

LONDON FOR ALL

A ROADMAP TO END POVERTY

System Change

8.8 Identify ways to streamline and simplify access to support

Familyinfo.ca

Familyinfo.ca was created to engage and connect parents and caregivers to reliable and trusted information, resources, and services within the London and Middlesex area in order to help them thrive. The Familyinfo.ca site is full of valuable information for parents/caregivers and families.

Community Connector Training

Community Connector Training opportunities are provided at no cost for licensed child care educators in London and Middlesex. The workshops are developed for the Family-Centred Service System, and are provided through the City of London's 2018 Licensed Child Care Affordability Pilot - Capacity Building/Special Projects.

Participants will:

- attend a tailored workshop, responsive to the child care sector that will incorporate situational examples from child care settings;
- increase their knowledge and awareness of Family Centres, EarlyON Child and Family Centres, relevant referral processes, and other local community supports available to the families they work with;
- help strengthen communities of practice through the sharing of information; and
- further their ability to consistently deliver high quality service information and referrals to families.

Coordinated Access System / Coordinated Informed Response

In the announcement of Reaching Home: Canada's Homelessness Strategy, Minister Duclos introduced a new federal requirement for the implementation of Coordinated Access Systems. A Coordinated Access System is a community-wide system that streamlines the process for people experiencing homelessness to access housing and supports and is an essential step to smarter, faster, more coordinated housing system. The City of London's Homeless Prevention System is a coordinated response aimed at supporting individuals and families experiencing homelessness to maintain housing

stability. From the stability and safety of home, individuals and families begin to work on the issues that contributed to their homelessness.

London's Coordinated Informed Response works together with multiple service areas and organizations. This caring and compassionate response aims to support individuals who are street involved, sleeping rough and urban camping in finding safe alternative solutions focused on housing.

Reach Out

Reach Out is bilingual 24/7 information, support and crisis service for people with mental health or addiction concerns living in Elgin, Oxford, Middlesex or London. It is a free public service, run by trusted local organizations, that quickly connects you with the help that you need. Reach Out is available by phone (1-866-933-2023) or by webchat. You can expect a supportive, caring professional who is very knowledgeable about mental health and addictions concerns to answer the phone. This person knows what services are available and how to connect you with them. With a single phone call, you can receive crisis support, a supportive listener, information and education, or access to a mental health or addictions professional.

There are many reasons why you might call Reach Out. Some of these reasons are:

- Crisis intervention including access to a mobile crisis team
- Emotional trauma, distress or relapse
- Thoughts of suicide or harming self or others
- Access to community supports and addiction treatment
- Substance use, gaming, Internet disorder and problem gambling
- General information about mental health and addictions
- All calls are answered by trained information and referral specialists, backed by a robust database of local and provincial service information.

Walk-In / Talk-In Clinics

As a growing evidenced based approach to offering professional psychotherapy, walk-in clinics were established to provide rapid access to individuals needs as a way of preventing a crisis from emerging. A number of agencies offer a weekly walk-in clinic for individuals, couples, and families coping with mental health, emotional, or relational concerns that could benefit from quick access counselling.

Clinics are offered in London at Craigwood Youth Services, Family Centre Argyle, Family Centre Carling-Thames, Family Centre Westmount, Family Centre White Oaks, Vanier Children's Services, and Family Service Thames Valley.

Clinics are offered in Middlesex at Dorchester Community Church, Quest Centre in Glencoe, Lucan Public Library, Parkhill Public Library, and the Next Wave Youth Centre in Strathroy.

ConnexOntario

The professionals at ConnexOntario provide free, confidential and personalized responses 24/7/365 to individuals about mental health, addiction, and problem gambling services throughout the province. Another critical role for Connex is the provision of customized data to those who request access to quality systems information.

Middlesex-London Community Drug & Alcohol Strategy

In late 2015, the Middlesex-London Health Unit, in collaboration with community partners, began a process to develop a long-term community drug and alcohol strategy for London and Middlesex County based on a "Four Pillars" approach of prevention, treatment, harm reduction and enforcement, and solidified through a foundation of collaboration.

The Community Drug and Alcohol Strategy (CDAS), is a locally developed strategy for preventing and addressing substance use-related harms in our community. It is the result of the expertise of local partners as well as the diverse voices of hundreds of citizens who are invested in the health and wellness of Middlesex-London.

A priority of this strategy is to enhance coordination of service and improve linkages and collaboration among the continuum of services.

SouthWesthealthline.ca

thehealthline.ca is a website for Ontario patients, doctors, and health care providers to get accurate and up-to-date information about health services in their communities. thehealthline.ca platform is a provincially integrated database and asset that can be leveraged by health service providers and planners to help make healthcare better together.

Key Features include:

- 14 regional sites organized by LHIN and sub-LHIN regions
- Free to use and prioritizes government-funded or low-cost services
- 45,000+ services from 20,000+ healthcare organizations
- Standardized language and quality tools used to update each record yearly
- Online tools for organizations to promote services, jobs, news, and events
- Mapping tools that show catchment area by sub-LHIN, First Nations and more
- Tracking and reporting tools for system planners
- Dynamic platform that easily supports provincial scaling of regional initiatives

Information London – Community Services Directory

The directory brings you up-to-date information about essential social services for London and Middlesex. Affordable housing, social assistance, employment, newcomer issues, social isolation, and children's welfare are just of a few of the topics covered that address quality of life and basic needs issues. You can also find upcoming events and

links to downloadable and printable publications to help you find the services you need.

Information London - Help Yourself Through Hard Times

Help Yourself Through Hard Times is a guide to basic needs services for London and Middlesex County. It lists services that provide assistance to individuals and families on limited incomes during times of financial hardship. The booklet is updated annually, and is available for download, or in print form from the City of London or at many social service locations in London.

“All about Food” Neighbourhood Food Map Initiative

In 2018 the CYN Basic Needs Committee selected 5 neighbourhoods to participate in the development of a food map resource through the following partners: Glen Cairn Neighbourhood Resource Centre; Northwest London Resource Centre; South London Neighbourhood Resource Centre; Family Centre Argyle; and Family Centre Westmount.

Local Jobs Hub / Local Jobs Map

A new Local Employment Planning Council project means job seekers only need to go to one place to get access to all the jobs available on more than 15 of the most popular hiring sites. The goal of the [Local Jobs Hub](#) is to help match job hunters with employers, training and skill building across the London region. The system is refreshed hourly, so the most up-to-date information is available and job seekers can use a multitude of criteria to help find the right results. Additional tools are being added to the website with the mapping of organizations, bus routes, schools, etc.