-8525
Address: 17 Main Street South, Waterdown ON
Email: coull@intervalhoushamilton.org
Other:
Accessible location? No
French language services? No
Interpretation services? No

Good Shepherd Women’s Services
Population Served: Women and their children
Services Offered:
- Mary’s Place; shelter residence for women
- Martha House; shelter residence for women and children fleeing abuse
- Community and counselling services; violence against women, child and youth, migrant women workers project, wellness program, sage family camp.
- Housing and support services; transitional housing and support program, legal advocate, family court support, second stage services, housing and stage works
- Medical services; health clinic, comfort foot care, dental hygiene for children
Contact:
Crisis Line: (905) 523-6277
Phone: (905) 523-8766
Fax: (905) 523-0914
Web: http://www.goodshepherdcentres.ca/programs/women.htm
Other:
Accessible location? Yes
French language services? Yes
Interpretation services? Off-site translation services available
**Hamilton Regional Indian Centre**  
Population Served: Urban aboriginal people  
Services Offered:  
- Addictions counselling  
- Criminal/family courtwork program  
- Family support; families with children 0-6 years, culturally based activities  
- Healing and wellness program  
- Healthy babies/healthy children program  
- Prenatal/nutrition program  
- Akwe: go program; cultural activities for children 7-12 years old  

Contact:  
Phone: (905) 548-9593  
Fax: (905) 545-4077  
Email: support@hric.ca  
Address: 34 Ottawa St N, Hamilton ON  

Other:  
- Accessible location? Yes  
- French language services? No  
- Interpretation services? No  

**Interval House of Hamilton**  
Population Served: Women (16+) who are experiencing violence/abuse and their children  
Services Offered:  
- 24 Hour/7 Day a Week Crisis Phone  
- Emergency shelter providing meals, emergency clothing and personal needs at no cost to client  
- Emergency transportation to shelter  
- Counselling supports for women in house and in the community  
- Child and youth support services  
- Community Transitional Housing Support Program  
- Support around access to legal systems (family, criminal, immigration, child welfare etc)  
- Safety planning  

Contact:  
Crisis: (905)387-8881  
Business Line: (905) 387-9959  
Business Fax: (905) 387-0019  
Program Fax: (905) 387-0563  
E-mail: info@intervalhousehamilton.org  

Other:  
- Accessible location? Yes  
- French language services? Yes  
- Interpretation services? Yes
Jared’s Place – Legal Advocacy and Resource Centre for Women
Population Served: Women who have experienced violence
Services Offered:
• Providing information and referrals
• Safety planning and risk assessment
• Court preparation and accompaniment
Contact:
Phone: (905) 522-0127 ext. 207
Email: legalcoordinator@bellnet.ca
Address: 100 Main Street East, Suite 205, Hamilton ON
Web: http://yourlegalrights.on.ca/organization/81436
Other:
Accessible location? Yes
French language services? No
Interpretation services? No

Name: Legal Aid Ontario
Population Served: Individuals who are low income and meet requirements of LAO
Services Offered:
• Toll free telephone services, francophone legal advice line
• Duty counsel services, courthouse offices, community and specialty clinics
• Representation by a lawyer
• Student legal aid services, family law services
Contact:
Toll Free: 1 (800) 668-8258
Phone: (416) 979-1446
Other:
Accessible location? Yes
French language services? Appeler 1-877-966-7345 pour service en Français
Interpretation services? No

Mission Services – Inasmuch House
Population Served: Women, youth and children
Services Offered:
• Accommodation for 37 residents, maximum 4-6 weeks
• 24 hour confidential support on the crisis line
• Safety planning
• Individual and group support for women and children
• Information and referral for services in the community, including legal supports
• Emergency transportation to shelter
Contact:
Crisis: (905) 529-8600
Business: (905) 529-8149
Fax: (905) 529-6156
Email: inasmuch@mission-services.com
Web: http://www.mission-services.com/programs-and-services/womens-services/inasmuch-house/
Other:
Accessible location? Yes
French language services? No
Interpretation services? Yes – upon request
Criminal Law and Victim Support

Information, resources, support and advocacy services for victims of crime.

