Thrive would like to offer the latest updated edition of the Thrive Directory of Services for Youth. Since service providers, programs, services, and contact information are constantly changing, we would like to invite directory users, community groups and stakeholders to direct any omissions, mistakes, or updates to info@thrive cyn.ca or 754-0536 ext. 200. Special thanks to Katlyn Westcott for research and editing.
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Important Contact Information

**Emergency Shelters:**
- Choices for Youth Choices Shelter ................................................................. 709-757-3050
- Iris Kirby House ............................................................................................... 709-753-1492
  *Toll Free* ......................................................................................................... 1-877-753-1492
- Naomi Centre .................................................................................................. 709-579-8432
- St. John’s Native Friendship Centre ................................................................. 709-726-5970
- Tommy Sexton Shelter ..................................................................................... 709-579-8348
- Wiseman Centre ................................................................................................ 709-739-8355

**Hospitals:**
- Health Sciences Centre .................................................................................... 709-777-6300
- Janeway ............................................................................................................ 709-777-6300
- St. Clare’s ........................................................................................................ 709-777-5000
- Waterford ......................................................................................................... 709-777-3300

**Legal Aid:**
- Within St. John’s ............................................................................................... 709-753-7860
- Outside of St. John’s ......................................................................................... 1-800-563-9911
- Labrador Aboriginal Legal Services ................................................................. 709-896-2919

**Other Services:**
- AIDS Committee of NL ................................................................................ 709-579-8656
  *Toll Free* ......................................................................................................... 1-800-563-1575
- Addiction Services ........................................................................................... 709-752-4919
- Adult Central Intake (Mental Health and Addictions) ..................................... 709-752-8888
- CHANNAL Peer Support Warmline ................................................................. 1-855-753-2560
- Child and Adolescent Central Intake (Mental Health and Addictions) ........ 709-777-2200
- Child and Youth Advocate .............................................................................. 709-753-3888
  *Toll Free* ......................................................................................................... 1-877-753-3888
- Child Protection Services ................................................................................ 709-729-4612
  *After Hours* ................................................................................................... 709-729-4775
- Community Food Sharing Association (Food Banks) .................................... 709-722-0130
- Crime Stoppers ................................................................................................ 1-800-222-8477
- Department of Advanced Education, Skills and Labour (Income Support) ... 709-729-7888
  *Toll Free* ......................................................................................................... 1-877-729-7888
- Family Doctors Listing *(for new patients)* .................................................... 709-729-4984
- Family Lab Services *(Possible AES coverage for blood work at home)* ...... 709-368-7707
Gambling Helpline ................................................................. 1-888-899-4357
Kids Help Phone ................................................................. 1-800-668-6868
Mental Health & Addictions System Navigator ......................... 709-752-3916
  Toll Free ................................................................. 1-877-999-7589
Mental Health Crisis Line (24/7) ........................................... 709-737-4668
  Toll Free ................................................................. 1-888-737-4668
National Eating Disorder Information Centre Helpline ................. 1-866-633-4220
Newfoundland and Labrador Health Line (24/7) ....................... 811
  Toll Free ................................................................. 1-888-709-2929
Newfoundland and Labrador Housing ..................................... 709-724-3000
Office of the Citizen’s Representative .................................... 709-729-7647
  Toll Free ................................................................. 1-800-559-0079
Pap Screening/Cervical Screening Initiatives Program ............... 709-752-4353
  Toll Free ................................................................. 1-866-643-8719
Pediatric Telephone Advice .................................................. 709-722-1126
  Toll Free ................................................................. 1-866-722-1126
Planned Parenthood – NL Sexual Health Centre ....................... 709-579-1009
  Toll Free ................................................................. 1-877-666-9847
Provincial Court .................................................................. 709-729-1004
Psychiatric Assessment Unit (Waterford Hospital) ................. 709-777-3021
  Alternate ................................................................. 709-777-3022
RCMP (Non-Emergency) ....................................................... 1-800-709-7267
RNC ..................................................................... 709-729-8000
Senior’s Resource Centre ..................................................... 709-737-2333
  Toll Free ................................................................. 1-800-563-5599
Sexual Assault Crisis Line (24/7) ......................................... 709-726-1411
  Toll Free ................................................................. 1-800-726-2743
Sexual Assault Nurse Examiner-SANE (St. Clare’s Hospital) .... 709-777-5501
  SANE Coordinator Office ................................................ 709-777-5865
Short Stay Unit (Waterford Hospital) .................................. 709-777-3044
Smokers’ Helpline .............................................................. 1-800-363-5864
Supreme Court of NL, Family Division .................................. 709-729-2258
WOW (Warn Other Workers) Line (24/7) ......................... 1-800-726-2743
HOUSING

AIDS Committee of Newfoundland and Labrador (ACNL)
47 Janeway Place, St. John’s, NL A1A 1R7

Tel: (709) 579-8656    Shelter Tel: (709) 579-8348    Email: info@acnl.net
Fax: (709) 579-0559    Toll Free: 1-800-563-1575    Website: www.acnl.net

Mandate: To prevent the spread of HIV and Hepatitis C. ACNL works to support people living with and/or affected by HIV/AIDS or Hepatitis C. ACNL advocates for change while networking on a provincial, regional, national, and international level regarding HIV/AIDS and Hepatitis C issues.

Target Population: People living with and/or affected by HIV/AIDS or Hepatitis C.

Highlight of Programs / Services Offered: The ACNL provides various services to people living with and/or affected by HIV/AIDS or Hepatitis C, as well as providing services to the general population of the province.

- HIV Services
  - HIV/Hepatitis C/STBBI Education
  - Provincial HIV Services Special Assistance Program
  - Research
  - Support Services

- Safe Works Access Program (SWAP)
  - St. John’s Office
  - Corner Brook Office

- Supportive Housing
  - Six independent living units (Two 2-bedroom and four 1-bedroom)
  - Applicants must be 16 years or older living with HIV or AIDS
  - View pictures of the housing

- The Tommy Sexton Emergency Shelter
  - Provides accommodations for individuals over the age of 16 in need of emergency or short-term shelter. Priority is given to people living with HIV or AIDS.
  - Shelter staff provide individual support, life-skills teaching, as well as links and referrals to various services and resources.

- Gay Urban Youth Zone (GUYZ) Project
  - Using a community development approach, GUYZ aims to empower gay youth in St. John’s to take control over issues that affect their health.
  - Members of the gay youth community in St. John’s will identify their own health issues through a needs assessment. Then, using a peer education model, they will develop action oriented solutions to address these issues.

- OurVoice Peer Support
  - A support group where people living with or concerned about HIV can post questions about HIV related issues or share experiences and knowledge.

Association for New Canadians (ANC)
144 Military Road, P.O. Box 2031, Station C, St. John’s, NL A1C 5R6

Tel: (709) 722-9680    Website: http://www.ancnl.ca/
Email: ancinformation@nfld.net    Facebook: @AssociationForNewCanadians
Twitter: @ANC_NF
English as a Second Language Training Program
Tel: (709) 726-6848       Fax: (709) 726-6841
Email: linc@nfld.net

AXIS Career and Employment Services
Tel: (709) 579-1780       Email: axis@nfld.net
Website: http://www.axiscareers.net

Main Office – Settlement Services
Tel: (709) 722-9680       Fax: (709) 754-4407
Email: settlement@nfld.net

Main Office – Volunteer Connections
Tel: (709) 722-9680       Fax: (709) 754-4407
Email: ancvolunteer@nfld.net

Main Office – Diversity Training
Tel: (709) 722-0718       Fax: (709) 754-4407
Email: diversity@nfld.net

Settlement Workers in the Schools Program (SWIS)
Tel: (709) 722-2828       Fax: (709) 726-1885
Email: swiscoordinator@nfld.net

Mandate: The Association for New Canadians (ANC) is a full service immigrant settlement agency offering a comprehensive array of programs and services to the newcomer community throughout Newfoundland and Labrador.

Target population: Refugees and immigrants.

Highlight of Programs / Services Offered:

Settlement and Orientation
- Resettlement Assistance Program (RAP) Provider
- Settlement, Orientation, and Integration Services
- Health and Wellness Initiatives
- Social and Recreation Activities
- Settlement Outreach/Distance Supports
- Specialized Programming for Women/Men/Children/Youth/Young Adults
- Designated Service Provider for the Atlantic Immigration Pilot Program (AIPP)

Language and Training Assessment
- ESL Training Program — LINC (Language Instruction for Newcomers to Canada)
- Language for Work Program (Education and Support for Employment)
- Translation/Interpretation Services (over 60 languages)
- Additional Language Services

Employment Services
- Career and Employment Services — AXIS (Acquiring Experience; Integrating Skills)
- Pre-Employment Readiness Training
- Bridge-to-Work
- Additional Services

SWIS
- Settlement Workers in the Schools (SWIS) Program
- Summer ESL Programs
- Homework Club
- Youth Group

Diversity Training
- Diversity Training
- Workshops and Presentations
- Diversity Symposium

Volunteer Connections
- Volunteer Connections Program

Private Sponsorship
- The resettlement of refugee(s) to Canada, in which the financial costs of sponsorship and settlement support is provided by private groups or organizations. Private sponsorship is a solution of last resort; there must be no other durable solution for refugee(s) except resettlement.
- **Designated Sponsorship Agreement Holder (SAH):** Organizations that have signed an agreement with Citizenship and Immigration Canada (CIC) to privately sponsor refugees. They can sponsor refugees themselves or work with others in the community to sponsor refugees.
- **Co-Sponsors:** An individual or group who partners with a SAH (e.g. The Association for New Canadians) to share responsibility of the sponsored refugee(s). While the SAH holds the sponsorship agreement, co-sponsors take the lead role in providing financial and day-to-day support.

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**Canadian Cancer Society – Travel and Accommodations**

**CancerConnection:** 1-888-939-3333  
**Email:** ccs@nl.cancer.ca  
**Online Communities:** [www.cancerconnection.ca](http://www.cancerconnection.ca) or [www.parlonscancer.ca](http://www.parlonscancer.ca)  

**Mandate:** To provide travel and accommodations to individuals who must travel to St. John’s for medical treatment.

**Target Population:** Individuals who must travel to St. John’s for medical treatment and their families.

**Highlight of Programs / Services Offered:**

**Daffodil Place**  
**Tel:** (709) 753-6520  
**Toll-Free:** 1-888-753-6520  
- There are 24 guest rooms available at Daffodil Place, each with private bathroom. Must live a minimum of 50 km outside of St. John’s. Each room includes:
  - Telephone with local calling
  - Satellite television
  - Internet access
  - Small refrigerator
  - Linens and towels
  - Laundry facilities are available to guests, free of charge, for personal items.

**Agnes Cowan Hostel**  
**Tel:** (709) 777-6831  
**Fax:** (709) 777-8123  
- Provides accommodations for out-of-town patients who require diagnostic and specialty services that are only available in St. John’s.
- The hostel has 118 rooms. Rates vary from $36-$63/night depending on the type of room.

**Hillview Terrace Suites**  
**Tel:** (709) 754-9822  
**Fax:** (709) 754-9047  
**E-mail:** reservations@hillviewterracesuites.ca  
- Provides fully furnished 1-3 bedroom suites.
- Discounts are available to people with cancer. Rates range from $60-$155 per night. Monthly rates are tax-free.

**Extended Stay Canada—St. John’s—Downtown**  
**Tel:** (709) 754-7888  
**Fax:** (709) 754-7695  
**E-mail:** SDN@extendedstay.com  
- Provides 1 or 2 bedroom suite accommodations.
- Discounts are available for individuals with cancer. Rates range from $95 to $100/night.
- A shuttle is provided with 4 set runs per day to transport guests to medical appointments.

**Ronald McDonald House NL**  
**Tel:** (709) 738-0000  
**Toll-Free:** 1-855-955-HOME  
**Fax:** (709) 747-1270  
**Email:** info@ourhousenl.nca  
- Provides a home away from home for sick children and their families.
- Families may stay at Ronald McDonald for little or no cost.
**Choices for Youth**  
261 Duckworth Street, St. John’s, NL, A1C 1G9  
Tel: (709) 754-0446  
Fax: (709) 726-3125  
Main Shelter Line: (709) 757-3050  
Website: [www.choicesforyouth.ca](http://www.choicesforyouth.ca)  
Email: info@choicesforyouth.ca  

**Mandate:** Provide youth with stable housing, employment, and education as the three Key Life Factors for independence and healthy transitions to adulthood  

**Target Population:** At-risk and homeless youth

**Highlight of programs / Services Offered:**

**Housing:**
- **The Choices Shelter:** For Young Men and Gender Non-Conforming Youth, aged 16-29  
- **RallyHaven:** Accessible supportive housing for at-risk youth facing homelessness  
- **The Lilly:** Affordable longer-term housing located at 52-58 Bond Street for youth facing homelessness to begin individualized support programs  
  - Tel: (709) 739-1019

**Youth Services:**
- **Momma Moments:** A community based, healthy-living, peer-to-peer program for young pregnant and parenting women  
- **Moving Forward:** Intensive support for at-risk youth aged 16-24 who struggle with complex mental health issues  
- **Youth Leadership Council:** Leaders who give back by consulting on youth programs, providing mentorship, and supporting CFY with their perspectives and experiences  
- **Youth in Transitions:** Skill building and lifestyle coaching with the Department of Child, Youth and Family Services  
- **Outreach and Youth Engagement:** Our front door, and central hub of programming. Drop-in meal services and individualized programs to support youth in addressing essential needs.  
  - Drop-In Centre: 12-16 Carter’s Hill Place, St. John’s  
  - Phone: (709) 754-3047

**Employment:**
- **Jumpstart:** Pre-employment skills training for youth ready to transition to longer-term employment or educational programs  
- **Impact Construction:** A social enterprise construction company that offers on-the-job safety and construction training for at-risk youth ready to secure long-term, sustainable employment or pursue skilled trades training. To refer a young person to become a part of Impact Construction, please complete the referral form.

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**Common Ground Coworking**  
Harvey Road Location  
30 Harvey Road #2  
St. John’s, NL  
Tel: (709) 700-0083  
Email: hello@workatcommonground.com  
  
Water Street Location  
139 Water Street  
St. John’s, NL  

**Dave Lane,** Executive Director  
[dave@workatcommonground.com](mailto:dave@workatcommonground.com)  

**Anna Smith,** Director of Operations  
[anna@workatcommonground.com](mailto:anna@workatcommonground.com)  

**Mandate:** To enable great things in this city via the provision of inspiring space.

**Target population:** Entrepreneurs, community groups, and students.
Highlight of Programs / Services Offered:

- **Month-by-month coworking, fixed desk, and private office memberships with** access to professional boardrooms and all maintenance and amenities provided for. For more information on membership options, visit their website [here](#).

- **Rentals:** whether you’re looking for space for weekly meetings or a one-day training, fully-equipped and beautiful spaces are available at the best rates in the city—and you don’t have to be a member to take advantage of them. For more information on rental options, visit their website [here](#).

- **Interested in hosting your next event at Common Ground?** Fill out the Event Inquiry Form.

- *You can book a tour* to view the spaces available and discuss any needs you may have.

