

EMPLOYMENT SUPPORT SERVICES DIRECTORY

Directory of Employment Support Services in Windsor and Essex
County from the Forum for Employment Support Services held on
June 19, 2007



Acknowledgements

The employment situation in our community is critical. Stakeholders representing government, labour and employment support service providers agree that there is a need for the community to do everything it can to support unemployed people and their families, through this difficult time.

In partnership with the City of Windsor and the County of Essex, United Way led the development and implementation of "It Takes and Community, A Forum for the Employment Support Services Network," held in June of 2007. Community leaders attended the forum, bringing support and perspective from the City of Windsor, the County of Essex, the Windsor District Labour Council, the Windsor Chamber of Commerce, the Ministry of Training, Colleges and Universities, Service Canada and United Way.

On September 6, 2007, a report resulting from the forum was released, "Employment Support Services Community Report". The report included an asset map for each of the support services areas as well as gaps and Issues identified at the forum. The report also includes preliminary ideas / solutions to address the gaps / issues, key insights arising from the forum and six recommendations. The Windsor-Essex Economic Development Commission provided funding to print the "Employment Support Services Community Report."

Many of the gaps and issues identified in the "Employment Support Services Community Report", spoke to awareness and communication issues. One of the Recommendations in the report was that, "... a comprehensive directory of existing Employment Support Services (Resource Guide) be produced and made available to unemployed persons, service providers, employers and other stakeholders in the community." This Directory is the result of that recommendation.

We would like to acknowledge the service providers for their willingness to work together toward an improved network of services. The information in this directory was gathered from information provided by the service providers. This directory is designed to be used by people who are unemployed, those who provide referrals to people who are unemployed, as well as

union, adjustment and employer representatives.

We would like to thank the City of Windsor for providing funding for the printing of this directory.

Special thanks to Nancy Adams, Lisa Alderman, Maureen Curtis, Adrian McKenzie, Jim Mundy, and Nirojan Suriyakumar for the development and design of this directory.

This directory is available on line at www.weareunited.com. United Way will keep the online version current as new information becomes available.



WindsorEssex
DEVELOPMENT COMMISSION



Table of Contents

How to Use this Directory	3
Managing Unemployment	4
A Message to Those Effected by Unemployment	6
Employment / Career Supports	7
Career Planning	8
Aptitude / Interest Testing.....	8
Labour Market Information	8
Job Seeking Skills	9
Internet Skills.....	9
Employment Counselling	10
Self Employment Assistance.....	10
Government Assistance	11
Education Training Supports	13
Basic Skills: Literacy, Numeracy, Basic Computer	14
Academic Upgrading.....	14
English / French as a Second Language	14
Foreign Credentials Recognized, Assessment and Recognition of Prior Learning..	15
Skills Training	15
Job Placements.....	16
Apprenticeships.....	16
Trade Certification	16
Financial Supports	17
Government Assistance	18
Retirement Planning.....	18
Credit Counselling.....	18
Income Replacement	18
Community Supports	21
Credit Counselling.....	22
Individual and family Counselling	22
Crisis Intervention	22
Basic Needs	22
Addiction Services.....	23
Mental Health Services Child Care	23
Legal Services.....	23
Health Services	23
Child Care	24
Alphabetical List of Service Providers	25



How to use this Directory

The information in this directory was compiled from two sources: information about what services are available, from which organizations and eligibility for each was provided to United Way by service providers themselves at "It Takes and Community, A Forum for the Employment Support Services Network," held in June of 2007.

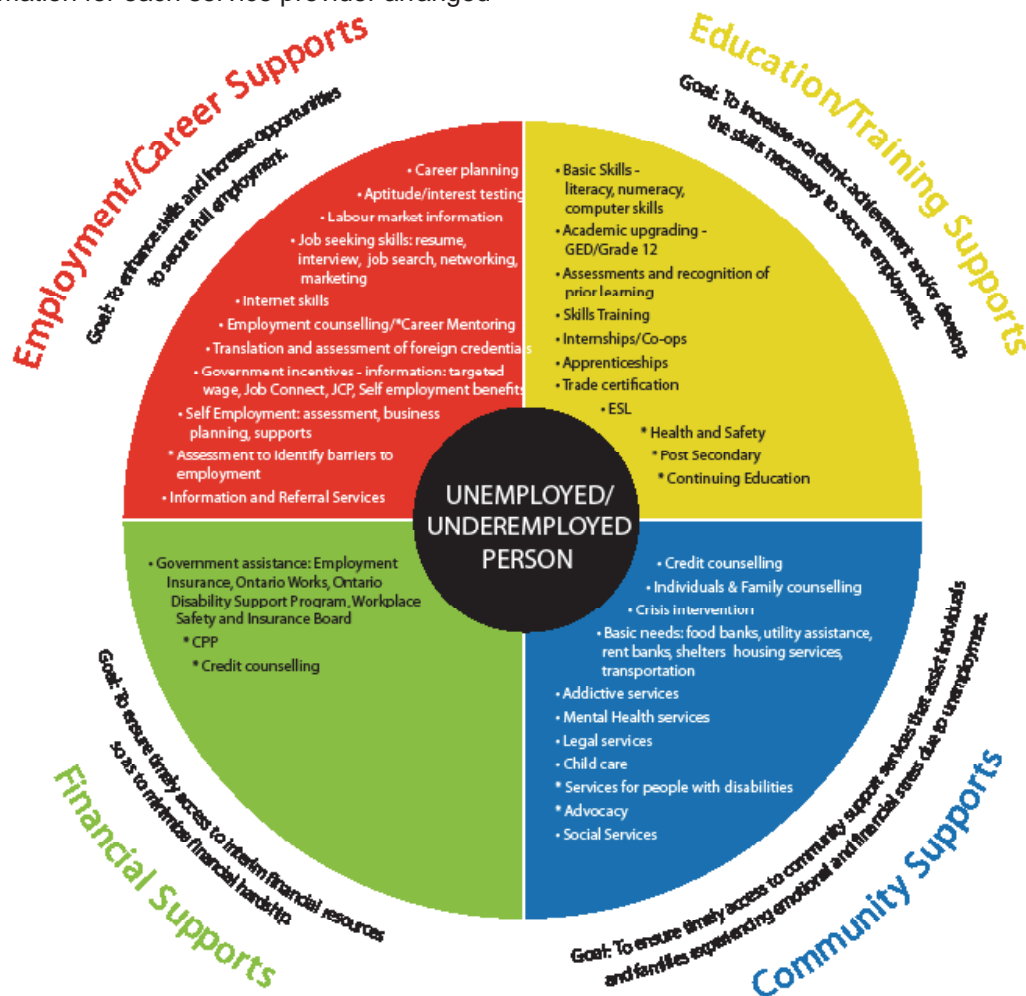
This information was organized based on the diagram below. All types of services can be found in this diagram. You can refer to the Table of Contents to find the page containing information on each service.

