

# **Information Resource Directory**

## **For Persons With Disabilities**

### **Windsor and Essex County**

**Funded by the Windsor-Essex Employment Group**

**and**



Community Living Windsor has collected this information based on our mission and values statements and those of the Windsor-Essex Employment Group.

### **Windsor- Essex Employment Group Guiding Principles**

- All persons with disabilities are entitled to participate in employment by choice.
- All persons with disabilities will have access to up to the date information regarding employment services in their community.
- Persons with disabilities will receive service in a manner that is professional, respectful and accessible.
- Windsor-Essex Employment Group members share the responsibility to ensure information is gathered and distributed to the community and client group in a timely manner.

It is intended to provide users with a simple guide to some of the resources available in the community, not to endorse specific service providers. It is not exhaustive and reflects current information at time of publication. With ongoing changes in the Social Service sector, we will endeavor to update this resource as new information becomes available.

Should you identify a resource that should be included or a correction to the contents for subsequent publications, please call us at 519-974-8918 ext 235 or email [terry@clwindsor.org](mailto:terry@clwindsor.org).

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ADVOCACY,  
PLANNING  
AND  
LEGAL  
ASSISTANCE

## 211

**211** is an easy-to-remember telephone number that connects people to a full range of non-emergency social, health and government services in their community. Twenty-four hours a day, seven days a week, trained counselors answer 211 calls, assess the needs of each caller and link them to the best available information and services. 211 is also available on the Internet, allowing users to find their own way to programs and services. Go to [www.211windsorsex.ca](http://www.211windsorsex.ca)

Health and social services are delivered by a wide variety of government and community-based organizations and agencies, but finding the right service or program can be difficult.

211 Connects callers to the information they need about, for example:

- Services for children, youth and families
- Physical and mental health services
- Assistance to the disabled, seniors and newcomers to Canada
- Employment support

### **AUTISM ONTARIO, WINDSOR-ESSEX CHAPTER**

**Contact:** Shirley Harshaw

**PHONE:** 519-250-1893

**EMAIL:** [autismwindsor@gmail.com](mailto:autismwindsor@gmail.com)

**FAX:** 519-250-4957

**WEBSITE:** [www.autismontario.com](http://www.autismontario.com)

**ADDRESS:** Gino A Marcus Community Centre  
1168 Drouillard Rd  
Windsor, ON N8Y 2R1

**PRIMARY SERVICES:** Non-profit organization providing services for children and adults with autism spectrum disorder, Pervasive Developmental Disorders (PDD) or Aspergers (PDA), their families and caregivers. Offers support and funding for parents. Special Education Advisory Committee (SEAC) offers support for parents dealing with issues within the education system, lobby for improved educational opportunities, specialized information and directory of support workers.

**ELIGIBILITY CRITERIA:** Persons with Autism and their families or caregivers, Pervasive Developmental Disorder (PDD), Aspergers, professionals and supporters. E-Mail Application process required; Call for information package

**FEE:** Membership is \$50 per year which includes magazines, newsletters, invitations to annual family picnic and holiday party which is free for the entire family.

**CANADIAN MENTAL HEALTH ASSOCIATION (CMHA) ADVOCATE**  
**WINDSOR/ESSEX**

**Contact:** Diane Middleton or John Dunn

**PHONE:** 519- 255-7440

**FAX:** 519-255-7817

**ADDRESS:** 1400 Windsor Ave.  
Windsor, Ontario  
N8X 3L9

**PRIMARY SERVICES:** Individuals receiving psychiatric care, who do not know what rights they have, can contact the local Advocate for Canadian Mental Health Association.

**ELIGIBILITY CRITERIA:** Individuals in receipt of psychiatric care.

**FEE:** No fees.

**See page 24 for employment and vocational program.**

**CITIZEN ADVOCACY WINDSOR-ESSEX**

**ADDRESS:** 235 Eugenie Street West, Unit 105-A  
Windsor, Ontario  
N8X 2X7

**PHONE:** 519-966-5010

**TTY:** 519-966-0361

**FAX:** 519-256-5258

**EMAIL:** info@citizen-advocacy.ca

**WEBSITE:** www.citizen-advocacy.ca

**LANGUAGES PROVIDED:** English

**AREAS SERVED:** Windsor and Essex County.

**PRIMARY SERVICES:** Advocacy and support services for seniors and adults with disabilities. It provides programs that seek to promote the dignity and acceptance of individuals marginalized by a disability or ageism. Training programs available to service providers and organizations or businesses to address attitudes toward persons with disabilities, advocacy and elder abuse.

**ELIGIBILITY CRITERIA:** Senior and adults with physical, developmental or psychiatric disabilities can apply.

**FEE:** No fees.

## **COMMUNITY LEGAL AID**

**ADDRESS:** 2475 University Avenue West  
Windsor, Ontario  
N9A 2V3

**PHONE:** 519-255-7822

**LANGUAGES PROVIDED:** English and French.

**AREAS SERVED:** Windsor and Essex County.

**PRIMARY SERVICES:** Free legal services are provided by legal students is available to those who qualify financially and jurisdictionally. Services include:

- landlord-tenant
- highway traffic and provincial offences
- minor criminal matter
- Criminal Injuries Compensation Board applications
- non-profit incorporations and charitable status applications
- name changes and criminal pardons

Affidavits and notarization available at a small charge. Legal resource guide available to public.

**ELIGIBILITY CRITERIA:** Ages: 16 year(s) and up.

**FEE:** Fees are determined by financial eligibility and assessment.

## **ENSEMBLE**

**Contact:** Lisa Raffoul, Jackie Barraco, Lana Vince

**PHONE:** 519- 776-6486 ext 225

**FAX:** 519-776-6972

**ADDRESS:** 372 Talbot Street North  
Essex, Ontario  
N8M 2W4

**EMAIL:** ensemble@communitylivingessex.org

**WEBSITE:** www.ensembleunderstands.com

**AREA SERVED:** Windsor & Essex County

**PRIMARY SERVICES:** A continuum of support to families from diagnosis to adulthood. Provides resources and a family perspective to both families and professionals whose daily life involves someone with a disability.

**DESCRIPTION:** Provides a variety of supports including:

- Up to date & current information
- Online networking
- Forums & Blogs
- Resource Booklet available in English, French, Arabic, Spanish, Chinese, Urdu & German
- Parent to parent support & mentoring
- Family Consultation
- Cross Cultural
- Books: “Special Kids, Special Parents” & “Tips for a Positive School Experience”

**FEE:** No fees.

**FAMILY SERVICE WINDSOR-ESSEX COUNTY**  
**ADVOCACY, PLANNING & SUPPORT WORKER**

**CONTACT:** Intake Worker **PHONE:** 519-256-1831

**ADDRESS:** 235 Eugenie Street West, Suite 105A **FAX:** 519-256-5258  
Windsor, Ontario  
N8X 2X7 **TDD:** 519-254-4850

**EMAIL:** famserv@mnsi.net  
**WEBSITE:** www.family servicewindsor.on.ca

**LANGUAGES PROVIDED:** English and French

**AREAS SERVED:** Windsor and Essex County; satellite offices in Amherstburg, Essex and Leamington

**PRIMARY SERVICES:** Advocacy, Planning & Support Worker (APSW) assists adults with developmental disabilities to participate in all aspects of community life (education, employment, recreation, home, social, etc.).

**DESCRIPTION OF PROGRAM:** The APSW fulfills the following roles for adults with developmental disabilities:

- Individual and systemic advocacy and rights support
- Personal planning support
- Assistance with access to resources
- Support in the co-ordination of resources and the development of personal support networks
- Financial support including voluntary trusteeships
- Community development and education with and on behalf of adults with disabilities, their families and significant others.

**ELIGIBILITY CRITERIA:** Adults and seniors with a developmental disability and their families.

**HELP LINK -CENTRAL ACCESS SERVICES FOR CHILDREN,  
YOUTH AND FAMILIES**

**ADDRESS:** 2109 Ottawa Street, Suite 440  
Windsor, Ontario  
N8Y 1R2

**Parent HELP LINE:** 1-519-257-KIDS (5437)

**LANGUAGES PROVIDED:** English

**AREAS SERVED:** Windsor and Essex County.

**PRIMARY SERVICES:** An information and referral point for all children's services.

**SERVICES DESCRIPTION:**

- Assists families of children/youth up to 18 years of age who are experiencing concerns in the following areas: emotional, behavioral and/or social difficulties, developmental disabilities, physical disabilities and chronic medical conditions
- The Help Line is staffed by trained professionals, which are available to parents, grandparents, guardians and the youth to provide information that may be of assistance to the caller.
- Help Link offers:
  1. **Screening, Assessment and Referral**- gathers information about the family and is used to aid in connecting the family to appropriate services
  2. **Service Coordination and Planning**- provide service coordination for families of children and youth with developmental disabilities and mental health concerns. Helps assist families in developing a plan to address specific needs and access relevant resources in the community.
  3. **Case Resolution** – this process is geared to children and families with extraordinary needs, resulting in difficulty locating appropriate services, needed on an urgent basis.

**ELIGIBILITY:** Ages: 18 year(s) and under. Serves children and young adults experiencing emotional, social/ behavioural problems and developmental delays.

**LEGAL AID ONTARIO**  
**ESSEX COUNTY**

**ADDRESS:** 185 City Hall Square  
Windsor, Ontario  
N9A 6W5

**PHONE:** 519-255-7822

**LANGUAGES PROVIDED:** English and French.

**AREAS SERVED:** Windsor and Essex County.

**PRIMARY SERVICES:** Legal aid services for persons seeking legal advice. Representation mainly in areas of family law, criminal, immigration and mental health. Office provides a lawyer of the client's choice. Clients may be required to contribute to the cost of legal services depending on financial assessment. May provide limited coverage for divorce disbursements (but not legal fees) and civil law suits.

**ELIGIBILITY CRITERIA:** Age 16 years and up. Persons in need of legal assistance can apply. Must meet financial criteria and provide proof of financial status before application process.

**FEE:** Fees are determined by financial eligibility and assessment.

**LEGAL ASSISTANCE OF WINDSOR**

**ADDRESS:** 85 Pitt Street East  
Windsor, Ontario  
N9A 2V3

Leamington Mall  
215 Talbot Street East  
Leamington, Ontario N8H 3X5

**PHONE:** 519-256-7831 **FAX:** 256-1387 **TTY:** 519-256-5287

**FEE:** No fee

**LANGUAGES PROVIDED:** English and French.

**AREAS SERVED:** Windsor and Essex County.

**PRIMARY SERVICES:** Community legal clinic offers free legal advice, social work services and is staffed by lawyers, law students, social workers and social work students. They specialize in areas of law that are particularly important to low income clients including: Entitlements to public and government benefits, Tenant protection. Criminal injuries compensation, Affidavits & Advocacy. Provides information and referral, law reform, public legal education, research and community development. A legal resource guide is available to public.

**ELIGIBILITY CRITERIA:** Ages: 18 year(s) - 64 year(s) Must meet criteria of Legal Aid Services Amendment Act; Adults and organizations who do not qualify for a Legal Aid Certificate but whose problem falls within financial and case-type criteria.

## **OMBUDSMAN**

**CONTACT:** Andre Marin

**WEBSITE:** [www.ombudsman.on.ca](http://www.ombudsman.on.ca)

**PHONE:** 1-800-263-1830

**FAX:** 416-586-3485

**TTY, HARD OF HEARING AND DEAF:** 1-866-411-4211

**LANGUAGES PROVIDED:** Translation can be provided in many languages.

**AREAS SERVED:** Ontario

**PRIMARY SERVICES:** Ontario's Ombudsman is an officer of the provincial legislature who is independent of the government and political parties. The Ombudsman investigates complaints relating to the administrative decisions, recommendations, acts and omissions of Ontario's governmental organization.

**INVESTIGATION/ADVOCACY SERVICE:** investigates complaints against provincial ministries, boards, agencies and commissions which includes some 400 organizations such as: Assessment Review Board, Criminal Injuries Compensation Board, Health Services Board, Ontario Housing Corporation, Ontario Human Rights Commission, Hydro One, Ontario Labour Relations Board, Ontario Municipal Board, Rent Review Hearing Board, Review Boards for Psychiatric Facilities, Social Review Board, Family Responsibility Office - Support Plan, Workplace Safety Insurance Appeals Tribunal.

The Ombudsman's job is to investigate complaints about provincial government organizations once the internal complaint mechanism has been attempted. When something is found to be wrong, the Ombudsman can make recommendations to resolve the problem, and if these are not acted upon, the case is reported to the Legislature. The Ombudsman can often help resolve complaints informally.

**ELIGIBILITY CRITERIA:** With jurisdiction over all provincial government organizations as an office of last resort, all available complaint and appeal procedures whenever possible should be used before the Ombudsman conducts an investigation. You can complain in writing, by telephone, TTY, fax or cassette recording.

**FEES:** No fees.

**ONTARIO HUMAN RIGHTS COMMISSION**  
**ONTARIO MINISTRY OF CITIZENSHIP**

**ADDRESS:** 180 Dundas Street W. 7<sup>th</sup> Fl  
Toronto, Ontario  
M7A 2R9

**PHONE:** 1-416-326-9551  
1-800 387-9080

**TDD:** 1-416-314-6526  
1-800-308-5561

**WEBSITE:** [www.ohre.on.ca](http://www.ohre.on.ca)

**LANGUAGES PROVIDED:** English, French, Interpreter.

**PRIMARY SERVICES:** The office provides enforcement of the Human Rights code of Ontario including the right to equal treatment in employment, services, goods and facilities, contracts and accommodation without discrimination because of race, ancestry, place of origin, colour, sexual orientation, ethnic origin, citizenship, creed, sex, age, marital status, family status, handicap, record of offences (employment only) and receipt of public assistance (accommodation only). The Commission implements a program of investigation, mediation and conciliation of complaints and enforcement.

**ELIGIBILITY CRITERIA:** Individuals who suspect they are being discriminated against. Complaints are received by phone only.

**FEE:** None

**ONTARIO MARCH OF DIMES**  
**LONDON OFFICE**

**ADDRESS:** 920 Commissioners Road East  
London, ON N5Z 3J1

**PHONE:** 519-642-3999  
**TOLL-FREE:** 1-866-496-8603  
**FAX:** 519-642-7665

**E-MAIL:** [info@marchofdimes.ca](mailto:info@marchofdimes.ca)

**WEBSITE:** [www.marchofdimes.ca](http://www.marchofdimes.ca)

**LANGUAGES PROVIDED:** English

**AREAS SERVED:** Southwestern Ontario

**PRIMARY SERVICES:** Coordinating agency for all adults with physical disabilities (through accidents, disease or birth defect). Programs promote dignity and independence for individuals and understanding and acceptance of the abilities and needs of persons with disabilities.

**ELIGIBILITY CRITERIA:** Adults 19 years and older who are physically disabled with a mobility impairment can apply. Referral required.

**FEE:** Fees on Rental Equipment

## **ONTARIO MINISTRY OF LABOUR**

**ADDRESS:** 4510 Rhodes Drive, Suite 610  
Windsor, Ontario  
N8N 5K5

**PHONE:** 1-519-256-8277  
**TOLL FREE:** 1-800-265-5140  
**FAX:** 1-519-258-1321  
**CLAIMANT TOLL FREE:** 1-800-531-5551  
**HEALTH & SAFETY:** 1-877-202-0008

**WEBSITE:** [www.labour.gov.on.ca](http://www.labour.gov.on.ca)

**LANGUAGES PROVIDED:** English and French.

**AREAS SERVED:** Windsor and Essex County; Chatham- Kent.

**PRIMARY SERVICES:** Administers Occupational Health and Safety Act and regulations as well as various Employment Standards regulations.

**ELIGIBILITY CRITERIA:** Individuals who are 13-64 years of age.

**FEE:** Set fees for publications.

## **PEOPLE FIRST OF WINDSOR**

**CONTACT:** Chris Bedore

**PHONE:** 519-560-3599

**WEBSITE:** [www.peoplefirstwindsor.com](http://www.peoplefirstwindsor.com)

**LANGUAGES PROVIDED:** English

**AREAS SERVED:** Windsor

**PRIMARY SERVICES:** A self-advocacy group for adults with developmental disabilities, providing support in developing leadership and organization skills.

**ELIGIBILITY CRITERIA:** Individuals 18 years and up with a developmental disability can apply.

**FEES:** \$10.00 Membership fee

**SALVATION ARMY WINDSOR**  
**COMMUNITY AND REHABILITATION CENTRE**

**ADDRESS:** 355 Church Street  
Windsor, Ontario  
N9A 7G9

**PHONE:** 519-253-7473  
**FAX:** 519-253-7478

**LANGUAGES PROVIDED:** English

**AREAS SERVED:** Windsor and Essex County.

**PRIMARY SERVICES:** The Salvation Army Windsor Community & Rehabilitation Centre provides many services and programs for the community including:

- Emergency after hours service
- Addictions service
- Food bank
- Rest Home Care
- Temporary hostel and many others.

**ELIGIBILITY CRITERIA:** Contact 253-7473 for more information.

**FEES:** Call for information

**SCHIZOPHRENIA SOCIETY OF ONTARIO**  
**ESSES-KENT-LAMBTON- REGIONAL OFFICE**

**CONTACT PERSON:** Laura Bedard

**PHONE:** 519-254-6793

**ADDRESS:** 1275 Walker Road  
Windsor, Ontario  
N8Y 4X9

**EMAIL:** lbedard@schizophrenia.on.ca

**LANGUAGES PROVIDED:** English

**WEBSITE:** www.schizophrenia.on.ca

**AREAS SERVED:** Windsor-Essex County, Chatham-Kent County, Sarnia-Lambton County

**PRIMARY SERVICES:** Family support, public education and awareness, advocacy and research.

**DESCRIPTION OF PROGRAM:** Support and education for those affected by schizophrenia.

**ELIGIBILITY CRITERIA:** Those affected by schizophrenia and the general public who support the Society's aims and objectives.

**FEES:** No fees apply for support and information. If you would like to join as a member there is a \$35.00 fee. Donations also welcomed.

## **TEEN HEALTH CENTRE**

**ADDRESS:** 1585 Ouellette Avenue  
Windsor, Ontario  
N8X 1K5

**PHONE:** 519-253-8481

**WEBSITE:** [www.teenhealthcentre.com](http://www.teenhealthcentre.com)

**LANGUAGES PROVIDED:** English

**AREAS SERVED:** Windsor and Essex County.

**PRIMARY SERVICES:** The Teen Health Centre provides a complete range of services for emotional, physical, social and spiritual well-being. Supports people in taking control of their lives and promotes public awareness of adolescent issues through education and advocacy. Inter-disciplinary professionals provide the services, Non-profit organization.