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**City of St. John's - Non-Profit Housing Division**

City Hall Annex, First Floor, PO Box 908, St. John's, NL A1C 5M2

Tel: (709) 576-8196    Fax: (709) 576-8078    Email: housing@stjohns.ca

Website: [http://www.stjohns.ca/living-st-johns/city-services/non-profit-housing](http://www.stjohns.ca/living-st-johns/city-services/non-profit-housing)

**Mandate:** To provide adequate and affordable housing to residents of St. John's and surrounding areas

**Target Population:** Low to moderate income earners, whether they be single, families, or seniors

**Highlight of Programs / Services Offered:**

- **Lower End of Market Rentals (LEM):** Tenants in this type of housing pay the lower end of market rent as determined by the NLHC. Certain eligibility requirements are in place for the LEM units. 268 units fall into this category.

- **Rent Geared to Income Units (RGI):** 156 units targeted specifically at individuals and families of low income. Rents in these units are based strictly on 25 percent of their take home pay.

- Applications for Accommodation can be obtained from our offices in the City Hall Annex or by calling (709) 576-8196.

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**Cochrane Centre - CCOPC**

*Cochrane Street United Church:* 81 Cochrane Street, St. John’s, NL

Tel: (709) 754-2532    Email: info@cochranecentre.ca

Website: [https://www.facebook.com/cochranecentre.ca/](https://www.facebook.com/cochranecentre.ca/)

**Mandate:** To facilitate capacity building, inclusivity, innovation and partnership.

**Target population:** All members of the community

**Highlight of Programs / Services Offered:**

- Cochrane Centre, a dynamic social enterprise operated by CCOPC (Cochrane Community Outreach and Performance Centre Incorporation), is located at the Cochrane Street United Church building. Cochrane Centre is home to:
  - 10 supportive housing units
  - A mid-sized performance centre
  - Community rehearsal and performance space
  - A commercial-scale kitchen
  - A meeting/gathering place for community groups

- CCOPC is a newly incorporated Ministry of the United Church of Canada established by the Cochrane Street United Church in St. John’s. This community-focused organization, governed by a volunteer Board of Directors, is committed to:
Community Supports Program (CSP) – Eastern Health

CSP Intake Tel: (709) 752-4835  Special Child Welfare Allowance Intake: (709) 752-4366
Autism Services: (709) 752-4319  Adult Protection Act Reports (Toll-Free): 1-855-376-4957
Seniors: (709) 752-4835  Adult Disabilities/Adults who May Need Protection: (709) 752-4717

E-mail: CSPUrban.Referrals@easternhealth.ca
Website: http://www.easternhealth.ca/WebInWeb.aspx?d=2&id=993&p=980

Mandate: The services provided under the CSP focus on supporting individuals, families and care providers by promoting independence, community inclusion, safety and overall well-being.

Target Population: Individuals 18 years of age and older with physical and/or intellectual disabilities; individuals requiring protection under the Adult Protection Act; families of children under school age who have delayed development; youth under 18 requiring Special Child Welfare Allowance.

Highlight of Programs / Services Offered: Referrals to the CSP can be made by the individual or their family, as well as a health care professional. The professional CSP team will determine eligibility for service.

Services provided under the CSP include:

- **Financial Assessment Services**: Individuals wishing to avail of home supports and other benefits, with the exception of Autism Services, are subject to a financial assessment.
- **Home Support Program**: Includes the approval and registration of Home Support Agencies.
- **Intervention Services**: Provides behavioral and skill teaching interventions to individuals and their families. It includes the Community Behavioral Support Program, Direct Home Services and Direct Home Services – Intensive Applied Behavioral Analysis.
- **Residential Services Programs**: Includes the approval and registration of Alternate Family Care Homes. The CSP is committed to supporting individuals in the family home and in accordance with individual choice. Individuals may reside in their own home or reside with family.
- **Special Assistance Program (SAP)**: Provides basic medical supplies and equipment to assist with activities of daily living for individuals living in the community.
- **Special Child Welfare Allowance (SCWA)**: Assists families with the cost of services and supports incurred in the at-home care of children under 18 years with intellectual and/or physical disabilities.
- **Supports for Adults Who May Need Protection**: Provides legislative authority to deliver services to any adult in NL, regardless of residence, who may be in need of protective intervention.

Department of Advanced Education, Skills and Labour – Gov. of NL
3rd Floor, West Block, Confederation Bldg., P.O. Box 8700, St. John’s, NL, A1B 4J6
Tel: (709) 729-2480  Email: AESL@gov.nl.ca  Website: http://www.aes.gov.nl.ca/default.htm

Labour Market and Career Information (LMCI) Hotline
Toll free: 1-800-563-6600  Email: lmcihotline@gov.nl.ca
**Income Support**  
Metro Place, 261 Kenmount Rd.  
PO Box 8700  
St. John’s, NL A1B 4J6  
Tel: (709) 729-7888

**Immigration**  
Viking Building, 136 Crosbie Road  
P.O. Box 8700 St. John’s, NL A1B 4J6  
Tel: (709) 729-6607  
Email: immigration@gov.nl.ca

**Student Aid**  
Coughlan College, MUN  
Tel: 709-729-5849  
Toll Free: 1-888-657-0800  
Email: studentaid@gov.nl.ca

**Employment Centres**  
Regatta Plaza Building  
1170 Topsail Road  
St. John’s, NL A1B 4J6  
Fax: (709) 729-5756

**Toll-Free:** 1-800-563-6600  
1170 Topsail Road  
P.O. Box 8700  
Mount Pearl, NL  
A1B 4J6  
Fax: (709) 729-0736  
285 Duckworth Street  
P.O. Box 8700  
St. John’s, NL  
A1B 4J6  
Fax: (709) 729-7513

**Mandate:** To support human resource and labour market development by providing leadership, coordination, programs and services in the following areas: Career and Employment Services; Immigration and multiculturalism; Poverty Reduction; Youth engagement; Support for persons with disabilities; Income Support Services; Emergency social services.

**Target Population:** Everyone

**Highlight of Programs / Services Offered:** The Department of Advanced Education, Skills and Labour works to ensure the province has a highly educated and skilled workforce to meet evolving labour market demands. This includes creating a climate which is conducive to economic growth, competitiveness, and prosperity. This is achieved through a range of services and supports including:

- Helping employers with accessing and keeping skilled workers
- Providing programs and supports for apprenticeship and trades certification
- Increasing the recruitment and retention of immigrants
- Supporting the delivery of post-secondary education through Memorial University of Newfoundland, College of the North Atlantic and private training institutions
- Administering the student financial assistance program
- Offering employment services, career development and planning services as well as employment and training supports, and information about the labour market
- Delivering income support and other financial supports
- Literacy and High School Equivalency programs and services
- Providing employment and poverty reduction initiatives to individuals with disabilities
- Working with employers, employees, and unions to foster a positive employment relations climate
- Promoting diversity and multiculturalism

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**Eastern Residential Support Board**  
PO Box 8052, Station A, St. John’s, NL A1B 3M7  
Tel: (709) 579-8966  
Fax: (709) 579-0264  
Contact: Mike Croucher  
Email: mcroucher@ersb.nf.ca

**Mandate:** To provide support to individuals with developmental and/or physical disabilities through the Cooperative Apartment Model

**Target Population:** Adults with physical or developmental disabilities

**Highlight of Programs / Services Offered:**

- Operates 15 Cooperative Apartments in the greater metro area
- Services offered to 38 individuals
- 130 Cooperative Apartment Workers
- Major Focuses include: Community Inclusion, Increased Independence, Diminishing Maladaptive Behaviors, and Behavioral Support

**Employment and Social Development Canada (ESDC)**
223 Churchill Avenue, St. John’s, NL A1A 1N3

*Formerly Human Resources and Skills Development Canada*

**General Inquiries:** 1-800-O-CANADA (1-800-622-6232)

**Mandate:** The mission of Employment and Social Development Canada (ESDC), including the Labour Program and Service Canada, is to build a stronger and more inclusive Canada, to support Canadians in helping them live productive and rewarding lives and improving Canadians' quality of life.

**Target Population:** Everyone

**Highlight of Programs / Services Offered:** ESDC provides a multitude of services and information:
- Overview of Programs & Policy Development
- Employment Insurance
- Find a Job
- Pensions and Retirement
- Disability Benefits
- Family Benefits
- Education and Training
- Hire a Temporary Foreign Worker
- Housing Benefits
- Communities
- Benefits Payment Calendar
- Workplace Standards
- Benefits by Audience
- Corporate Information

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**End Homelessness St. John’s (EHSJ)**

**Tel:** (709) 689-9615  **Email:** bpearce@nl.rogers.com
**Fax:** (709) 739-3520  **Website:** [http://www.nlhhn.org/ehsj-a.htm](http://www.nlhhn.org/ehsj-a.htm)

**Mandate:** To prevent and end homelessness in St. John’s. End Homelessness St. John’s is a multi-stakeholder, community-led, ‘collective impact’ board implementing the 2014-2019 St. John’s Community Plan to End Homelessness.

**Target Population:** Individuals and families experiencing homelessness, or at imminent risk of homelessness in St. John’s.

**Highlight of Programs / Services Offered:**
- This is being achieved by actively engaging key stakeholders across multiple sectors, including provincial partners leading social housing, homelessness and poverty work, the regional health authority, diverse service providers, the City of St. John’s, frontline community-based organizations, and persons with lived experience of homelessness.

EHJS’s initiatives are guided by the following 'Housing First' principles:
- **Rapid housing placement with supports:** This involves helping clients locate and secure accommodation
as rapidly as possible and assisting them with moving in.

- **Offering clients a reasonable choice:** Clients must be given a reasonable choice in terms of housing options as well as the services they wish to access.

- **Separating housing provision from treatment services:** Acceptance of treatment, following treatment, or compliance with services is not a requirement for housing tenure, but clients are willing to accept monthly visits.

- **Providing tenancy rights and responsibilities:** Clients are required to contribute a portion of their income towards rent.

- **Integrating housing into the community** to encourage client recovery.

- **Recovery-based and promoting self-sufficiency:** The focus is on capabilities of the person, based on self-determined goals, which may include employment, education and participation in the community.

The following initiatives are being implemented through St. John’s Community Plan:

- **Intensive Case Management (ICM) - "Front Step":** Longer-term case management and housing support to 155 high acuity homeless clients facing addictions, mental health and domestic violence and the length of stay generally between 12 and 24 months.
  - EHSJ delivers "Front Step" through Choices for Youth and Stella’s Circle, who are able to assist clients in scattered-site housing (market and non-market) through wrap-around services and the use of financial supports to subsidize rent and living costs and increase self-sufficiency.

- **Permanent Supportive Housing (PSH):** Long-term housing and support to individuals who have experienced long-term or recurring homelessness, who face complex mental health, addiction, and physical health barriers.
  - PSH can be delivered in a place-based or scattered-site model to the highest acuity clients. While support services are offered and made readily available, the programs do not require participation to remain in housing, there is also no limit to the length of stay in the program.
  - Assertive Community Treatment (ACT) programs are an example of PSH using scattered-site housing.
  - EHSJ is providing funding for PSH to the Cochrane Centre, John Howard Society NL, and the Salvation Army.

- **Rapid Rehousing** provides targeted, time-limited financial assistance and support service for those experiencing homelessness in order to help them quickly exit emergency shelters and then retain housing.
  - The program targets clients with lower acuity levels using case management and financial supports to assist with the cost of housing.
  - The length of stay is usually less than one year in the program as it targets those who can live independently after receiving subsidies and support services.

- **Prevention programs,** particularly Eviction Prevention and Diversion, provide assistance to individuals and families at risk of becoming homeless.
  - Prevention programs couple financial support (rent and utility arrears, damage deposit, etc.) with case management to achieve housing stabilization. Eviction prevention programs stabilize those at imminent risk for homelessness using supports and connecting program participants to financial assistance; diversion programs divert clients at the shelter door and connect clients to financial assistance.
  - EHSJ's Homelessness Prevention & Rapid Rehousing Program is being delivered by Choices for Youth and Stella’s Circle and will assist 360 individuals and families.

- **Homeless-serving System Coordination:** System planning considers the homeless-serving system as an integrated whole comprised of defined program components working towards a common end.
  - Rather than managing homelessness and its impacts, the focus of the response is to end it. This includes coordinating access across services to make it easier for those in need to get the right support, at the right time.
  - We have to develop measures that ensure clients do not cycle in and out of public systems like jails and hospitals and homeless shelters by developing discharge/transition planning processes.
  - To support this systems approach, an integrated information system will be essential. Such
locally administered, electronic data collection systems allow various services to share information to enhance coordination efforts. This means that we have to better align data collection, reporting, intake, assessment, and referrals across the homeless-serving system.

- To increase service quality across our system, we will develop standards that articulate common expectations across housing and support services. Service standards will help us gauge quality across interventions and enhance client outcomes.
- Capacity building and technical assistance will be required to support service providers in meeting such standards and transitioning to Housing First. Supporting front-line service providers and landlords to deliver Housing First is an essential part of successful Plan implementation. This requires the development and delivery of targeted training to communities of practice serving the homeless and technical assistance.
- Similarly, we will need to work together to agree on common performance management processes to ensure we are all moving towards the same goals in day-to-day practice, and that we can demonstrate progress at the client, program, and system levels.
- Leveraging diverse resources and funding streams is essential for maximum impact. We have to find ways to leverage the diverse funding streams in our community to support common objectives.
- Successful communities implementing Housing First have strong implementation bodies like End Homelessness St. John's that manage system coordination and Plan implementation.

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**Habitat for Humanity**

6 Robin Hood Bay Rd, St. John’s, NL A1A 5V3

**Tel:** (709) 753-5743  **Fax:** (709) 753-9380  **Email:** contact@habitatnl.ca  **Website:** www.habitatnl.ca

**Mandate:** To assist low income working families to achieve home ownership by mobilizing local communities, volunteers, materials, and financial resources through supportive, wide-ranging partnerships

**Target Population:** Working families who cannot afford to purchase their own homes

**Highlight of Programs / Services Offered:**

- *The Family Selection Committee* chooses homeowners based on their level of need, their willingness to become partners with Habitat, and their ability to repay the loan.
  - **Criteria Brochure**
- **Habitat families contribute 500 hours of time to building their home as well as other homes,** which is used as “sweat equity,” and agree to purchase their home through an interest-free mortgage.
  - **Sweat Equity Policy**
- **Restore** accepts donations of quality new and used building materials, furniture, appliances and other goods from individuals and businesses and sells them. All proceeds go toward home building.

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**Home Again Furniture Bank**

58 Smallwood Dr., Mount Pearl, NL A1N 1B1

**Contact:** Darien Abbott, Coordinator  **Tel:** (709) 325-4040  **Email:** info@homeagainfb.com

**Contact:** Amy Tulk, Director of Operations  **Tel:** (709) 330-7070  **Email:** amytulk@homeagainfb.com

**Contact:** Maureen Lymburner, Director of Development  **Tel:** (709) 325-0072  **Email:** maureenlymburner@homeagainfb.com

**Website:** [http://homeagainfb.ca/#home](http://homeagainfb.ca/#home)
Mandate: Central to Home Again is a cycle of giving and receiving that provides our most vulnerable citizens the means to create a home.