The other source of information was the Windsor-Essex Community Information Database, a partner in the Community Information Online Consortium. This is the contact information for each service provider arranged

alphabetically and can be found beginning on page 25.

Simply use the diagram below and the Table of Contents to find the service or services you need. Once you know what organization offers the service or services you are looking for, go to the alphabetical list of service providers on page 25 to find their address and phone number.

Every effort was made to insure the accuracy of all the information in this directory before printing. However, in the interest of providing accurate and timely information, United Way has also made this directory available online where it will be continually updated. To view this information online visit the United Way web site at www.weareunited.com



* Additional services identified at the forum



Managing Unemployment

We take pride in our skills. Our work provides for our families. Our jobs are a vital part of how we feel about ourselves. Our co-workers are often thought of as an extended family.

“Job loss seems to result in a serious erosion in people’s sense of control and self-esteem” says William R. Avison, Ph.D. professor of sociology and leader of a University of Western Ontario study of job loss. “And since control and self-esteem are two linchpins of mental health, it is no wonder that unemployment affects people so deeply”, he says.

Certainly the impact of job loss goes far beyond mental health. Extreme stress can make a person vulnerable to a wide range of physical health issues from headaches to heart attacks.

That is why losing your job is traumatic — whether it means temporarily losing the entire family income or a portion of it.

Unemployment is difficult and will change the way you live, but it is not the end of the world. If you know where to turn and can take control of your situation you can survive unemployment and reduce the negative impact of temporary joblessness on you and your family.

Talk to your Family

Unemployment is tough on the whole family. Your spouse and children may also feel helpless. Talk out your problems and plan together. Set a new budget as a family. Explain your situation to them and include them in developing your plans to deal with it.

It helps to give each member of the family some positive steps they can take to help. By sharing the burden and pulling together, members of a family grow closer together and draw strength from one another. A professional family counsellor may also be helpful.

Taking Control of Personal Finances

Unfortunately your bills won’t stop once your pay cheque does. It is important that you stretch the money

that you do have. During this period it is important to have a plan. Below are some tips to get your plan started (adapted from an AFL-CIO Survival Guide to Unemployment)

Prepare a Complete Budget

Use a household budget worksheet to see where you spend your money and where you can save. Do this as a family project. Expenses should include:

Fixed Expenses: mortgage/rent, taxes, insurance, loans, installment payments, credit card payments, child support, any fixed payment

Variable monthly expenses: food, gas, repairs prescriptions, utilities, child care, recreation

Future expenses: income tax and other outstanding debts

Budgeted income should include: all income, savings, severance pay, union strike assistance, employment insurance, WSIB income, accrued vacation pay, refund from pension funds and any pension money you are collecting.

List Assets

Other assets may include:

Cash value of insurance policies

Prepaid funeral policies

Equity in your home

Resale value of vehicles or recreational equipment

Set Priorities for Your Expenses

List payments in order of importance. This will help you pay first things first when money is short. The most important will be mortgage/rent payment followed by utilities, health insurance and car payments. Child support or alimony payments are also a high priority.

Make a Complete List of Creditors

List the following information for each creditor:

- Name
- Address
- Phone number and contact person
- Account number



- Total amount owed, payment schedule and amount
- Interest rates

Notify Your Creditors Before You Get Behind

Determine how much you can pay on each bill. If you need to negotiate a lower monthly payment than your creditors expect, notify them before you get behind. They will want to work with you rather than let things get out of hand.

Contact creditors in writing

- Tell them you need to work out a plan for delaying, reducing or refinancing payments until you return to work
- Always include your account number, phone number and address in all correspondence, keep copies of your letters and follow up by phone

Pay What You Can

Even if you can't pay the amount creditors want, pay something regularly. Partial payments may keep your account from being turned over to a collection agency.

Stay in Touch with Creditors

After your letter, keep in regular contact with your creditors. This reassures them, shows a responsible attitude and may keep them from harassing you.

Stop Credit Purchases

Stop using all credit cards. Interest on most credit card purchases is extremely high. If you have advance warning that you will be out of work, try to make larger payments to reduce the balance you owe.

Reduce Household Expenses

With your family, plan reductions in household expenses to stay within your budget. Here are some tips to help:

To cut food costs

- Plan less expensive meals and use leftovers, prepare from scratch
- Only shop when you need to, make a list and stick to it, compare prices and brands
- Use coupons
- Consider food co-ops, farmers' markets or picking your own (apples, berries)

To cut telephone costs

- Switch to a money saving rate plan
- Make fewer long distance calls
- Cancel phone features like call waiting
- Discontinue cell phones and pagers

To cut energy and fuel costs:

- Turn off lights, TV and appliances when not in use
- Cut back on the use of power hogs such as hair dryers
- Lower the thermostat on your hot water and furnace, or turn up your air conditioner
- Wash and dry only full loads of clothes and dishes
- Eliminate unnecessary car trips

Consult your local Credit Counselling Service for help.

To cut service costs:

- If you come from a closure or workforce reduction, set up a Barter System for Services
- Bank your talents (i.e. plumbing services) and withdraw unneeded services (i.e. carpooling or child care)

Sell What you Don't Need

Consider selling that extra vehicle or boat you rarely use. Look at your possessions to see which items could be sold or traded without really changing the way you live. Hold a yard sale.

Check into Other Financial Resources

Life Insurance - review your policy or talk to your insurance agent to see whether you can borrow against your policy

Pension Funds - Talk to your Union Representatives or employer to see whether you are owed a refund on your pension fund contribution or from other company funds

If you have older children that are working you may have to temporarily incorporate their earnings into the family budget until the situation changes.