### **DESCRIPTION OF PROGRAM:**

Some programs and services provided by the Teen Health Centre including:

- General medical consultation
- Immunization, sports medicine
- Nutrition
- Economical meal planning and preparation
- Fitness
- Weight management and eating disorders
- Self-esteem workshops
- Smoking cessation programs
- Substance abuse counseling
- Social and emotional counseling for individuals and families
- Spirituality and grief counseling
- Parent support groups
- Anger management workshops
- Prenatal classes and support groups
- Early Years support group for young mothers
- Health education and promotion in schools and organizations
- Volunteer and co-op placements
- Employment preparation and skills
- Homeless initiatives.

**ELIGIBILITY CRITERIA:** Youth between the ages of 12 and 24 years of age.

**FEES:** A nominal fee may apply to some programs and services. Call for information.

## **WINDSOR ACCESSIBILITY ADVISORY COMMITTEE**

**CONTACT:** Gayle Jones, Diversity and Accessibility Officer

**ADDRESS:** 350 City Hall Square  
Windsor, Ontario  
N9A 6S1

**PHONE:** 255- 2489

**EMAIL:** gajones@city.windsor.on.ca

**WEBSITE:** www.city.windsor.on.ca

**LANGUAGES PROVIDED:** English, Language Line Service Available

**AREAS SERVED:** Windsor

**PRIMARY SERVICES:** Committee of City Council dealing with issues related to disabilities that advises and recommends appropriate action. It encourages community participation on accessibility matters and promotes public education and policy advocacy.

**DESCRIPTION OF PROGRAM:** Committee meets monthly to discuss accessibility in all areas run by the City. People who have accessibility issues can call with inquiries. Language Line Service supports 150 different languages. Minutes and agendas are available.

**FEE:** None

## **WINDSOR-ESSEX BILINGUAL LEGAL CLINIC** **CLINIQUE JURIDIQUE BILINGUE**

**ADDRESS:** 595 Tecumseh Road East  
Windsor, Ontario  
N9A 2V3

**PHONE:** 519-253-3526

**LANGUAGES PROVIDED:** English and French.

**AREAS SERVED:** Windsor and Essex County.

**PRIMARY SERVICES:** Bilingual legal service includes free advice, representation and referrals in both French and English to low-income residents excluding Family and Criminal Law. Clinic engages in law reform activities, community outreach and public legal education.

**ELIGIBILITY CRITERIA:** Persons with low income in need of legal representation. Call for information.

**FEE:** No fees

## **WINDSOR-ESSEX BROKERAGE FOR PERSONAL SUPPORTS**

**CONTACT PERSON:** Marlyn Shervill,

**PHONE:** 519-966-8094

**ADDRESS:** 3357 Walker Road, Unit 2  
Windsor, Ontario  
N8W 5J7

**FAX:** 519-966-8390

**WEBSITE:** [www.windsorsessexbrokerage.com](http://www.windsorsessexbrokerage.com)

**EMAIL:** [webps@mnsi.net](mailto:webps@mnsi.net)

**LANGUAGES PROVIDED:** English

**AREAS SERVED:** Windsor and Essex County

### **PRIMARY SERVICES:**

- Central Access point for information for adults (18 and over) who have a developmental disability as well as their family members. Explore service and support options such as: housing, employment, interests and community involvement.
- To maximize self-determination in our role as the primary and dedicated resource for unencumbered planning support and facilitation in Windsor and Essex County
- To work toward strengthening people and families through the use of tools we can offer; to assist people and families to take control of their lives and ensure accountability to themselves, the transfer payment agency and the funder.
- To assist with the formal and informal arrangements of contracting services with community agencies when requested.
- Mediate and Negotiate

**ELIGIBILITY CRITERIA:** Must be adults 18 years or older or transitional aged youth with developmental disabilities. Appointments required.

**FEE:** None.

## WINDSOR-ESSEX FAMILY NETWORK

**CONTACT PERSON:** Michelle Friesen/Lise Weston/  
Tina Szymczak

**PHONE:** 519- 974-1008

**ADDRESS:** 7025 Enterprise Way  
Windsor, Ontario  
N8X 3N6

**FAX:** 519-974-4157

**EMAIL ADDRESS:** info@windsoressexfamnet.ca

**LANGUAGES PROVIDED:** English and French

**AREAS SERVED:** Windsor and Essex County

**PRIMARY SERVICES:** Windsor Essex Family Network is a **network** of parents, brothers, sisters, grandparents and friends who have come together to support the inclusion and well being of family members (children and adults) who have different abilities and challenges. ‘Family Network’ has stood beside families since 1995 sharing experiences and ideas, encouraging, celebrating, grieving, laughing, building awareness or simply sharing information through a quick phone call or over coffee. Families provide emotional and practical support around common issues faced everyday. **Strengthening families through the transitions in life has been one of the primary areas of focus for ‘family network’**, as is: support to parents for understanding and partnering with school systems and linking families to other organizations that specialize in a particular area of interest and/or need.

This local charitable organization strives to empower people and families affected by disability and enhance their quality of life by:

- Offering **family-to-family linking**, mentoring and support.
- Providing information.
- Partnering and offering **learning opportunities**, seminars, conferences.
- Creating innovative and practical resources for families.
- **Bringing families together** to empower each other on issues of importance to them.
- Participating on committees, boards and working groups.
- Offering a **collective autonomous family voice** to educate and influence the systems.

Windsor Essex Family Network, due to its autonomy, is an effective avenue for giving ‘voice’ to families and for identifying changes that can enhance systems of support; it is not an agency based program and does not receive government funding for its operations. ‘Family Network’ has a proven track record for effectively partnering and working with more than 50 organizations in Windsor and Essex County and is frequently asked for input and feedback.

**ELIGIBILITY CRITERIA:** The supports and contributions of ‘Family Network’ are available to any family, friend, professional, or partner affected by disability from Windsor and Essex County who want to come together, share experiences, offer mutual support and learning.

**FEES:** There is no charge for most of the supports provided. Registration fees may apply to learning events and conferences. Interested parties are welcome to join the organization as a paid member. **The membership fee for an individual membership is \$15.00 per year.** It is \$75.00 a year for a supporting agency that is committed to the philosophy and work of Windsor Essex Family Network and the inclusion and support of people with disabilities.

# **EDUCATION AND TRAINING**

## **ACADEMY OF LEARNING**

**CONTACT NAME:** Mike Lafreniere, Admissions      **PHONE:** 519-979-4161

**ADDRESS:** 3095 Forest Glade Drive      **FAX:** 519-979-4015  
Windsor, Ontario  
N8R 1W6

**EMAIL:** academy@mnsi.net

**LANGUAGE PROVIDED:** English

**AREAS SERVED:** Windsor and Essex County; Chatham

**PRIMARY SERVICES:** Provide skills required for employment.

**DESCRIPTION OF PROGRAM:** Academy of Learning offers: Private Career College registered through the Ministry of Training, Colleges and Universities and offers 14 diploma programs and industry certifications; provides educational needs assessment and proposals; General Education Development (GED) and English as a Second Language (ESL) programs; offers a satellite location in Chatham. Registered and approved as a private career college under the Private Career College Act.

**ELIGIBILITY CRITERIA:** Adults 18-64 years of age in search of employable skills; Injured workers retraining through WSIB; Persons with current EI claim or a claim within the last 3 yrs or maternity benefits within the last 5 yrs seeking employment training; Mature student status accepted in lieu of secondary school diploma

**FEES:** Fees apply. Financial assistance may be available if you qualify.

## **COLLEGE & EMPLOYMENT PREPARATION PROGRAM** **(FORMERLY: LITERACY AND BASIC SKILLS PROGRAM)**

**CONTACT PERSON:** Nancy Kendrick      **Phone:** 519-972-2727 Ext: 4551

**ADDRESS:** 2000 Talbot Road West      **FAX:** 519-966-8738  
Windsor, Ontario  
N9A 6S4

**EMAIL:** nkendrick@stclaircollege.ca      **WEBSITE:** www.stclaircollege.ca

**LANGUAGES PROVIDED:** English

**AREAS SERVED:** Windsor and Essex County

**PRIMARY SERVICES:** Academic math, English and computer classes offered in this program are designed for adults to prepare for credit courses and/or admission to a college program.

**DESCRIPTION OF PROGRAM:** Classroom instruction combined with individualized instruction, day classes, customized learning plans, adult learning environment, start any time.

**ELIGIBILITY CRITERIA:** 19 yrs. or older, must be eligible to work in the province of Ontario, completion of academic assessment at level 3 or higher

**FEES:** Call for information.

## **COMMUNITY LIFE SKILLS PROGRAM – ST. CLAIR COLLEGE**

**CONTACT PERSON:** Karen Boal **PHONE:** 519-969-8188 #229  
Association for Persons with Physical Disabilities

**ADDRESS:** 3141 Sandwich Street  
Windsor, Ont.  
N9C 1A7.

### **CLASSES HELD AT ST CLAIR COLLEGE CAMPUS**

**ADDRESS:** 2000 Talbot Rd. W **PHONE:** 519-966-1656  
Windsor, Ontario  
N9A 6S4

**LANGUAGES PROVIDED:** English

**AREAS SERVED:** Windsor and Essex County

**PRIMARY SERVICES:** This program helps persons with disabilities learn how to be independent.

**DESCRIPTION OF PROGRAM:** Located at St. Clair College, this course teaches:

- Transportation and Safety
- Hygiene and Grooming
- Medical and First Aid
- Legal and Housing
- Leisure
- Personal Money Management
- Marketing and Consumer

**ELIGIBILITY CRITERIA:** Persons 16 years of age or older with a medically defined physical, developmental or psychiatric disability. Must provide medical confirmation.

**FEES:** Application process.

**MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES**

**CONTACT PERSON:** Pat Colasanti

**PHONE:** 1-800-214-8284

**ADDRESS: MAILING ADDRESS:** Box 220  
Chatham, Ontario  
N7M 5K3

**FAX:** 519-354-3094

**SITE ADDRESS:** 870 Richmond Street  
Chatham, Ontario

**EMAIL ADDRESS:** pat.colasanti@edu.gov.on.ca

**LANGUAGES PROVIDED:** English

**AREAS SERVED:** All Chatham-Kent, Leamington and Wheatley

**PRIMARY SERVICES:** Apprenticeship Registration and Trade Certification

**DESCRIPTION OF PROGRAM:** Apprentice registration, workplace monitoring, in school monitoring, apprentice completion, Provincial and inter-provincial trade certification

**ELIGIBILITY CRITERIA:** Employer sponsor and Grade 12 or GED (for most trades)

**FEES:** Registration fee - \$40.00

**MORE INFO:** Strictly a workplace support services not an employment placement agency. Individuals interested in apprenticeship must have an employer sponsor in order to become a registered apprentice.

**UNITED WAY/CENTRAIDE OF WINDSOR-ESSEX COUNTY**

**ADDRESS:** 300 Giles Blvd. East Unit A  
Windsor, Ontario  
N9A 4C4

**PHONE:** 519-258-3033

**LANGUAGE PROVIDED:** English

**AREAS SERVED:** Windsor and Essex County

**PRIMARY SERVICE:** Education and training in volunteer management. There are programs available for those who are interested in becoming certified as managers of volunteers.

**FEE:** Call for information.

**UNIVERSITY OF WINDSOR**  
**STUDENT DISABILITY SERVICES**

**CONTACT PERSON:** Beth Oacley, Director

**ADDRESS:** University of Windsor  
Room 117, Dillon Hall  
401 Sunset Avenue  
Windsor, Ontario  
N9B 3P4

**PHONE:** 519-253- 3000 ext.3461  
**FAX:** 519-973-7095

**EMAIL ADDRESS:** oacleyb@uwindsor.ca

**LANGUAGES PROVIDED:** English

**AREAS SERVED:** Registered students at the University of Windsor

**PRIMARY SERVICES:** Accommodations, advocacy, and services to students with disabilities who are registered at University of Windsor.

**DESCRIPTION OF PROGRAM:**

**Disability Categories:**

- Low vision/blind,
- Mental health/psychiatric,
- Acquired brain injury,
- Hearing impairments,
- Chronic medical conditions,
- Mobility impairments,
- Attention Deficit/Hyperactivity Disorder (AD/HD),
- Multiple disabilities (any combination of 2 or more of the above).

**Services:** Quiet testing room, extended time for tests/examination (i.e. on audio tape, brailled, large print), text readers, sign language interpreters, note taker and/or tape recorder in lectures.

**ELIGIBILITY CRITERIA:** 1. Must be a registered student at the University of Windsor.  
2. Must have a documented disability, which impedes the learning or evaluation process.

**FEES:** None

**WINDSOR-ESSEX CATHOLIC DISTRICT SCHOOL BOARD**  
**ST. MICHAEL'S ALTERNATIVE ADULT EDUCATION**

**ADDRESS:** 477 Detroit Street  
Windsor, Ontario  
N9C 2P6

**PHONE:** 519-946-3761  
**FAX:** 519-946-3766

**LANGUAGE PROVIDED:** English

**AREA SERVED:** Windsor and Essex County

**PRIMARY SERVICES:** Provides adults with a unique opportunity to complete or upgrade their high school education. This full time day program allows a student to earn two credits every two and a half months.

**FEE:** Call for information.

**See page 21 for Work Matters Program.**

**WINDSOR PUBLIC LIBRARY / VOLUNTEERS IN LITERACY**

**CONTACT PERSON:** Christine Dean

**PHONE:** 519-255-6770 X 4433

**ADDRESS:** 850 Ouellette Ave.  
Windsor, Ontario  
N9A 4M9

**TDD:** 519-252-4775 ext 4433  
**FAX:** 519-255-7207

**EMAIL ADDRESS:** [cdean@windsorpubliclibrary.com](mailto:cdean@windsorpubliclibrary.com)

**WEBSITE:** [www.windsorpubliclibrary.com /literacy](http://www.windsorpubliclibrary.com/literacy)

**LANGUAGES PROVIDED:** English

**AREAS SERVED:** Windsor/Essex

**PRIMARY SERVICES:** One-on-one literacy tutoring and small group.

**DESCRIPTION OF PROGRAM:** Offers basic reading and writing skills (up to grade 5-6 level) in a phonics based program for reading. Volunteers provide tutoring 4 hrs per week. Instructor-led small group classes at Central Library: once a week from 10.00am – 2.30pm. (reading, writing, employment skills and computers). Training workshops for tutors are held three times per year.

**ELIGIBILITY CRITERIA:** Assessment for eligibility for program.

**FEES:** None

**WOMEN'S ENTERPRISE SKILLS TRAINING OF WINDSOR INC. (WEST)**

**ADDRESS:** 647 Ouellette Avenue Suite 201  
Windsor, Ontario  
N9A 4J4

**PHONE:** 519-256-6621

**LANGUAGE PROVIDED:** English

**AREAS SERVED:** Windsor and Essex County

**PRIMARY SERVICES:** WEST is a community-based multicultural agency providing employment, educational and settlement services to all employment disadvantaged visible minority women, newcomers and individuals in need of assistance. WEST offers full range of services for unemployed women including Language Instruction for Newcomers to Canada, English classes that offer LINC levels 1-5, free childcare for LINC participants plus bus transportation assistance for LINC participants and computer training.

**ELIGIBILITY CRITERIA:** Ages: 18 year(s) and up. Unemployed women with a special emphasis on visible minority women and immigrant/newcomer women, and women facing difficulties finding employment

**FEE:** Call for information

**See page 43 for complete list of Employment Supports and page 59 for Clothing Exchange.**

**WORK MATTERS**  
**ST. MICHAEL'S ALTERNATIVE ADULT EDUCATION**

**CONTACT PERSON:** John Kerr

**PHONE:** 519-946 -3761

**FAX:** 519-946-3766

**ADDRESS:** 3477 Detroit Street  
Windsor, Ontario  
N9C 2P6

**EMAIL ADDRESS:** john\_kerr@wecdsb.on.ca

**LANGUAGES PROVIDED:** English

**AREAS SERVED:** Windsor and Essex County

**PRIMARY SERVICES:** Work Matters is a program for individuals with an intellectual disability. The program is designed to build work opportunities through networking, education and career planning and is a collaborative effort of the Greater-Essex County District School Board, Windsor-Essex Catholic District School Board, St. Michael's Alternative Adult Education, Windsor-Essex Family Network and Resource Centre, Community Living Essex, Community Living Windsor, and ODSP Employment Supports.

**DESCRIPTION OF PROGRAM:** Job readiness; Skills training courses; Referral information resources

**ELIGIBILITY CRITERIA:** Work Matters targets transitional youth 18 to 21 who are able to accept and maintain competitive employment; ineligible for post secondary programs and who have an intellectual disability.

**FEES:** Registration fees apply.

**See page 18 for St. Michael's Alternative Adult Education**

# EMPLOYMENT RESOURCES

**10 FRIENDS DINER**  
**(MENTAL HEALTH CONSUMER-SURVIVORS EMPLOYMENT)**

**CONTACT PERSON:** Carolyn Burton  
**ADDRESS:** 1400 Windsor Ave.  
Windsor, Ontario  
N8X 3L9

**PHONE:** 519-254-3000

**LANGUAGES PROVIDED:** English

**AREAS SERVED:** Windsor and Essex County.

**PRIMARY SERVICES:** Skills and job development training in restaurant and catering services for anyone suffering from a serious mental illness.

**DESCRIPTION OF PROGRAM:** A non-profit organization open Daily 9:00 am to 2:00 pm:

- Funded by the Ministry of Health and Long-term care
- A place to develop independence while learning and developing restaurant skills
- A safe and confidential environment that provides peer support in a relaxed setting

**ELIGIBILITY CRITERIA:** Anyone who is a psychiatric survivor, that is ready to return to a fulfilling life, interacting with the public and wants to learn restaurant skills and must be 18 years or older. Application and assessment process is required.