Target Population: For those in transition from situations of abuse, homelessness, prison, war, the un- and under-employed and those with disabilities.

Highlight of Programs/Services Offered: Home Again provides furniture and household items with a focus on generating comfort and dignity to the recipients. Getting a good night’s sleep on a proper bed makes moving forward seem feasible. Having a sofa to relax on with family makes life more enjoyable. Being able to offer family and friends a chair to sit on or a table to gather around brings dignity. Home Again helps to build pride in homes and pride in our community. Not only does our program help individuals, but we also provide a positive ecological impact as we divert furniture and household items destined for local landfills.

- Provide gently-used household furnishings to individuals and families in need, at little or no cost so they are able to build a home.
- A pick-up service for a small fee to those wishing to donate furniture and household items to Home Again. Accept and store donations from both individuals and businesses.
- Partner with local agencies and organizations who assess client needs and make referrals to Home Again.

Iris Kirby House
St. John’s Site: 196 Waterford Bridge Rd., St. John’s, NL, A1E 1E2

Iris Kirby House
Tel (24 hr): (709) 753-1492  Toll-Free (24 hr): 1-877-753-1492  Website: http://www.iriskirbyhouse.ca/

Iris Kirby Administration:  Tel: (709) 722-8272  Fax: (709) 722-8206

Mandate: To provide a safe and secure refuge for women with or without children who are experiencing domestic violence.


Highlight of Programs/Services Offered:
- **Emergency Shelter:** The shelter is a safe place for women and their children fleeing violence and abuse. Staff are available 24 hours a day to respond to your needs and maintain a comfortable and supportive living environment.
- **Non-Resident Services:** Not all women fleeing violence will stay at a shelter. Some women will access services by telephone or through scheduled appointments with shelter staff while staying in a safe place outside of the shelter.
- **Children and Youth Services Program:** A Children and Youth Services Coordinator provides a variety of services to children living with the effects of witnessing or experiencing violence and abuse. Services include counselling, assessment, referral, advocacy and group work.
  - **Youth Group:** Young people living with the effects of witnessing violence and abuse are given an opportunity to come to the shelter to participate in an educational and supportive group process with their peers.
- **Mental Health Program:** A Mental Health Nurse is on staff to provide women with specialized mental health services including assessment, counselling, advocacy and referral.
- **Second Stage Housing:** Supported, safe, affordable single and family units are offered to women transitioning into the community from the shelter to more permanent, long term housing.
- **Supportive Housing Units:** Four self-contained units attached to Iris Kirby House provide women needing
additional support while transitioning out of the shelter to stay for up to one year and receive services from the Mental Health, Life Skills and Outreach Programs.

- **Out of Shelter Advocacy**: Women and children who have lived at the shelter can take part in a variety of special events and recreational activities throughout the year including our Adopt-a-Family Christmas Program.
- **Empowerment Group Series**: Educational and support groups are offered regularly providing women an opportunity to learn, share, build on their strengths, and move toward security and economic independence.
- **Life Skills Program**: Women are offered assistance with daily life skills such as budgeting, nutritional menu planning, cooking and navigating community services.

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**John Howard Society of NL**
342 Pennywell Road, St. John’s, NL, A1E 1V9

Tel: (709) 726-5500    Fax: (709) 726-5509    Email: info@jhsnl.ca    Website: [www.johnhowardnl.ca](http://www.johnhowardnl.ca)

**Mandate**: To reduce crime by providing opportunities for the rehabilitation of offenders and advocating reform through successful program interventions; public education; crime prevention strategies; and restorative justice principles.

**Target Population**: Male and female inmates and ex-offenders, as well as their families.

**Highlight of Programs / Services Offered:**

- **Residential Services**
  - **Howard House**: A community residential centre for adult male offenders on day parole, full parole, statutory release, a temporary release, or a probation order.
  - **West-Bridge House**: Provides a supportive and structured environment to facilitate individual reintegration into society following a period of incarceration.
  - **Home For Youth**: Young people participating in the program have been sentenced to a period of Open Custody by the Youth Justice Court.
  - **Loretta Bartlett Home For Youth**: Youth are sentenced to a period of Open Custody by the Youth Court and/or the Director of Child Youth, and Family Services can have a young person placed on an Order To Reside Designation.

- **Employment/Training Services**
  - **Employment Programs**: Any person having had prior conflict with the law is eligible to receive this service.
  - **C-STEP Program**: Offers intensive rehabilitative services to offenders and ex-offenders in the community. These services are offered through individual counselling and group interventions.
  - **Youth Services Program**: Provides supportive counselling and assistance to at-risk youth (offenders and ex-offenders), who are between the ages of eighteen and twenty-five, and need assistance with their career plans including educational, training and employment opportunities.
  - **Record Suspensions**: A record suspension (formerly pardon) allows people who were convicted of a criminal offence, but have completed their sentence and demonstrated they are law-abiding citizens for a prescribed number of years, to have their criminal record kept separate and apart from other criminal records.

- **Counselling Services**
  - **C-STEP Program**: See C-Step Program description above, under Employment/Training Services.
  - **Learning Resource Program (LRP)**: Initially operationalized as a strategy to provide community-based multi-faceted group psychotherapy to offenders subject to a conditional sentence (house arrest) as well as those who were released from custody under the conditions of a Rehabilitative Temporary Absence.
Community Based Intervention Program (CBIP): Provides group and individual counselling opportunities for Early Release Programs, Conditional Sentences and Probation.

Youth Services Program: See Youth Services Program description above, under Employment/Training Services.

MIMOSA - Substance Abuse Program: Provides substance abuse intervention through a variety of treatment modalities that will assist offenders in making informed lifestyle changes conducive to wellness and pro-social behaviour. The Program is delivered at Her Majesty’s Penitentiary and in the community for individuals serving a period of community supervision.

**Prison Services**

- Annual Family Prison Visit: Selected families from various locations in Newfoundland and Labrador will visit inmates serving sentences in Federal Institutions in the Maritimes. Provides transportation and accommodations for families of Newfoundland inmates.

- 1:1 Prison Visitation Program: Offers support to prisoners during, and after, their imprisonment through contact with “friendship volunteers” from outside H.M.P. This is on a one-to-one basis, hence the name 1:1.

- Prison Library Program: The library at H.M.P. is staffed and operated by John Howard Society volunteers. Inmates have regular access to library resources.

**Other Services**

- Public Education and Advocacy: They are engaged in public education and advocacy and are available to present to post-secondary institutions and other community based agencies and organizations.

- Annual Children’s Christmas Party: Each year, they hold a Christmas Party for approximately 50 socially disadvantaged children, who have parents that are incarcerated or have been recently released.

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**Key Assets NL – Residential Child Care**

*Office Address:* 495 Water Street, St. John’s, NL A1C 5X8  
*Mailing Address:* P.O. Box 2336, St. John’s, NL A1C 6E1

**Tel:** (709) 579-1624  
**Email:** info@keyassetsnl.ca  
**Fax:** (709) 579-2477  
**Website:** [http://www.keyassetsnl.ca/](http://www.keyassetsnl.ca/)

**Mandate:** To provide quality care in a therapeutic setting. Also, to make a positive and lasting difference to the lives of children and youth.

**Target population:** Key Assets NL will strive to develop and offer a range of creative services for children, youth and families, working in partnership with statutory bodies, to meet their specific needs and deliver positive outcomes.

**Highlight of Programs / Services Offered:**

**Family-Based Care:**

- In Family-based Care, the goal is to provide a model of care that enables young people to safely and successfully settle into a stable family environment, as well as preventing children who have experienced multiple placement breakdowns from experiencing another placement failure.
  - An enhanced multi-disciplinary support package of intervention will be provided.
  - The support will be therapeutically led and include a range of social work, education, child and youth care and practical support as appropriate.

- Key Assets is looking for families across Newfoundland and Labrador to provide therapeutic care to children and youth in the Family-Based Care Program. Click [here](http://www.keyassetsnl.ca/) to view the online inquiry form.

**Residential Child Care:**
• In order to deliver a truly therapeutic environment for the young people in residential child care, a comprehensive, multi-faceted approach is required. In order to provide quality care, Key Assets:
  o Provides a safe environment through structure, routine and predictability.
  o Use activities and daily life events to bring about positive change.
  o Develop positive relationships and a sense of belonging.
  o Encourage family support and offer academic support.

Consultation and Training:
• Key Assets offers a wide range of training and consultation services to parents, professionals and agencies involved with the provision of services for children, youth and families.
• Training Topics:
  o Fetal Alcohol Spectrum Disorder (FASD)
  o Understanding and Dealing with Challenging Behaviours
  o Liaison Services
  o Parenting Skills
  o Myers-Briggs Personality Type
  o The Therapeutic Use of Daily Life Events (DLE)
  o Vicarious Trauma
  o Self-Care
  o Boundaries

Core Assets
• Key Assets NL is part of the Core Assets Group of companies; a worldwide network of services for children and families within the social care sector, including fostering agencies.
• Core Assets are passionate about raising people’s awareness of the signs of children in trouble or at risk.
  o Click here to complete the online course to help you Be Alert—together we can contribute towards building a bigger, brighter and safer future for all our children and young people.

Mental Health and Addictions Housing Services Division – Eastern Health

Website: http://www.easternhealth.ca/WeblnWeb.aspx?d=1&id=2106&p=74

Family Care
Waterford Bridge Road, St. John’s, NL
Tel: (709) 777-3340

Community Care
Long Pond, CBS, NL
Tel: (709) 834-0801

Supportive Care
Waterford Bridge Road, St. John’s, NL
Tel: (709) 777-3340

Lisa Gilbert Program Manager
Email: lisa.gilbert@easternhealth.ca
Tel: (709) 834-0802

Mandate: To provide a continuum of housing supports that include supportive board and lodging subsidies, life skills/transitional supports, case management and recreational services to individuals with mental illness.

Target Population: Persons who have mental illness

Highlight of Programs / Services Offered:
• Family Care: Family care is a community based, boarding home initiative that offers a medium support and supervision in a family environment to adults with a severe and persistent mental illness.
  o Home operators must be screened, assessed and trained to determine their suitability to operate a home.
  o There are several homes in operation offering a maximum of 45 placements. Homes can accommodate one to three residents with a focus on integration and recovery.
  o Family Care is a partnership between residents, home operators, and staff whose focus is to
provide residential and rehabilitative services.
  - Staffing includes social workers who provide administrative, consultative and clinical services including case management. Nursing services are available on a consultation basis from the Housing Division’s nursing team.
  - Staff work collaboratively with the residents, home operators and residents’ treatment teams to promote community integration and enhance overall quality of life.

- **Supportive Care:** The initiative aims to provide financial support to individuals who are securing and maintaining supportive board and lodging arrangements.
  - Eligibility for this is determined by psychiatric diagnosis, acuity of illness, impact of illness, and is income tested.
  - This is available to individuals living in relative and non-relative board and lodging situations.

- **Community Care:** The initiative aims to provide comprehensive 24 hour care to individuals who require special residential, recreational and psychiatric services.
  - For some residents, the focus is on building their skills to facilitate progression towards a more independent living arrangement. For most residents, however, sustaining and maintaining their mental health at a stable level and maintaining overall quality of their life is considered the program’s primary goal.
  - Thirteen privately operated boarding homes with a total of 166 beds are utilized to provide the residential arrangement for the residents.
  - The program offers a community-based residential arrangement for clients with chronic, severe and persistent mental illness.
  - Community Care is comprised of three interrelated components: case management, psychiatric clinic services and a recreation program.
  - Staffing includes Psychiatric Nurse Case Managers, Clinic Nurse, Psychiatrist, Social Worker and Recreation Therapy Specialists.

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**Newfoundland and Labrador Association for Community Living**

74 O’Leary Avenue, P.O. Box 8414, St. John’s, NL, A1B 3N7

Tel: (709) 722-0790      Fax: (709) 722-1325      Email: nlacl@nlacl.ca      Website: [http://www.nlacl.ca/](http://www.nlacl.ca/)

**Mandate:** To work with and on behalf of individuals with an intellectual disability and their families. To advocate for individuals to live as full participants in the community based on the values of Equality, Inclusion and Independence. NLACL is committed to a future of inclusive communities where:

- Every child with a disability grows up as a member of a family
- All children learn together in regular classrooms and neighbourhood schools
- Every person is supported to live in his or her own home
- All people have the opportunity for meaningful employment
- Individuals are empowered and supported in decision-making that affects them
- Every person has opportunities to form lasting and meaningful relationships

**Target Population:** Persons with intellectual disabilities, their families, and communities

**Highlights of programs / Services offered:**

- Provide **direct support** to individuals, families and local associations re. housing and community inclusion
- **Work with government and service agencies** to build supportive communities
- **Lobby for changes** in social policy, programs and laws
- **Facilitate research, training and planning**
- Serve as a centre for **gathering and distribution of information**
- The maintenance of a **resource centre** containing literature and videos on numerous topics.
- **Provincial Incentive Program** – This program promotes the uptake of the Registered Disability Savings
Plan (RDSP) throughout the province by providing eligible individuals with an opportunity to participate in RDSP information sessions, as well as receiving a one-time $150 stipend from the NLACL as an extra incentive to set up a RDSP. Access the form here.

- **SET Mentoring & STEP Mentoring Projects** – Helping students with Intellectual Disabilities transition from high school
- **Ready, Willing, and Able** – Working with employers to encourage inclusive hiring practices
- **Changing Lives, Changing Communities** – A community engagement program
- **Transitions** – Working with individuals with a disability to discover their path to full community inclusion.
- **Gateway Magazine**

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**NL Housing Corporation**  
Sir Brian Dunfield Building, PO Box 220, 2 Canada Drive, St. John’s NL, A1C 5J2  
Tel: (709) 724-3000    Fax: (709) 724-3007    Website: [www.nlhc.nl.ca](http://www.nlhc.nl.ca)

**Contact:** Jenny Bowring—Manager, Corporate Communications  
Tel: (709) 724-3055    Fax: (709) 724-3250    Email: jmbowring@nlhc.nl.ca

**Mandate:** NLHC is a crown corporation whose mandate is to develop and administer housing assistance policy and programs for the benefit of low to moderate income households throughout the province.

**Target Population:** Low – moderate income households throughout the province.

**Highlight of Programs / Services Offered:**

**FOR RENTAL APPLICANTS**
- **Rental Housing Program:** NLHC owns and administers approximately 5,591 social housing units throughout various regions of the province, with the greatest concentration of units located on the Avalon (3,200) and Corner Brook (804). These homes are rented to low-income earners, with rental rates based on 25 per cent of monthly income. There are an estimated 14,000 individuals housed in NLHC units under this program.

**HOMEOWNER SUPPORT**
- **Provincial Home Repair Program (PHRP):** PHRP is a federal/provincial cost-shared initiative which is administered/delivered by NLHC. Low-income individuals and families are assisted under this program with modest assistance levels to improve privately owned households. This program primarily benefits seniors living in rural areas of the province.
- **Home Modification Program (HMP):** HMP is designed to provide funding to low-to-moderate income homeowners ($46,500 or less), seniors, and persons with disabilities who require accessibility changes to their residences, which can help promote independence and self-reliance, assist with a better quality of life, and enable individuals to remain in their own homes for a longer period.
- **Home Energy Savings Program (HESP):** HESP is a provincial initiative designed to assist low-income households with electrically heated homes which consume 15,000+ kWh of electricity annually. The program will provide non-repayable grants of up to $5,000 to help these households make energy efficiency upgrades to their homes.