A Message to Those Effected by Job Loss

Get the Help you need, you've earned it

While you were working you helped to support public programs through your taxes and voluntary agency services through contributions to United Way and other community organizations. Don't be embarrassed to ask for help. Your workplace or union may also provide resources such as Adjustment Services, negotiated benefits or training.

Is There Anything in My Way?

Some people may have personal concerns that they need help dealing with while they go out looking for work. You may feel depressed, you may need help with suitable clothes to start work, and you may be new to Canada and not sure where to start. Some people may not be prepared to work because they may require upgrading in order to secure a job. Other questions you may be asking yourself are:

- What kind of work do I want to do?
- What type of work is available?
- Do I have the skills and qualifications I need?
- Can I access training?
- How do I find the right type of work?

There are people who can help. This resource manual will guide you to the available services in our community needed to make the transition to employment.



Employment and Career Supports

Employment/Career Supports

Goal to enhance skills and increase opportunities to secure full employment

- Career planning
- Aptitude/interest testing
- Labour market information
- Job seeking skills: resume, interview, job search, networking, marketing
- Internet skills
- Employment counselling/*Career Mentoring
- Translation and assessment of foreign credentials
- Government incentives - information: targeted wage, Job Connect, JCP, Self employment benefits
- Self Employment: assessment, business planning, supports
- * Assessment to identify barriers to employment
- Information and Referral Services

UNEMPLOYED/
UNDEREMPLOYED
PERSON

Employment and Career Supports

Career Planning

Provider	Eligibility
Academy of Learning	open to all
Career Development Services	open to all
Centre Alpha Mot De Passe/CREW	open to those who are French speaking or bilingual
Greater Essex County District School Board Assessment Centre	open to those who are unemployed
Learning Disabilities Association	open to those 16 years of age or older with learning disabilities or ADHD
Ministry of Colleges, Training and Universities	open to those who are eligible for or receiving Employment Insurance
Multicultural Council of Windsor-Essex ..	open to immigrants, new Canadians and refugees
New Canadian's Centre of Excellence ...	open to immigrants, new Canadians and refugees
Ontario Works	open to Ontario Works clients
Service Canada Centre for Youth	open to youth
South Essex Community Council	open to registered participants
St. Clair College - Youth Employment Services	open to youth
Unemployed Help Centre	open to all
Windsor Essex County Family YMCA ...	open to immigrants, new Canadians and refugees
Windsor Women Working With Immigrant Women	open to immigrants, new Canadians and refugees
Women's Enterprise Skills Training	open to women

Apptitude /Interest Testing

Provider	Eligibility
Academy of Learning.....	open to all
Centre Alpha Mot De Passe/CREW	open to those who are French speaking or bilingual
Greater Essex County District School Board Assessment Centre.....	open to those who are unemployed
Ministry of Colleges, Training and Universities	open to those who are eligible for or receiving Employment Insurance
South Essex Community Council	open to registered participants
Unemployed Help Centre	open to all

Labour Market Information

Provider	Eligibility
Academy of Learning.....	open to all
Centre Alpha Mot De Passe/CREW	open to those who are French speaking or bilingual
Daily Bread (Amherstburg).....	open to local residents
Greater Essex County District School Board Assessment Centre.....	open to those who are unemployed
Ministry of Colleges, Training and Universities	open to those who are eligible for or receiving Employment Insurance
Multicultural Council of Windsor-Essex ..	open to immigrants, new Canadians and refugees
New Canadian's Centre of Excellence ...	open to immigrants, new Canadians and refugees

Addresses and phone numbers for all of these service providers are listed beginning on page 25.



Ontario Works..... open to all
 Service Canada..... open to all
 Service Canada Centre for Youth..... open to youth
 South Essex Community Council..... open to all
 St. Clair College -
 Youth Employment Services..... open to all
 Unemployed Help Centre..... open to all
 Windsor Essex County Family YMCA open to immigrants, new Canadians and refugees
 Windsor Women Working
 With Immigrant Women..... open to immigrants, new Canadians and refugees
 Women's Enterprise Skills Training..... open to women

Job Seeking Skills

Provider	Eligibility
Academy of Learning.....	open to all
Career Development Services.....	open to all
Centre Alpha Mot De Passe/CREW	open to those who are French speaking or bilingual
Daily Bread (Amherstburg).....	open to local residents
Drouillard Place.....	open to local residents
Greater Essex County District School Board Assessment Centre.....	open to those who are unemployed
Learning Disabilities Association	open to those 16 years of age or older with learning disabilities or ADHD
Ministry of Colleges, Training and Universities	open to those who are eligible for or receiving Employment Insurance
Multicultural Council of Windsor-Essex..	open to immigrants, new Canadians and refugees
New Canadian's Centre of Excellence ...	open to immigrants, new Canadians and refugees
Ontario Works.....	open to all
Service Canada Centre for Youth.....	open to youth
South Essex Community Council.....	open to all
St. Clair College - Youth Employment Services.....	open to all
Unemployed Help Centre.....	open to all
Windsor Essex County Family YMCA	open to immigrants, new Canadians and refugees
Windsor Public Library.....	open to all
Windsor Women Working With Immigrant Women	open to immigrants, new Canadians and refugees
Women's Enterprise Skills Training.....	open to women

Internet Skills

Academy of Learning..... open to all
 Centre Alpha Mot De Passe/CREW

Drouillard Place..... open to local residents
 Ministry of Colleges,
 Training and Universities open to those who are eligible for or receiving Employment Insurance
 Multicultural Council of Windsor-Essex.. open to immigrants, new Canadians and refugees

Addresses and phone numbers for all of these service providers are listed beginning on page 25.