**FEES:** None

**ASSISTED LIVING SOUTHWESTERN ONTARIO**

**EQUAL ABILITY PROGRAM**

**CONTACT PERSON:** Karen Boal

**PHONE:** 519-969-8188 ext 229

**ADDRESS:** 3141 Sandwich Street  
Windsor ON N9C 1A7

**FAX:** 519-969-0390

**EMAIL ADDRESS:** kboal@appdgroup.org

**LANGUAGES PROVIDED:** English and French

**AREAS SERVED:** Windsor and Essex County

**PRIMARY SERVICES:** Employment Services for adults with physical disabilities.

**DESCRIPTION OF PROGRAM:**

- Interest and aptitude testing
- Remedial training programs
- Employment planning services
- Job readiness services
- Job placement services
- Job coaching services
- Job maintenance services
- Access to government sponsored employment programs such as Opportunities Fund

**ELIGIBILITY CRITERIA:** Must be 18 years of age or older.

**FEES:** Funding for services may be available through ODSP- Employment Supports (see pages 35-37).

**FOR MORE INFO:**

Vocational Services Workshop Program- Karen Boal 519-969-8188 ext. 229  
Residential Services Programs- Tina Beneteau 519-969-8188 ext. 250

## **CANADIAN HEARING SOCIETY**

**CONTACT PERSON:** Employment Consultant

**PHONE:** 519-253-7241 lv msg.

**ADDRESS:** 300 Giles Blvd East  
Unit A-3  
Windsor, Ontario  
N9A 4C4

**TTY:** 519-254-1704

**FAX:** 519-253-6630

**EMAIL ADDRESS:** office@windsor.chs.ca

**WEBSITE:** www.chs.ca

**LANGUAGES PROVIDED:** English and American Sign Language

**AREAS SERVED:** Windsor

**PRIMARY SERVICES:** Employment services

**DESCRIPTION OF PROGRAM:**

- Provides career counseling
- Job search training
- Work with employers to ensure work place accessibility for the deaf, deafened and hard of hearing employees
- Employment support offers assistance with vocational assessment
- Career exploration and guidance
- Employment planning
- Assistance with employment literacy
- Resume writing
- Interview skills
- Job training

**ELIGIBILITY CRITERIA:** Aged 16 years and up, deaf, deafened or hard of hearing.

**FEES:** None

**FOR MORE INFO:** Voice mail: 253-7241  
TTY: 254-1704 ( teletypewriter)  
Fax: 253-6630

**CANADIAN MENTAL HEALTH ASSOCIATION WINDSOR / ESSEX**  
**EMPLOYMENT SUPPORT SERVICES**

**CONTACT PERSON(S):** Steve Govette, Manager

**PHONE:** 519-255-7440 ext 358

Ben Fowler, Employment Support Specialist ext 356

Tennille Payne, Employment Support Specialist ext 348

**FAX:** 519-255-7817

**ADDRESS:** 1400 Windsor Ave.  
Windsor, Ontario  
N8X 3L9

**EMAIL ADDRESS:** sgovette@cmha-wecb.on.ca

**LANGUAGES PROVIDED:** English

**AREAS SERVED:** Windsor and Essex County.

**PRIMARY SERVICES:**

- Work experiences
- Resume development
- Computer skills
- Life skills coaching
- Interviewing skills
- Small business development
- Job search
- Job counseling
- Ongoing crisis support

**DESCRIPTION OF PROGRAM:** The goal of the Employment Support Services at CMHA-WECB is to break the cycle of unemployment for our consumers, assisting them to break down barriers and re-engage competitive community based employment in a meaningful way. Through the use of a menu of services including: job coaching, skills building, experiential training, supported employment, work hardening, resume development, interview strengthening, job search skill development, as well as one-on-one supported employment counseling, our clients re-enter the workforce job ready with the skills they need to be successful. We currently utilize the Individual Support and Placement model, which has allowed us to take a segment of the population who've historically have had fewer than 10% of their demographic employed, achieve an employment rate hovering above 50% for the last 4 years (2008 – 2012).

**Eligibility criteria:** Adults 18-65 years who are recovering from a mental illness. Referrals from physicians, psychiatrists, social workers, and self are welcome. Referral form available at CMHA-WECB, or contact us for additional details.

**FEES:** None

**CANADIAN NATIONAL INSTITUTE FOR THE BLIND**

**CONTACT PERSON:** Yves Bergeron  
Employment Counselor

**PHONE:** 519-253-1900 ext 5130  
1-800-265-4127

**ADDRESS:** 245 Janette Ave.  
Windsor, Ontario  
N9A 4Z2

**FAX:** 519-253-4440  
519-625-8419

**EMAIL ADDRESS:** yves.bergeron@cnib.ca

**WEBSITE:** www.cnib.ca

**LANGUAGES PROVIDED:** English and French

**AREAS SERVED:** Essex\Kent

**PRIMARY SERVICES:** Employment counselors assist with job search service, employer contacts, job station accommodation and career guidance.

**DESCRIPTION OF PROGRAM:**

- Ability and interest evaluation
- Career counseling and decision making
- Job search preparation
- Task analysis and modification of a workplace
- Assistance with securing supportive funding
- Employer outreach, awareness building and preparation
- Employment services are offered every second week of the month

**ELIGIBILITY CRITERIA:** Blind or visually impaired.

**FEES:** None.

## **COACHWORX**

**CONTACT PERSON:** Alex Mitchell

**PHONE:** 519-974-6643

**ADDRESS:** 5765 Riverside Drive East  
Windsor, Ontario  
N8S 1B2

**FAX:** 519-944-3109

**EMAIL ADDRESS:** coachworx@sympatico.ca

**WEBSITE:** www.coachworx.ca

**LANGUAGES PROVIDED:** English

**AREAS SERVED:** Windsor and Essex County

**PRIMARY SERVICES:** Employment planning.

**DESCRIPTION OF PROGRAM:** CoachWorx offers advice on individual disability and employment issues, giving individuals the opportunities they need to succeed and find the right job.

- One-on-one, personal
- confidential employment planning services designed around your particular needs and based upon your input

**ELIGIBILITY CRITERIA:** Any individual with a disability.

**FEES:** Services may be “free” to eligible clients.

**COMMUNITY LIVING ESSEX COUNTY**  
**EMPLOYMENT SUPPORTS**

**CONTACT PERSON:** Patty Neufeld

**PHONE:** 519-776-6486 ext 228

**ADDRESS:** 372 Talbot Street North  
Essex, Ontario  
N8M 2W4

**FAX:** 519-776-6972

**EMAIL ADDRESS:** pattyneufeld@communitylivingessex.org

**WEBSITE:** www.communitylivingessex.org

**LANGUAGES PROVIDED:** English and other languages (upon request)

**AREAS SERVED:** Essex County (excluding Windsor)

**DESCRIPTION OF PROGRAM:** Assist individuals with an intellectual disability in finding and maintaining employment. Services include:

- Job readiness skills
- Resume writing, interview skills
- Application assistance
- Job searching: assists with developing job search strategies and implementation
- Job skills matching with employer needs
- Job coaching: on site job training & skill development
- Ongoing job support and problem solving for both employee and employer
- On site job training when job changes occur
- Job development – contact potential employers and assess job market
- Access to government sponsored employment programs such as Opportunities Fund

**ELIGIBILITY CRITERIA:** Adults 18 years and older with an intellectual disability.

**PRIMARY SERVICES:** A range of support services for people who have an intellectual disability and their families throughout Essex County. Day supports offer a variety of options according to individual need including Community Living Options, Community Day Supports, Family Supports & Ensemble (resources for families & professionals).

**FEES:** None

**COMMUNITY LIVING WINDSOR**  
**EMPLOYMENT SUPPORT**

**CONTACT PERSON:** Terry Cloutier

**PHONE:** 519-974-4221

**FAX:** 519-974-4157

**ADDRESS:** 7025 Enterprise Way  
Windsor, Ontario  
N8T 3N6

**WEBSITE:** [www.communitylivingwindsor.org](http://www.communitylivingwindsor.org)

**EMAIL ADDRESS:** [terry@clwindsor.org](mailto:terry@clwindsor.org)

**LANGUAGES PROVIDED:** English

**AREAS SERVED:** Windsor

**DESCRIPTION OF PROGRAM:** Assists individuals with an intellectual disability in finding and maintaining employment. Services include:

- Job readiness skills & resume development
- interview skills
- application assistance
- Job searching: assists with developing job search strategies and implementation
- Job skills: matching with employer needs
- Job coaching: on site job training &, skill development
- Ongoing job support and problem solving for both employee and employer
- On site job training when job changes occur
- Job development – contact potential employers and assess job market
- Access to government sponsored employment programs such as Opportunities Fund

**ELIGIBILITY CRITERIA:** 18 years or older.

**PRIMARY SERVICES:** A range of support services for people who have an intellectual disability and their families throughout Windsor. Supports include personal planning, special services at home, respite, advocacy etc. in an environment that endorses flexibility based on the individual's needs/wants.

**FEES:** None

**D.M.A. REHABILITY**

**ADDRESS:** 1682 HOWARD  
Windsor, Ontario N8X 3T7

**PHONE:** 519-974-7399

**FAX:** 519-974-1838

**WEBSITE:** <http://www.dmarehability.com>      **EMAIL:** [info@dmarehab.com](mailto:info@dmarehab.com)

**LANGUAGES PROVIDED:** English

**AREAS SERVED:** Windsor and Essex County

**PRIMARY SERVICES:** Employment planning, functional ability assessment, cognitive demands analysis & job coaching.

**ELIGIBILITY CRITERIA:** Any individual with a disability.

**FEES:** Services are “free” to eligible clients.

**EMPLOYMENT EDGE (SOUTH ESSEX COMMUNITY COUNCIL)**

**CONTACT PERSON:** SOUTH ESSEX COMMUNITY COUNCIL

**ADDRESS:** 30 Main St E  
Kingsville ON  
N9Y 1A2

Itinerant Sites in Windsor at:  
Family Service Windsor  
Community Living Windsor  
Call Kingsville office for appointment

**PHONE:** 519-733-5784

**FAX:** 519-733-6741

**WEBSITE:** [www.secc.on.ca](http://www.secc.on.ca)

**The Employment Edge has three access sites:**

SECC Kingsville- 30 Main St. East, Kingsville	519-733-5784
SECC Leamington 215 Talbot St E, Leamington	519-733-5784
Windsor offices call Kingsville	519-733-5784

**LANGUAGES PROVIDED:** English

**AREAS SERVED:** Windsor, Leamington, Kingsville, Amherstburg, LaSalle and Essex County

**PRIMARY SERVICES:** Assist to prepare for, obtain and maintain employment

**DESCRIPTION OF PROGRAM:**

- Intake and Assessment
- Return to Work or/School Action Plans
- One on one employment counseling
- Information and Referral Services
- Assistance in securing paid placements
- Pre-employment Workshops & Resource Centre
- Access to wage subsidies
- Second Career Strategy

**ELIGIBILITY CRITERIA:**

- Have a self-identified disability
- legally entitled to work in Canada
- Willing and able to accept permanent employment part or full time

**ESSEX A.C.T. TEAM 2**  
**ASSERTIVE COMMUNITY TREATMENT**  
**EMPLOYMENT SUPPORT**

**CONTACT PERSON:** Guy Meseck

**PHONE:** 519-254-7566

**FAX:** 519-254-2443

**ADDRESS:** 875 Ouellette Ave 2<sup>nd</sup> floor  
Windsor, Ontario  
N9A 4J6

**EMAIL ADDRESS:** guy.meseck@wrh.on.ca

**LANGUAGES PROVIDED:** English and French

**AREAS SERVED:** Windsor and Essex County

**PRIMARY SERVICES:** The ACT Teams work with clients, families and significant others to:

- Reduce the debilitating symptoms of mental illness
- Minimizes acute episodes of illness and hospitalization
- Meet the basic needs and enhances the quality of life

**DESCRIPTION OF PROGRAM: Employment Services:**

- Individual assistance with job search
- Resume writing
- Interview techniques and coaching
- Return to work planning
- Work crew training
- On the job training
- Application for employment programs
- Prevocational assessments

**ELIGIBILITY CRITERIA:** Must have a serious and persistent mental illness and need a referral form.

Referral forms may be obtained from and sent to:

Access Committee  
Canadian Mental Health Association  
1400 Windsor Avenue  
Windsor, Ontario  
N8X 3L9  
Phone: 255-7440 Fax: 255-7817

## **INSIGHT ADVANTAGE INC**

**CONTACT PERSON:** Renee Daudlin-Iacobelli, VP Operations

**PHONE:** 519-962-8962

**FAX:** 519-326-4047

**ADDRESS:**

215 Eugenie St. W,  
Suite 300  
Windsor, ON N8X 2X7

19 Princess Street  
Leamington, Ontario N8H 2X8

392 Park Avenue East - Unit 108,  
Chatham, Ontario N7M 5Y5

**EMAIL ADDRESS:** rdaudlin@insightadvantage.ca

**WEBSITE:** www.insightadvantage.ca

**LANGUAGES PROVIDED:** English

**AREAS SERVED:** Windsor and Essex County, Chatham & Kent County

**PRIMARY SERVICES:** Employment planning, vocational rehabilitation

**DESCRIPTION OF PROGRAM:** Provides employment services for people with a disability including:

- Employment planning, Job placement
- Resume writing, Job coaching
- Part-time work placements for students
- Self-employment planning
- Service provider for WSIB
- Pre-employment training- Ready for Work Series
- Mental Health First Aid, Applied Suicide Skills Intervention Training, CPR & First Aid Training
- Full vocational rehabilitation services (case management, assessments, CBT, reactivation, ergonomics, non-dominant hand training, dragon training)

**ELIGIBILITY CRITERIA:** Persons with a disability who are seeking employment or are interested in self-employment.

**FEES:** Services are “free” to eligible clients.

## **LEARNING DISABILITIES ASSOCIATION OF WINDSOR – ESSEX COUNTY**

**CONTACT PERSON:** Bev Clarke, Executive Director

**PHONE:** (519) 252-7889

**ADDRESS:** 647 Ouellette, Suite 101  
Windsor, Ontario  
N9A 4J4

**FAX:** (519) 252-4169

**EMAIL ADDRESS:** [info@ldawe.ca](mailto:info@ldawe.ca)

**WEBSITE ADDRESS:** [www.ldawe.ca](http://www.ldawe.ca)

**FACEBOOK:** [www.facebook.com/LDA.Windsor.Essex](http://www.facebook.com/LDA.Windsor.Essex)

**TWITTER:** [www.twitter.com/LDAWE1](http://www.twitter.com/LDAWE1)

**LANGUAGES PROVIDED:** English

**AREAS SERVED:** Windsor and Essex County

**PRIMARY SERVICES:** The main purpose of LDAWE is to provide information and referral services to individuals, parents, professionals, and other people interested in learning disabilities and ADHD. The following services and programs for individuals with a diagnosed learning disability or ADHD have been added in addition to the information and referral services:

- social skills training for children and adults
- literacy tutoring for children and youth
- computer enrichment and assistive technology training for children, youth, and adults
- transition planning programs for youth and young adults
- recreation programs for youth and adults
- parent advocacy training program for parents of children with learning disabilities or ADHD
- pre-vocational training for unemployed / under employed adults (Job Fit)
- employment supports such as job placement, job coaching, and job retention for adults
- client intervention services for adults receiving Ontario Works assistance
- scholarships for post-secondary students attending St. Clair College or the University of Windsor
- public awareness events such as workshops and conferences
- community lending library

Some programs require a program fee. Families who can demonstrate financial need may be eligible for program subsidies.

**MULTICULTURAL COUNCIL OF WINDSOR AND ESSEX COUNTY**  
**LIFESKILLS PROGRAM**

**Contact:** Program Coordinator

**PHONE:** 519-255-1127

**FAX:** 519-255-1435

**EMAIL:** [contact@themcc.com](mailto:contact@themcc.com)

**WEB:** [www.themcc.com](http://www.themcc.com)

**ADDRESS:** 245 Janette Ave  
Windsor, ON N9A 4Z2

**PRIMARY SERVICES:** Employment and career counseling plus assistance in understanding and adjusting to Canadian work culture. Services include:

- job search and interview skills
- vocational counseling
- resume preparation including cover letter
- job board
- basic computer skills
- individual counseling
- group workshops

**ELIGIBILITY CRITERIA:** Adults, 19 years and up who are landed immigrants, refugees, new Canadians or ethno-racial minorities preparing to enter the workforce.

**ONTARIO DISABILITY SUPPORT PROGRAM**  
**EMPLOYMENT SUPPORTS**

The Ontario Disability Support Program has 2 components:

1. **Income support** for persons with disabilities who are in financial need, (See information in income section page 49-51) and
2. **Employment supports** for people with disabilities who want to work.

**CONTACT PERSON:** CASE WORKER

**PHONE:** 519-254-1651

**ADDRESS:** 270 Erie St. E.  
Windsor, Ontario  
N9A 3X1

**FAX:** 519-255-7976

**TDD:** 519-254-4850

**MAILING ADDRESS:** 270 Erie St. E.  
P.O. Box 1810  
Station A  
Windsor, Ontario  
N9A 7E3

**LANGUAGES PROVIDED:** English and French

**AREAS SERVED:** Windsor and Essex County

**PRIMARY SERVICES:** Employment services to persons with disabilities.

**DESCRIPTION OF PROGRAM:** Employment Supports can:

- Provide Job Placement Services
- Provide Job Retention Services
- Help those in job crisis to maintain their employment

**ELIGIBILITY CRITERIA:**

- Disabled persons who are ready, willing and able to prepare for, accept and maintain competitive employment.
- Cannot be in receipt of Ontario Works, Workplace Safety Insurance Board, or Canadian Pension Plan.
- You must be a resident of Ontario.

**FEES:** None

**FOR MORE INFO:** To apply call the local Ministry of Community and Social Services office. If you currently receive ODSP income support, talk to your ODSP worker about applying for employment supports.

**Eligibility**

You must have a disability that is expected to last one year or more and that presents a substantial barrier to getting a job. See pages 49-51 for income support information.

You must be seeking competitive employment and in need of supports to reach your employment goal.

Continued next page...

## ODSP EMPLOYMENT SUPPORTS CONTINUED

You must not be eligible for employment services from another source, e.g. Ontario Works, Employment Insurance, Canada Pension Plan, and Workers' Compensation. **Welfare (Ontario Works) recipients are not eligible for ODSP Employment Supports.** Clients, who have exhausted the employment services under Canada Pension, Workers' Compensation or the Workplace Safety and Insurance Act or under the Insurance Act as a result of an accident, can apply for ODSP Employment Supports.

If you are a current or former student of a Provincial School for students with disabilities, you do not have to further verify your disability.

### Application Process

Contact your local Ministry of Community, Family and Children's Services office for an application package. This will consist of:

- An application form
- A verification of disability/impairment form

The **Verification of Disability/Impairment Form** can be completed by one of: a Physician (e.g. family doctor or psychiatrist), Chiropractor, Optometrist, Psychologist, Occupational Therapist, Physiotherapist, Audiologist, or Registered Nurse. Previous verifications of disability may be considered.

You may want to apply for ODSP Employment Supports if you are in danger of losing your job because of your disability, or unable to support yourself with current employment. You may, however, be required to contribute to the cost of services provided if you are in a financial position to do so.

An **Employment Supports Specialist** will review the application package and if you are found to be eligible you will be contacted in order to move onto the next stage in planning for employment, and schedule an appointment for you to participate in an Employment Information Session. After the Employment Information Session you will decide whether or not you are willing to participate in employment supports. If you wish to continue you will be required to select a service provider and sign an **Employment Supports Funding Agreement**. Depending on your financial status, you may be asked to contribute to the cost of those goods and services.