**FOR CONTRACTORS, DEVELOPERS, AND NON-PROFIT GROUPS**
- **Provincial Homelessness Fund (PHF):** PHF provides funding to assist registered non-profit organizations for the development of support services space for the provision of on-site and outreach services. These services promote housing stability and greater self-reliance for those at risk of homelessness. The space can be developed either through new modest construction or renovation of an existing building. PHF funding is not available for the purchase of a building.
- **Investment in Affordable Housing (IAH):** This program assists in the creation of modest, affordable rental housing which will benefit as many low-income households as possible. Eligible private sector or non-
profit supportive housing sector proponents may receive capital funding in the form of a forgivable loan for the construction of affordable housing units for seniors, families, persons with disabilities or persons with complex needs.

- **Partner-Managed Housing Program**: This program is directed in support of social housing initiatives largely in partnership with partner-managed non-profit housing groups. Most of the approximately 1,026 social housing units under this program are operated directly by individual groups with NLHC holding the mortgage on these properties and providing some level of operating assistance.

- **Supportive Living Program (SLP)**: The Supportive Living Program, an initiative funded through the Poverty Reduction Strategy, provides operating grants to incorporated non-profit organizations to prevent and end homelessness.

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**NL Foster Families Association**

21 Pippy Place, Suite 105, St. John's, NL, A1B 3X2

**Tel:** (709) 754-2013  
**Contact:** Diane Molloy  
**Fax:** (709) 754-5007  
**Email:** dianemolloy@nflu.net  
**Website:** www.nlffa.ca

**Mandate:** To be a collective voice for Foster Families throughout the province. The association has responsibilities in the areas of Education, Recruitment, Retention/Support and Advocacy

**Target Population:** Foster Families

**Highlight of Programs / Services Offered:** The association works in partnership with the Department of Children, Seniors and Social Development, Foster Families, local associations and the community to meet the needs of foster parents and to enhance the care and support provided to children in care and their families.

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**NL Housing and Homelessness Network**

77 Charter Avenue, Suite 100, St. John’s, NL, A1A 0N2

**Tel:** (709) 722-1030  
**E-mail:** info@nlhhn.org  
**Fax:** (709) 722-8335  
**Website:** www.nlhhn.org  
**Contact:** Cyril Tobin, Provincial Coordinator  
**Tel:** (709) 690-2853  
**E-mail:** cyril@nlhhn.org

**Mandate:** NLHHN enables participants to share insights and ideas, identify service needs, and develop effective strategies to address the continuum of shelter, supportive housing and other support needs for people who are homeless or at risk of homelessness in Newfoundland and Labrador.

**Target Population:** Any organization or individual who is committed to working on the Housing and Homelessness Network’s goals. This can include (but is not necessarily limited to) representatives of persons who are homeless or at risk of homelessness, community-based agencies, representatives of municipal, provincial and federal agencies with responsibility for housing, income support, health care, justice services, or education, churches, other Networks / working groups that deal with persons at risk of homelessness, the business community and academic researchers.

**Highlight of Programs / Service Offered:** The Newfoundland & Labrador Housing & Homelessness Network (NLHHN) is an incorporated not-for-profit provincial organization working collaboratively and creatively with community and government partners to end homelessness and ensure housing stability throughout Newfoundland and Labrador. Strategies include:

- Leadership and policy development
- Capacity Building: retention and recruitment, training and professional development
• Research and data co-ordination
• Knowledge transfer and public awareness
• Social enterprise development – The Network Café
  o The Network Café was conceived as a social enterprise operation where individuals struggling with barriers to enter or re-enter the workforce would have an opportunity for meaningful employment and work experience.
• In addition, the NLHHN partners with regional Community Advisory Boards (CABs) throughout the province in an effort to help inform Network provincial activity and to work collaboratively to end homelessness.

Pleasant Manor
44 Bennett Ave., St. John’s NL, A1E 2Y6

Tel: (709) 739-7329        Email: pleasantmanor1@bellaliant.net
Fax: (709) 739-3399        Website: http://pleasantmanornl.ca/

Mandate: Pleasant Manor is a two-phase residential program for individuals experiencing mental health difficulties. It operates using a psychiatric rehabilitation approach and by assessing the physical, emotional and intellectual skills of the individual.

Target Population: Mature individuals who have a psychiatric illness, are being followed by a professional contact within the community, and have been stable for three months. Residents cannot be active alcohol or drug abusers.

Highlight of Programs / Services Offered: Pleasant Manor provides two residential phases:
  • Transitional Phase: Seven placements in 2 houses, with a third on the way. There is generally a maximum of 1 year’s stay, but there can be some flexibility. These placements provide life skills teaching and development; supportive and adjustment counseling; and resource counseling within the home environment.
  • Long-term Phase: Individual apartment units provided by the NL Housing Corporation with no set length of stay.

Refugee Immigrant Advisory Council
50 Harbour Drive, Neal Building, Second Floor, St. John’s, NL A1C 6J4

Tel: (709) 754-4122        Fax: (709) 754-4102        E-mail: admin@riac.ca        Website: www.riac.ca

Mandate: To create a community that is inclusive and free of prejudice; that celebrates the diversity of all its members; and that supports the rights of all people to enjoy freedom from persecution, danger and oppression.

Target Population: Refugees and immigrants, international students, temporary foreign workers, family members, and newcomers from anywhere in the world, including other parts of Canada.

Highlight of Programs / Services Offered:
Through our services and supports, we enable and empower people of diverse origins in making Newfoundland and Labrador their home; and try to enrich the province by facilitating cultural sharing across communities, sectors and institutions. The RIAC fulfills their mandate via four major programs:
  • Advice: We facilitate participation, rather than integration, of refugees and immigrants in our communities. We also offer advice and guidance on a variety of community needs, including:
    o Legal and financial consultations
• **Awareness and Diversity:** We aim to enrich our communities. We do so through a variety of outreach and awareness programs such as:
  - Events
  - Community activities
  - The Coalition for Richer Diversity (CORD)
  - Solution groups: from employment to mental health and others
  - Promotion, awareness and acceptance of diversity
  - Our “Art Gallery” hosts refugee and immigrant artwork

• **ESL Language Help:** Our English as a Second Language Help Program will provide newcomers with the skills to be able to live an independent and productive life in Canada. There is no prerequisite or registration procedure—the service is free for everyone that needs it.
  - ESL Help Service
  - Conversation Partner Program

• **Volunteer and Internship:** We enhance our own operations at every possible opportunity. We have a dedicated team of staff and volunteers, who through ongoing training programs are constantly learning and growing in their roles, to find the best way possible to deliver our services and programming to our members and the community at large.
  - Volunteer opportunities
  - Internship opportunities

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**Residential Tenancies Section – Service NL, Gov. of NL**

*Motor Registration Building: 149 Smallwood Drive, PO Box 8700, Mount Pearl, NL A1B 4J6*

**Tel:** (709) 729-2608/2610/5829  **Fax:** (709) 729-6998
**Toll Free:** 1-877-829-2608  **Email:** LandlordTenant@gov.nl.ca
**Website:** [http://www.service.nl.gov.ca/landlord/residential_tenancies.html](http://www.service.nl.gov.ca/landlord/residential_tenancies.html)

**Mandate:** To protect residential tenants and landlords by providing information on their rights and obligations under the Residential Tenancies Act. Effective and efficient dispute resolution services through mediation and adjudication.

**Target Population:** Residential landlords and tenants

**Highlight of Programs / Services Offered:**

- **Informing and educating** landlords/tenants on their rights/obligations
- **Mediating disputes** between landlords and tenants
- **Adjudicating disputes** which cannot be mediated, through hearings

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**Ronald McDonald House Newfoundland and Labrador**

150 Clinch Crescent, P.O. Box 28091, St. John’s NL A1B 1X0

**Tel:** (709) 738-0000  **Toll Free:** 1-855-955-HOME (4663)
**Fax:** (709) 747-1270  **Email:** info@rmhcnl.ca  **Website:** [www.rmhcnl.ca](http://www.rmhcnl.ca)

**Mission:** The mission of Ronald McDonald House Newfoundland and Labrador is to provide sick or injured children and their families with a comfortable home-away-from-home, in close proximity to the Janeway
Children’s Health and Rehabilitation Centre, where they can stay together in an atmosphere of caring, compassion and support.

**Target Population:** The families of sick or injured children needing to travel at least 80km for medical treatment in St. John’s.

**Highlight of Programs / Services Offered:**
- Two-Story House holds 15 bedrooms, each with two Queen size beds and a private washroom. Rooms are non-smoking, and wheelchair accessible.
- Located a 5-minute walk to the Janeway Children’s Hospital
- Room fees are $15/night/family
- Facility offers:
  - 24-7 Operational Front Desk
  - Communal Living Environment
  - Fully Equipped Kitchen
  - Laundry Facilities
  - Children Play Areas, TV Room
  - Home Office, Access to Wireless Internet
- In general, guests are referred by social workers. View information on the Referral Process.

**Shalom Inc.**
Suite 411, Unit 50, Hamlyn Road Plaza, St. John’s, NL A1E 5X7

**Tel:** (709) 579-2208  
**Contact:** Cynthia Slaney, Executive Director  
**Fax:** (709)753-8885  
**Email:** shalom@nl.rogers.com

**Mandate:** Shalom Inc. is committed to the provision of a safe nurturing residential service for young people 12-18 years of age who are in the care of Children, Seniors and Social Development. We work in partnership with the young person, the family, and the community to promote the individual’s physical, social, behavioral, educational and spiritual development.

**Target Population:** Young people (12-18 years of age) who are in the care of Children, Seniors and Social Development and require a long term residential placement

**Highlight of Programs / Services Offered:** The residential program offered through Shalom Incorporated is based on the philosophical belief that all young people have a right to:
- **Safe housing** based on their needs
- A standard of living that maintains and promotes their development
- Partnership with family, staff and community resources regarding decisions impacting their future
- An environment that nurtures mutual accountability, responsible behaviour and growth

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**St. John’s Native Friendship Centre**
716 Water Street, St. John’s, NL, A1E 1C1

**Tel:** (709) 726-5902  
**Shelter:** (709) 726-5970  
**Website:** [www.sjncf.com](http://www.sjncf.com)  
**Fax:** (709) 722-0874  
**Email:** general@sjncf.com

**Mandate:** To serve the Aboriginal and broader community through celebration and support of Aboriginal culture and the provision of appropriate programs and services delivered in an atmosphere of trust, respect and friendship

**Mandate:** Aboriginals and Non-Aboriginals
Highlight of Programs / Services Offered:

- **Inuit Gathering Circle**: Gathering to share, learn, embrace and practice traditional Inuit culture, language and heritage while promoting healthy relationships and lifestyles. Registration required!
- **Community Cultural Circle** (Wednesdays 6:00pm-7:30pm): Participants engage in traditional ceremony that includes traditional drum making, all nations singing and drumming, and practicing the use of traditional medicines and talking circles. Everyone is welcome, regardless of culture or age!
- **Men’s Drumming** (Wednesdays 7:30-9 pm): All men of any culture are invited to come participate in our men’s drum group. (18+)
- **Free Fitness**: Women’s Zumba (Thursdays 6-7 pm), Yoga - Open to men and women 16+ (Tuesday, 5:30pm-6:30pm), Volleyball (September-March (Weekly) and April-August, 1st Sunday of the month at 2pm). **Those interested in playing competitively may register for one of three SJNFC competitive teams. Competitive teams also play each Monday in the St. John’s Metro Volleyball League.
- **Tea & Sharing** (Thursdays 2-4 pm): Participants are given a safe and welcoming environment where they can interact with peers, share experiences, and learn from others. Each week has a themed activity or outing, aimed to celebrate culture.
- **Mi’kMiq Women’s Circle** (1st and 3rd Tuesdays – 7-9 pm): Women of all cultures are welcome to come and learn about Mi’kmiq culture, traditions, crafts, and community. It is asked that you try to wear a skirt (or a scarf wrapped around your waist) to honour the ancestors. This group is led by the St. John’s Aboriginal Women’s Circle.
- **Community Craft** (Tuesday from 2-4pm): This program focuses on the use of traditional materials to make items like Ornaments, jewelry, mittens, dreamcatchers, and moccasins. Participants are to respect the natural materials, and the time and care it takes to create each item. This time is sometimes used on larger SJNFC projects such as the Faceless Dolls Project (missing and murdered Women and Children), preparing for pride parade or Powwow.
- **Youth Employment Services**: The St. John’s Native Friendship Centre offers employment services to youth members. The program aims to assist individuals in the successful completion of education, attaining employment, as well as enhancing the necessary skills for future career aspirations.
- **Youth Drumming**: Turtle Island Youth realize the importance and significance of drumming in Aboriginal culture. Teachings on the drum are provided to youth at an early age, creating an appreciation for tradition and spirituality. Youth learn rhythmic beats of the drum, chants, and differences between songs for healing and songs for entertainment.
- **Play Group** (Wednesdays, 10:00am-12:00pm): This activity is for parents/caregivers and children (5 years of age and under) to meet in a safe welcoming space for family fun intended to honor and embrace the Aboriginal culture.
- **Turtle Island Summer Camp**: The Turtle Island Summer Program is an 8 week summer camp for children between the ages of 5-12. The program provides a summer filled with fun activities that follow a theme for each day of the week for 8 weeks. Registration is required for this program.
- **After School Program**: There are 3 components to the afterschool program:
  - The Royal Eagles Backpack program: Returning to school in the fall can be a very stressful time for students and their families. Often, a major stressor is the added expense of school supplies.
  - Healthy Snack Program: Funded by the Kids Eat Smart Foundation, the Healthy Snack Program provides participants with a nutritional snack daily.
  - Homework Program: September to June, Monday to Friday staff are available between the hours of 2:00pm-4:00pm for homework help or tutoring. Tutoring occurs at the request of parents or youth. Staff are available to work one on one with youth to help meet their individual needs.
- **Employment and Housing Services**: We help community members prepare for their future with employment and housing services. This program is aimed at helping our Shelter Clients move on to the next stage in their lives while providing them with the support services necessary for a successful transition.
- **Aboriginal Diversity Training**: The Aboriginal Cultural Diversity Training is a workshop designed to increase knowledge, enhance awareness, and strengthen the skills of those who work both directly and
indirectly with the Aboriginal community.

- **Shanawdithit Shelter**: The Shanawdithit Shelter is open 24 hours a day, 7 days a week and can accommodate up to 23 people requiring temporary housing. The Shelter, while open to all people, is primarily geared towards the particular needs of the visiting Aboriginal community who are in St. John’s temporarily for medical services.

- **Aboriginal Arts Program**: This program promotes the province’s rich Aboriginal Culture through visual and performing arts. The St. John’s Native Friendship Centre has an on-site outlet which exhibits artwork available for purchase from local Aboriginal artists. Art items are often displayed and sold at community events in St. John’s and across the province.