Employment and Career Supports

Net Success	open to all
Service Canada Centre for Youth	open to youth
South Essex Community Council	open to all
St. Clair College	open to those who have graduated from high school or are 19 years of age or older
Unemployed Help Centre	open to all
Windsor Essex County Family YMCA	open to immigrants, new Canadians and refugees
Windsor Public Library	open to all
Windsor Women Working With Immigrant Women	open to women
Women's Enterprise Skills Training	open to women

Employment Counselling

Provider	Eligibility
Academy of Learning	open to all
Career Development Services	open to all
Centre Alpha Mot De Passe/CREW	open to those who are French speaking or bilingual
Daily Bread (Amherstburg)	open to local residents
Greater Essex County District School Board Assessment Centre	open to those who are unemployed
Ministry of Colleges, Training and Universities	open to those who are eligible for or receiving Employment Insurance
Multicultural Council of Windsor-Essex ..	open to immigrants, new Canadians and refugees
New Canadian's Centre of Excellence ...	open to immigrants, new Canadians and refugees
Ontario Works	open to Ontario Works clients
Service Canada Centre for Youth	open to youth
South Essex Community Council	open to registered participants
St. Clair College - Youth Employment Services	open to youth
Unemployed Help Centre	open to all
Windsor Essex County Family YMCA	open to immigrants, new Canadians and refugees
Windsor Women Working With Immigrant Women	open to immigrants, new Canadians and refugees
Womens Enterprise Skills Training	open to women

Self Employment Assistance

Provider	Eligibility
Academy of Learning	open to all
Essex Community Futures Development Corporation	open to local residents
Ministry of Colleges, Training and Universities	open to those who are eligible for or receiving Employment Insurance
Ministry of Small Business and Entrepreneurship	open to all
Multicultural Council of Windsor-Essex ..	open to immigrants, new Canadians and refugees

Addresses and phone numbers for all of these service providers are listed beginning on page 25.



Employment and Career Supports

Ontario Works..... open to Ontario Works clients
Self Employment Assistance Office..... open to those who are eligible for or receiving Employment Insurance
Self Employment Assistance
Service - Leamington..... open to those who are eligible for or receiving Employment Insurance
Self Employment Service open to those who are eligible for or receiving Employment Insurance
Unemployed Help Centre open to all
Windsor Essex County Family YMCA open to immigrants, new Canadians and refugees
Windsor Public Library..... open to all

Government Assistance

Provider	Eligibility
Academy of Learning.....	open to all
Career Development Services.....	open to all
Centre Alpha Mot De Passe/CREW	open to those who are eligible for or receiving Employment Insurance
Greater Essex County District School Board Assessment Centre.....	open to those who are eligible for or receiving Employment Insurance
Ministry of Colleges, Training and Universities	open to those who are eligible for or receiving Employment Insurance
Self Employment Assistance Office.....	open to those who are eligible for or receiving Employment Insurance
Self Employment Assistance Service - Leamington.....	open to those who are eligible for or receiving Employment Insurance
Service Canada.....	open to those who are participating in the Red Seal Trade Apprenticeship Initiative Grant
South Essex Community Council	open to women
St. Clair College - Youth Employment Services.....	open to youth
Unemployed Help Centre	depends on the program

Addresses and phone numbers for all of these service providers are listed beginning on page 25.





Education/Training Supports

Goal: To increase academic achievement and/or develop the skills necessary to secure employment.

- Basic Skills -
literacy, numeracy,
computer skills
- Academic upgrading -
GED/Grade 12
- Assessments and recognition of
prior learning
- Skills Training
- Internships/Co-ops
- Apprenticeships
- Trade certification
 - ESL
 - * Health and Safety
 - * Post Secondary
 - * Continuing Education

UNEMPLOYED/
UNDEREMPLOYED
PERSON

Education and Training Supports

Basic Skills: Literacy, Numeracy, Basic Computer

Service Provider	Eligibility
Academy of Learning.....	open to all
Canadian College of Health, Science and Technology.....	depends on the program
Centre Alpha Mot De Passe	open to those who are French speaking or bilingual and 19 years of age or older
College Boreal - Job Connect.....	open to those who are French speaking or bilingual
Greater Essex County District School Board.....	open to those who are eligible for or receiving Employment Insurance
Multicultural Council	open to immigrant, new Canadians and refugees
New Canadian Centre of Excellence.....	open to immigrant, new Canadians and refugees
Ontario Ministry of Training, Colleges and Universities	open to those who are eligible for or receiving Employment Insurance
St. Clair College.....	open to those who have graduated from high school or are 19 years of age or older
South Essex Community Council	open to those who are 19 years of age or older
Unemployed Help Centre	depends on the program
Windsor Public Library.....	open to all
Women's Enterprise Skills Training	open to women

Academic Upgrading: GED/Grade12

Service Provider	Eligibility
Academy of Learning.....	open to all
Centre Alpha Mot De Passe	open to those who are French speaking or bilingual and 19 years of age or older
Greater Essex County District School Board.....	open to those who are eligible for or receiving Employment Insurance
Independent Learning Centre*	open to those who are 18 years of age or older
Ontario Ministry of Training, Colleges and Universities	open to those who are eligible for or receiving Employment Insurance
St. Clair College.....	open to those who have graduated from high school or are 19 years of age or older
St. Michael's Adult High School (Windsor Essex Catholic District School Board).....	open to those who are 19 years of age or older
Unemployed Help Centre	depends on the program
Women's Enterprise Skills Training	open to women

* Suggested by participants at the Employment Forum. Complete data is not available.

English/French as a Second Language

Service Provider	Eligibility
Academy of Learning.....	open to all
Centre Alpha Mot De Passe	open to those who are French speaking or bilingual and 19 years of age or older

Addresses and phone numbers for all of these service providers are listed beginning on page 25.