Once you have chosen a service provider they will work with you to determine your employment goals and create a plan for achieving those goals. You and the service provider will complete an **employment plan** that outlines the goods and services required to achieve your competitive employment goal. If the service provider determines that you are able to prepare for, obtain and maintain competitive employment, you and the service provider will begin the process of preparing the client for job placement and finding a suitable placement.

Types of Employment Supports (goods and services) available:

- Job Placement
- Job Retention

The Employment Supports Specialist will monitor your progress with the steps in the Employment Plan.

Continued next page...

### ... ODSP EMPLOYMENT SUPPORTS CONTINUED

Employment Supports does not pay for courses that are funded under OSAP. If you are a full time post-secondary student, your employment earnings or income from a training program may no longer be deducted from your or your family's social assistance, depending on the number of courses you are taking. You can also save this money to pay for school without affecting your eligibility for social assistance. This change takes effect April 1, 2009

There is a dispute resolution process for reviewing the decisions made by the Employment Supports Specialist about eligibility for employment supports or the cancellation or suspension of employment supports. A Dispute Resolution Committee will be convened as needed.

### **ONTARIO WORKS** **EMPLOYMENT ASSISTANCE**

#### **SOCIAL SERVICES DEPARTMENT**

400 City Hall Square East  
Windsor, Ontario  
N9A 7K6

215 Talbot Street East  
Leamington, Ontario  
N8H 3X5

General Inquiries call **311**  
Detailed Inquiries call:  
**PHONE:** 519-255-5200  
8:30 a. to 4:30 pm  
**INTAKE:** 519-255-5600  
**L.E.A.P:** 519-255-5600

**EMAIL ADDRESS:** [socserv@city.windsor.on.ca](mailto:socserv@city.windsor.on.ca)

The Ontario Works Program provides income and employment assistance for people who are in temporary financial need. All recipients of Ontario Works are required to participate in one or more employment assistance activities as a condition of eligibility for financial assistance. This helps people move as quickly as possible to a job and to become self-reliant.

Ontario Works provides help in finding a job. It helps people determine what they need to become employed. Because different people have different needs, Ontario Works has a number of ways to help its client. Some participants need to update or upgrade their skills. Some need to complete their basic education or training for a particular job. Others simply need help in finding a job and staying employed. Ontario Works addresses these needs through a range of employment assistance activities based on individual skills, experience and circumstances.

**Practical services to help finding a job:** Ontario Works provides a number of services that assist participants to find employment. These services include: Workshops on looking for work, resume writing and preparing for an interview. Referrals to job counseling or training, access to telephones, faxes, computers and job banks for information on who's hiring.

Continued next page...

## ... ONTARIO WORKS CONTINUED

**Basic Education:** Jobs and employers demand a higher education today. Ontario Works can help clients complete high school, improve language skills and upgrade reading, writing or math. If you are a full time post-secondary student, your employment earnings or income from a training program may no longer be deducted from your or your family's social assistance, depending on the number of courses you are taking. You can also save this money to pay for school without affecting your eligibility for social assistance. This change takes effect May 1, 2009.

**Job Skills:** Ontario Works can help participants get the skills they need for today's job market by providing access to job-specific training and special skills programs.

**Literacy screening and training:** Ontario Works literacy screening and training helps participants who are unable to get or keep a job because they do not have basic reading, writing and math skills. Participants who lack basic literacy and numeric skills are connected to training providers who assess their specific needs and provide training that is needed.

**Learning, Earning and Parenting (LEAP):** LEAP is a special program that focuses on young parents between the ages of 16 and 21 and their children. It provides young parents who are receiving assistance through Ontario Works with the supports they need to finish high school, improve parenting skills, and achieve economic self-sufficiency.

**Employment placement:** When a client is ready for a job, Ontario Works can help – with direct connections to employers who are hiring, information on how to prepare for an interview and job training.

**Community Placement:** A community placement helps individuals contribute to their communities and get valuable experience. It's an opportunity for participants to practice their skills, improve their confidence, and develop up-to-date job references and contacts.

**Supports to self-employment:** If approved, Ontario Works can help a client pursue self-employment activities. If a participant is interested in becoming self-employed, that person will be referred to a self-employment development agency in the community. The agency will assess the viability of the individual's business proposal and provide ongoing support in business development.

**Child Care:** We are extending eligibility for the Up-Front Child Care Benefit to people who need it to keep their employment or continue in their work-related activity. This means that if your child care needs change and you are eligible, you can receive this benefit even if you have not changed jobs or your work-related activity. This benefit will also be available to your children, if they have children of their own. This change begins as of March 1, 2009.

**Help with work related expenses:** Ontario Works provides a number of benefits and financial supports, such as extended health benefits and prescription drug coverage, to help clients make the transition back to work.

See the Windsor-Essex County Social Support Services on page 43 for additional resources.

**OPPORTUNITIES FUND**  
**(DEPARTMENT OF HUMAN RESOURCES AND SOCIAL DEVELOPMENT)**

**Contact your nearest Service Canada Centre**

**WEB:** [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

**PRIMARY SERVICES:** Individuals can access applications through their current supporting agency as all forms are available on line and easily downloaded from the Service Canada website. The Opportunities Fund is a program designed to help people with disabilities prepare for and obtain employment or self-employment. It also assists people to develop the skills they need to keep a new job.

The Opportunities Fund supports a variety of activities, in partnership with organizations including with the private sector, to help people with disabilities overcome the barriers they may face as they enter the job market.

These activities \*may include: helping individuals start their own business; helping individuals to increase their job skills; helping individuals to integrate into the workplace through services that meet their special needs; and encouraging employers to provide individuals with work opportunities and experience.

**PROGRAM DETAILS:** Who can apply?

The Opportunities Fund accepts applications from people with disabilities, and from sponsor organizations and employers that help people with disabilities to enter or return to the workforce.

To be eligible for assistance, an individual must:

- self identify as having a permanent physical or mental disability that limits daily activity;
- be unemployed (or working less than 20 hours per week);
- be legally entitled to work in Canada; and
- be in need of assistance to prepare to enter the job market, to find a job, to get a job or become self-employed.

Normally, to qualify for assistance, individuals must NOT be currently eligible for federal employment programs offered under Part II of the Employment Insurance Act (or similar provincial or territorial programs). In addition, individuals must not have received Employment Insurance benefits within 36 months of their request for assistance or maternity or parental benefits within 60 months of their request.

**ST. LEONARD'S HOUSE**  
**EMPLOYMENT READINESS PROGRAM**

**CONTACT PERSON:** Skip Graham, Executive Director

**PHONE:** 519-256-1878

**FAX:** 519-256-4142

**ADDRESS:** 491 Victoria Avenue or 519-256-1879  
Windsor, Ontario  
N9A 4N1

**EMAIL ADDRESS:** stleonardshouse1@cogeco.net

**LANGUAGES PROVIDED:** English

**AREAS SERVED:** Windsor and Essex County

**PRIMARY SERVICES:** Personal development program. Assist individuals with a criminal record in developing and enhancing their skills to seek and secure employment.

**ELIGIBILITY CRITERIA:** Males aged 18 years and up ex-offenders from federal institutions and motivated to learn how to obtain and secure employment.

**FEES:** None

**SERVICE CANADA**  
**(DEPARTMENT OF HUMAN RESOURCES AND SOCIAL DEVELOPMENT)**

**CONTACT PERSON:** Alicia Summerfield

**PHONE:** 519-560-2500

**ADDRESS:** 400 City Hall Square  
Windsor, Ontario  
N9A 5R2

**FAX:** 519-560-2545

**APPOINTMENTS:** 1-800-277-9914

**LANGUAGES PROVIDED:** English and French

**AREAS SERVED:** Windsor-Essex County and Chatham-Kent County

**PRIMARY SERVICES:** Service Canada and its sector the Department of Human Resources and Social Development (HRSD) is responsible for providing all Canadians with the tools they need to thrive and prosper in the workplace and community. Supporting human capital development and labour market development we are dedicated to establishing a culture of lifelong learning for Canadians. Among our clients are employees, employers, individuals receiving Employment Insurance benefits, students and those who need focused support to participate in the workplace.

**DESCRIPTION OF PROGRAM:**

Self-help kiosks (computer terminals)	Provides targeted wage subsidies for employers to hire
Resume writing; Internet access	Self-employment assistance
Skills development	Choices help individuals decide what occupation best fits their skills

**ELIGIBILITY CRITERIA:** Must be in receipt of Employment Insurance benefits or have been in receipt of benefits in the last three years.

**FEES:** None

## **UNEMPLOYED HELP CENTRE OF WINDSOR**

**CONTACT PERSON:** Marianne Moore

**PHONE:** 519-944-4900

**ADDRESS:** 6955 Cantelon Drive  
Windsor, Ontario  
N8T 3J9

**FAX:** 519-944-9184

**EMAIL ADDRESS:** [uhc@uhc.ca](mailto:uhc@uhc.ca)

**LANGUAGES PROVIDED:** English, French, Italian, Romanian, Punjabi, Hindi, Urdu and Arabic

**AREAS SERVED:** Windsor and Essex County

**PRIMARY SERVICES:** The Unemployed Help Centre of Windsor is a non-profit charitable organization that helps the unemployed and underemployed adults through the transition period and re-employment process.

### **DESCRIPTION OF PROGRAM:**

- Employment and Vocational Counseling
- Job Development Placement Support
- Job Cub Network/Job Search Strategies and includes Second Career
- Job Line Message Service
- Computer Training Program
- Resource Centre
- Community Garden
- Advocacy
- Coats for Kids
- Job Club
- Literacy and Basic Skills
- Income Tax
- Food Bank
- Keep the Heat Program

**ELIGIBILITY CRITERIA:** Adults over the age of 25 who are unemployed or under employed.

**FEES:** None

## **UNIVERSITY OF WINDSOR – EMPLOYMENT EQUITY OFFICE**

**CONTACT PERSON:** Anne Carrick

**PHONE:** 253-3000 x2057

**ADDRESS:** University of Windsor  
Human Resources Department,  
2<sup>nd</sup> floor Chrysler Hall Tower  
401 Sunset Avenue  
Windsor, Ontario, N9B 3P4

**FAX:** 519-971-3688

**EMAIL ADDRESS:** [acarrick@uwindsor.ca](mailto:acarrick@uwindsor.ca)

**LANGUAGES PROVIDED:** English (alternate formats available upon request).

**AREAS SERVED:** University of Windsor

**PRIMARY SERVICES:** Employment and educational equity can be defined as a goal that can be achieved through practices designed to eliminate discriminatory barriers that interfere with the hiring, promotion, and training of four groups: Aboriginal peoples, visible minorities, people with disabilities and women.

**DESCRIPTION OF PROGRAM:** The Office of Employment Equity assists the university in meeting its employment equity goals with respect to the four designated groups through an active Employment Equity Outreach Program. This program endeavours to provide this assistance by:

- Assisting an outreach candidate view possible job opportunities at the University of Windsor.
- Meeting with the outreach candidate to discuss her/his skills and abilities, and (at her/his discretion), any work-related accommodations that may be required.
- Submitting a letter from the Employment Equity Manager summarizing the candidate's skill profile (as discussed with the applicant) with each application the outreach candidate submits through the Employment Equity Office.
- Offering the outreach candidate the opportunity to visit the University if it to increase her/his comfort level and knowledge about the University.
- Promoting linkages between the University and qualified candidates from the designated groups.

**ELIGIBILITY CRITERIA:**

- Any member of the public who is a member of the designated employment equity groups: Aboriginal peoples, visible minorities, persons with disabilities, and women.

**FEES:** None

## **WINDSOR-ESSEX COUNTY SOCIAL SUPPORT SERVICES**

**ADDRESS:** 400 City Hall Square  
Windsor, Ontario  
N9A 5R2

**PHONE:** 311 or  
519-255-5200  
**L.E.A.P:** 519-255-5600  
**FAX:** 519-255-7748

215 Talbot Street East  
Leamington, Ontario  
N8H 3X5

**EMAIL ADDRESS:** socserv@city.windsor.on.ca

**LANGUAGES PROVIDED:** English and French

**AREAS SERVED:** Windsor and Essex County

**PRIMARY SERVICES:** The Social Support Services Unit is composed of two related sets of services: Ontario Works (**see also pages 37-38 & 57**) & Housing (**see page 63**)

Their mission is to enhance the quality of life of individuals and families as they deliver or partner with community agencies to provide employment, financial, housing supports and children's services.

### **DESCRIPTION OF PROGRAM:**

The **Employment Resource Centre** is located at 400 City Hall Square East in Windsor and offers direct access to the most current job training opportunities available, including: computers, fax machine, photocopier, telephones, internet, local newspapers and other tools, staff support

The **Resource Centre** provides information on: employment, training, career exploration, job search, resume writing, labour market and other supports available locally

It provides technology tools and staff assistance, linkages to the child care network and jobs.

The **LEAP Program** is available for Ontario Works recipients, parents (aged 16-21) receiving social assistance who have not completed high school; Ontario Disability Support Program (ODSP) recipients and covers education, employment and parenting skills.

**ELIGIBILITY CRITERIA:** Adults in current receipt of/or pending Social Assistance are eligible. Application and assessment process is required.

**FEES:** None

**WINDOR WOMEN WORKING WITH IMMIGRANT WOMEN**  
**EMPLOYMENT ASSISTANCE SERVICES**

**Contact:** Sandra McLean

**PHONE:** 519-973-5588

**FAX:** 519-973-1534

**EMAIL:** sandra@www.wiw.org

**WEB:** www.wwwwiw.org

**ADDRESS:** 500 Ouellette Avenue 3<sup>rd</sup> Floor  
Windsor, ON N9A 1B3

**PRIMARY SERVICES:** Provides guidance to develop women's economic independence through education and support groups. Also provides counseling for economic, social and family issues as the following employment supports:

- basic computer skills
- resume/cover letter
- pre-employment skills
- job search techniques
- interview techniques
- assertiveness training
- stress management
- housing issues
- women's health and safety
- introductions to the Internet and e-mail
- communication skills
- basic referrals

**ELIGIBILITY CRITERIA:** Unemployed and underemployed (less than 20 hours) citizens, landed immigrants and convention refugees.

**WOMEN'S ENTERPRISE SKILLS TRAINING OF WINDSOR INC. (WEST)**

**CONTACT PERSON:** Rose Anguiano Hurst or Kamal Jammu **PHONE:** 519-256-6621

**EMAIL ADDRESS:** info@westofwindsor.com

**FAX:** 519-256-3963

**ADDRESS:** 647 Ouellette Avenue, Suite 201  
Windsor, Ontario  
N9A 4J4

**LANGUAGES PROVIDED:** English and other languages spoken

**AREAS SERVED:** Windsor and Essex County

**PRIMARY SERVICES:** This program services unemployed women with a special emphasis on visible minority women and immigrant/newcomer women, and women facing difficulties finding employment.

**DESCRIPTION:** See their web page at [www.westofwindsor.com](http://www.westofwindsor.com) for their comprehensive list of services

**ELIGIBILITY CRITERIA:** Must be women 18 years and older

**FEES:** None

## **YOUTH EMPLOYMENT SERVICES- JOB CONNECT**

<b>CONTACT PERSON:</b> <u>St. Clair College</u> Maureen Carter (Windsor)	<u>South Essex Community Council</u> JoAnne DeSantis (Essex County)
<b>ADDRESS:</b> 547 Victoria Avenue Windsor, Ontario N9A 4N1	215 Talbot St. East Leamington, Ontario N8H 3X5
<b>TELEPHONE:</b> 519- 253-4461	519- 326-1873
<b>FAX:</b> (519) 253-7655	(519) 326-3557
<b>LANGUAGES PROVIDED:</b> English	English
<b>AREAS SERVED:</b> Windsor and Essex County	Leamington, Kingsville, Wheatley, Harrow and Essex.

**PRIMARY SERVICES:** Helps unemployed youth find, obtain and maintain employment.

**DESCRIPTION OF PROGRAM:** Job Connect resources:

- Access to job opportunities
- Free faxing and photocopying
- Internet access resource library
- Computers for resume writing
- Connects you to employers who are hiring
- Provides job training through provincial subsidy dollars
- Hook up with on-line job search information
- Provides access to on the job training
- Services are free
- Non-profit
- Community based
- Funded by the Ministry of Training, Colleges and Universities

**ELIGIBILITY CRITERIA:**

- Available for people 16 to 24 years of age
- Not employed full time
- Not in school full time
- Resident of Ontario
- Eligible to work in Canada

**FEES:** None

**FOR MORE INFO:** Job Connect web site:  
[www.stclairc.on/jobsyes](http://www.stclairc.on/jobsyes)

South Essex Community Council site:  
[www.secc.on.ca](http://www.secc.on.ca)

# **FINANCIAL ASSISTANCE**

**BUS PASSES- CITY OF WINDSOR**

Persons receiving Social Assistance such as Ontario Disability Support Program may be eligible for a co-pay bus pass (client will pay \$40.00 a month). Check with your ODSP client service representative for required documentation. Persons in receipt of Ontario Works contact your Caseworker for further details about this program.

**Initial Bus Passes where photo ID is required are listed below:**

**FULL SERVICE SALES OUTLET: INCLUDING PHOTO ID  
(INITIAL CARD AND RENEWALS)**

<b>Transit Downtown</b>
<b>Windsor International Transit Terminal</b> <b>300 Chatham Street West</b> HOURS: Daily: 7:00 am to 9:00 pm

**Renew your bus pass monthly at the following Customer Care Centres**

<b>West</b>	<b>Central</b>	<b>East</b>
College Avenue Community Centre 3225 College Avenue 519-253-5576	Optimist Club 1075 Ypres Boulevard 519-253-5592	Forest Glade Community Centre 3215 Forest Glade Drive 519-735-3536
<b>South</b>	<b>Near East</b>	
South Windsor Recreational Complex 2555 Pulford Street 519-966-6040	Gino A. Marcus Community Centre 1168 Drouillard Road 519-253-7028	

**Shoppers Drug Marts**

<b>East</b>	<b>South</b>	<b>Downtown &amp; West</b>
5050 Tecumseh Rd East at Westminister	Devonshire Mall 3100 Howard Avenue	600 Ouellette Ave at Wyandotte
Tecumseh Mall 7720 Tecumseh Road East	1421 Grand Marais Rd West at Curry	1675 Wyandotte St West at Campbell

**Speedy Money Networks**

<b>Downtown</b>	<b>West</b>
471 Ouellette Ave at Maiden Lane	3204 Sandwich at Mill

**See Also Transit Windsor page 81**

**CENTRE FOR INDEPENDENT LIVING IN TORONTO (CILT)**  
**Direct Funding Program (DF)**

**ADDRESS:** 205 Richmond Street, West Suite 605  
Toronto, Ontario  
M5V 1U3

**PHONE:** 1-416-599-2458  
**TTY:** 1-416-599-5077  
**HOTLINE:** 1-800-354-9950  
**FAX:** 1-416-599-3555  
**NEWSLINE:** 1-416-599-4898

**EMAIL:** [cilt@cilt.ca](mailto:cilt@cilt.ca)  
**WEBSITE:** [www.cilt.ca](http://www.cilt.ca)

**AREAS SERVED:** Available Province Wide.

**PRIMARY SERVICES:** The **Direct Funding Program** enables you to receive monthly funds for attendants of your own choosing, to schedule as you please-whether your needs are at home, at work, or in the community. You self-manage your life, making your own choices with greater flexibility and control. Self-managers are capable of interviewing, training, hiring and, if necessary, firing attendants, and handling the financial and reporting duties of an employer.