- **Transportation**
- **Healing Circle**
- **Spirit Horse**
- **Counselling**
- **Cultural Support**
- **Aboriginal Patient Navigator Program**: a link between Aboriginal communities and Eastern Health care providers.

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**St. John’s Status of Women’s Council / St. John's Women's Centre/Marguerite’s Place**

170 Cashin Ave. Ext., St. John’s, NL A1E 3B6

**Contact**: Jenny Wright, Executive Director  
**Tel**: (709) 753-0220  
**Fax**: (709) 753-3817

**Email**: jenny@sjwomenscentre.ca  
**Website**: http://www.margueritesplace.ca/home/

**Mandate**: The St. John’s Status of Women Council/Women’s Centre is a feminist organization that since 1972 is continually working to achieve equality and justice through political activism, community collaboration and the creation of a safe and inclusive space for all women in the St. John’s area. The work of the St. John’s Status of Women Council/Women’s Centre is guided by our beliefs and commitment to:

- **Feminism**: We are committed to providing accessible services to all women irrespective of race, ancestry, age, sexual orientation and inclusive of aboriginal women, women of colour, Trans women, sex workers, and women with disabilities.

- **Community**: We are committed to community building and community collaboration. We hold ourselves accountable to the broad community and to the women we serve.

- **Harm Reduction**: Our work is focused on keeping women safe, minimizing risk and working alongside them in achieving their identified goals.

- **Trauma Informed Holistic Support and Programs**: We strive to provide services that are welcoming, respectful, compassionate, supportive and appropriate to the needs of women affected by trauma.

- **Knowledge and Understanding**: We are invested in building and applying our best knowledge in the service of positive change. We consider the women we serve to be the experts on their own lives and we seek understanding.

- **Nonpartisan**: We are not influenced by or affiliated with a specific political party.

**Target Population**: All women

**Highlight of Programs / Services Offered**: For the past 42 years, the Women’s Centre has offered support and programs on many issues that affect women’s lives, including social isolation, mental health, violence, marginalization, poverty, housing, trauma, and system navigation.

- All of our programs and services are women-focused and for women only and aim to provide opportunity for personal growth, empowerment, and social connection.

- All programs are offered free of charge. For our monthly calendar of program events please visit https://sjwomenscentre.ca/programs/
Current housing services include:

- 8 new units of **supportive housing for women at Marguerite’s Place**. These units are open to women over the age of thirty who are not accompanied by dependents, and who are experiencing difficulty finding or maintaining housing due to circumstances in their lives or the complexity of their needs.

### Stella’s Circle

**Administration Offices:** 142 Military Road, St. John’s, NL A1C 2E6

**Main Switchboard:** (709) 738-8390  
**Email (General Inquiries):** info@stellascircle.ca  
**Shelter Tel:** (709) 579-8432  
**Fax:** (709) 738-7808  
**Website:** www.stellascircle.ca

**Mandate:** To help adults remove barriers to participating in their community. Barriers can include: mental health issues; addictions; poverty; criminal justice involvement; homelessness; low literacy; and periods of unemployment. Transforming lives through Real Homes, Real Help and Real Work.

**Target Population:** Men and women age 18 and older; women ages 16-30 (Naomi Centre)

**Highlight of Programs / Services Offered:** Stella’s Circle is a leading community organization in Newfoundland and Labrador. Assistance is provided through three streams of service:

**Real Homes:** Safe, secure and stable housing is essential to wellbeing. Stella’s Circle helps address the need for affordable housing by offering more than 100 housing units to rent and supportive housing for those who need it. Programs include:

- **Brian Martin Housing Resource Centre**  
  o Offers counselling, advocacy, and other support services to help people find secure housing.

- **Naomi Centre**  
  o An emergency shelter that offers safe and supportive temporary housing for women aged 16-30 within a harm reduction model. Call (709) 579-8432.

- **Jess’s Place**  
  o A supportive, independent, transitional housing program for women in recovery from addiction.

- **Front Step** (a joint program of Stella’s Circle, Choices for Youth and End Homelessness St. John’s)  
  o A community-based program offering personalized support services and housing for youth and adults who have experienced the longest and most frequent episodes of homelessness.

**Real Help:** Stella’s Circle offers a range of residential, community and correctional based counselling services to support people through life’s challenges. Stella’s Circle believes that with the necessary supports people can flourish. Programs include:

- **Emmanuel House**  
  o Offers a supportive environment where men and women over the age of 18 can live while they address their social and emotional challenges.

- **Community Support Program (CSP)**  
  o Provides intensive assistance to men and women with complex mental health needs over the age of 18.

- **Just Us Women’s Centre**  
  o Provides counseling and support to women over the age of 18 who have been in conflict with the law.

**Real Work:** Stella’s Circle offers a range of employment and education programs to assist people with limited work experience or interrupted career paths find and maintain employment. Programs include:

- **Social Enterprise Training:**  
  o The **Hungry Heart Café** offers training to help people enter the food service industry as cooks, servers, or kitchen staff.
  o **Clean Start** provides on-the-job training in office cleaning and maintenance.
  o The **Trades Helper Program** allows participants to gain practical experience in the construction
trades.

- **CanDo! transitionary work program**
  - For adults who have experienced serious mental health issues or have other significant barrier to employment.

- **Employment Counselling & Support Transition Groups**
  - Stella’s Circle assesses participants for employment potential, career decision making and provides individual counselling and support.

- **Adult Basic Education (ABE) Level 1**
  - Offers basic literacy and numeracy education in a supportive environment through delivery of standardized provincial government curriculum.

For more information on the programs offered through these three streams of service please visit Stella’s Circle’s website [here](#). For contact information click [here](#).

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**The Murphy Centre**

**Main Office:**
1 Prince Philip Drive, PO Box 21157  
St. John’s, NL A1A 5B2  
Tel: (709) 579-6606  
Fax: (709) 579-2655  
Email: [academics@murphycentre.ca](mailto:academics@murphycentre.ca)

**Career Services Site:**
320 Torbay Road, Fall River Plaza, Suite 201  
St. John’s, NL A1A 4E1  
Tel: (709) 753-2830  
Text: (709) 771-0272  
Fax: (709) 579-8022  
Email: [academics@murphycentre.ca](mailto:academics@murphycentre.ca)

**General Email:** [information@murphycentre.ca](mailto:information@murphycentre.ca)  
**Website:** [www.murphycentre.ca](http://www.murphycentre.ca)

**Mandate:** To provide individuals with opportunities for growth through the integration of creative learning experiences designed to achieve academic, career and life goals.

**Target Population:** Youth and adult participants facing challenges to education and/or employment.

**Highlight of Programs / Services Offered:**

- **Academic Services** include: High School Credit and Adult Basic Education (ABE), Levels II and III.
- **Personal Development Services** include: courses, seminars and group/individual discussions on a variety of life topics such as money management, study skills, parenting, stress management, quitting smoking, drug/alcohol misuse, anger management and nutrition.
  - Personal counselling is also available on an individual basis.
  - Participants are also able to gain assistance in obtaining housing, financial, legal and health services.
- **Career Services** include:
  - **Youth Outreach:** Coordinators who support youth in becoming connected with community resources. Through the support of community organizations, youth have an opportunity to contribute to and strengthen society.
  - **Transitions to Work Program:** A nine-week employment readiness program slated to begin January 30, 2017.
  - **Community, Career and Employment Partners Project (CCEPP):** The main goal of this project is to provide linkages and support to community agencies and their programs.
  - **Two Roads Career Program:** geared towards people 16+ and at risk for needing income support.
  - **Youth Works Well:** A Skills Link project for youth between the ages of 18 and 30, which helps participants develop employability skills and gain the experience they need to make informed career decisions, find a job, and/or return to school.
- To apply, submit the Murphy Centre General Application, which can be found at the bottom of their Career Services page.
Waypoints
145 LeMarchant Road, PO Box 632, St. John's, NL, A1C 5K8

Contact: Rick Kelly, Executive Director
Tel: (709) 368-6390  Fax: (709) 368-6121
Email: rickkelly@waypointsnl.ca

Contact: Lori Leonard, Family Support Program Coordinator
Tel: (709) 368-6024
Email: lorileonard@waypointsnl.ca

Contact: Jackie Kelly, Director of Residential and Support Services
Tel: (709) 722-9397
Email: jackiekelly@waypointsnl.ca

Contact: Hugo McCarthy
Manager, Employment and Outreach Services
Tel: (709) 738-3392
Email: hugomccarthy@waypointsnl.ca
employment@waypointsnl.ca

Website: www.waypointsnl.ca

Mandate: To provide a variety of residential and support services to children, youth and families. Waypoints strives to create an environment of respect and empathy that promotes and challenges individuals to achieve personal growth and the skills necessary to lead healthy and fulfilling lives.

Target Population: Young people ages 8-18 who are involved with Children, Seniors and Social Development or Youth Corrections, and their families; youth ages 18-30 who face barriers to education and employment.

Highlight of Programs / Services Offered:

Residential:
- All residential programs are based on a developmental and relational model of group care and include activity programming, life skills, group work, educational support and family support. Child and Youth Care Workers use a variety of approaches to teach and promote positive change in the lives of our children, youth and families. Intervention is individually based on the needs of the children, youth and families and occurs in the context of a planned environment and the use of daily life events for therapeutic purposes.
- All residential programs provide accommodations for males and females, ages 8-18. The goal of these programs is to provide a therapeutic residential milieu to children, youth and families who are in the care of Children, Seniors and Social Development to help foster their development into responsible productive, self-sufficient, well rounded members of society. These programs operate from a psycho-educational model attempting to meet the physical, psychological, social, developmental, emotional, cultural and spiritual needs of the children, youth and families.
- Live-In Parent Model Program(s) is a residential program for child and youth between the ages of 8-15 who are in the care of the Department of Children, Seniors and Social Development. The program is staffed using a house parent model and is designed to provide a homelike, supportive, nurturing and therapeutic environment for children who are experiencing difficulties.

Employment and Outreach:
- Waypoints Employment and Outreach Services provides individualized and group support services to youth, ages 18-30, who face barriers to education and employment. Waypoints staff support youth who are experiencing difficulties in their lives in areas such as education, reliable housing, and healthy lifestyle choices. Outreach support seeks to connect with youth and explore new opportunities and creative ways to build healthier and more fulfilling lives.
- Youth are Working is a Skills Link project funded by Service Canada which provides exposure to life and employment related skills, practical work experience, and continuous learning opportunities. Using both group work and an individualized approach to personal and career development, program staff assist youth in developing their employment portfolio with the goal of preparing them for the realities of the workplace and the expectations of today's employers.

Family Support:
- Waypoints Family Support Program offers a collaborative and holistic approach for providing in-home
support to families. Youth care workers engage with families in their life space through the development of therapeutic relationships and the use of hands-on interventions and activities. A major emphasis is placed on goal setting, strength identification, the promotion of competency, and capacity building.

- **Parent Support and Education Group** focuses on areas such as child development, discipline, communication and self-care.

**Recreational:**
- Monthly Recreational Activities
- Therapeutic Nature Adventure Camp

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**Wiseman Centre – Salvation Army**
714 Water Street, St. John’s, NL A1E 1C1
Tel: (709) 739-8355 Contact: Carolyn Reid
Fax: (709) 739-0330 Email: carolyn_reid_nl@can.salvationarmy.org

**Mandate:** To provide emergency shelter and supportive housing to homeless individuals

**Target Population:** Adult men, 25 and up; Adult women, 30 and up (flexibility in age range on a case by case basis)

**Highlight of Programs / Services Offered:**
- **Emergency Shelter:** The Wiseman Centre has 16 shelter beds for men and 4 for women. While staying in the shelter, all basic needs are provided, including private rooms. There is a Community Service (Housing) Worker on staff to assist with finding safe, suitable and affordable housing; residents are expected to be actively involved in their housing search while staying in the shelter.
- **Supportive Housing Units:** The Wiseman Centre also has 10 supportive housing units. The goal of supportive housing is to make living as independent as possible for the tenants, while recognizing that it is a communal living environment. The Supportive Housing Worker provides individualized support in areas related to personal, financial, hygienic and basic home needs and liaises with the individuals’ case manager. Referral forms for the supportive housing apartments are available on request. Please contact Carolyn Reid.
- Other programs and services available to both shelter and supportive housing residents include a clothing room, recreational activities, Narcotics Anonymous meetings, a Mental Health/Addictions Outreach counselor, a wellness group, pastoral care, as well as a social worker on site.

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**Youth Services – Department of Children, Seniors and Social Development, Gov. of NL**
Youth Services Site, 12-16 Carter’s Hill Pl, PO Box 8700, St. John’s, NL, A1B 4J6
Tel: (709) 729-0760 E-mail: CSSDInfo@gov.nl.ca
Fax: (709) 729-6382 Website: http://www.cssd.gov.nl.ca/

**Mandate:** Provides supportive, residential, financial, educational and rehabilitative services to youth 16 years of age and older who are (or are at risk of) being maltreated by their parent(s).

**Target Population:** Youth 16 to 18 years old.

**Highlight of Programs / Services Offered:**
- **Residential Services:** Residential support and financial services are available to young people 16-18 who are or at risk of being maltreated by their parents. An assessment is completed by a social worker to determine eligibility. Services include:
  - Support with housing and school
  - Connection to other services
- Individual or family counselling
- Transition to other services due to age limitations

- **Supportive/Non-residential Services**: Support services for youth which enable them to remain at home.
- **Adolescent Mental Health Counselling**: Individual, group, and family counseling is provided to youth 12-18, referred exclusively by Children, Seniors and Social Development as well as Corrections. A variety of therapeutic approaches are used to assist with the challenges of adolescence. Problem areas include but are not limited to:
  - Parent/child conflicts
  - Peer group decision making
  - Eating disorders
  - Depression; self-harming behaviors
  - Grief and loss
  - Addiction/substance abuse
  - Anger management
  - Sexuality
RECREATION

4-H NL
Provincial Council: PO Box 50, Calvert, NL A0A 1N0

Tel: (709) 727-3397 Email: NL4-H@outlook.com Website: http://4hnl.ca/

Mandate: To develop 4-H youth as self-reliant, contributing members of society. 4-H is about acquiring knowledge and learning skills. 4-H youth are educated in self-reliance through learning to do by doing. The 4-H goals are: Knowledge, Leadership, Citizenship, and Personal Development.

Target Population: Rural young people between the ages of 5 and 21 as well as adults who wish to become leaders to provide leadership for these children/youth

Highlights of Programs / Services Offered: The 4-H program provides many great opportunities to an individual in a small community or large city including:

- **Provincial Competitions:** Each year, there are competitions locally, regionally, and provincially for 4-H members to take part in. There are two types of competitions members can take part in:
  - Public Speaking
  - Demonstration

- **Opportunities:**
  - Conferences & Exchanges: As a 4-H member, there are so many opportunities to get involved and expand your horizons.
  - Grants & Scholarships: 4-H members and clubs are also eligible for a range of awards, grants, and scholarships.