Centre de santé communautaire Hamilton/Niagara
Population: Résidents d’Hamilton et Niagara
Services:
- Services reliés à la santé physique et mentale pour les francophones de tout âge
- Santé et bien-être
- Établissement et adaptation
- Services aux aîné(e)s
Contact:
  Téléphone: (905) 528-0163
  Gratuit: 1 (866) 437-7606
  Fax : (905) 528-9196
  Adresse : 460 Main Street East, Hamilton ON
  Site : http://www.cschn.ca/

Autre:
  Emplacement accessible? Oui
  Le service en français? Oui
  Services d'interprétation ? Non

Elizabeth Fry Society, Hamilton
Population Served: Women who have or are at risk of being criminalized
Services Offered:
- Resource centre; housing, case management, employment assistance, addiction supports, access to computers and other resources, mobile team
- Violence against women: individual counselling
- Teen esteem; education and celebration of being a woman
- Community service order; supports for conditions of probation and community service
- Anger group- reclaiming of a women’s anger through education and information
- Fraud and shoplifters rehabilitation
- Court support
- Opportunities For women- pre-contemplative group , healthy relationships, communication, self esteem
- Institutional release planning
- Sex trade awareness and resource services
Contact:
  Phone: (905) 527-3097
  Toll free: 1 (866) 216-3379
  Fax: (905) 527-4278
  Address: 85 Holton Avenue South, Hamilton ON
  Web: http://www.efryhamilton.org/programs.html

Other:
  Accessible location Yes
  French language services No
  Interpretation services- as needed
Good Shepherd Women’s Services  
Population Served: Women and their children  
Services Offered:  
- Mary’s Place; shelter residence for women  
- Martha House; shelter residence for women and children fleeing abuse  
- Community and counselling services; violence against women, child and youth, migrant women workers project, wellness program, sage family camp.  
- Housing and support services; transitional housing and support program, legal advocate, family court support, second stage services, housing and stage works  
- Medical services; health clinic, comfort foot care, dental hygiene for children  
Contact:  
Crisis Line: (905) 523-6277  
Phone: (905) 523-8766  
Fax: (905) 523-0914  
Web: [http://www.goodshepherdcentres.ca/programs/women.htm](http://www.goodshepherdcentres.ca/programs/women.htm)  
Other:  
- Accessible location? Yes  
- French language services? Yes  
- Interpretation services? Off-site translation services available

Hamilton Regional Indian Centre  
Population Served: Urban aboriginal people  
Services Offered:  
- Addictions counselling  
- Criminal/family courtwork program  
- Family support; families with children 0-6 years, culturally based activities  
- Healing and wellness program  
- Healthy babies/healthy children program  
- Prenatal/nutrition program  
- Akwe: go program; cultural activities for children 7-12 years old  
Contact:  
Phone: (905) 548-9593  
Fax: (905) 545-4077  
Email: support@hric.ca  
Address: 34 Ottawa St N, Hamilton ON  
Other:  
- Accessible location? Yes  
- French language services? No  
- Interpretation services? No
Hamilton Police Service – Victim Services Branch
Population Served: All Hamilton residents
Services Offered:
- On scene crisis intervention for victims of crime and trauma (upon Officer request)
- Emotional support, practical assistance, information and referrals to community agencies
- 24 hour telephone line
- Victim quick response program (Ministry of Attorney General Financial Compensation Program for Victims of Violent Crime)
Contact:
- Emergency: 911
- Non-Emergency: (905) 546-4904
- Email: info@hamiltonpolice.on.ca
- Web: www.hamiltonpolice.on.ca/HPS/VictimSupport/VictimServices.htm
Other:
- Accessible location? Yes
- French language services? Yes
- Interpretation services? Off-site translation services available

Jared's Place – Legal Advocacy and Resource Centre for Women
Population Served: Women who have experienced violence
Services Offered:
- Providing information and referrals
- Safety planning and risk assessment
- Court preparation and accompaniment
Contact:
- Phone: (905) 522-0127 ext. 207
- Email: legalcoordinator@bellnet.ca
- Address: 100 Main Street East, Suite 205, Hamilton ON
- Web: http://yourlegalrights.on.ca/organization/81436
Other:
- Accessible location? Yes
- French language services? No
- Interpretation services? No
Mission Services – Inasmuch House
Population Served: Women, youth and children
Services Offered:
- Accommodation for 37 residents, maximum 4-6 week stay
- 24 hour confidential support on the crisis line
- Safety planning
- Individual and group support for women and children
- Information and referral for services in the community, including legal supports
- Emergency transportation to shelter
Contact:
Crisis: (905) 529-8600
Business: (905) 529-8149
Fax: (905) 529-6156
Email: inasmuch@missionservices.com
Web: http://www.missionservices.com/programs-and-services/womens-services/inasmuch-house/
Other:
Accessible location? Yes
French language services? Yes
Interpretation services? Yes – upon request