Different people have different needs. Direct Funding is intended as an option suited to people with physical disabilities who are willing and able to take on the extra management responsibilities the program demands.

**ELIGIBILITY CRITERIA:**

- 16 years of age or older
- Resident of Ontario
- Require an attendant due to a permanent physical disability
- You must meet with a Selection Panel to discuss your needs and determine your eligibility for the program
- You must be able to schedule attendants
- You must be able to hire, fire, train and supervise one or more attendant workers
- You are able to meet all the legal requirements associated with being an employer
- You are able to manage and account for your funding, according to Direct Funding guidelines

To **apply** to the **Direct Funding Program** you should contact your local **Independent Living Resource Centre**. Ask for the Direct Funding Application Guide, which will explain how to complete the information required. An application will be supplied with the guide. When you have completed the application form you will mail it to the Direct Funding Program at the Centre for Independent Living Toronto. The Centre for Independent Living Toronto will contact you after they have reviewed your application and they will let you know what step to take next.

## **DOWNTOWN MISSION**

**CONTACT PERSON:** Barry Furlonger Executive Director

**PHONE:** 519-973-5573

**FAX:** 519- 973-7670

**ADDRESS:** 664 Victoria Avenue  
Windsor, Ontario  
N9A 4N2

**WEBSITE:** [www.downtownmission.com](http://www.downtownmission.com)

**LANGUAGES PROVIDED:** English

**AREAS SERVED:** Windsor

**PRIMARY SERVICES:** Sponsored by the United Church of Canada, provides individuals and families with emergency relief who are low income, working poor or transient.

### **DESCRIPTION OF PROGRAM:**

- Time is spent listening to and being with members, prayer service held 11am Fridays
- Services include referrals to appropriate services/programs
- Small collection of seasonal clothing to members
- Telephone available with messages taken for members who are looking for employment or an apartment, access to computers
- Outside services include law students through Community Legal Aid, a homeless advocate through Street Help at Unit 7
- Street Health program, through Teen Health Centre, includes a health care nurse and foot care nurse, distribute hygiene and personal care supplies
- Host of the annual Polar Bear Dip held at Sandpoint Beach.
- October-March: Monday-Friday 8:30am-3pm, Sat-Sun 11am-2pm (and all holidays except New Year's Day);  
April-September: Monday -Friday 8:30am-3pm, Sat closed, Sun 11am-2pm (and all holidays)

## **DOWNTOWN MISSION FOOD BANK**

**CONTACT PERSON:** John Knoll, Coordinator Assistant

**PHONE:** 519-973-5573

### **DESCRIPTION OF PROGRAM:**

- Serves a hot meal at noon, 6 days a week from April to September and 7 days a week from October to March. Closed on New Year's Day.
- Coffee served throughout the day, donuts served in the morning only
- Food Bank, Mondays, Wednesdays and Fridays 1:30 – 3:00 PM ( access is limited to once every 3 months )
- Emergency food packs

### **ELIGIBILITY CRITERIA:**

- Ages 18-64 years of age
- I.D. for all members of family (health card, SIN, drivers license, immigration/refugee papers)
- Income statements

## **EMPLOYMENT INSURANCE**

**ADDRESS:** 400 City Hall Square  
Windsor, Ontario  
N9A 7K6

**PHONE:** 519-560-2500  
**TTY:** 1-800-866-2785

**EMAIL:** ontario.inquiry@hrsdc-rhdcc.gc.ca  
**WEBSITE:** www.servicecanada.gc.ca

Employment Insurance (EI) provides temporary financial assistance for unemployed Canadians while they look for work or upgrade their skills. Canadians who are sick, pregnant or caring for a newborn or adopted child, as well as those who must care for a family member who is seriously ill with a significant risk of death, may also be assisted by Employment Insurance.

### **Who is Eligible for Employment Insurance?**

You are eligible if you lose your job through no fault of your own, and you are unable to find work, as long as you meet these requirements:

- You apply
- You have paid in to employment insurance (it is automatically deducted from your pay cheque when you have a job)
- You have not been working or been paid for at least 7 days
- You have worked the required number of hours (this depends on where you live and the unemployment rate in your area)

### **How Do I Apply for Employment Insurance?**

To apply, you need to fill out an employment insurance application form. In order to fill out this form, you need to bring:

- your Social Insurance Number (SIN).
- a Record of Employment (ROE) from each job held over the last 52 weeks. If you do not have your ROE after 14 days from the last day for which you were paid, you must submit proof of employment such as pay stubs;
- personal identification such as your driver's license, birth certificate or passport if you are applying in person;
- your complete bank information, as shown on your cheque or bank statement, or a voided personalized blank cheque from your current account. This will ensure that your payment of benefits will be made directly to your bank account with Direct deposit;
- a medical certificate if you are claiming sickness benefits;
- the SIN of the other parent if you are applying for parental benefits;
- a medical certificate for compassionate care benefits if you are applying for compassionate care benefits
- your detailed version of facts if you quit or were dismissed from any job in the last 52 weeks;
- details regarding your most recent employment: Your total salary before deductions including tips and commissions, your salary before deductions for your last week of work — from Sunday to your last day worked — gross amounts received or to be received: vacation pay, severance pay, pension, pay in lieu of notice or lay off and other monies.

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## **EMPLOYMENT INSURANCE CONT'D**

After you apply for benefits, there is a two week waiting period before you receive benefits, so it is important to apply as soon as you are out of work.

### **How are benefit amounts determined?**

Employment Insurance benefits are calculated on the basis of the number of hours you have worked. The number of hours required depends on the unemployment rate in your area. In general, you will need between 420 and 700 hours in the last one year period in order to qualify for benefits. If you are applying for maternity, parental or sickness benefits, you will need 700 hours in order to qualify. In some instances, a minimum of 910 hours in the qualifying period may be needed to qualify. For example:

- if you are in the work force for the **first time**;
- if you are **re-entering** the work force after an absence of two years.

### **How Do I Receive Benefits?**

Once your benefit amount is determined, you will receive a claimant card. This is a report where you list the efforts you have made to find a job, interviews you have had, etc. In order to receive your cheque, you must submit a claimant card every two weeks.

If everything is in order, and you return your card on time, you should receive your first cheque within one month of applying for benefits. After that you should continue to receive a cheque every two weeks, so long as you have sent your claimant card in on time.

### **Who can take care of an EI claim on your behalf?**

If you are unable to manage your own affairs due to health problems, a person other than a Human Resources and Skills Development Canada (HRSDC) employee may be appointed to act on your behalf. In that case, the form "Appointment of Representative" must be completed and returned with your EI application.

If you are eligible for EI, HRSDC will authorize the payment of benefits to the representative acting on your behalf.

### **Sickness Benefits**

You can claim sickness benefits when you are sick, injured or under quarantine. You must have a medical certificate stating how long your illness is expected to last.

You may be paid for up to 15 weeks if you have worked for 700 hours in the last 52 weeks, or since the start of your last EI claim. If you are already on EI for reasons other than illness and you become ill, you may qualify for sickness benefits with less than 700 hours.

If possible you should apply for benefits as soon as you stop work, but if your illness prevents you from doing this and you explain the circumstances when you do apply, your claim can be backdated.

.....continued next page

## ...**Employment Insurance continued**

### **Things to Remember About Employment Insurance**

- Apply early to avoid delay in receiving your benefits.
- Be sure to send your claimant cards within the specified time frame
- You must be looking for work while you are receiving employment insurance benefits.
- You will not receive benefits if you are fired for misconduct or quit your job without just cause. Some of the most common circumstances considered as just cause are:

Sexual or other harassment; Needing to move with a spouse or dependent child to another part of the country; Discrimination; Working conditions that endanger your health and safety; Having to provide care for a child or another member of your immediate family; Reasonable assurance of another job in the immediate future; Major changes in the terms and conditions of your job affecting wages or salary; Major changes in work duties Excessive overtime or an employer's refusal to pay for overtime work; Difficult relations with a supervisor, for which you are not primarily responsible; Your employer is doing things that break the law; Discrimination because of membership in an association or union of workers; Pressure from your employer or fellow workers to quit your job.

## **DSO** **DEVELOPMENTAL SERVICES ONTARIO**

**CONTACT PERSON:** Heather Masse/Nicole Vergeer

**PHONE:** 519-945-3797

**ADDRESS:** Greenwood Centre Business Complex  
3200 Deziel Drive, Suite 212  
Windsor, Ontario  
N6A 5N6

**LANGUAGES PROVIDED:** English

**PRIMARY SERVICES:** Developmental Services Ontario (DSO) is the Ontario government's new single window for people and families to access developmental services and supports. The DSO officially opened its doors in nine locations across the province in July 4, 2011 and is the mechanism by which people and families now have to apply to for provincially funded supports and services.

What will the DSO- South West Region do:

- Confirm eligibility for adults who are applying for Ministry-funded developmental services and supports for the first time using new eligibility criteria. Please note that people who are already receiving services, or who have applied through current processes and are waiting for services, will not need to reconfirm their eligibility. These people will continue to be eligible and will be "grandparented" into the new system.
- Complete the Application for Developmental Services and Supports and administer the Supports intensity Scale. This new "application package" will be used to identify the service and supports needs of adults with a developmental disability. The application package will be completed with all new applicants.

- Over the next five years, DSO-SWR will use the new application package to assess each in the south west region that is currently waiting for and/or receiving a developmental service. During this time, people waiting to access services and supports will continue to be considered for services and supports as they become available.
- Provide information to people with a developmental disability describing Ministry-funded services and supports, and various unfunded services and supports that are available in their community.
- Refer people to urgent response mechanisms as appropriate
- Identifying people from the prioritized waiting list who are likely to benefit from available Ministry-funded adult developmental services.

**FEE:** Free

**ONTARIO DISABILITY SUPPORT PROGRAM (ODSP)**  
**ODSP INCOME SUPPORT**

The Ontario Disability Support Program has 2 components:

- 3. Income support** for persons with disabilities who are in financial need, and
- 4. Employment supports** for people with disabilities who want to work. (See information in employment section page 34)

<b>ADDRESS:</b>	Box 1810 Station A	<b>PHONE:</b> 519-254-1651
	270 Erie Street East	<b>FAX:</b> 519-255-7976
	Windsor ON N9A 7E3	<b>TTY:</b> 519-254-4850

**Eligibility:**

In order to be eligible for ODSP Income Support the following criteria apply:

- a) Be 18 years of age or older
- b) Be in financial need
- c) Qualify as having a disability

**...continued next page**

**...ODSP continued**

**In order to qualify as having a disability, the following criteria apply:**

- a) You must have a physical or mental condition that is continuous or recurrent and is expected to last a year or more.
- b) Your condition substantially restricts your ability to attend to personal care, and/or function in the community or workplace.
- c) Your condition has been verified by any of the following:

Family Doctor or Specialist	Psychologist
Registered Nurse in the Extended Class	Psychological Associate
Optometrist	Ophthalmologist

**In some circumstances, you may be found eligible if you:**

- a) Are currently receiving disability benefits under the Canada Pension Plan
- b) Are over 65 years of age and are not eligible for Old Age Security
- c) Live in certain psychiatric or developmental service facilities, in some special care homes; or
- d) Have been transferred from Family Benefits to ODSP.

The processing of your ODSP application can take some time. **If you need money right away**, go to the nearest Ontario Works office and apply for immediate financial assistance through Ontario Works.

The Ontario Works caseworker will review your financial eligibility for ODSP. If you are financially eligible, you will be given the Disability Determination Package, which is the package of forms you will need to have filled out to determine whether or not you qualify as a disabled person.

If you are not in need of income support immediately, you can contact your local ODSP office. The ODSP worker will determine your financial eligibility and supply you with the Disability Determination Package.

**Asset Level: To qualify, your assets must be below the following levels:**

Single - \$5000.00                      Couple - \$7500.00                      Each Dependant - \$500.00

**Disability Determination Package**

1. Health Status Report - to be filled out by a medical doctor, psychologist, ophthalmologist/optometrist, or registered nurse. (OHIP will cover the cost of a medical doctor filling out the form up to maximum amounts). Other approved health professionals can submit an invoice for payment (again up to maximum amounts) directly to the Disability Adjudication Unit.
2. Activities of Daily Living Report – a questionnaire which may be completed by a medical doctor, psychologist, audiologist, chiropractor, occupational therapist, physiotherapist, ophthalmologist/optometrist or registered nurse in the extended class.
3. Self Report - an opportunity to explain the impact your disability has on your daily life (may be filled out by a family member or advocate).

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## ...ODSP continued

### 4. Consent to Release of Medical Information

It is very important to have the Health Status Report and the Activities of Daily Living Report filled in by someone who has a good understanding of how your disability affects you in day to day living. Family doctors often do not have this understanding without input from other professionals who have experience with disabilities.

It is worth noting that determination of the effects of disability can be based on a combination of disabling conditions, rather than just one severe disability. Therefore it is important in the application forms to outline all disabling conditions and the way they interact.

You will have **90 days** after you receive the Disability Determination Package to have it filled out and returned to the Disability Adjudication Unit. An adjudicator at the Disability Adjudication Unit will assess the information and make a decision.

### **What if the application is denied?**

If you are advised that you do not qualify for ODSP income support, because you do not meet the criteria for financial eligibility or the criteria for a person with a disability, you can go through the appeal process.

### **Appeal Process**

1. If your application is denied on the basis that you are not a disabled person, you must first write to the Disability Adjudication Unit and ask for an internal review, within 10 days of receiving the decision. **Beginning May 1st, 2009 you will have 30 calendar days.** A different adjudicator will review your Disability Determination Package and decide if the original decision should be changed.
2. If you are not satisfied with the results of the internal review, you have 30 calendar days to file an appeal with the Social Benefits Tribunal. Appeal forms can be obtained from your local Ontario Works or ODSP office. It is advisable at this point to get legal advice. You can contact your community legal clinic for information. In most cases you will need additional documentation of your disability and its effects on your daily living.

**If you are found eligible**, the adjudicator will also review the information you submitted to determine whether your disabling condition is likely to improve, in which case a medical review date will be set for either two or five years later, at which time you will be asked to submit information about the current status of your condition. Learning disabilities should not be considered a condition that is likely to improve, but recurring medical conditions might.

Persons on ODSP income support receive monthly income support and are eligible to receive prescription drugs, dental services, and some other medical related benefits.

Once you are on ODSP income support you are automatically eligible for ODSP employment supports. **See pages 35-37.**

## **ONTARIO STUDENT ASSISTANCE PROGRAM (OSAP)**

The Ontario Student Assistance Program (OSAP) is a way for the financially disadvantaged students to access loans to help in paying for post- secondary education. When you apply to OSAP, you are automatically applying to receive a loan through the federal Canada Student Loans Program and/or the provincial Ontario Student Loans Plan (most students receive money from both the federal and provincial government). The processing is done by the college, university, or technical institute where you are studying.

Certain accommodations are made for students who have disabilities: you are allowed to take a reduced number of courses, but still receive the same amount of money for living expenses. Once you are granted OSAP, you may apply for a Bursary for Students with Disabilities (sometimes called a special needs bursary). This bursary offers money that is to be used for disability-related costs of post secondary education, but not for tuition or living expenses.

### **Eligibility for OSAP**

You must be a Canadian citizen or landed immigrant, and have lived in Ontario for 12 consecutive months prior to post secondary studies (or your parents or spouse have lived in Ontario for 12 months).

You must be enrolling in an approved public university or college in Canada or approved private vocational school in Ontario. (In some circumstances you can get funding to US universities but only from the federal government).

You must be taking a program with a minimum length of 12 weeks. You must be taking at least 60 percent of a full course load, or 40 percent as a student with a permanent disability.

### **How Are Loan Amounts Determined?**

Loans are calculated on the basis of the following formula:

Allowable Educational Expenses	- Expected Contribution from	= Amount of Financial Need
Eg. Tuition fees	Student or Family	i.e. The amount you are
Books & equipment	i.e. the amount you have	entitled to
Personal living expenses	earned/will get from family	
Child costs		

### **How Do I Apply For OSAP?**

Applications are available on line at <http://osap.gov.on.ca>. Apply at least three months before the start of your study period.

It will take about 6 weeks from the time you submit your application to receive official notification of your loan entitlement (although an estimate is available immediately on the web site). The earlier you submit your application, the better your chance is of having the money for the start of your program.

On the application form, there is a section asking you to identify your status in a number of areas, including disability. If you are considering a reduced course load, or may be applying for a special need bursary, you are best to self identify as a person with a permanent disability.

You should print a copy of the application for your own records before you submit it.

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## ... OSAP continued

### **How do I receive funding?**

Once your application has been processed, you can check on the status on the web by logging onto the website. Check with the financial Aid office to see if they have received your loan documents. In order to receive your funding, you have to take these documents to the lender after classes have begun although no funding can be released until the start of the semester.

Generally you will receive a portion of your current entitlement at the beginning of your study period and the remainder halfway through your study period.

### **ONTARIO'S BURSARY FOR STUDENTS WITH DISABILITIES (BSWD)**

#### **Purpose**

Ontario's Bursary for Students with Disabilities (BSWD) and the Canada Study Grant for the Accommodation of Students with Permanent Disabilities provide non-repayable financial assistance to full- and part-time students for disability-related services and equipment that they need to participate in postsecondary education.

#### **Value**

Eligible students receive up to \$2,000 from the BSWD and up to \$8,000 from the Canada Study Grant for the Accommodation of Students with Permanent Disabilities. These funds are non-repayable and taxable.

#### **Eligibility Requirements**

To be eligible to apply for assistance through these programs, you must:

- be a Canadian citizen, a permanent resident, or a Protected Person, and a Ontario resident
- have applied and be eligible for a Canada-Ontario Integrated Student Loan if you are a full-time student
- have applied and be eligible for a Part-Time Canada Student Loan or an Ontario Special Bursary if you are a part-time student
- have a permanent disability (students with a temporary disability may be eligible for BSWD funding only)
- have additional education-related expenses that result from your disability and are not covered by another agency

#### **Eligible Disability-Related Educational Expenses**

The following disability-related educational expenses may be funded under BSWD and/or the Canada Study Grant for the Accommodation of Students with Permanent Disabilities. This list is not exhaustive:

- tutoring services
- readers
- note takers
- interpreters (oral and sign)
- attendant care for studies
- talking calculators
- tape recorder
- vision/learning aids
- hearing amplifiers
- learning disability assessments
- computers and software
- special needs accessories for computers
- counseling
- specialized chairs

continued next page....