Education and Training Supports

- College Boreal - Job Connect..... open to those who are French speaking or bilingual
- Multicultural Council open to immigrant, new Canadians and refugees
- New Canadian Centre of Excellence..... open to immigrant, new Canadians and refugees
- Ontario Ministry of Training,
Colleges and Universities open to those who are eligible for or receiving Employment Insurance
- South Essex Community Council open to immigrant, new Canadians and refugees
- St. Clair College..... open to those who have graduated from high school or are 19 years of age or older
- Windsor Women Working With
Immigrant Women open to immigrant, new Canadians and refugees
- Women's Enterprise Skills Training open to immigrant, new Canadians and refugees

Foreign Credentials Recognized, Assessment and Recognition of Prior Learning

- | Service Provider | Eligibility |
|-------------------------------------------------------------------------------------------|------------------------------------------------|
| St. Michael's Adult High School
(Windsor Essex Catholic
District School Board)..... | open to those who are 19 years of age or older |
| Unemployed Help Centre | depends on the program |

Skills Training

- | Service Provider | Eligibility |
|------------------------------------------------------------------|---------------------------------------------------------------------------------|
| Academy of Learning..... | open to registered participants |
| Canadian College of Health,
Science and Technology..... | depends on the program |
| Centre Alpha Mot De P asse | open to those who are French speaking or bilingual and 19 years of age or older |
| Essex County Community Futures
Development Corporation..... | open to all |
| Greater Essex County District School
Board..... | open to those who are eligible for or receiving Employment Insurance |
| Windsor Essex Small Business Centre .. | open to all |
| Ontario Ministry of Training,
Colleges and Universities | open to those who are eligible for or receiving Employment Insurance |
| Self Employment Assistance Office..... | open to those who are eligible for or receiving Employment Insurance |
| Self Employment Assistance Program ... | open to those who are eligible for or receiving Employment Insurance |
| Self Employment Assistance Service
Leamington..... | open to all |
| Self Employment Service | open to all |
| South Essex Community Council | open to registered participants |
| Unemployed Help Centre | depends on the program |
| Windsor Public Library..... | open to all |
| Windsor Women Working With
Immigrant Women | open to women |
| WOHIS | open to all |
| Women's Enterprise Skills Training | open to women |

Addresses and phone numbers for all of these service providers are listed beginning on page 25.



Education and Training Supports

Job Placements

Service Provider

Eligibility

Canadian College of Health, Science and Technology.....	depends on the program
Career Development Services.....	open to all
New Canadian Centre of Excellence.....	open to immigrant, new Canadians and refugees
Ontario Ministry of Training, Colleges and Universities.....	open to those who are eligible for or receiving Employment Insurance
South Essex Community Council.....	open to registered participants
St. Clair College - Youth Employment Services.....	open to youth
Unemployed Help Centre.....	depends on the program
Windsor Women Working With Immigrant Women.....	open to women

Apprenticeships

Service Provider

Eligibility

Greater Essex County District School Board.....	open to those who are eligible for or receiving Employment Insurance
MTCU Apprenticeships.....	varies
South Essex Community Council.....	open to registered participants
St. Clair College -- Youth Employment Services.....	open to youth
Unemployed Help Centre.....	depends on the program

Trade Certification

Service Provider

Eligibility

Canadian College of Health, Science and Technology.....	depends on the program
MTCU Apprenticeships.....	varies
Unemployed Help Centre.....	depends on the program

Addresses and phone numbers for all of these service providers are listed beginning on page 25.



UNEMPLOYED/ UNDEREMPLOYED PERSON

- Government assistance: Employment Insurance, Ontario Works, Ontario Disability Support Program, Workplace Safety and Insurance Board
 - * CPP
 - * Credit counselling

Goal: to ensure timely access to interim financial resources so as to minimize financial hardship

Financial Supports

Financial Supports



Financial Supports

Government Assistance

Service Provider	Eligibility
Housing Information Services.....	open to all
ODSP	open to those 16 years of age or older who are eligible to work in Canada and not eligible for employment services through any other resource
Ontario Works.....	open to Canadian citizens
Service Canada -- Employment Insurance, Plan	open to those who are eligible for or receiving Employment Insurance
Ministry of Training, Colleges and Universities	open to those who are eligible for or receiving Employment Insurance
Unemployed Help Centre	program responsive
Self Employment Assistance Program ...	open to those who are eligible for or receiving Employment Insurance
Academy of Learning.....	Skills Development Grants
Ministry of Small Business and Entrepreneurship	open to all
South Essex Community Council (THRIVE Program)	program responsive
Youth and Family Resource Network (advocate for services)	open to all
Assessment Centre (arms length from School Boards).....	open to those who are eligible for or receiving Employment Insurance
Employment Edge (through South Essex Community Council)	Skills Development Grants

Retirement Planning

Service Provider	Eligibility
Credit Counselling Services	open to all

Credit Counselling

Service Provider	Eligibility
Credit Counselling Services	open to all
Housing Information Services.....	open to all
Windsor-Essex County Family YMCA	ISAP Counselor
South Essex Community Council (THRIVE Program)	open to resgistered participants

Addresses and phone numbers for all of these service providers are listed beginning on page 25.



Income Replacement

Service Provider	Eligibility
Housing Information Services.....	open to all
Ontario Works.....	open to those who are eligible for or receiving Employment Insurance
Service Canada -- EI, CPP.....	open to those who are eligible for or receiving Employment Insurance
WSIB	open to those who are eligible for or receiving Employment Insurance
Career Development Services.....	open to those who are eligible for or receiving Employment Insurance
Essex County Community Futures Development Corporation.....	open to local residents
Youth and Family Resource Network (advocate for services)	open to all
Self Employment Service	open to those who are eligible for or receiving Employment Insurance

Addresses and phone numbers for all of these service providers are listed beginning on page 25.





UNEMPLOYED/ UNDEREMPLOYED PERSON

- Credit counselling
- Individuals & Family counselling
- Crisis intervention
- Basic needs: food banks, utility assistance, rent banks, shelters, housing services, transportation
- Addictive services
- Mental Health services
- Legal services
- Child care
- * Services for people with disabilities
- * Advocacy
- Social Services

Goal: To ensure timely access to community support services that assist individuals and families experiencing emotional and financial stress due to unemployment.