- **Scholarships:**
  - CIBC 4-H Post-Secondary Education Scholarship
  - TD 4-H Agriculture Scholarship

- Additional perks of being a 4-H member include belonging to a local club; making new friends; having fun at regular events with other 4-H members; taking part in club and community activities such as sports, games, picnics, camp-outs, tours, conferences and exchanges; learning how to organize and carry out meetings; taking part in a public speaking program; working on an annual project chosen by the youth themselves; etc.

Allied Youth
PO Box 21145, St. John’s, NL A1A 5B2

Tel: (709) 769-1100 Email: info@alliedyouth.ca Website: www.alliedyouth.ca

Mandate: Allied Youth (AY) is a non-profit organization ‘for youth, by youth’. AY is for young people to come together and have fun while developing leadership skills, interpersonal skills, self-awareness, and community involvement. AY also aims for youth to increase their awareness of youth issues, and, as a result, to the best of their ability improve themselves and their communities around them through youth-led initiatives.

Target Population: Young people grades seven through twelve (Junior and Senior High School)

Highlights of Programs / Services Offered:
- In every A.Y. Post (group) the youth choose what they want to do. They get the opportunity to discover their own ways to develop into the leaders of today and tomorrow. This is done through youth-led initiatives – such as community or school events, volunteering, hosting fundraisers and education sessions
on youth issues, etc.

- Besides getting the chance to enhance their community, and hang out with others in their community, A.Y. gives youth the opportunity to get out and explore somewhere new! AY hosts provincial events throughout the year where people from Posts and communities across the island come together.
- Youth get to meet members from across Newfoundland and Labrador when travelling to leadership camps and conferences!

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**Anna Templeton Centre**

278 Duckworth Street, St. John’s, NL, A1C 1H3

Tel: (709) 739-7623  
Fax: (709) 757-8173

Email: annatempletoncentre@gmail.com  
Website: [http://www.annatempletoncentre.com](http://www.annatempletoncentre.com)

**Mandate:** To provide craft, art training and education; to promote an increased awareness of and appreciation for craft and art.

**Target Population:** The general public as well as professional craftspeople and artists.

**Highlight of Programs / Services Offered:**

- **Classes:** A wide range of evening classes including: sewing, quilting, embroidery, dye techniques, watercolour, drawing, acrylic and more. Shorter weekend classes in silk painting, rug hooking, batik, paper making, etc.
  - Many classes are general interest but professional development opportunities for practicing artists and craftspeople are also available.
  - **Adult Classes:** Classes in art, craft and sewing.
  - **Young Artist Classes:** Young artist program provides creative experiences for kids as young as three. Art Explorers, cartooning, sewing and drama are options for ages 6-14.

- **Events:** Exhibitions, lectures, artist presentations, and other special events throughout the year.
  - **Celebrate Craft Lecture & Workshop Series**
  - **Christmas Tea & Sale**
  - **ATC Student Exhibition**
  - **Apparel Infinity Group**
  - **The Craft Retreat**

- **Operation Homespun:** In 1972, Miss Anna Templeton released the booklet *Operation Homespun: Traditional Knitting Patterns of Newfoundland and Labrador*. It is now considered a historical document and it contains traditional knitting patterns which have been passed from one generation to the next, such as trigger mitts. In 2009, the Anna Templeton Centre reprinted the booklet in its original format.

- **Quidi Vidi Village Plantation: Craft Enterprise Program** provides a vibrant focal point for visitors to the community through interaction with emerging craftspeople, and historical interpretation of the region. The Plantation’s craft enterprise program will stimulate local economic growth by providing a supportive environment for the development of successful new craft businesses.

- **Community Partners:** A list of amazing partners in the community to direct friends and participants to, in hopes that these resources enable everyone to learn and create to the fullest. Anybody in the craft, art and design community are welcome to send information about yourself and your programs to post on the Community page.

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**Association for New Canadians (ANC)**

*on page 15 under Housing or press CTRL+click on link above*
Autism Society of NL
Elaine Dobbin Centre of Autism, 70 Clinch Crescent, PO Box 14078, St. John's, NL A1B 4G8

Tel: (709) 722-4926  Toll-free: 1-866-722-2803
Fax: (709) 722-4926  Email: info@autism.nf.net  Website: www.autism.nf.net

Mandate: ASNL is a charitable organization dedicated to promoting the development of individual, lifelong, and community-based supports and services for persons with Autism Spectrum Disorder, their families and caregivers. Their vision is a province where people with ASD and their families are valued and respected, and where they receive services and supports based on their individualized differences, needs and preferences.

Target Population: Anyone in the province affected by autism

Highlight of Programs / Services Offered:
Programming opportunities occur in four distinct areas: Social Skills Development, Life Skills, Pre-Employment & Career Services, and Community Access. Please visit our website www.autism.nf.net for current program offerings in your area.

- **Social Skills Development:** Programs focusing on social skill development are available for all ages and generally occur in small group settings. They are designed for participants to share interests and build relationships with peers while gaining self-understanding and confidence. In many cases, social skills programs incorporate community outings to generalize goals and practice community outings with peers.
- **Life Skills:** Life skills programs aim to assist individuals with gaining more independence in their daily lives. Some programs take an individualized approach to developing support tools and leisure opportunities, while others can target specific skill areas in a group setting such as cooking, budgeting, self-advocacy, etc.
- **Pre-Employment & Career Services:** ASNL has a variety of options for employment preparation and support. Programming options exist for: career coaching and mentorship during high school; a full year of work skill enhancement through community volunteerism and work experience; and employment skill refinement through detailed self-awareness and career exploration. Individualized services are available for interview practice, resume building, and employment agency referrals. Career services also works with employers to build community understanding around ASD and inclusive hiring practices.
- **Community Access:** ASNL forms partnerships with a number of community organizations to offer programs for individuals on the spectrum. Community instructors receive ASD training and have the guidance of an ASNL staff member to ensure participants have the necessary supports to be successful. Community access programs open up opportunities for individuals with ASD to participate in activities they may not have had confidence accessing before. Even more importantly, these programs increase autism awareness throughout the community and promote inclusion and accessibility at all recreational facilities. Examples may include swimming, bowling, music, art, rock-climbing, yoga, etc.

ASNL Outreach Services:

- **Adult Support Group:** This is a meeting group for independent adults with ASD, providing the opportunity to meet new people, socialize with peers, and discuss challenges and successes with others on the spectrum. Groups meet at the Elaine Dobbin Centre as well as at various community locations. Ages 21+; suitable for adults with ASD or Asperger’s Syndrome who are living and/or accessing services independently; no registration required.
- **Parent Support Groups:** The Parent 2 Parent is a parent engagement initiative designed to connect parents and create an active network of families. This group is open to parents/caregivers of individuals with ASD and is designed to provide support, resources and shared experiences between families. No registration required.
- **Barbara J. Hopkins Library:** The Barbara J. Hopkins Library offers a wide variety of resources related to Autism Spectrum Disorder. Extensive literature is available including curriculum, behaviour strategies, research, diet, sensory processing, and co-occurring diagnoses, including materials published by authors with ASD. The collection also includes many children’s books and videos about having autism, or having a

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family member or friend with autism. In addition to borrowing print materials, the library offers DVD collections, games, and special equipment related to sensory or learning needs, as well as technological devices for trial and learning purposes. Although the library is housed at the Elaine Dobbin Centre for Autism in St. John’s, materials can be accessed 24 hours a day across the province via the library’s online catalogue and mailing service.

- **Assistive Technology Consultation:** These consultations can provide individualized instruction in the use of handheld devices to assist clients and families with communication, organization and socialization. Members can sign out technology on a trial basis as well as receive personalized assistance in using devices and/or software.

- **Classroom Awareness Presentations:** ASNL staff provides fun and meaningful classroom or community group presentations about what it means for someone to have ASD and how that diagnosis can impact them as a student and as a friend. Designed according to grade level, these engaging presentations use age-appropriate stories, videos, games, and discussions to educate students and create understanding and empathy among peers.

- **Professional Development & Training:** Trained ASNL staff can support other professionals working with individuals on the spectrum through tailored sessions designed to meet the needs of a particular group. Sessions can cover general information about ASD as a diagnosis and effective strategies to support individuals of all ages and abilities. Contact info@autism.nf.net to discuss potential training opportunities.

- **Conferences & Workshops:** ASNL offers several opportunities for professionals, families, and those with an interest in ASD to further their education and training through workshops and/or conferences presented by ASD professionals. Each year ASNL hosts a professional development opportunity designed primarily for educators which is presented by renowned leaders in the field of autism. In addition to the annual conference, ASNL hosts a variety of presentations and workshops offered throughout the year by local professionals concerning such topics as: financial/estate planning, naturopathic resources, diet and nutrition, post-secondary information, inclusive hiring and workplace practices, new and upcoming research, assistive technology, panel discussions, and advocacy training.

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**Big Brothers Big Sisters**  
The Village Shopping Centre, 2nd Floor, PO Box 10, 430 Topsail Road, St. John’s, NL, A1E 4N1

**Tel:** (709) 368-KIDS (5437)  
**Toll-free:** 1-877-513-5437  
**Fax:** (709) 368-5477  
**Email:** info@helpingkids.ca  
**Website:** http://www.helpingkids.ca/en/Home/default.aspx

**Mandate:** We commit to the young of Eastern Newfoundland that we will be leaders in providing them with the highest quality, volunteer-based programs to expand their horizons, realize their potential and enrich their futures.

**Target Population:** Children and youth ages 6 – 16 years of age in the St. John’s metro area

**Highlight of Programs / Services Offered:**

- **Community Based Program:** Big Brothers and Sisters are adults 18 years of age and older who spend time with a child, participating in activities they both enjoy. Children can apply for service between the ages of 6 and 14 years.

- **In School Mentoring:** Matches students ages 6 – 12 years old with adult mentors in the school environment. During the school year, mentors spend one hour each week with their mentor participating in activities they both enjoy.

- **Go Girls! Healthy Bodies, Healthy Minds:** A group mentoring program for girls from 10-13 years of age that takes place in schools and community centres.

- **Game on! Live Smart, Eat Smart, Play Smart:** A group mentoring program for boys from 10-13 years of
age. This 7-week program takes place in schools and community centres.

- Child Safety Training
- Volunteer Training
- Match Support

**Boys and Girls Club of St. John’s**

PO Box 5012, St. John’s, NL, A1C 5V3

**Mundy Pond Unit**

40 Mundy Pond Road St. John’s, NL

Tel: (709) 579-0181  
Fax: (709) 579-0182

**Buckmasters Circle Unit**

25 Buckmasters Circle St. John’s, NL

Tel: (709) 579-0181  
Fax: (709) 579-4520

Website: [http://www.bgclub.ca/](http://www.bgclub.ca/)

**Contacts:**

- Melissa Slaney  
  Resource Development Coordinator  
  Email: mslaney@bgcstjohns.ca

- Chantelle Bennett  
  Program Coordinator (Buckmaster’s Circle Unit)  
  Email: cbennett@bgcstjohns.ca

- Erin Porter  
  Program Coordinator (Mundy Pond Unit)  
  Email: eporter@bgcstjohns.ca

**Mandate:** To provide a safe, supportive place where children and youth can experience new opportunities, overcome barriers, build positive relationships and develop confidence and skills for life.

**Target Population:** Children and youth in St. John’s

**Highlight of Programs / Services Offered:**

- **Roger’s Raising the Grade:** A new after-school education program aimed at increasing academic skills, high school graduation rates and access to post-secondary education for at-risk youth from a select group of Boys and Girls Clubs across the country.

- **Monthly Calendar**
- **Parenting Workshops**
- **Homework and Tutoring:** Provides a rich learning environment to complete homework, receive tutoring, and participate in fun, educational activities.
- **Games Room:** Offers the opportunity for children to socialize in a safe, supervised and fun environment. Activities that the games room include are: Shuffleboard, Pool, Air Hockey, Ping Pong, Square Ball, Board Games, and Electronic Games.
- **Computer Room:** Offers members access to the internet, educational software and games.
- **Arts and Crafts:** Enables children to develop creativity and awareness through a wide range of art based activities.
- **After School Nutrition:** The Boys and Girls Clubs of St. John's offer a nutritional snack to all members who attend the After School Program. The Snack Program runs from 3:00-3:30 daily. Snacks include fruit, vegetables, cheese, crackers, milk, juice and much more.
- **Health & Wellness:** Focuses on fun and physical activity by providing members with skills training in various sports. The program is structured so that participants with greater skill in sports assist those with fewer skills.
Girls Decide!: Gives female members the opportunity to grow and succeed in a non-stigmatizing environment. Girls take part in many recreation, leadership, and sporting activities, including girls only basketball, and soccer, along with many other exciting activities.

Teen Programs: Offers programs for youth (ages 13-17) in the community to take part in programs such as gym, tutoring, free play recreation, teen mentorship, youth leadership and Keystone Club.

Torch Club: A small group leadership and empowerment program for youth aged 10 to 13. Torch Clubs empower youth with the knowledge and the skills to make positive choices in their lives.

Future Chefs: A program that is offered at both club units weekly to all age group memberships within the After School Program. In this program members are given the opportunity to prepare, cook and taste many recipes that are healthy choices.

Special Events: Throughout the school year, staff coordinates a number of special events including: Halloween haunted house, day camps (school closure), Christmas parties, dances, wake-a-thons, field trips, winter carnival and Easter day camps.

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**Buckmasters Circle Community Centre**

129 Brigade St, Buckmasters Circle, PO Box 26028, St. John’s, NL, A1E 0A5

Tel: (709) 579-0718 Contact: Bonnie James, Executive Director
Fax: (709) 737-0342 Email: bonnie@bmcc.nf.ca
Website: [http://ccnnl.ca/buckmaster-circle-community-centre/](http://ccnnl.ca/buckmaster-circle-community-centre/)

**Mandate:** The Buckmasters Circle Community Centre shall encourage and promote leadership, well-being, and cooperation of all citizens of the Buckmasters Circle community and surrounding areas. To develop respect, knowledge, and skills through community participation, advocacy, outreach, partnerships, program development and community services

**Target Population:** All community residents of Buckmasters Circle and the outlying area

**Highlight of Programs / Services Offered:**

**PROGRAMS**

- **Youth**
  - Preschool Aged Children
    - **Play and Learn Program:** Children learn their basic colors, numbers, and alphabet.
    - **Buddy’s Book Club:** Promotes child and youth literacy, with visits from Buddy the Puffin.
  - School Aged Children
    - **Boys Group:** Offered once a month and focuses on fun and recreational activities for the boys to do together.
    - **Summer Program:** Free of charge; activities include swimming at Bowring Park, field days, Theme Days. BBQ’s, and trips to various places in and around St. John’s.
    - **Youth Outreach:** Provides youth with opportunities they may not normally experience. Activities include paintball, bowling, magic shows, movies, and much more!
    - **Homework Haven:** Youth Grades 7-12 can receive help with subjects such as Math, English, Science, Spelling, and Special Projects for school.
    - **Youth Achieve:** Literacy coaching to youth in Grades 6-9 for 1 hour twice a week.

- **Adults**
  - **Adult Bingo:** This Bingo has grocery item prizes and a ‘You Pick Bingo Card’. Held every second Friday afternoon at the Community Centre’s main program room; for adults over the age of 18.
  - **TA (Tenants Association) Events:** Members of the tenants association put off many events throughout the year for the other community members.
  - **Mom’s Moments:** For any women in the community over the age of 18; the focus is to do a
variety of fun activities and connect with other women in the community.