## ... OSAP continued

### How to Apply

Print and complete an application form or obtain a copy of the application from the office for students with disabilities at the school you plan to attend or from the Student Support Branch of the Ministry of Training, Colleges and Universities.

Every provincially-assisted university and college of applied arts and technology in Ontario has an office for students with disabilities that will help you if you have a special need related to your disability. Contact this office to find out what services, facilities, and equipment your school provides. Your special needs coordinator can help with arrangements that may be required during your school year.

### Deadlines

If you are taking a one-term program, the deadline for applying is within the first 30 days of your study period. If you are taking a two- or three-term program, the deadline for applying is 90 days before the end of your study period.

### Receipt of Funding

The grant and/or bursary is paid by cheque and distributed through the financial aid office at your postsecondary institution.

## ONTARIO WORKS

### SOCIAL SERVICES DEPARTMENT

400 City Hall Square East  
Windsor, Ontario  
N9A 7K6

215 Talbot Street East  
Leamington, Ontario  
N8H 3X5

General Inquiries call **311**  
Detailed Inquiries call:  
**PHONE:** 519-255-5200  
8:30 a. to 4:30 pm  
**INTAKE:** 519-255-5600

**EMAIL ADDRESS:** [socserv@city.windsor.on.ca](mailto:socserv@city.windsor.on.ca)

The Ontario Works Program provides income and employment assistance for people who are in temporary financial need.

To be eligible for Ontario Works, an applicant must be a resident of Ontario; in immediate financial need; and willing to participate in employment assistance activities.

The amount of money that someone receives from Ontario Works varies depending on housing costs and family size. Clients may also be eligible for drug and dental coverage, eyeglasses, hearing aids, and community and employment start-up benefits.

All recipients of Ontario Works are required to participate in one or more employment assistance activities as a condition of eligibility for financial assistance. This helps people move as quickly as possible to a job and to become self-reliant.

**See Ontario Works Employment Services on page 37 to find out how they can help you.**

## **REGISTERED DISABILITY SAVINGS PLAN**

Registered Disability Savings Plan (RDSP) The Registered Disability Savings Plan is a savings plan designed specifically for people with disabilities in Canada. The first of its kind in the world, this new tax-deferred savings vehicle will assist families in planning for the long - term financial security of their relatives with disabilities.

### **Purpose**

To encourage families and individuals to plan for the future of people with disabilities by fully exempting RDSP assets and income when determining eligibility for social assistance. Visit [www.cra-arc.gc.ca](http://www.cra-arc.gc.ca)

### **Treatment of RDSP Assets**

All funds held in RDSPs are exempt as assets when assessing eligibility for ODSP income support. There is no maximum applied to this exemption.

### **Treatment of RDSP Income**

The following is exempt as income when assessing eligibility for ODSP income support:

- contributions made to RDSPs by family members and other third parties;
- Canada Disability Savings Grants;
- Canada Disability Savings Bonds;
- income earned and re-invested in RDSPs; and
- all withdrawals from an RDSP for any purpose.

Further, RDSP withdrawals are also exempt from the formula used to calculate the required financial contribution of a person who is eligible for Employment Supports from the total income reported for income tax purposes.

### **Structure**

To establish an RDSP, a person must first qualify for the federal Disability Tax Credit (DTC). The federal government assesses eligibility for this tax credit on a case by case basis.

Contributions are limited to a lifetime amount of \$200,000 per beneficiary, with no annual limit. Anyone can contribute to an RDSP including the beneficiary and their family.

Canada Disability Savings Grants (CDSGs) – The federal government will match annual contributions with CDSGs up to a lifetime CDSG limit of \$70,000. Matching rates will vary depending on family income.

Canada Disability Savings Bonds (CDSBs) – CDSBs up to \$1,000 per year will be provided where RDSPs are established by low- and modest-income families, up to a lifetime limit of \$20,000. There is no requirement for a person to contribute to an RDSP in order to access CDSBs.

## **ST. VINCENT DE PAUL FOOD BANK**

**ADDRESS:** 354 Chilver Rd  
Windsor, ON N8Y 2J6

**PHONE:** 519-253-7481  
**FAX:** 519-253-1185

**LANGUAGES PROVIDED:** English

**EMAIL:** vincpaul@mnsi.net

**AREAS SERVED:** Windsor

**PRIMARY SERVICES:** Community Food bank that offers emergency food assistance to extend the family budget. A member of Windsor-Essex County Food Bank Association providing city wide assistance. Call for the closest food bank in your area.

**Eligibility Criteria:** Individuals and families living on fixed or low incomes

**FEE:** donations always appreciated.

## **SALVATION ARMY FOOD BANK**

### **LOCATIONS**

<b>Windsor</b>	<b>Essex</b>	<b>Leamington</b>
355 Church Street Windsor, Ontario 519-253-7473	26 Talbot St. South Essex, Ontario 519-776-4628	88 Settrington St. Leamington, Ontario 519-326-0319

**LANGUAGES PROVIDED:** English

**AREAS SERVED:** Windsor & Essex County

**PRIMARY SERVICES:** Community Food Banks and may also provide clothing and furniture.

**Eligibility Criteria:**

- Individuals and families living on fixed or low incomes
- Application process required for emergency assistance

**FEE:** No fees.

**TETRA SOCIETY OF NORTH AMERICA**  
**Tetra-Windsor/Essex Chapter**

**CONTACT PERSON:** Sharon Lumsden  
**E-mail address:** windsortetra@sympatico.ca  
**Website:** www.tetrasociety.org

**Phone:** 519-735-8763  
**Toll Free:** 1-877-688-8762

**PRIMARY SERVICE:** The purpose of Tetra is to recruit skilled volunteer engineers and technicians to create assistive devices for people with disabilities. This unique program was developed in response to difficulties that people with disabilities experience in their search for greater independence and integration within their communities. The solutions are often simple but can change someone's life.

Tetra recognizes that people are not handicapped by their disabilities but by obstacles or barriers in their living environment. Volunteer engineers, design technicians, and health professionals work one to one with their clients to make assistive aids or modifications to their environment so that greater independence can be achieved.

Tetra has created communication aids, drinking and eating aids, household aids, personal care aids, recreation aids, mobility aids and vocational aids that have no commercial solution available.

**ELIGIBILITY:** Individuals with a disability. To request assistance, complete a "Request for Assistance Form".

**FEE:** Tetra's services are offered at no charge. Clients pay only for materials and the volunteer's expenses. The Tetra Society operates on a charitable, non-profit basis with no core fundraising, relying instead on charitable contributions from a variety of sources.

**International Office**  
Suite 207  
3077 Granville Street  
Vancouver, British Columbia V6H 3J9

**Phone:** 1-604-688-6464  
**Toll Free:** 1-877-688-8762  
**Fax:** 1-604-688-6463  
**Email:** info@tetrasociety.org

## **UNIVERSITY OF WINDSOR**

**CONTACT PERSON:** Aase Howser, Director **PHONE:** 519-253-3000 x3300

**ADDRESS:** Student Awards and Financial Aid Office **FAX:** 519-973-7087  
Neal Education Building Annex,  
Windsor, Ontario  
N9B 3P4 **EMAIL ADDRESS:** award1@uwindsor.ca

**LANGUAGES PROVIDED:** English

**AREAS SERVED:** University of Windsor

**PRIMARY SERVICES:** Entrance scholarships, awards and bursaries for students entering directly from Canadian high schools. Includes in-course scholarships, awards and bursaries for students in the second year and beyond of their undergraduate studies; part-time employment on campus through the Work Study Program for students with demonstrated financial need; Ontario Student Assistance Program (OSAP), which provides provincial and federal loans and related assistance for education costs to eligible financially needy students.

**ELIGIBILITY CRITERIA:** Eligibility varies with each program. There are some special OSAP regulations pertaining to students with a disability, primarily related to a reduced course load.

**FEES:** None

**FOR MORE INFO:** Visit the University website at [www.uwindsor.ca](http://www.uwindsor.ca). Explore the Undergraduate Awards Search to determine what awards may be available to you. Find hotlinks to many other helpful websites such as OSAP, student awards, etc.

## **WOMEN'S ENTERPRISE SKILLS TRAINING OF WINDSOR INC. (WEST)** **READY FOR WORK CLOTHING EXCHANGE PROGRAM**

**CONTACT PERSON:** Rose Anguiano Hurst **PHONE:** 519-256-6621  
Kamal Jammu

**ADDRESS:** 647 Ouellette Avenue, Suite 201  
Windsor, Ontario  
N9A 4J4

**DESCRIPTION:** Free program offering job seekers gently used and new clothing for interviews and for new jobs.

**ELIGIBILITY:** Ages: 18 year(s) and up, women returning to work.

**See page 44 for their complete list of employment supports.**

## **WORKPLACE SAFETY AND INSURANCE BOARD**

**ADDRESS:** 2485 Ouellette Avenue  
Windsor, Ontario  
N8X 1L5

**PHONE:** 519-966-0660  
**TOLL FREE:** 1-800-265-7380  
**FAX:** 519-972-4181

**MAILING ADDRESS:**  
P.O. Box 1617  
Windsor, Ontario  
N9A 7B7

**WEB:** [www.wsib.on.ca](http://www.wsib.on.ca)  
**EMAIL:** [wsibcomm@wsib.on.ca](mailto:wsibcomm@wsib.on.ca)

**LANGUAGE PROVIDED:** English & French; translations available for other languages by email at [translation@wsib.on.ca](mailto:translation@wsib.on.ca)

**AREAS SERVED:** Windsor and Essex County

**DESCRIPTION OF PROGRAM:** The Workplace Safety and Insurance Board (WSIB) oversees Ontario's workplace safety education and training system, provides disability benefits, monitors the quality of health care, and assists in early and safe return to work.

Fundamental to the system is the compromise in which workers give up the right to sue for their work-related injuries, irrespective of fault, in return for guaranteed compensation for accepted claims. Employers, for their part, receive protection from lawsuits in exchange for financing the program through premiums. This system of collective liability provides fair compensation for injured workers and their families, while spreading individual costs among employers.

**ELIGIBILITY CRITERIA:** To be eligible for WSIB insurance benefits, you must:

- Have a worker-employer relationship with an employer covered by WSIB
- Have an injury or illness directly related to your work
- Promptly file a claim with the WSIB
- Provide all relevant information requested by the WSIB to help us determine your benefits
- Consent to the release of your functional abilities information (non-medical information) from the health care professional treating you. It tells you and your employer what kinds of work activities your illness or injury permits. Without this consent, you cannot claim benefits

To receive WSIB benefits, you must:

- Cooperate in your recovery by following the treatment and health care prescribed by your health care professionals
- Have health examinations as required by the WSIB
- Cooperate in your Early and Safe Return to Work program or your Labour Market Re-entry program
- Report any material change in your circumstances to the WSIB. For example: Any change to income, medical condition or returning to work
- Provide any information that the WSIB needs to assess your case

# HOUSING

## **CENTRAL HOUSING REGISTRY WINDSOR-ESSEX COUNTY**

### **WINDSOR OFFICE**

2470 Dougall Avenue Unit 6  
Windsor, Ontario  
N8X 2T2

**PHONE:** 519-254-6994  
**FAX:** 519-254-9166

### **ESSEX COUNTY SITE**

15C Talbot Street North  
Windsor, Ontario

**PHONE:** 519-776-4631 ext 12  
**Toll Free:** 1-800-265-6947  
**FAX:** 519-776-5510

**LANGUAGES SPOKEN:** English and French

**AREAS SERVED:** Windsor and Essex County

**PRIMARY SERVICES:** Provides general information and coordinated access to social or non-profit housing accommodations.

**DESCRIPTION OF PROGRAM:** Provides geared to income housing. Some units are wheelchair accessible.

**ELIGIBILITY CRITERIA:** Low-income persons 16 years and up, families and seniors who meet eligibility requirements. An application process is required.

**FEE:** No fees.

## **CHATEAU MASSON**

**ADDRESS:** 415 University Avenue East  
Windsor, Ontario  
N9A 2Z3

**PHONE:** 519-254-6994

**LANGUAGES SPOKEN:** English and French

**AREAS SERVED:** Windsor and Essex County

**PRIMARY SERVICES:** Provides general information and coordinated access to social or non-profit housing accommodations.

**DESCRIPTION OF PROGRAM:** Provides geared to income housing. Some units are wheelchair accessible.

**ELIGIBILITY CRITERIA:** Canadian citizens or landed immigrants 16 yrs and older with an income; Frail seniors 60 yrs and older persons with psychiatric or developmental delays who can live independently or with assistance from family/agency staff support.

**FEE:** Cost of housing unit and meals.

**HOUSING INFORMATION SERVICES**  
**OF WINDSOR AND ESSEX COUNTY Inc.**

**ADDRESS:** 3450 Ypres Avenue Suite 200  
Windsor, Ontario  
N8W 5K9

**PHONE:** 519-254-4824  
**FAX:** 519-254-3450  
**EMAIL:** hskomgr@mnsi.net

**LANGUAGES SPOKEN:** English and French

**AREAS SERVED:** Windsor and Essex County

**PRIMARY SERVICES:** Provides general information and coordinated access to social or non-profit housing accommodations.

**DESCRIPTION OF PROGRAM:** Housing information, help and advocacy are available.  
Housing types include:

- co-ops and non-profits
- public housing
- private market units
- barrier free units and home sharing accommodations
- transitional housing units

Clients can access information on all types of rental accommodation. Referrals to other social service agencies, education and advocacy offered. A Ticket to Ride offers a transportation subsidy to people who are homeless or at risk of homelessness to view prospective rental units.

**ELIGIBILITY CRITERIA:** Ages: 18 year(s) and up; Persons and families with moderate, low or fixed incomes; Persons with disabilities; Persons requiring supportive housing and/or home sharing; Persons at risk of homelessness or homeless.

**FEE:** No fees

## **THE INN OF WINDSOR**

**ADDRESS:** 1687 Wyandotte Street East  
Windsor, Ontario  
N8Y 1C8

**PHONE:** 519-252-7768  
**FAX:** 519-252-7819

**LANGUAGES PROVIDED:** English

**AREAS SERVED:** Windsor, Essex County and Chatham-Kent

**PRIMARY SERVICES:** Provides two residential treatment and support to youth and young adults who have behavioral, emotional family and social problems.

### **RESIDENTIAL TREATMENT PROGRAM**

A 12-bed residential treatment facility for teenage girls ages 13 – 18 years.

#### **ELIGIBILITY CRITERIA:**

Female, Ages: 13 year(s) – 21 year(s)

### **SUPPORTIVE APARTMENT LIVING TRANSITION PROGRAM**

Independent living program with housing for homeless young men and women who do not need 24 hour live-in staff. Rent and food is shared by residents. They offer:

- counseling, life skills
- school liaison
- healthy lifestyle
- social skills
- referral services
- follow-up

**ELIGIBILITY CRITERIA:** Male/Female ages 16-21 yrs. Must be enrolled in an educational or training program

**FEE:** Call for information.

**MARYVALE ADOLESCENT AND FAMILY SERVICES**  
**RESIDENTIAL SERVICES**

**CONTACT:** Carrie Lee

**PHONE:** 519-258-0549 ext 117

**FAX:** 519-258-0488

**ADDRESS:** 3640 Wells Street  
Windsor, Ontario  
N9C 1T9

**EMAIL:** clee@maryvale.ca

**LANGUAGES SPOKEN:** English and French

**AREAS SERVED:** Windsor & Essex and Chatham & Kent

**PRIMARY SERVICES:** Adolescent residential treatment focusing on returning child to family.

**DESCRIPTION OF PROGRAM:** Treatment including academic schooling in classroom of 8 to 10 students; individual and family counseling, Child Psychiatrist assessment and consultation, music and art therapy, life skills and recreational activities.

**ELIGIBILITY CRITERIA:** Ages: 11 year(s) - 17 year(s) Adolescents experiencing significant emotional difficulties such as suicidal thoughts and concerns, depression, severe anxieties, eating disorders

**FEE:** No fees

**NEW BEGINNINGS**

<b>ROSSINI GIRLS HOME</b>	<b>ROSSINI BOYS HOME</b>
867 Rossini Blvd. Windsor, Ontario N8Y 2Z2 <b>PHONE:</b> 519-948-6814 <b>FAX:</b> 519-948-6164	866 Rossini Blvd. Windsor, Ontario N8Y 2Z3 <b>PHONE:</b> 519-944-5660 <b>FAX:</b> 519-945-0535

**LANGUAGES SPOKEN:** English

**PRIMARY SERVICES:** Community based group home for foster care girls and boys. Programs focus on emotional/behavioural health, life skills, health & nutrition and positive dating through weekly sessions.

**DESCRIPTION OF PROGRAM:** Provides a stable environment to explore personal problems and set realistic educational and employment goals. Participants works toward reintegration into the parental home or independent living.

**ELIGIBILITY CRITERIA:** Ages: 12 year(s) - 17 year(s) and referred through Children's Aid.

**FEE:** No fees.

## NEW BEGINNINGS

<b>BUTCH COLLINS RESIDENCE</b>	<b>NON RESIDENTIAL ATTENDANCE CENTRE</b>
1015 Highland Avenue Windsor, Ontario N9A 5A4 <b>PHONE:</b> 519-971-0973 <b>FAX:</b> 519-971-8205	1015 Highland Avenue Windsor, Ontario N9A 5A4 <b>PHONE:</b> 519-971-0973 <b>FAX:</b> 519-971-9585  Office: Mon-Fri 8:30am-4:30pm; Program: Mon-Fri 8am-8pm; Sat 10am-6pm

**LANGUAGES SPOKEN:** English

**PRIMARY SERVICES:** Community-based residential centre for young men sentenced to serve open custody. It offers a stable environment to explore personal issues, set realistic and adequate educational and employment goals as well as seeking alternatives to criminal behaviour.

**DESCRIPTION OF PROGRAM:** Residence provides a stable environment to explore personal problems and set realistic educational and employment goals. Participants work toward reintegration into the parental home or independent living. Non residential Attendance Centre services include emotional/behavioural therapy, anger management life skills, relapse prevention, pro-social skills, job readiness, tutoring with hot meal/lunch provided to program participants.

**ELIGIBILITY CRITERIA:** Ages: 16 year(s) - 17 year(s)

Males 16-17 yrs sentenced to serve open custody. Will accept court referred open detention clients.