Community Supports

Community Support Services



Community Support Services

Credit Counselling

Service Provider	Eligibility
Credit Counselling Services	open to all
Housing Information Services.....	open to all
South Essex Community Council (THRIVE Program)	open to registered participants
Windsor Essex County Family YMCA	ISAP eligible

Individual & Family Counselling

Service Provider	Eligibility
Canadian Mental Health Association -- Breaking Loose Program	contractual through employer
Drouillard Place	open to local residents
Family Service of Windsor Essex County	open to all
Glengarda Child and Family Services	open to all
House of Sophrosyne	open to women 16 years of age and older
Shalom Counselling.....	fees based on a sliding scale
South Essex Community Council (THRIVE Program)	open to registered participants
Teen Health Centre.....	open to youth
Unemployed Help Centre	open to all
Social Services	open to all
Windsor Essex County Family YMCA	ISAP eligible

Crisis Intervention

Service Provider	Eligibility
Canadian Mental Health Association -- Breaking Loose Program	contractual through employer
Community Crisis Centre Services.....	open to those 16 years of age and older
Drouillard Place	open to local residents
House of Sophrosyne	open to women 16 years of age and older
Shalom Counselling.....	fees based on a sliding scale
South Essex Community Council (THRIVE Program)	open to registered participants
Youth & Family Resource Network THRIVE Program (agents for Share the Warmth)	open to all
Unemployed Help Centre	open to all
Multicultural Council of Windsor Essex County	open to all

Addresses and phone numbers for all of these service providers are listed beginning on page 25.



Basic Needs

Service Provider	Eligibility
Amherstburg Food Bank.....	open to registered participants
Canadian Mental Health Association	
-- Breaking Loose Program	contractual through employer
Drouillard Place	open to local residents
Housing Information Services.....	open to all
Lakeshore Community Services (Food Bank, Keep the Heat).....	open to local residents
Salvation Army.....	provides Income/expenses to low income families and working poor
South Essex Community Council (THRIVE Program)	open to registered participants
Teen Health Centre.....	open to all
WellCome Centre	open to women 18 years of age and older
Youth & Family Resource Network THRIVE Program(agents for Share the Warmth).....	open to all
St. Vincent De Paul Society.....	based on need

Addiction Services

Service Provider	Eligibility
Brentwood Recovery Home.....	open to local adult residents
Canadian Mental Health Association	
-- Breaking Loose Program	contractual through employer
House of Sophrosyne	open to women 16 years of age and older
Housing Information Services.....	open to all
Shalom Counselling.....	fees based on a sliding scale

Mental Health Services

Service Provider	Eligibility
Canadian Mental Health Association	
-- Breaking Loose Program	open to adults
Family Service of Windsor Essex County	open to all
Housing Information Services.....	open to all
Shalom Counselling.....	open to registered participants

Legal Services

Service Provider	Eligibility
Legal Aid Ontario Essex County.....	varies based on financial need
Legal Assistance of Windsor	varies based on financial need
Legal Clinic (Bilingual).....	varies based on financial need

Addresses and phone numbers for all of these service providers are listed beginning on page 25.

Community Support Services

Health Services

Service Provider

Eligibility

Canadian Mental Health Association

-- Breaking Loose Program contractual through employer

House of Sophrosyne open to women 16 years of age and older

Occupational Health Clinics (OHCOW) .. open to all

Teen Health Centre..... open to all

Windsor Essex County Family YMCA open to all

Child Care

Service Provider

Eligibility

House of Sophrosyne open to women 16 years of age and older with children under 12 years of age

Youth & Family Resource Network

THRIVE Program (agents for Share the Warmth) open to all

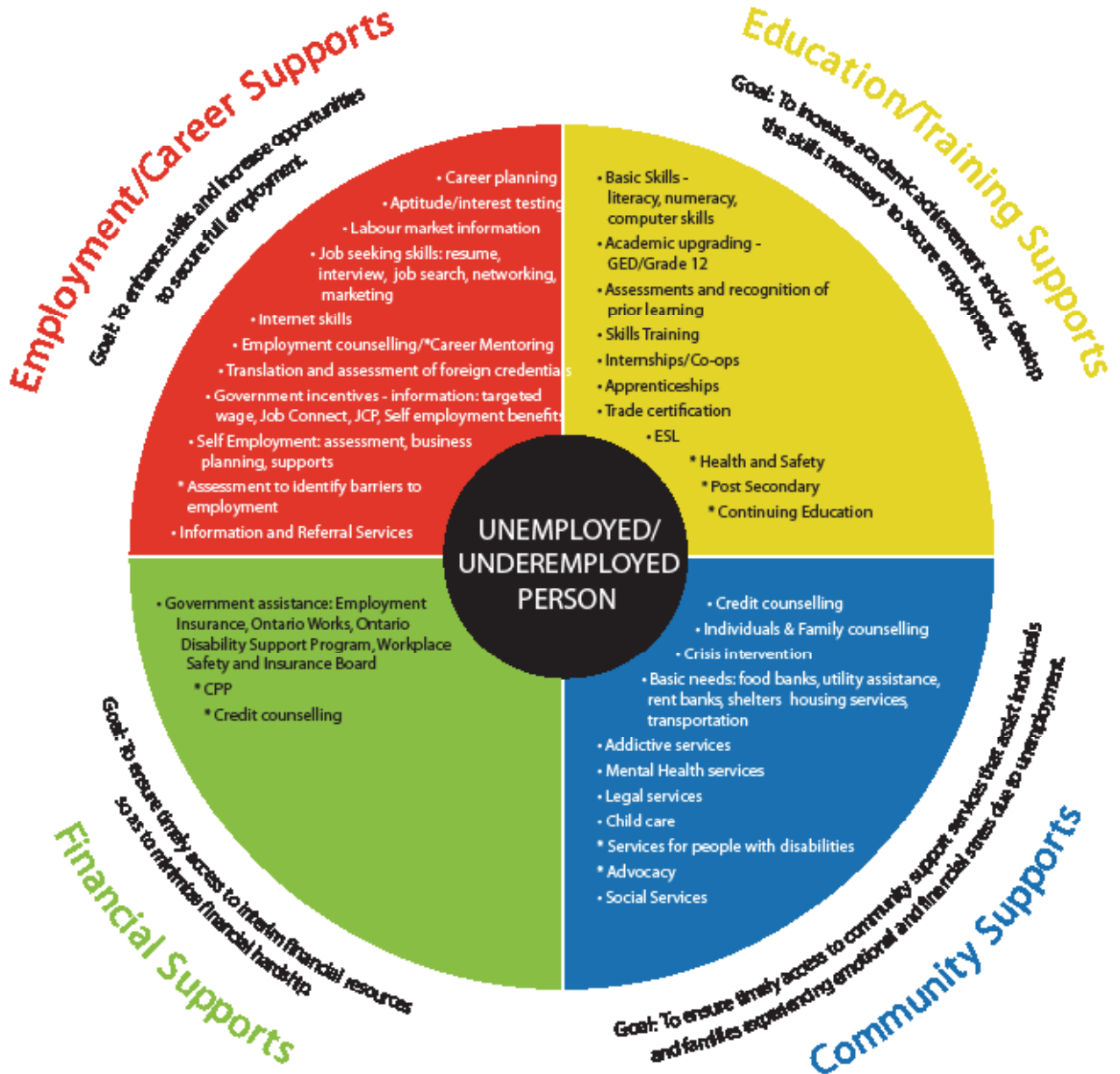
Windsor Essex County Family

YMCA (child minding) open to LINK members

Addresses and phone numbers for all of these service providers are listed beginning on page 25.