- **Lunch and Learns**: Monthly information sessions on a variety of topics which range from finance budgeting to health and safety to lifestyle tips.

- **Family**
  - **Mother & Daughter(s) Program**: The group meets every second Thursday from 6-8pm; focuses on strengthening existing relationships with your family by spending quality time together.
  - **Buckmasters Bistro**: Community Cook-up is held once a month; volunteers come together to prepare and serve a free meal to the community. Everyone receives a copy of the recipe.
  - **Project Endure**: A community, capacity-building project which works with 30 youth and their families over a 3 year period to build engagement, skills, knowledge, and leadership capacity.
  - **Seniors & Youth Program**: Seniors 50+ and youth 12-17 come together; both generations will acquire a new appreciation of each other, increasing tolerance and keeping many traditions alive.

**SERVICES**

- **Health Services**
  - **Nurse Practitioner**: Every Wednesday, there is a Nurse Practitioner available to make referrals and diagnose and manage infections, prescribe antibiotics, birth control etc. and also PAP Tests.
  - **Public Health Nurse**: A public health nurse is on staff at the Community Centre, Monday- Friday 8:30am-4:30pm.
  - **Healthy Baby Club**: Every Wednesday morning 9-11, resource mothers provide information on nutrition, mother care, baby care, and much more for expecting moms of the community.

**Employment Services**

- **Resumes**
- **Cover letters**
- **Job search**
- **Interview techniques**
- **Drivers Permit Prep Sessions**
- **Youth employment readiness program**

**Other Services**

- **Coats for Kids**
- **Public Internet Access**
- **Photocopying and Faxing**
- **Rentals**
- **Referral/Support**
- **Annual Back to School Drive**

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**City of St. John’s – Recreation Division**

Crosbie Building, 1 Crosbie Place, St. John’s, NL A1C 5M2

Reception: (709) 576-8020  
Tel: (709) 576-8499/8631  
Fax: (709) 576-8469

Email: recreation@stjohns.ca  
Website: www.stjohns.ca/living-st-johns/recreation-and-parks

**Mandate**: The Recreation Division provides programs and services in an attempt to improve the quality of life of the citizens of St. John’s. The City of St. John’s offers its citizens a diverse selection of recreation programs. The City takes pride in its efforts to encourage community development, social activities and active living opportunities for all its citizens.

**Target Population**: All ages

**Highlight of Programs / Services Offered**

- **Adult Programs**
- **Children’s Programs**
- **Community Programs**
- **Family Programs**
- **Fitness**
- **Inclusive Services**
- **Sport Programs**
- **Swimming**
- **Youth Programs**
- **Leadership and Training**
- **Outdoor Recreation**
- **Parks, Playground and Trails**

- **Family and Leisure Services Division**: Based from the Wedgewood Park Recreation Centre (off Gleneyre
Street, St. John’s) and the Crosbie Building, this division is responsible for Children’s and Family Programs, After-School and Day Camp Programs, Special Services, and Special Events.

- The Recreation Division works year to year in partnership with various neighborhood organizations in the delivery of summer recreation programs and activities. Children aged 5-12 are given the opportunity to participate in these programs during the summer months. The programs generally operate 6 to 8 weeks and offer a wide range of activities such as arts and crafts, outdoor activities, sports, music, drama, swimming and special events.

- Some of the programs offered for youth aged 12-18 include: Soccer, Swimming, Outdoor Skills, Youth Leadership program, Girls Active Lifestyles (GALS), Youth Week, Youth Talent Show, Ball Hockey, Youth Expeditions, Junior Lifeguard program, etc.

Cochrane Centre - CCOPC

See on page 19 under Housing or press CTRL+click on link above

Community Centres and Recreation Facilities – City of St. John’s, Recreation Division

H.G.R. Mews Community Centre, 40 Mundy Pond Road, St. John’s, NL A1E 1V1

Tel: (709) 576-8499  Email: recreation@stjohns.ca
Website: http://www.stjohns.ca/living-st-johns/recreation-and-parks/recreation-facilities

Mandate: To encourage and help facilitate residents to lead healthy and active lifestyles by offering leisure programs and services that are inclusive and accessible. They have opportunities for residents of all ages and abilities to get involved and participate in a wide variety of activities, indoors and outdoors, scheduled or at your leisure.

To support healthy living for its residents, the City also maintains 43 parks, 3,065 hectares of open space, 124 playgrounds, 44 sports fields, and 33 basketball and tennis facilities. The City also manages 125 kilometers of walking trails and 53,000 mature trees.

Target population: Residents and visitors of St. John’s.

Highlight of Programs / Services Offered:

Community Centres (709) 576-8499

- Paul Reynolds Community Centre (709) 576-8631
  - Located at 35 Carrick Drive, this multi-purpose 74,000 square feet aquatic facility offers many amenities including: full-sized 6,700 square foot gymnasium, 25-metre lane swimming pool, therapeutic warm water leisure pool with zero depth beach entry, two waterslides, hydraulic lift and water wheelchairs, pool viewing area, fully accessible family change rooms, adult size change table, universal change rooms, dedicated youth room, 1,775 square foot dedicated children's area, 900 square foot senior’s area, and open concept lobby.

- H.G.R. Mews Community Centre (709) 576-8499
  - Located at 40 Mundy Pond Road (corner of Mundy Pond Road and Ropewalk Lane), this multi-purpose facility offers many amenities including: racquetball courts, gymnasium, multi-purpose room for meetings and small gatherings, 25-metre swimming pool with diving board, pool viewing area, co-ed steam room/dry sauna, wheelchair accessible, pool lift, chairs and ample parking.

- Shea Heights Community Centre (709) 576-1023
  - Located at 130 Linegar Avenue is available for rentals to host birthday parties, baby and wedding showers, and meetings. Amenities include: multipurpose room, kitchen and wheelchair accessibility. Rentals are based on the availability of facility and staff.

- The Kilbride Lions Community Centre (709) 368-0250
  - Located off Fahey Street, the Kilbride Lions Community Centre is available to host birthday parties,
baby and wedding showers and meetings. Amenities include: multi-purpose room, kitchen and wheelchair accessibility. Rentals are based on the availability of facility and staff.

- **Southlands Community Centre** (709) 364-5252, 364-5128, 364-5129
  - Located at 40 Teakwood Drive, is available for rentals to host birthday parties, baby and wedding showers and meetings. Amenities include: two multi-purpose rooms, board room, a kitchen and wheelchair accessibility. Rentals are based on the availability of facility and staff.

- **Rotary Sunshine Park Chalet** (709) 576-8407
  - Located off Thorburn Road, the Rotary 'Sunshine' Park Chalet is a modern facility that can sleep 24 people. Many amenities are available for programming, meetings and social functions including full kitchen with dishwasher, propane fireplace, outdoor barbecue and large patio deck. The chalet is located in a tranquil setting with outdoor fields and an unsupervised swimming/beach area. Please click [Rotary 'Sunshine' Park Chalet](#) to view more photos or to complete an application. Click [here](#) to complete an application.

**Outdoor Entertainment Facilities** (709) 576-8407

- **Cabot 500 Theatre**
  - This beautiful outdoor facility, located in Bowring Park, can host many events from theatrical productions to musical performances and can accommodate up to 750 people. For information on booking the Cabot 500 Theatre please call or e-mail.

- **Prince Edward Plaza**
  - This outdoor stage facility, located in the heart of the George Street entertainment district, can host many events from musical performances to promotional events. For information on booking Prince Edward Plaza please call or e-mail.

**Skate Parks** (709) 576-8411

- **Northwest Rotary Skate Park**
  - The Skate Park is located in Mundy Pond Park (off Blackler Ave) and is a 16,600 square foot concrete park that offers bowl and street skating/riding obstacles for the beginner right up to the more advanced user.

- **The City currently has six outdoor modular (portable) skate parks** for users to enjoy. They are located as follows:
  - Bowring Park (next to swimming pool)
  - Kilbride Lions Community Centre (parking lot)
  - Goulds (behind the Fire Dept. on the Main Road, next to the basketball court)
  - Shea Heights Community Centre (behind Community Centre off Linegar Ave)
  - Southlands (Teakwood Park)
  - Quidi Vidi Lake (North side of Lake off The Boulevard)

**Swimming Pools**

- For schedules and admission requirements for each City of St. John’s swimming pool, please click [here](#).

- **Paul Reynolds Community Centre Indoor Swimming Pool** (709) 576-8155
  - Located at 35 Carrick Drive
  - Indoor 25-metre lane pool
  - Therapeutic warm water leisure pool with zero depth beach entry
  - Two waterslides
  - Pool viewing area
  - Accessible showers / adult size change table
  - Hydraulic lift and water wheelchairs
  - Universal change rooms

- **H.G.R. Mews Community Centre Indoor Swimming Pool** (709) 576-8408
  - Located at 40 Mundy Pond Road
  - Indoor 25-metre swimming pool
  - 1-metre diving board
  - Pool viewing area
  - Co-ed steam room / dry sauna
Wheelchair accessible
- Pool lift

**Bowring Park Swimming Pool**
- Located in Bowring Park on Waterford Bridge Road
- 50-metre outdoor swimming pool
- New water slide to be installed soon
- Wading pool for tots
- Accessible change rooms
- 3-metre diving board (1-metre diving board to be installed for 2018 season)

**Bowring Park Splash Pad**
- The City of St. John's and the Bowring Park Foundation operate the popular Splash Pad, located adjacent to the Bowring Park Swimming Pool.
- This is a zero-depth accessible play area and is an open area where free aquatic play is available all summer long.
- Hours of operation are from 9 a.m. to dusk daily during the summer.

**Bannerman Park Outdoor Swimming Pool**
- Located on Bannerman Road
- L-shaped 25-metre outdoor swimming pool
- Accessible change rooms

**Bannerman Park Splash Pad**
- The City of St. John's and the Bannerman Park Foundation operate the new Splash Pad, located adjacent to the Bannerman Park Swimming Pool and playground.
- This is a zero-depth accessible play area and is an open area where free aquatic play is available all summer.
- Hours of operation are from 9 a.m. to dusk daily during the summer.

**Sports Fields and Courts**
- There are 7 baseball, one t-ball, 17 softball fields and 18 soccer facilities in the City.
- Please click on the link to see the dimensions, seating capacity, suitability for provincial and national tournaments and other features of the different fields. These fields are normally open from the first weekend in June to the Thanksgiving Day weekend.
- There are also 18 tennis courts, 15 basketball courts and one lawn bowling green in the City.
- For additional help, contact the Recreation Division or submit a request via **Access 311**.

**The Loop**
- An outdoor ice skating trail
- Families with children, young adults, seniors, community and service groups, and others all skate together for free.

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**Easter Seals NL**
206 Mount Scio Rd, St. John’s, NL, A1B 4L5

**Tel:** (709) 754-1399  **Toll Free:** 1-888-601-6767  **Email:** info@eastersealsnl.ca
**Fax:** (709) 754-1398  **Website:** [www.eastersealsnl.ca](http://www.eastersealsnl.ca)

**Mandate:** To maximize the abilities and enhance the lives of children and youth with physical disabilities through recreational, social and other therapeutic programs, direct assistance, education and advocacy

**Target population:** Children and youth with physical disabilities and their families

**Highlight of Programs / Services Offered:**
- **Recreational Therapy:** Easter Seals kids experience summer camps, sailing, skiing, sledge hockey, sea kayaking, rock climbing and much more. The activities not only help the children build confidence, physical strength and self-esteem, but allow them to just have fun.
• **Direct Assistance:** Easter Seals helps families deal with the financial challenges they face. Wheelchairs, walkers, strollers, ramps, specialized computers, home adaptation devices, bikes, sleds and more ... all given to families through the Equipment Exchange, Ramps for Kids and Direct Assistance Programs.

• **Skills Development and Education:** Easter Seals helps children as they get older and make their transition from school to the workforce. The Horizons Program provides lifestyle skills, vocational training, and paid work placements.

• **Advocacy:** Easter Seals also plays the role of educator and advocate for hundreds of children with physical disabilities in the province each year. Issues range from inclusion to accessibility and education.

• To find out more about their programs and services, click [here](http://ftlol.org).

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**For the Love of Learning, Inc.**

PO Box 7231, Station C, St. John’s, NL, A1E 3Y4

Drop-in Centre: 37 Cookstown Road (above Bridges to Hope)

Tel: (709) 722-8848 Email: gemma@ftlol.org Website: www.ftlol.org

**Mandate:** FTLOL is a non-profit empowerment and arts learning program for NL youth, who are using their resilience and creativity to overcome socio-economic obstacles.

**Target Population:** NL youth ages 15-30 with the will to learn and create

**Highlight of Programs / Services Offered:**

- FTLOL act as tutors, cheerleaders, motivators and instructors and uses creativity to inspire youth.
- Free workshops, Wednesday to Friday 1-5 pm. Regular workshops include: Theatre, Drawing and Painting, Creative Writing, Yoga, Journalism, etc.
- Produces art exhibits, an online newspaper, holiday cards, anthologies, stage plays, short films and more.
- FTLOL has an open-arts space, internet and accepting people.
- No dress code. No registration. No charge.

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**Froude Avenue Community Centre**

89 Froude Avenue, St. John’s, NL, A1E 3B8

Tel: (709) 579-0763 Contact: Bob Dawson, Executive Director Email: bob@froude.ca

Fax: (709) 579-0548 Website: [http://ccnnl.ca/froude-avenue-community-centre/](http://ccnnl.ca/froude-avenue-community-centre/)

**Mandate:** The primary goal of the Froude Avenue Community Centre is to meet the needs of the citizens of the community through recreational, social and vocational programs.

**Target Population:** The community from Froude Avenue and nearby areas

**Highlight of Programs / Services Offered:**

- **Activities for Children/Youth:** Afterschool Program (Mon-Fri from 3–5:30pm), Snack Program (Mon-Fri 3-4pm, during the school year), Baking and Cooking Program, Homework Program (Mon-Fri from 3–5:30 pm), Tutoring Program, Gym time (Fri at Holy Cross Junior High from 3–5pm), Kids Group (Mon night from 6:30–8pm) and Zumba (Mon during the afterschool program and on Fri from 6-6:45pm)
- **Programs for Adults:** Adult Cards and Bingo (Wed nights from 8-10:30pm and Sun from 2–4pm) and Zumba (Mon during the afterschool program and on Fri from 6-6:45pm)
- **Services:** Community Health Nurse, Community Employment Facilitator (Mon-Fri from 8:30am–4:30pm), Skill Link & Linkages programs, photocopying, faxing, computer access, tutoring and community rentals.
**Girl Guides of Canada**

63 Roosevelt Ave, St. John's, NL A1A 0E8

Tel: (709) 726-1116  
Toll-free: 1-800-565-8111  
Website: www.girlguides.ca/nl

Fax: (709) 726-4045  
Email: provoffice@ggcnf.org

**Mandate:** Girl Guides of Canada is an organization for girls, led by women. It challenges girls to reach their potential and empowers them to give leadership and service as responsible citizens of the world. Membership fee financial assistance is available for those who qualify.