Native Women’s Centre
Population Served: All women and their children who are experiencing crisis
Services Offered:
- Emergency shelter, short term stay, 8 rooms totalling 15 beds
- Safety planning
- 24 hour crisis line
- Counselling for residents, non-residents and past residents
- Emergency transportation to Shelter
- Information and referrals to other community resources
- Woman Abuse Education Program
- Access to Traditional Native methods of healing, but remains sensitive to other cultures
- Referral to transitional housing; Honouring the Circle
- Transitional Housing Support worker on site
Contact:
Toll free/Crisis: 1 (888) 308-6559
Telephone/Crisis: (905) 664-1114
Fax: (905) 664-1101
Mailing Address: 1900 King Street East, P.O. Box 69036, Hamilton ON
Web: http://www.nativewomenscentre.com/
Other:
Accessible location? Yes
French language services? No
Interpretation services? No
**The Victim/Witness Assistance Program**

Population Served: Victims or witnesses of violent crime

Services Offered:
- Information about the criminal justice system
- Court preparation for witnesses
- Bail conditions and probation orders
- Emotional support
- Referrals to community agencies
- Assistance with Victim Impact Statements/Criminal Injuries Compensation Board applications

Contact:
- Phone: 905-645-5272
- Address: John Sopinka Courthouse, 45 Main Street East, Suite 478, Hamilton ON
- Web: [www.ontario.ca/victimservices](http://www.ontario.ca/victimservices)

Other:
- Accessible location? Yes
- French language services? Yes
- Interpretation services? Yes

**Criminalized Women and Women involved in Sex Work**

Information, resources, advocacy and support services for women facing criminal charges and/or women involved in sex work or those at risk of crime.

**Elizabeth Fry Society, Hamilton**

Population Served: Women who have or are at risk of being criminalized

Services Offered:
- Resource centre; housing, case management, employment assistance, addiction supports, access to computers and other resources, mobile team
- Violence against women: individual counselling
- Teen esteem; education and celebration of being a woman
- Community service order; supports for conditions of probation and community service
- Anger group- reclaiming of a women’s anger through education and information
- Fraud and shoplifters rehabilitation
- Court support
- Opportunities For women- pre-contemplative group , healthy relationships, communication, self esteem
- Institutional release planning
- Sex trade awareness and resource services

Contact:
- Phone: (905) 527-3097
- Toll free: 1 (866) 216-3379
- Fax: (905) 527-4278
- Address: 85 Holton Avenue South, Hamilton ON
- Web: [http://www.efryhamilton.org/programs.html](http://www.efryhamilton.org/programs.html)

Other:
- Accessible location Yes
- French language services No
- Interpretation services- as needed
Public Health and Sexual Health Services

Health services for individuals’ physical, mental and sexual wellbeing.

Aboriginal Health Centre
Population Served: All Aboriginal people, regardless of status
Services Offered:
- Culturally appropriate health care programs
- Choices of Traditional healing, western medicine and complementary therapies
- Health education, school outreach, children’s programs, Fetal Alcohol Spectrum Disorder (FASD) and Child nutrition program
- Mental health supports; addictions, counselling, wellness planning
- Traditional healing; healing journey, grief recovery, attitudinal healing, sweat lodge ceremonies, spiritual warriors roadway, and elder mentorship program

Contact:
Phone: (905) 544-4320
Fax: (905) 544-4247
Address: 678 Main Street East, Hamilton ON
Email: info@aboriginalhealthcentre.com
Web: http://aboriginalhealthcentre.com

Other:
- Accessible location? Yes
- French language services? No
- Interpretation services? No

Centre de santé communautaire Hamilton Niagara
Population: Communauté francophone de Hamilton et la région du Niagara
Services:
- Services de soutien personnalisé et confidentiel qui abordent les problématiques liées à la violence à l’encontre des femmes
- Services d’aiguillage, de référence et d’accompagnement tels que dans le milieu hospitalier, policier et juridique, assistance pratique, défense des droits et intérêts et assistance pour compléter un rapport anonyme.
- Programme d’intervention précoce pour les enfants exposés à la violence
- Programme d’intervention auprès des partenaires violents (PAR) mandaté par la Cour
- Autres services offerts aux francophones de tout âge:
- Santé primaire (médecin de famille, infirmières, diététiste, services périnataux, ergothérapeute, soins des pieds, services aux aîné(e)s, etc.)
- Santé mentale et toxicomanie, programmes et services d’établissement et adaptation, et programmes et services en santé et bien-être