Alphabetical List of Service Providers



* Additional services identified at the forum

Alphabetical List of Service Providers

A

Academy of Learning Computer and Business Career College

Forest Glade Plaza
3095 Forest Glade Drive,
Windsor, ON N8R 1W6
(519) 979-4161

Amherstburg Food Bank Masonic Hall

68 Murray Street,
Amherstburg, ON N9V 1H5
(519) 736-5471

Amherstburg Food & Fellowship Mission, Food Bank

298 Victoria Street South,
Amherstburg, ON N9V 2K5
(519) 736-9140

B

Brentwood Recovery Home

2335 Dougall Avenue,
Windsor, ON N8X 1S9
(519) 253-2441

C

Canadian College of Health, Science and Technology

1737 Walker Road,
Windsor, ON N8W 3P2
(519) 977-1222

Canadian Mental Health Association, Windsor-Essex County Branch

1400 Windsor Avenue,
Windsor, ON N8X 3L9
(519) 255-7440

Career Development Services

400 Wyandotte Street East,
Windsor, ON N9A 3H6
(519) 977-6444

Centre Alpha Mot de Passe

Ecole l'Envolee
1886 Ottawa Street,
Windsor, ON N8Y 1R5
(519) 253-3959

Centre Alpha Mot de Passe, Centre de Ressources et Recherche Emploi-Windsor

Place Concorde
7515 Forest Glade Drive,
Windsor, ON N8T 3P5
(519) 948-8810

College Boréal, Connexion Emploi-Windsor / Job Connect

Place Concorde
7515 Forest Glade Drive,
Windsor, ON N8T 3P5
(519) 988-1766

Community Crisis Centre of Windsor-Essex County, Hotel-Dieu Site, Crisis Services

Jeanne Mance Building
1086 Ouellette Avenue, 1st Floor,
Windsor, ON
(519) 973-4435

Credit Counselling Services

420 Devonshire Road,
Windsor, Ont., N8Y 4T6
Telephone: (519)-258-2030
Fax: (519)-258-9243

D

Daily Bread Employment Services

126 Richmond Street, Unit B,
Amherstburg, ON N9V 1E9
(519) 968-1151

Drouillard Place

1102 Drouillard Road,
Windsor, ON N8Y 2R1
(519) 253-1073
(519) 253-4446

Alphabetical List of Service Providers

E

Essex Area Food Bank Essex District High School

244 Talbot Street North,
Essex, ON
Cell phone Tuesday and Thursday 9 a.m. to 2 p.m.
only: (519) 566-6679

Essex Community Futures Development Corporation

39 Maidstone Avenue East,
Essex, ON N8M 2J3
(519) 776-4611

F

Family Service Windsor-Essex County

235 Eugenie Street West, Unit 105-A,
Windsor, ON N8X 2X7
(519) 256-1831

G

Glengarda Child and Family Services

3896 Connaught St
Windsor, ON N9C 2C1
(519) 252-7900

Greater Essex County District School Board Assessment Centre

1410 Ouellette Avenue,
Windsor, ON N8X 5B2
(519) 971-9698

H

House of Sophrosyne

1771 Chappell Avenue,
Windsor, ON N9C 3E8
(519) 252-2711
and
61 Giles Blvd East,
Windsor, ON N9A 4B8
(519)258-2557

Housing Information Services of Windsor and Essex County Inc.

3450 Ypres, Suite 200,
Windsor, ON N8W 5K9
(519) 254-4824 Collect calls accepted

I

Independent Learning Centre

Box 200
2180 Yonge Street, Station Q,
Toronto, ON M4T 2T1
Toll Free: 1-800-573-7022
E-Mail: ged@tvontario.org

L

Lakeshore Community Services

571-B Notre Dame Street,
Belle River, ON N0R 1A0
(519)728-1435

Learning Disabilities Association

Herb Gray Centre
647 Ouellette Avenue, Suite 106,
Windsor, ON N9A 4J4
(519) 252-7889

Legal Aid Ontario, Essex County

185 City Hall Square,
Windsor, ON N9A 6W5
(519)255-7822

Legal Assistance of Windsor

85 Pitt Street East,
Windsor, ON N9A 2V3
(519) 256-7831

Legal Assistance of Windsor Leamington Satellite Office

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

Alphabetical List of Service Providers

M

Ministry of Small Business and Entrepreneurship, Southwestern Ontario

Duff Baby House
221 Mill Street,
Windsor, ON N9C 2R1
(519)252-1704

Ministry of Training, Colleges and Universities, Windsor-Essex County Branch, Apprenticeship Client Services

Roundhouse Centre
3155 Howard Avenue, 2nd Floor, Suite 200,
Windsor, ON N8X 4Y8
(519)973-1441

Multicultural Council of Windsor-Essex County

245 Janette Avenue,
Windsor, ON N9A 4Z2
(519)255-1127

N

Net Success Inc

220 Edinborough Street,
Windsor, ON N8X 3C4
(519)250-3959

New Canadians' Centre of Excellence Inc

660 Ouellette Avenue, Suite 206,
Windsor, ON N9A 1C1
(519) 258-4076

O

Occupational Health Clinic for Ontario Workers, Windsor Branch

3129 Marentette Avenue, Unit 1,
Windsor, ON N8X 4G1
(519)973-4800

Ontario Disability Support Program

270 Erie Street East,
Windsor, ON
(519) 254-1651

Ontario Works (Windsor. Social Services Department)