**FEE:** No fees.

**WINDSOR HOMES COALITION INC. (WHC)**

**ADDRESS:** 900 Howard Avenue  
Windsor, Ontario  
N9A 1S5

**PHONE:** 519-258-4501  
**FAX:** 519-258-8787

**LANGUAGES SPOKEN:** English, French

**AREAS SERVED:** Windsor

**PRIMARY SERVICES:** Non-profit social housing program

**DESCRIPTION OF PROGRAM:** Provides affordable long-term housing throughout city. Provides emergency food assistance for tenants, infant formula and baby food, (when available) for anyone in need, support services, including budget counseling.

**ELIGIBILITY CRITERIA:** Age: 16 year(s) and up, persons and families on low or fixed incomes; persons with a physical disability.

**FEE:** No fees.

**WINDSOR YMCA RESIDENCE INC.**

**ADDRESS:** 1101 McDougall Street  
Windsor, Ontario  
N9A 1M2

**PHONE:** 519-253-3666  
(answering machine)

**LANGUAGES PROVIDED:** English

**AREAS SERVED:** Windsor and Essex County

**PRIMARY SERVICES:** A private non-profit geared-to-income housing for single men and women. Some accessible units are available.

**ELIGIBILITY CRITERIA:**

- Single, low income men and women 16 years and older are eligible
- Application process is required through Windsor-Essex Housing Corporation and Central Housing Registry
- Referral required

**FEE:** Call for information.

**Call Social Services (519) 255-5200 for application and information about City-Subsidized Lodging Homes**

RECREATION,  
LEISURE AND  
VOLUNTEERISM

**ACADEMIE STE. CECILE**  
**MUSIC THERAPY**

**ADDRESS:** 12021 Tecumseh Road East  
Tecumseh, Ontario  
N8N 1M1

**PHONE:** 519-735 7575  
**FAX:** 519-735-8074

**LANGUAGE PROVIDED:** English and French

**AREAS SERVED:** Windsor and Essex County

**PRIMARY SERVICE:** Provides the person-individualized goals based on the social, behavioral, physical, cognitive emotional and communicative needs.

**PROGRAM DESCRIPTION:** Music therapy designed to improve the client's quality of life help maintain and restore mental, physical, emotional and spiritual health and well-being.

**ELIGIBILITY CRITERIA:** No musical background required, any person with a disability, people of all ages can participate.

**FEES:** Fees apply

**BEST BUDDIES**

**CONTACT PERSON:** Emily Arsenault

**PHONE:** 416 531-0003

**ADDRESS:** GREATER LONDON AND GTA WEST

**LANGUAGE PROVIDED:** English

**AREAS SERVED:** Windsor and Essex County

**PRIMARY SERVICES:** To facilitate friendships between adults with intellectual disabilities and post secondary students.

**DESCRIPTION OF PROGRAM:** Students are paired in one-to-one relationships with individuals with intellectual disabilities from September to April. Recreation, leisure and organized group activities are planned to assist with facilitating friendships.

**ELIGIBILITY CRITERIA:**

- All adults with intellectual disabilities can apply.
- Participation in the program is dependant upon the availability of a compatible student buddy.

**Fees:** None

## **DEPARTMENT OF PARKS AND RECREATION WINDSOR**

**ADDRESS:** 2450 McDougall Avenue  
Windsor, Ontario  
N8X 3N6

**PHONE:** 519-253-2300 or 311  
**FAX:** 519-255-7990

**LANGUAGES SPOKEN:** English

**WEBSITE:** [www.citywindsor.ca](http://www.citywindsor.ca)

**AREAS SERVED:** Windsor and Essex County

**PRIMARY SERVICES:** Parks and Recreation offer a variety of recreation and leisure activities in their facilities located throughout Windsor.

**DESCRIPTION OF PROGRAM:** Each recreation facility offers a variety of recreation and leisure activities for adults, youth and children.

### **ELIGIBILITY CRITERIA:**

- Adults, youth and children are welcome
- Registration form is required
- If the prospective participant has special needs you should first contact the center or program manager to discuss what arrangements need to be made to accommodate the individual. This process should be done before the individual registers.

**FEE:** Fees do apply. (Each program is priced differently).

## **DISTRICT 5 CHALLENGER BASEBALL**

**CONTACT:** Kris Dufour

**PHONE:** 519-253-6854

**LANGUAGE PROVIDED:** English

**AREA SERVED:** Windsor and surrounding areas.

**PRIMARY SERVICE:** Regular Baseball modified to meet the needs of adults with disabilities.

### **DESCRIPTION OF PROGRAM:**

- Wheelchair accessible
- Buddies are available for support if needed
- Season runs from May to August – Registration in March

**ELIGIBILITY CRITERIA:** Participants must have a disability. Program is geared for ages 14 years and up.

**FEES:** Registration fees apply.

**ESSEX A.C.T. 2 ASSERTIVE COMMUNITY TREATMENT  
RECREATION**

**CONTACT PERSON:** Guy Meseck

**PHONE:** 519-254-7566

**ADDRESS:** 875 Ouellette Ave. 2<sup>nd</sup> floor  
Windsor, Ontario  
N9A 4J6

**FAX:** 519-974-4157

**EMAIL ADDRESS:** guy.meseck@wrh.on.ca

**LANGUAGES PROVIDED:** English and French

**AREAS SERVED:** Windsor and Essex County

**PRIMARY SERVICES:** The ACT Teams work with clients, families and significant others to reduce the debilitating symptoms of mental illness, minimizes acute episodes of illness and hospitalization and meet the basic needs and enhance the quality of life.

**DESCRIPTION OF PROGRAM:** Activities include individual and group recreation, art, bowling, sailing, fitness, leisure skills and accessing community programs.

**ELIGIBILITY CRITERIA:** Must have a serious and persistent mental illness and need a referral form. Referral forms may be obtained from and sent to:

Access Committee  
Canadian Mental Health Association  
1400 Windsor Avenue  
Windsor, Ontario, N8X 3L9  
Phone: 255-7440 Fax: 255-7817

**HARMONY IN ACTION**

**CONTACT:** Donna Yuile  
Administrative Assistant

**PHONE:** 519-252-1207

**ADDRESS:** 3335 Woodward  
Windsor, Ontario  
N8W 2Y7

**FAX:** 519-252-5871

**EMAIL:** office@harmonyinaction.com

**WEBSITE:** www.harmonyinaction.com

**LANGUAGE PROVIDED:** English

**AREAS SERVED:** Windsor and Essex County

**DESCRIPTION:** Day program serving adults with a developmental and/or physical disability. Offers opportunities to experience personal growth and social integration. Evening and weekend recreational programs are offered. Dance is held every 3<sup>rd</sup> Friday of the Month \$5 admission and \$1 for snacks. Transit Windsor Travel Training Program available.

**ELIGIBILITY CRITERIA:** Ages: 18 year(s) and up; Adults who have a developmental and/or physical disability.

**FEES:** Set fees

## **ITALIAN CANADIAN HANDICAPABLE ASSOCIATION**

**CONTACT PERSON:** Joe Ferrara

**PHONE:** 519-977-8900

**FAX:** 519- 977-9394

**EMAIL:** info@icha.ca

**ADDRESS:** Novelletto Rosati Sports & Recreation Complex  
3939 Carmichael Dr.  
Windsor, ON N9C 3Z1

**WEBSITE:** www.icha.ca

**LANGUAGE PROVIDED:** English and Italian

**AREAS SERVED:** Windsor and Essex County

**PRIMARY SERVICE:** The Association provides sports, recreational activities and organized events for the disabled.

**DESCRIPTION:** Offers a wide variety of athletic (soccer, basketball, floor hockey track and bocce ball) and social/recreational (bingo, arts and crafts, movie nights, bowling, dinners/dances and barbeques) activities for persons with special needs. Offers scholarships to students with disabilities attending college or university. Holds fundraising events.

- Recreation and conference centre facilities for indoor soccer
- Party rooms
- Meeting and conference space

**ELIGIBILITY CRITERIA:** Persons with physical, mental or developmental disabilities can apply. Open to all ages and abilities. No application required.

**FEE:** Membership Fee.

**LEARNING DISABILITIES ASSOCIATION OF WINDSOR / ESSEX COUNTY**  
**YOUTH GROUP RECREATION**

**CONTACT PERSON:** Bev Clarke, Executive Director

**PHONE:** 519-252-7889

**ADDRESS:** 647 Ouellette, Suite 101  
Windsor, Ontario  
N9A 4J4

**FAX:** 519-252-4169

**WEBSITE ADDRESS:** [www.ldawe.ca](http://www.ldawe.ca)

**EMAIL ADDRESS:** [info@ldawe.ca](mailto:info@ldawe.ca)

**LANGUAGES PROVIDED:** English

**AREAS SERVED:** Windsor and Essex County

**PRIMARY SERVICES:** BEST social skills program for children and youth with a diagnosed learning disability, role playing and cooperative games, provides direct instruction in social situations and self-esteem.

**ELIGIBILITY:** Ages: 8 year(s) and up, Children 8-12 yrs with a learning disability; Youth 14-18 yrs with a learning disability; adults 18+ yrs with a learning disability or attention deficit disorder.

**MENTAL HEALTH CONNECTIONS**

**CONTACT PERSON:** Jean Laforge

**PHONE:** 519-256-4854

**FAX:** 519-256-3431

**ADDRESS:** 370 Erie Street East  
Windsor, Ontario  
N9A 3X3

**EMAIL ADDRESS:** [jlaforge@mhc-wec.on.ca](mailto:jlaforge@mhc-wec.on.ca)

**LANGUAGES PROVIDED:** English and French available

**AREAS SERVED:** Windsor and Essex County

**PRIMARY SERVICES:** Mental Health Connections is an integrated psycho-social rehabilitation program that assists adults with a serious mental illness to attain their highest potential through the utilization of social, recreational, educational and vocational strategies.

**DESCRIPTION OF PROGRAM:** Peer support is provided by competent and caring staff and other peers and offers monthly support meetings plus scheduled 12 week education programs to family members

**ELIGIBILITY CRITERIA:** Ages 16 years and up. Mental Health consumers (includes dual diagnosed individuals for whom mental disability is the primary diagnosis), their family members and/or caregivers.

**FEES:** No fees

**THE SNOEZELEN ROOM**  
**WINDSOR ESSEX SENSORY COMMUNITY CENTRE INC.**

**ADDRESS:** 6038 Empress Street  
Windsor, Ontario  
N8T 1B5

**PHONE:** 519-945-8219

**LANGUAGE PROVIDED:** English

**AREAS SERVED:** Windsor and Essex County

**DESCRIPTION OF PROGRAM:** A “Snoezelen Room” is an environment in which the primary senses are stimulated by wonderful combinations of music, lighting effects, gentle vibrations, tactile sensations and aromatherapy.

**ELIGIBILITY CRITERIA:** Designed for adults and children with a physical or developmental disability who have a significant need for specific sensory stimulation.

**FEES:** A donation is recommended at each visit.

**THE UNITED WAY/CENTRAIDE OF WINDSOR AND ESSEX COUNTY**

**ADDRESS:** 300 Giles Blvd. E Unit A1  
Windsor, Ontario  
N9A 4C4

**PHONE:** 519-258-3033

**FAX:** 519-258-2346

**E-MAIL ADDRESS:** [united@weareunited.com](mailto:united@weareunited.com)

**WEBSITE:** [www.weareunited.com](http://www.weareunited.com)

**PRIMARY SERVICES:** Investor in community programs and services.

**DESCRIPTION OF PROGRAM:** Programs include:

- Community planning and research
- Volunteer training/recruitment/placement services
- Volunteer leadership development
- Youth Leaders on Board
- Fund and resource development
- Labour programs and services
- Community organization consultation
- Not-for-profit management assistance and training

**Eligibility:** Non-profit groups and organizations are eligible, and individuals with an interest in volunteering. Application process required.

**Fees:** No fees.

**WINDSOR-ESSEX THERAPEUTIC RIDING ASSOCIATION**

**ADDRESS:** 3323 North Malden Road  
Windsor, Ontario  
N8M 2X6

**PHONE:** 519-726-7682  
**FAX:** 519-726-4403

**WEBSITE:** [www.wetra.ca](http://www.wetra.ca)  
**EMAIL:** [sueklotzer@wetra.ca](mailto:sueklotzer@wetra.ca)

**LANGUAGES PROVIDED:** English

**AREAS SERVED:** Windsor and Essex County

**DESCRIPTION OF PROGRAM:** Physical, mental and emotional therapy through horseback riding. Provides physiotherapy, psychological and recreational therapy and motivation. Also improves coordination, posture, balance and mobility. It is supervised by accredited therapeutic riding instructors and therapists.

**ELIGIBILITY CRITERIA:** Children and adults with physical, developmental and emotional disabilities can apply. Application required.

**FEES:** While there is a minimum fee charged to participants or user organizations, special consideration is given to those for whom this could cause financial hardship.

## YMCA OF WINDSOR-ESSEX COUNTY

<b>Windsor</b>	<b>Essex County</b>
<p>Merv Katzman Building 500 Victoria Ave Windsor, ON N9A 4M8</p> <p>(519) 258-9622 windsor@ymca.ca www.windsor.essex.ymca.ca</p>	<p>Essex Community Services 35 Victoria Ave, Unit 7 Essex, ON N8M 1M4</p> <p>(519) 776-7305 windsor-outreach@ymca.ca www.windsor.essex.ymca.ca</p>
<p><b>Recreational facility and community programming.</b></p> <p>Facility includes:</p> <ul style="list-style-type: none"> <li>• 25 meter pool, double gymnasium,</li> <li>• indoor walking track</li> <li>• land and aquatic group fitness</li> <li>• Life Fitness cardiovascular machines</li> <li>• Atlantis selectorized and plate loaded equipment, including Iron Grip urethane-coated Olympic plates at Fitness Centre</li> <li>• educational</li> <li>• recreational and instructional programs for all ages</li> <li>• parent/child and pre-school programs</li> <li>• youth sports</li> <li>• aquatics</li> <li>• leadership training</li> <li>• family programs</li> <li>• adult sports</li> <li>• fitness</li> <li>• aquatics, aqua therapy (for arthritis, fibromyalgia, stroke recovery, etc)</li> <li>• lap swimming</li> <li>• chair exercise</li> <li>• karate</li> <li>• seniors' fitness and leadership development</li> <li>• volunteer opportunities available</li> </ul>	<p><b>County branch of YMCA</b></p> <ul style="list-style-type: none"> <li>• serves all the county municipalities</li> <li>• plans and delivers physical and non-physical recreation and general community interest programs</li> <li>• short-term enrollment fee programs</li> <li>• Babysitting Course</li> <li>• Home Alone and Safe Course</li> <li>• First Aid/CPR Course</li> <li>• Swimming Lessons</li> <li>• Scrap Booking Classes</li> <li>• Karate</li> <li>• Basketball</li> <li>• Indoor Soccer</li> <li>• Kinder-gym</li> <li>• Preschool Fun N Games</li> <li>• Floor Hockey</li> <li>• current schedule can be viewed on web site</li> </ul>

# TRANSPORTATION

**AMHERSTBURG COMMUNITY SERVICES**  
**CARE-A-VAN**

**ADDRESS:** 601 Sandwich St. S,  
Amherstburg, Ontario  
N9V 3Z7

**PHONE:** 519-736-5471  
**FAX:** 519-736-1391

**EMAIL:** acs@bellnet.ca

**WEBSITE:** www.amherstburg-cs.com

**LANGUAGES PROVIDED:** English and French.

**AREAS SERVED:** Amherstburg

**PRIMARY SERVICES:** This service provides transportation for seniors and the disabled of any age. Priority is given to medical appointments

**ELIGIBILITY CRITERIA:** Persons with restricted mobility of any age (unable to walk 175 yards without assistance; verified by Doctor); restricted mobility clients, with an attendant if required; Seniors aged 55 and older

**FEE:** Set fees.

**CANADIAN CHECKER CAB**  
**WHEELCHAIR ACCESSIBLE SERVICE**

**ADDRESS:** 506 Hanna Street East.  
Windsor, Ontario  
N8X 2N6

**PHONE:** 519-254-7777  
or 519-253-8888

**LANGUAGES PROVIDED:** English

**AREAS SERVED:** Windsor and Essex County

**PRIMARY SERVICES:** Cab Service with wheelchair accessible vehicles.

**FEE:** Fees determined by destination

## **ERIE SHORE COMMUNITY TRANSIT**

**ADDRESS:** 215 Talbot St. E.  
Leamington, Ontario  
N8H 3X5

**PHONE:** 519-326-9030  
**FAX:** 519-326-8697

**EMAIL:** transit@secc.on.ca

**WEBSITE:** www.secc.on.ca

**LANGUAGES PROVIDED:** English

**AREAS SERVED:** South Essex Community

**PRIMARY SERVICES:** Accessible door-to-door transportation to medical appointments, Day Away program, shopping, social visiting, etc

**ELIGIBILITY CRITERIA:** Adults with physical disabilities; seniors

**FEE:** Set fees

## **ESSEX COMMUNITY SERVICES** **CARE-A-VAN**

**ADDRESS:** 35 Victoria Ave. Unit 7  
Essex, Ontario  
N8M 1M4

**PHONE:** 519-776-4231 Essex  
Harrow 519-738-1105

**EMAIL:** ecs@essexcs.on.ca

**WEBSITE:** www.essexcs.on.ca

**LANGUAGES PROVIDED:** English

**AREAS SERVED:** Essex, Harrow/Colchester South and surrounding areas.

**PRIMARY SERVICES:** Door to door specialized transportation for frail elderly or physically disabled individuals. The bus has a lift and accommodates wheelchairs, as well as walkers. This service takes clients to medical appointments, therapy, day programs and personal errands. Also has a minivan for medical destinations only that is not wheelchair accessible.

**ELIGIBILITY CRITERIA:** Seniors 55 years and up and physically disabled individuals of any age can apply. Application process is required. Appointment is required.

**FEES:** Set fees depending on destination.

## **HANDI-TRANSIT**

**ADDRESS:** 3737 Walker Road  
Windsor, Ontario  
N8W 3S9

**PHONE:** 519-966-0930  
**FAX:** 519-966-1249

**LANGUAGES PROVIDED:** English

**AREAS SERVED:** Windsor

**PRIMARY SERVICES:** This program is a bus service for persons who are physically disabled, unable to board public transportation and the frail elderly. The bus can be used for almost any purpose, shopping, work, school etc.

**ELIGIBILITY CRITERIA:** Individuals with physical disabilities, or frail and elderly who are unable to board public transportation. Children under 14 years can apply (but must be accompanied by an adult). Call for information

**FEE:** Set fees

## **HELPING HANDS TRANSPORTATION SYSTEMS**

**PHONE:** 519-966-7495

**EMAIL:** ronscott@windride.ca

**PRIMARY SERVICES:** 24/7 Medical appointment transportation in wheelchair accessible vehicles with live dispatch service.