Contact:
Téléphone: (905) 528-0163
Gratuit : 1 (866) 437-7606
Fax : (905) 528-9196
Adresse : 1320 rue Barton est, Hamilton ON L8H 2W1
Site : http://www.cschn.ca/

Autre:
- Emplacement accessible? Oui
- Le service en français? Oui
- Services d’interprétation? Non
City of Hamilton Sexual Health Clinics
Population Served: All Hamilton Residents
Services Offered:
- Information about sexual health, safer sex practices, abstinence and birth control options
- Low cost birth control for clients 34 years and under
- Free urine pregnancy testing
- Free testing for sexually transmitted infections
- Anonymous HIV testing
- Free Hepatitis A and B vaccination
- Free needle exchange and harm reduction supplies

Contact:
Phone: (905) 528-5894
Web: http://www.hamilton.ca/HealthandSocialServices/PublicHealth/SexualHealth/SexInfoClinic.htm
Email: publichealth@hamilton.ca
Various Locations
Other:
Accessible location? Yes
French language services? Yes
Interpretation services? No

The VAN/Harm Reduction Program
Population Served: All Hamilton Residents
Services Offered:
- Free needles, safe injection supplies, sharps container and disposal
- Free condoms
- Counselling and referrals

Contact:
VAN: (905) 317-9966
Daytime Phone: (905) 546-3541
Web: http://www.hamilton.ca/HealthandSocialServices/PublicHealth/SexualHealth/TheVan.htm
Other:
Accessible location? Yes
French language services? No
Immigration, Settlement and Newcomer Support

Services

One on one settlement support for newcomers to Canada offered in different languages. Support may include referrals to community resources such as employment, housing, ESL, ad healthcare.

**Centre de santé communautaire Hamilton Niagara**
Population: Communauté francophone de Hamilton et la région du Niagara

- Services de soutien personnalisé et confidentiel qui abordent les problématiques liées à la violence à l'encontre des femmes
- Services d’aiguillage, de référence et d’accompagnement tels que dans le milieu hospitalier, policier et juridique, assistance pratique, défense des droits et intérêts et assistance pour compléter un rapport anonyme.
- Programme d’intervention précoce pour les enfants exposés à la violence
- Programme d’intervention auprès des partenaires violents (PAR) mandaté par la Cour
- Autres services offerts aux francophones de tout âge:
  - Santé primaire (médecin de famille, infirmières, diététiste, services périnataux, ergothérapeute, soins des pieds, services aux aîné(e)s, etc.)
  - Santé mentale et toxicomanie, programmes et services d’établissement et adaptation, et programmes et services en santé et bien-être

Contact:
Téléphone: (905) 528-0163
Gratuit : 1 (866) 437-7606
Fax : (905) 528-9196
Adresse : 1320 rue Barton est, Hamilton ON L8H 2W1
Site : [http://www.cschn.ca/](http://www.cschn.ca/)

Autre:
Emplacement accessible? Oui
Le service en français? Oui
Services d'interprétation? Non

**Hamilton Urban Core Community Health Centre**
Population Served: All residents of Hamilton

- Art from the Heart; for those struggling with difficult emotions, are chronically ill, isolated or had traumatic experiences. Uses art as a medium of expression to improve mental health
- Serenity “N” Motion; self-esteem workshops, relaxation sessions, discussion groups and community services activities

Contact:
Phone: (905) 522-3233
Fax: (905)522-3433
Address: 71 Rebecca Street, Hamilton ON
Web: [http://www.huc chc.com/index.html](http://www.huc chc.com/index.html)

Other:
Accessible location? Yes
French language services? No
Interpretation services? Yes
**Immigrant Women’s Centre**  
Population Served: Immigrant and refugee women and their families  
Services Offered:  
- Language training  
- Job Search Workshops  
- Financial literacy  
- Settlement support  
- Community connections  
- Women of action – learn civic rights and obligations through participatory training  
- International marketplace – annual event for local women to promote their home-based businesses  
- Montcalm community house – community house hosting events such as movie nights, fitness clubs and other programming for children and families  
Contact:  
Phone: (905) 529-5209  
Head Office Address: 8 Main Street East Suite 101  
Web: http://iwchamilton.ca/  
Other:  
Accessible location? No  
French language services? Yes  
Interpretation services? Yes