400 City Hall Square East,
Windsor, ON N9A 7K6
Ontario Works application: (519) 255-5600
Administration: (519) 255-5200

S

Salvation Army Eastwood Citadel, Community Church, Learning Corner Child Care Centre and Neighbourhood Services Centre

3199 Lauzon Road,
Windsor, ON N8T 2Z7
(519) 944-4918

Salvation Army Essex Food Bank

15 Talbot Street North,
Essex, ON N8M 1A5
(519) 776-4628

Salvation Army and Ministerial Food Bank

88 Settrington Street,
Leamington, ON N8H 1T6
(519) 326-0319

Salvation Army Windsor Community and Rehabilitation Centre (The), Windsor, Emergency Accommodations

355 Church Street,
Windsor, ON N9A 7G9
(519) 253-7473

Salvation Army Windsor Community and Rehabilitation Centre (The), Windsor, Administration

355 Church Street,
Windsor, ON N9A 7G9
(519) 253-7473

Salvation Army Windsor Community and Rehabilitation Centre (The), Windsor, Family Services, Daily and Emergency Services

355 Church Street,
Windsor, ON N9A 7G9
(519) 253-7473

Alphabetical List of Service Providers

Salvation Army Windsor Community and Rehabilitation Centre (The), Windsor, Residential Addiction Program

355 Church Street,
Windsor, ON N9A 7G9
(519) 253-7473

Self Employment Assistance Program

2570 Dougall Avenue,
Windsor, ON N8X 1T6
(519)972-7705

Self Employment Service Program

Leamington Mall
215 Talbot Street East,
Leamington, ON N8H 3X5
(519)326-0237

Service Canada

400 City Hall Square East, 2nd Floor,
Windsor, ON N9A 7K6
(519) 560-2500
Employment Insurance (English): 1-800-206-7218
Employment Insurance (French): 1-800-808-6352

Service Canada Centre for Youth Windsor

400 City Hall Square East, Suite 202,
Windsor, ON N9A 7K6
(519) 560-2481, (mid April to August 31)

Shalom Counselling Services, Leamington

Princess Centre
33 Princess Street East, Suite 212,
Leamington, ON N8H 5C5
(519)326-3778

Shalom Counselling Services, Leamington, Child and Youth Counselling

Princess Centre
33 Princess Street, Suite 212,
Leamington, ON N8H 5C5
(519)326-3778

Shalom Counselling Services, Windsor

1214 Ottawa Street,
Windsor, ON N8X 2E6
(519)971-9021

South Essex Community Council, Employment Edge, Windsor Access Site

Association for Persons with Disabilities
1168 Drouillard Road,
Windsor, ON N8Y 2R1
(519) 977-1562

South Essex Community Council, Kingsville Site, Employment Edge Access Site

30 Main Street East,
Kingsville, ON N9Y 1A2
(519) 733-5784

St. Clair College of Applied Arts and Technology, Windsor Campus

2000 Talbot Road West,
Windsor, ON N9A 6S4
(519) 966-1656;
Automated Directory: (519)972-2727;
Registrar's Office: (519) 972-2759

St. Clair College Youth Employment Services

547 Victoria Avenue,
Windsor, ON N9A 4N1
(519) 253-4461

St. Michael's Adult Catholic High School, Work Matters Program, Windsor-Essex Catholic District School Board

3610 Rhodes Drive,
Windsor, ON N8W 5A4
(519) 251-4784

Social Services

400 City Hall Square East,
Windsor, Ont. N9A 7k6
(519)255-5200

Alphabetical List of Service Providers

Society of St. Vincent de Paul

354 Chilver Road,
Windsor, ON N8Y 2J6
(519) 253-7481

Society of St. Vincent de Paul, Emergency Food Program

(519) 776-8483

Society of St. Vincent de Paul, Emergency Food Program

354 Chilver Road,
Windsor, ON N8Y 2J6
(519) 253-7481

T

Teen Health Centre

1585 Ouellette Avenue,
Windsor, ON N8X 1K5
(519) 253-8481 Collect calls accepted

U

Unemployed Help Centre of Windsor

6955 Cantelon Drive,
Windsor, ON N8T 3J9
(519)944-4900

University of Windsor

401 Sunset Avenue,
Windsor, ON N9B 3P4
(519) 253-3000

W

Well-Come Centre

263 Bridge Avenue,
Windsor, ON N9B 2M1
(519)971-7595

Windsor-Essex Bilingual Legal Clinic Clinique Juridique Bilingue

595 Tecumseh Rd East, Suite 3,
Windsor, ON N8X 2S1
(519) 253-3526

Windsor-Essex Small Business Enterprise Centre

333 Riverside Dr West, Suite 217,
Windsor, ON N9A 5K4
(519)253-6900

Windsor Occupational Health Information Service

3129 Marentette Avenue, Unit 2,
Windsor, ON N8X 4G1
(519)254-5157

Windsor Public Library

850 Ouellette Avenue,
Windsor, ON N9A 4M9
(519) 255-6770 ext 4433
TDD Phone: (519) 252-4775 ext. 4433

Windsor Women Working With Immigrant Women

500 Ouellette Avenue, 3rd Floor,
Windsor, ON N9A 1B3
(519) 973-5588

Women's Enterprise Skills Training of Windsor Inc

Herb Gray Centre
647 Ouellette Avenue, Suite 201,
Windsor, ON N9A 4J4
(519)256-6621

Workplace Safety and Insurance Board

Windsor District Office
2485 Ouellette Avenue,
Windsor, ON
(519)966-0660

Y

YMCA of Windsor and Essex County

500 Victoria Avenue,
Windsor, ON N9A 4M8
(519) 256-7330

Alphabetical List of Service Providers

**Youth and Family Resource Network of Essex
County, THRIVE
Kingsville**

23 Mill Street West,
Kingsville, ON N9Y 1W1
(519)733-8983

**Youth and Family Resource Network of Essex
County, THRIVE
Leamington**

Leamington Mall
215 Talbot Street East,
Leamington, ON N8H 3X5
(519)326-7052

**Youth and Family Resource Network of Essex
County, THRIVE
Harrow**

25 McAfee Street,
Harrow, ON N0R 1G0
(519)733-8983