**FEE:** Compliant with most government sponsored programs.

## **LAKESHORE COMMUNITY SERVICES**

**ADDRESS:** 571-B Notre Dame St.  
Box 885  
Belle River, Ontario  
N0R 1A0

**PHONE:** 519-728-1435

**EMAIL:** nst@lakeshorecommunity.net

**WEBSITE:** www.lakeshorecommunity.net

**LANGUAGES PROVIDED:** English and French

**AREAS SERVED:** Belle River

**PRIMARY SERVICES:** This transportation service is provided for seniors and the handicapped of the community with limited mobility for, health related appointments, shopping, banking, hospitals and nursing home visits for seniors. Lakeshore pick ups include but are not limited to Puce, Emeryville, Comber, Woodslee, St. Joachim, Stoney Point, Lighthouse Cove, and Belle River. Tilbury residents are able to book trips into Belle River and Windsor.

The Transit Bus accommodates up to 4 wheelchairs and 12 walk-ons OR a total of 18 walk-ons plus 1 wheelchair.

**ELIGIBILITY CRITERIA:** Seniors and the physically disabled residents with no visible means of transportation can apply. Walk in/call for information.

**FEE:** Set Fees.

## **TECUMSEH SENIORS TRANSIT INC.**

**ADDRESS:** 12421 Tecumseh Rd. E  
Tecumseh, Ontario  
N8N 1M6

**PHONE:** 519-735-3472

Email: tecumsehseiorstransit@cogeco.net

**LANGUAGES PROVIDED:** English

**AREAS SERVED:** Tecumseh

**PRIMARY SERVICES:** This service provides transportation to/from health-related appointment, shopping, hairdresser or social events for Tecumseh and Windsor destinations only. Bus will accommodate persons using a collapsible wheelchair, a folding walker or a scooter.

**ELIGIBILITY CRITERIA:** Adults 55 years and older or persons with a disability can apply.

**FEE:** Set fees

**TRANSIT WINDSOR**

**ADDRESS:** 3700 North Service Rd. E at Central  
Windsor, Ontario  
N8W 5X2

**PHONE:** 519-944-4111 or 311  
**FAX:** 519-944-5121

**WEBSITE:** [www.citywindsor.ca/transitwindsor](http://www.citywindsor.ca/transitwindsor)

**EMAIL:** [tw@city.windsor.on.ca](mailto:tw@city.windsor.on.ca)

**LANGUAGES PROVIDED:** English

**AREAS SERVED:** Windsor

**PRIMARY SERVICES:** Transit Windsor provides public transportation to the City of Windsor and a cross-border service through the Windsor-Detroit Tunnel, seven days a week. Service is also provided via the Special Events Tunnel Bus to all home games at Comerica Park, Ford Field and select concerts. Additional services include charters; a full-service maintenance department; and specialized routes for secondary students and seniors. Fully accessible buses including bike racks\* are available on all routes (except the Central 3 west) and are available from March 15th until December 15th. New schedule – wheelchair icon indicates when fully accessible and bike rack\* buses in service on Transit Windsor’s published schedule.

Transway 1A	Transway 1C (1C Express)	Crosstown 2
Central 3 & Central 3 west	Ottawa 4	Dominion 5
Dougall 6	South Windsor 7	Walkerville 8
Lauzon 10	Tunnel Bus (accessible but no bike racks)*	WFCU Park ‘n Ride

**FEE:** Set fee required at the time of boarding. There is NO extra charge to use the bike rack.

\*Due to licensing regulations bike racks cannot be deployed during tunnel bus services, including transportation to Comerica Park or Ford Field. Persons may disassemble their bike and board the bus with it in a bike bag. Note: If bus is full, bringing the bike bag on board is at the discretion of the driver.

**WFCU Centre Event or Windsor Spitfires Hockey Game Shuttle:** Just drive to RONA, located at 7350 Catherine Street at Lauzon Road, park and catch the WFCU Centre Park 'N Ride from the Southeast corner of the lot and you'll be dropped off at the front door.

The Park 'N Ride starts 90 minutes prior to the start time of any event or hockey game, and runs every 15 minutes to the complex. The cost of the Park 'N Ride is \$3 per person for the round trip, a valid Transit Windsor bus transfer, or you can use your Transit Windsor bus pass when you board at RONA.

**Shuttle Service from Tecumseh Mall to WFCU:** Passengers traveling to Tecumseh Mall via the Transway 1C, Crosstown 2, Ottawa 4, or Lauzon 10 will be able to transfer to a shuttle bus and continue their trip to the Centre from the regular city service passenger platform (near food court). The shuttle bus will operate Monday through Friday, 7:50am to 5:00pm and Saturdays, 7:50am to 12:20pm. The shuttle service departs both locations every 20 minutes.

**See also page 46 on Bus Passes.**

**TREATMENT  
AND  
SUPPORT**

## CRISIS EMERGENCY NUMBERS

### **Ambulance**

### **Fire**

**9-1-1**

### **Police**

<b>AIDS Committee of Windsor</b>	519-973-0222
<b>Alive! Canada</b>	519-973-4423
<b>Distress Centre</b>	519-256-5000
<b>Children's Crisis Service</b>	519-252-2720 or 1-800-565-5609
<b>Children's Aid Society</b>	519-948-6814 or 1-800-265-5609
<b>Community Care Access Centre (CCAC)</b>	519-258-8211
<b>Community Crisis Centre (Hotel Dieu Grace Hospital) Emergency Line:</b>	519-973-4435
<b>Amherstburg</b>	519-736-0255
<b>Belle River</b>	519-728-4017
<b>Essex</b>	519-776-5757
<b>Leamington</b>	519-326-3528
<b>Hiatus House</b>	519-252-7781
<b>Hotel Dieu Grace Hospital Sexual Assault Crisis Line</b>	519-255-2234
<b>Leamington Memorial Hospital</b>	519-322-4501 or 1-800-265-8003
<b>Salvation Army Addiction Service</b>	519-253-7473
<b>Sexual Assault Crisis Centre</b>	519-253-9667
<b>Teen Health Centre</b>	519-253-8481

## **DUAL DIAGNOSIS OUTREACH STABILIZATION SERVICE**

**ADDRESS:** 1453 Prince Road, 2<sup>nd</sup> floor (C.P.H. Building) **PHONE:** 519-257-5111  
Windsor, Ontario ext 76805  
N9C 3Z4 **FAX:** 519-257-5296

**EMAIL:** mental.health@wrh.on.ca

**WEBSITE:** www.wrh.on.ca

**LANGUAGES PROVIDED:** English

**AREAS SERVED:** Windsor and Essex County

**PRIMARY SERVICES:** The purpose of this program is to assess, consult, and provide treatment recommendation to individuals, who have a pre-existing developmental disability, and are also suffering from a Mental Health disorder.

**DESCRIPTION OF PROGRAM:** The Dual Diagnosis Outreach Program is a client centered outpatient/outreach program that provides specialized treatment servicing the Dually Diagnosed, which is defined as developmental disability and mental illness. The program offers intervention and stabilization treatment services. The person with a dual diagnosis and their families will have access to a continuum of supports and services within and across sectors that are integrated, coordinated and accessible and which operate responsibly and proactively.

**ELEGIBILITY CRITERIA:** A person with a pre-existing developmental disability and is also suffering from a mental health disorder. The client must be registered with a service provider and be 16 years of age or older. Referrals accepted from Community Living, Canadian Mental Health Association and Physician(s).

**ESSEX A.C.T. TEAMS**  
**ASSERTIVE COMMUNITY TREATMENT**

**CONTACT PERSON:** Mary Lou Dolan

**PHONE:** 519-254-7566 or  
519-254-3486

**ADDRESS:** 875 Ouellette Ave. 2<sup>nd</sup> floor  
Windsor, Ontario  
N9A 4J6

**FAX:** 519-974-4157

**EMAIL ADDRESS:** marylou.dolan@sjhc.london.on.ca

**LANGUAGES PROVIDED:** English and French

**AREAS SERVED:** Windsor and Essex County

**PRIMARY SERVICES:** The ACT Teams work with clients, families and significant others to:

- Reduce the debilitating symptoms of mental illness,
- Minimizes acute episodes of illness and hospitalization
- Meet the basic needs and enhances the quality of life

**DESCRIPTION OF PROGRAM:**

- Assertive outreach-taking the service to the client
- 24 hour mobile crisis response for clients
- Medication services and supporting therapy
- Substance abuse treatment
- Vocational and recreational services
- Direct assistance with food, shelter, self care and money
- Family education and support
- Services available to ACT clients on a continuous basis (24 hours a day)

**ELIGIBILITY CRITERIA:** Must have a serious and persistent mental illness and need a referral form.

Referral forms may be obtained from and sent to:

Access Committee  
Canadian Mental Health Association  
1400 Windsor Avenue  
Windsor, Ontario  
N8X 3L9  
Phone: 255-7440 Fax: 255-7817

**ESSEX COMMUNITY SERVICES**  
**FOOT CARE CLINIC**

**ADDRESS:** 35 Victoria Ave. Unit 7  
Essex, Ontario  
N8M 1M4

**PHONE:** 519-776-4231

**EMAIL:** ecs@essexcs.on.ca

**WEBSITE:** www.essexcs.on.ca

**LANGUAGES PROVIDED:** English

**AREAS SERVED:** Tri County Area.

**PRIMARY SERVICES:** A key function is social planning, which involves conducting periodic Needs Assessments to identify gaps in services, document changing trends, and pinpoint the need for new or altered services. This includes but is not limited to Foot Care Clinic.

- The Ontario Ministry of Health and Long-Term Care provides funding for the administration of this program
- The Clinic is staffed by two specially trained Registered Nurses who provide comprehensive foot care to our clients
- The Clinic operates every Tuesday, Wednesday, and Thursday, and occasionally Mondays and Fridays at our office

**ELIGIBILITY CRITERIA:** Seniors 55 years and up and physically disabled individuals of any age can apply. Application process required. Appointment required.

**FEES:** A fee of \$18.00 is charged per session

**HEALTH UNIT**  
**WINDSOR-ESSEX COUNTY**

<b>LOCATION</b>	<b>ADDRESS</b>	<b>CONTACT</b>
<b>Windsor</b>	1005 Ouellette Avenue	Phone: 519-258-2146 Fax: 519-258-6003
<b>Essex</b>	360 Fairview Avenue West	Phone: 519-776-5933 Fax: 519-776-6102
<b>Leamington</b>	215 Talbot Street East	Phone: 519-326-5716 Fax: 519-326-4642

**EMAIL:** intake@wehealthunit.org

**WEBSITE:** www.wehealthunit.org

**DESCRIPTION:** Public health unit for Windsor-Essex providing community public health nurses, dental, nutrition and environmental/inspection services. Also provides infectious disease testing, family counseling, health promotion and healthy lifestyle planning.

**ELIGIBILITY CRITERIA:** No client restrictions.

## HOSPITALS

### Hotel Dieu Grace Hospital

1030 Ouellette  
Windsor, Ontario  
N9A 1E1

Automated Directory 519-973-4411  
General Information 519-973-4444

### Leamington District Memorial Hospital

194 Talbot Street West  
Leamington, Ontario  
N8H 1N9

Direct Access Line: 519-326-2373

## Windsor Regional Hospital

### Metropolitan Campus

1995 Lens Avenue  
Windsor, Ontario  
N8W 1L9

Automated Directory  
519-254-5577

### Western Campus

1453 Prince Road  
Windsor, Ontario  
N9C 3Z4

Automated Directory  
519-254-5577

## HOSPITAL EQUIPMENT AND SUPPLIES

**These stores provide sales, service or rentals of hospital equipment and supplies.**

<b>Mid Town, South &amp; West</b>	<b>East</b>
<b>Maxim Medical Supplies</b> 1-250 Tecumseh Road East Windsor, ON N8X 2R3 519-977-7200	<b>Canadian Red Cross Home Health Equipment</b> 3909 Grand Marais East Windsor, Ontario N8W 1W4 519-944-8144
<b>Shoppers Home Health Care</b> 1624 Howard Avenue Windsor, Ontario N8X 3T7 519-252-2715	<b>McNiece Tens Inc.</b> 4455 Tecumseh Road East Windsor, Ontario N8W 1K6 519-948-4004
	<b>Motion Specialties</b> 5923 Tecumseh Road East Windsor, Ontario N8T 1E4 519-252-2011

## **THE JOB ACCOMMODATION NETWORK**

**ADDRESS:** 918 Chestnut Ridge Road, Ste.1  
Box 6080 WVU, Morgantown  
West Virginia

**PHONE:** (304) 293-7186  
1-800-526-2262  
**FAX:** (304) 293-5407

**EMAIL:** jan@jan.icdi.wvu.edu

**LANGUAGES PROVIDED:** English, French, Spanish, Interpreter

**AREAS SERVED:** Canada and United States

**PRIMARY SERVICES:** JAN is a toll free international information network and consulting resource to facilitate the hiring or retention of qualified workers with disabilities through advice on solutions for employers, employees, service organizations, Canadians with disabilities, human resource professionals and rehabilitation professionals. The Canadian Council on Rehabilitation and Work promotes JAN in Canada.

**FEE:** No fees. Apply by phone.

## **REGIONAL SUPPORT ASSOCIATES**

**ADDRESS:** 4510 Rhodes Drive Unit 130  
Windsor, ON  
N8W 5K5

**PHONE:** 519-974-9476  
**TOLLFREE:** 1-800-640-4108  
**FAX:** 519-974-9730

**WEBSITE:** [www.regionalsupport.on.ca](http://www.regionalsupport.on.ca)

**LANGUAGES PROVIDED:** English & French

**AREAS SERVED:** Southwestern Ontario

**PRIMARY SERVICES:** Dedicated and caring specialists provide help and support for adults with intellectual disabilities and their families. Affiliated with the Woodstock General Hospital, RSA offers services for the individual, their families and agencies supporting them in their community. Staff have clinical expertise and training in psychology, social work, sociology, nursing, speech pathology, behaviour therapy, and developmental services. Areas of service include: Assessment, Behavioral Intervention, Healthy Lifestyle, Speech & Language, Social Sexual Behavior, Counseling in Anger Management, Bereavement, Post Traumatic Stress and Justice Dual Diagnosis Case Management.

**ELIGIBILITY:** People with intellectual or developmental disabilities.

**FEE:** No fees.

**MEDICAL CLINICS, AFTER HOURS AND WALK INS**  
(SEE PHONE BOOK FOR A MORE COMPREHENSIVE LIST)

**COUNTY LOCATIONS**

<b>Amherstburg Medical Associates/Walk In Clinic</b> <b>Phone:</b> 519-736-5444 <b>Address:</b> 71 Sandwich Street S Amherstburg, ON N9V 1Z5	<b>LaSalle Medical Clinic</b> <b>Phone:</b> 519-734-1234 <b>Address:</b> 2125 Front Road LaSalle, ON N9J 2C1
<b>Essex Walk In Clinic</b> <b>Phone:</b> 519-776-1559 <b>Address:</b> 186 Talbot Street South Essex, ON N8M 1B6	<b>Pelee Island Medical Clinic</b> <b>Phone:</b> 519-724-2160 <b>Address:</b> 1047 West Shore Road Pelee Island, ON NOR 1M0
<b>Harrow Medical Clinic</b> <b>Phone:</b> 519-738-3555 <b>Address:</b> 32 Munger Street West Harrow, ON NOR 1G0	<b>Princess Centre Walk In Clinic</b> <b>Phone:</b> 519-322-5664 <b>Address:</b> 33 Princess St Leamington, ON N8H5C5
<b>Lakeshore Health Center</b> <b>Phone:</b> 519-728-0777 <b>Address:</b> 330 Notre-Dame Street Belle River, ON NOR 1A0	<b>Tecumseh Urgent Care Centre</b> <b>Phone:</b> 519-797-3355 <b>Address:</b> 11811 Tecumseh Road East Tecumseh, ON N8N 1L7

**WINDSOR LOCATIONS**

<b>DOWNTOWN &amp; WEST</b>	<b>SOUTH &amp; EAST</b>
<b>Rexall Medical Clinic</b> <b>Phone:</b> 519-977-6336 <b>Address:</b> 815 Erie E Windsor, ON N9A 3Y6	<b>Roseland After Hours/Walk In Clinic - Rexall</b> <b>Phone:</b> 519-972-3944 <b>Address:</b> 3840 Howard Avenue Windsor, ON N9E 3N9
<b>Windsor River Walk In Clinic</b> <b>Phone:</b> 519-254-1594 <b>Address:</b> 500 Wyandotte St East @ Glengarry Windsor, ON N9A 3H9	<b>Windsor Walk In Clinic</b> <b>Phone:</b> 519-254-6176 <b>Address:</b> 4371 Walker Road Windsor, ON N8W 3T6
<b>Windsor Medical Clinic</b> <b>Phone:</b> 519-258-4400 <b>Address:</b> 1608 Tecumseh Rd. W Windsor, ON N9B 1T8	<b>Rivard Medical Walk In Clinic</b> <b>Phone:</b> 519-251-1878 <b>Address:</b> 2909 Grandview Street Windsor, ON N8T 2L5
<b>West Windsor Urgent Care Center</b> <b>Phone:</b> 519-255-9185 <b>Address:</b> 2055 Huron Church Road, Windsor, ON N9C 2L6	<b>Riverside After Hours Walk In Clinic</b> <b>Phone:</b> 519-974-4122 <b>Address:</b> 7775 Wyandotte Street East Windsor, ON N8S 1S6
<b>Walkerville Family Practice and Walk In Clinic</b> <b>Phone:</b> 519-977-9222 <b>Address:</b> 1270 Walker Road Windsor, ON N8Y 4T4	<b>Roseville Garden Walk In Clinic</b> <b>Phone:</b> 519-944-3393 <b>Address:</b> 2525 Roseville Garden Drive Windsor, ON N8T 3J8

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## Mission Statement

**Community Living Windsor is dedicated to supporting people who have an intellectual disability and their families as they:**

**pursue possibilities, make choices and achieve the life they want.**

## Value Statements

**As a not-for-profit charitable organization founded in 1953 by families, Community Living Windsor is guided and committed to its core values:**

- ▶ **Commitment to People and their Families**
- ▶ **Possibilities**
- ▶ **Community**
- ▶ **Life Long Learning**
- ▶

## Agency Vision

**Community Living Windsor is committed to be an organization:**

- ▶ **That provides supports and services to people, not programs;**
- ▶ **Where people independently plan their lives;**
- ▶ **Where people have individualized funding and support networks;**
- ▶ **That is focused on community, partnerships and staff development.**



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Windsor, Ontario  
N8T 3N6  
519-974-4221