**Legal Aid Ontario – Refugee Law Office**  
Population Served: Individuals who are low income and meet requirements of LAO  
Services Offered:  
- Duty counsel services  
- Courthouse offices  
- Community and specialty clinics  
- Representation by a lawyer, with specific knowledge in refugee law  
Contact:  
Phone: (905) 528-0134  
Fax: (905) 528-1857  
Other:  
Accessible location? Yes  
French language services? Appeler 1-877-966-7345 pour service en Français  
Interpretation services? No
North Hamilton Community Health Centre
Population Served: Primarily residents of the north end of Hamilton
Services Offered:
- Primary care: assessment, diagnosis and management by health professionals
- Health wellness: physiotherapy, chiropody (foot care), nutrition, kinesiology, occupational therapy, asthma therapy, and diabetes education
- Mental wellness: social work, client advocacy and counselling
- Feet first – steps for health: free diabetes foot care to seniors or others with limited resources

Contact:
Phone: (905) 523-6611 ext. 2000
Administration fax: (905) 523-5173
Medical fax: (905) 523-8735
Address: 438 Hughson Street North, Hamilton ON
Web: http://www.nhchc.ca/default/index/

Other:
- Accessible location? Yes
- French language services? Yes
- Interpretation services? Yes

YMCA Settlement Services
Population Served: Newcomers to Hamilton
Services Offered:
- Language assessments and referrals
- Orientation and information
- One-to-one settlement support
- Referrals to community services
- Commissioning
- Employment services

Contact:
Phone: (905) 540-9679
Fax: (905) 540-9613
Address: 23 Main Street East, Hamilton ON
Web: http://mydreamlife.ca/iss_hamilton

Other:
- Accessible location? Yes
- French language services? Yes
- Interpretation services? Yes
YWCA Settlement Services
Population Served: Newcomers to Hamilton
Services Offered:
- Newcomer Settlement Program (NSP) – information about community services, such as schools and health care
- Bridging Program – bridge to employment by upgrading newcomers’ skills to meet employment regulations in Canada. This program includes; bridging to information community technology (ICT) and bridging to environment
Contact:
Newcomer program phone: (905) 522-9922 Ext. 147
Bridging programs phone: (905) 522 – 9922 Ext. 142
Various locations
Web: http://ywcahamilton.org/programs-services/settlement-services
Other:
Accessible location? Yes
French language services? Yes
Interpretation services? Yes

Aboriginal Support Services
Information, resources, advocacy, and support services that are culturally competent and reflect Aboriginal values and practices

Aboriginal Health Centre
Population Served: All Aboriginal people, regardless of status
Services Offered:
- Culturally appropriate health care programs
- Choices of traditional healing, western medicine and complementary therapies
- Health education, school outreach, children’s programs, Fetal Alcohol Spectrum Disorder (FASD) and child nutrition programs
- Mental health supports; addictions, counselling, and wellness planning
- Traditional healing; healing journey, grief recovery, attitudinal healing, sweat lodge ceremonies, spiritual warriors roadway, and elder mentorship program
Contact:
Phone: (905) 544-4320
Fax: (905) 544-4247
Address: 678 Main Street East, Hamilton ON
Email: info@aboriginalhealthcentre.com
Web: http://aboriginalhealthcentre.com
Other:
Accessible location? Yes
French language services? No
Interpretation services? No
Hamilton Regional Indian Centre
Population Served: Urban aboriginal people
Services Offered:
- Addictions counselling
- Criminal/family courtwork program
- Family support; families with children 0-6 years, culturally based activities
- Healing and wellness program
- Healthy babies/healthy children program
- Prenatal/nutrition program
- Akwe:go program; cultural activities for children 7-12 years old

Contact:
Phone: (905) 548-9593
Fax: (905) 545-4077
Email: support@hric.ca
Address: 34 Ottawa St N, Hamilton ON
Web: http://www.hric.ca/index.php

Other:
Accessible location? Yes
French language services? No
Interpretation services? No

Native Women’s Centre
Population Served: All women and their children who are experiencing crisis
Services Offered:
- Emergency shelter, short term stay, 8 rooms totalling 15 beds
- Safety planning
- 24 hour crisis line
- Counselling for residents, non-residents and past residents
- Emergency transportation to Shelter
- Information and referrals to other community resources
- Woman Abuse Education Program
- Access to Traditional Native methods of healing, but remains sensitive to other cultures
- Referral to transitional housing; Honouring the Circle
- Transitional Housing Support worker on site

Contact:
Toll free/Crisis: 1 (888) 308-6559
Telephone/Crisis: (905) 664-1114
Fax: (905) 664-1101
Mailing Address: 1900 King Street East, P.O. Box 69036, Hamilton ON
Web: http://www.nativewomenscentre.com/

Other:
Accessible location? Yes
French language services? No
Interpretation services? No