**Target Population:** Girls and women from 5+, including: **Sparks** (aged 5-6); **Brownies** (aged 7-8); **Guides** (aged 9-11); **Pathfinders** (aged 12-14); **Extra Ops** (aged 12-17); **Rangers** (aged 15-17); Adult Leaders (aged 19+) and **Lones** (all ages).

**Highlight of Programs / Services Offered:** Through exposure to new challenges and experiences in a varied program of fun, friendship and adventure, Girl Guides of Canada undertakes to develop the girls of today into the adult female leaders and role models of the future. This vision is achieved through traditional and adventure camping experiences and through service to the community both locally, nationally and internationally. Some of the opportunities that Girl Guides provides include:

- **Challenges and Activities** that foster and promote global understanding and tolerance
- **International Opportunities**
- **Scholarships**
- Development of leadership skills
- **Youth conferences**
- **Environmental Awareness**

For more information please contact our Membership Growth Coordinator, Allison Graham, at membershipgrowth@ggcnf.org or 1-800-565-8111.

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**Happy City St. John’s**

Common Ground Coworking, 30 Harvey Road, St. John’s, NL A1C 2C1

Email: hello@happycity.ca  
Website: http://www.happycity.ca/

**Mandate:** To inform, encourage, and facilitate public dialogue around civic issues in the city of St. John’s. To become a trusted and valued venue for citizens, advocacy groups, business associations, labour organizations, and municipal staff to come together.

**Target population:** The people of St. John’s.

**Highlight of Programs / Services Offered:**

Most of the engagement work happens in two ways:

- **Online:** Through their website, Facebook presence, and Twitter account, Happy City posts articles and ideas, looks for comments, and provides a space for citizens to work collaboratively to shape emerging ideas about the shape of St. John’s.

- **In Person:** Happy City organizes forums that bring citizens together to discuss civil issues. A talented facilitator runs these sessions as “open spaces” with the agenda set by the participants.

Want to join a community of people working to make the city a better space? **Happy City volunteers** are organized into two teams:

- **Issues Teams:** Centered on the big issues that people have brought forward. Each issues team will include one member of the Board to keep the lines of communication clear. Some teams include:

  - **The Built Environment:** Urban planning and architecture.
  - **Democratic Process:** Coordinate work, keep an eye on engagement efforts, and get people out to public consultations.
Transportation: Transit systems, bike infrastructure, roads, and trails.

- **Planning Teams:** Help the organization run more smoothly and guide the new Strategic Plan.
  - Strategic Planning Team
  - Marketing and Membership Team
  - Institutional Planning Team
  - Finance and Revenue Team
- To learn more about the volunteer teams, visit their website [here](#).

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**Johnson GEO Centre**
175 Signal Hill Road, St. John's, NL, A1A 1B2

**Tel:** (709) 737-7880  **Toll Free:** 1-866-868-ROCK (7625)  **Email:** info@geocentre.ca

**Fax:** (709) 737-7885  **Website:** [http://www.geocentre.ca/](http://www.geocentre.ca/)

**Mandate:** To educate and inform the public on the importance of Newfoundland and Labrador’s geology, and to foster curiosity in science and the world around them.

**Target Population:** Tourists and residents of the province including school classes, youth groups, and seniors’ organizations.

**Highlight of Programs / Services Offered:** The GEO Centre offers interpretation as well as hands-on, curriculum-based programming for school groups. GEO’s exhibits engage and inform visitors about Earth Science topics and concepts, and GEO Classes provide fun, hands-on learning based on approved curriculum.

- **Exhibits:**
  - Solar System
  - Amazing Earth Theatre
  - Main Exhibits
  - The Titanic Story
  - Oil & Gas Gallery
  - 3D Theatre
  - GEO-Vista Park
- **Learn:**
  - School Programs
  - Scouting & Guiding
  - KidsPlace
  - Camps
  - GEO Science Clubs
  - Public lectures
  - GEO After Dark

- **Happenings:**
  - Birthday Parties
  - Kids Night Out
- **GEO Gift Shop**
- **GEO Cafe**
- **14 Unique Attractions**

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**MacMorran Community Centre**
10 Brother McShefrey Lane, St. John's, NL, A1B 5B2

**Tel:** (709) 722-1168  **Contact:** Jim Crockwell, Executive Director  **Email:** jcrockwell@macmorran.ca

**Fax:** (709) 722-1885  **Website:** [http://ccnnl.ca/macmorran-community-centre/](http://ccnnl.ca/macmorran-community-centre/)

**Mandate:** To provide access and equal opportunity for community members to participate in social, health, recreational, educational and employment programs and services; to provide opportunities for individual capacity building and collaborative, cooperative community development processes that will help provide and sustain a healthy, supportive and safe community.

**Target Population:** Residents of Newfoundland and Labrador Housing and families in private residence within walking distance of the centre.
Highlight of Programs / Services Offered:
- Adult and Seniors programs include: Darts; Friendship Club; Afternoon Tea (50+); and Kettle is On
- Children’s programs include: Healthy Baby Club (for expecting mothers); Playgroup (Kids 0-5); Afterschool Programs for grades 1-3 and 4-6; Math Tutoring; Homework Haven; a Youth Group for grades 7-12; and Music Lessons for ages 6+
- General services include: Building rental; gym space; public computer and internet access; a public health nurse and nurse practitioner; fitness programs; outreach; clothing room; and food hampers.

MAX

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<thead>
<tr>
<th>East</th>
<th>Central</th>
<th>West</th>
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<tbody>
<tr>
<td>34 New Cove Road</td>
<td>6 St. Clare Avenue</td>
<td>1 Olympic Drive</td>
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<tr>
<td>St. John’s, NL</td>
<td>St. John’s, NL</td>
<td>Mount Pearl, NL</td>
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Tel: (709) 733-7330   E-mail: info@yourmax.ca   Website: http://yourmax.ca/

Mandate: MAX’s philosophy revolves around constant progress and striving to reach your maximum potential, regardless of age. They are committed to excellence that extends outside of the class and into everyday life.

Target Population: All ages, with age requirements varying by program

Highlight of Programs / Services:
- **Arts programs include:** Dance programs for ages 2+ with programs including Tiny Dancers, Dance for Young Children, Ballet, Hip Hop, Modern, Tap, Latin, Latin Jazz, Broadway Jazz and Body Conditioning; Music programs for ages 2+ with programs including Mini Music (2-7), Private Lessons, Choirs and Group Lessons; and Theatre programs with programs including various Musical Theatre programs (for ages 8-17, split into several subcategories) and a variety of acting classes that are subdivided to include everyone 8 years and up.
- **Athletics programs include:** Cheerleading (4+), Basketball (Grades 1-6), Ball Hockey (Grades 1-6), Volleyball (Grades 4-9), and Martial Arts (4+ for Karate, 10+ for Kickboxing).
- **Wellness:** The MAX Fitness and Conditioning Centre offers a facility design not found anywhere else in St. John’s. Equipment includes suspension training, kettle bells, battling ropes, sleds, plyometric boxes, hurdles, and 66 feet of field turf for better shock absorption and agility work, along with free weights, cable machines, and cardio equipment. The centre offers Surge Group Training for adults and youths as well as yoga, Pilates, spin classes and a Corporate Wellness program for company workforces. Surge Group Training is also offered in Mount Pearl.
- **After School Program:** The fine arts, fitness 4 fun, martial arts, dance, basketball, ball hockey, soccer and even off-site activities are all inclusive of the program fee. MAX also offers after school pick-up in Mount Pearl, Cowan Heights, Paradise, CBS, Goulds, Portugal Cove-St. Phillip’s and the east end of St. John’s.
- **Summer Camps:** offered in dance, musical theatre, basketball, cheerleading, and Camp MAX (a recreational summer camp that is an extension of the After School Program)
- **Childcare:** full-time and part-time Preschool program at 1 Olympic Dr in Mount Pearl (ages 3-5), full-time and part-time childcare at Kenmount Terrace and full-time childcare at Gingerbread House in Mount Pearl (ages 2-5)
- They also offer **birthday party services** for all ages
**Moksha Yoga**  
223-233 Duckworth St, Suite 102, Haymarket Square, St. John’s, NL A1C 6N1  
Tel: (709) 753-0206  
Email: info@mokshayogastjohns.com  
Website: http://st-johns.mokshayoga.ca/  

**Mandate:** To provide a community hub where yoga is just the beginning.  

**Target population:** Must be 16 years or older.  

**Highlight of Programs / Services Offered:**  
There are a variety of class types for different skill levels. Here are just a few of the class types:  
- **Moksha:** A challenging, healthy all-levels hot yoga sequence (linked with breath).  
- **Yang/Yin (Reduced Heat):** This class is all about balance. The first half is a challenging Vinyasa (flow), followed by a Yin style series to truly and fully relax your body.  
- **Moksha With Music:** A challenging, healthy all-level hot yoga sequence linked with breath set to great music.  
- **Moksha Karma Class:** A reduced-fee $5 donation Moksha class. All proceeds support not-for-profit organizations.  
- To view the full listing of class types, visit their website here.  

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**PLAY (Physical Literacy for All Youth) Project**  
School of Human Kinetics and Recreation, Physical Education Bldg., MUN, St. John’s, NL A1C 5S7  
Tel: (709) 864-8130  
Fax: (709) 864-7531  
Website: https://www.mun.ca/hkr/PLAY.php  

**Mandate:** To provide opportunities for young children and their parents/guardians to explore movement activities, and for undergraduate and graduate students to observe and interact with young children in a movement environment.  

**Target population:** Open to all children between walking and their 6th birthday.  

**Highlight of Programs / Services Offered:**  
- There is no cost, but registration is required on the morning of sessions and is limited to 40 children.  
- Three sessions are offered:  
  - 9:00 – 9:50  
  - 10:00 – 10:50  
  - 11:00 – 11:50  
- Designed to promote parental participation as children explore a variety of movement experiences.  
- Parents should provide assistance and encouragement to their children when necessary, but should allow the children to freely engage in movement exploration.  
- Students, undergraduate or graduate, will provide supervision throughout the sessions and will ensure that the program environment is challenging and safe.  
- Parents must be present for the duration of each session and are responsible for maintaining their child/children’s safety, along with the students.  

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**R.E.A.L Program**  
City of St. John’s - Division of Recreation ,PO Box 908, St. John’s, NL A1C 5M2  
Tel: (709) 576-4556/8684/2574  
Email: real@stjohns.ca  
Website: http://www.stjohns.ca/living-st-johns/recreation-and-parks/recreation-experiences-and-leisure-real-program  

**Mandate:** To provide recreation and leisure opportunities through the provision of program and financial
assistance to as many children and youth as possible who are unable to participate in registered activities due to financial circumstances.

**Target Population:** Children and youth up to age 18 who are not currently participating in other paid or funded recreation programs

**Highlight of Programs / Services Offered:**
- The R.E.A.L Program is a service that matches children and with organized, registered recreational activities of their choice. The R.E.A.L. Program is administered through the City of St. John’s, Division of Recreation; however, the Program is supported and guided by the R.E.A.L. Program Steering Committee, which consists of representatives from various community and government agencies as well as interested individuals.
- **R.E.A.L Activities Include:** Art, Music, Dance, Soccer, Baseball, Basketball, Bowling, Martial Arts, Skating, Gymnastics, Swimming, Hockey, etc.
- **Program deadlines** for each season are as follows: April 17 (Summer), July 17 (Fall) and Nov 17 (Winter)

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**Rabbittown Community Centre**
26 Graves Street, St. John’s, NL A1B 3C5

**Tel:** (709) 739-8482  **Contact:** Lillian Lush, Executive Director  **Email:** lilly@rabbittown.ca

**Fax:** (709) 739-8472  **Website:** www.rabbittown.ca

**Mandate:** To work with local residents and public and private organizations to ensure comprehensive solutions to problems that impact our families. To provide opportunities and support in the process of individual and community capacity building to strengthen the community as a whole

**Target Population:** Members of the Rabbittown community and surrounding area

**Highlight of Programs / Services Offered:**
- Computer Room
- Special Events (Family Fun Day, Community Day, Annual Children’s Christmas Party, Halloween Party, Spring Carnival, Winter Carnival, etc.)
- Programs for all ages, toddlers through to seniors: Parent and Tots, Pre-School Readiness, 50+ Breakfast Club, After School Program and Youth Program
- Summer Camps, including **Camp Cottontail** (ages 5-8) and **Camp Star** (ages 9-12)
- **Healthy Baby Club** for expectant mothers
- Employment and Career Services offers resume writing, job search assistance and program referrals. They also maintain a job board, with new jobs and volunteer opportunities added weekly.

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**Rainbow Riders - Therapeutic Riding Newfoundland and Labrador Inc.**
103 Mount Scio Rd., PO Box 23199, St. John’s NL, A1B 4J9

**Tel:** (709) 738-1055  **Email:** rainbowridersnl@gmail.com

**Contact:** Stephanie Griffiths  **Website:** www.rainbowridersnl.com

**Mandate:** For 27 years, Rainbow Riders has operated a therapeutic riding program to help countless Newfoundland and Labrador children grow and develop despite physical, cognitive and emotional disabilities – all through horseback riding. By uniting these children with an equine partner and a team of volunteers, Rainbow Riders provides the rider with one of the more progressive forms of therapy, improving the rider’s strength, circulation, muscle tone and sensory integration.

**Target Population:** People with disabilities age 3+
Highlight of Programs / Services Offered:
- Rainbow Riders offers a horseback riding program for recreation, therapy and competition for people with disabilities.
- Through therapeutic riding, horses help physically and mentally challenged children achieve things that may seem impossible. They help an autistic child make connections and improve communication skills. They lend a six-year-old child, confined since birth to a wheelchair, his legs to run through a field.
- In late 2017, Rainbow Riders is opening a new state of the art facility that will be fully accessible. The new facility will have two new riding arenas, heating viewing area, learning centre, accessible washrooms, 16 stalls and over 3km of riding trails on-site.

Read to Ride Literacy Program Inc.
55 Beacon Hill Crescent, St. John’s, NL A1E 4S6
Tel: (709) 685-6244 Fax: (709) 576-2453 Email: readtoride@nf.aibn.com

Mandate: Making reading fun and teaching bike safety courses to children
Target Population: All ages, with an emphasis on pre-school to grade six
Highlight of Programs / Services Offered:
- Making reading fun, the program provides hundreds of children with access to stimulating reading experiences each year.
- Even small increases in exposure to printed and other materials is of benefit to children who have few books at home and lack a public library. The earlier reading intervention occurs the greater the chance of success. Children should be the best they can without restrictions placed upon many of them by financial circumstances and family backgrounds.
- The Read to Ride Literacy program encourages reading as a rewarding activity and involves community partners in the program at no expense to the children.
- Bike safety courses teach children from around the province about the proper way to ride a bike.

Recreation NL
1296A Kenmount Road, Paradise, NL, A1L 1Y5
Tel: (709) 729-3892 Contact: Gary Milley, Executive Director Email: recadmin@recreationnl.com
Fax: (709) 729-3814 Website: www.recreationnl.com

Mandate: To develop a province of engaged communities where all people embrace the benefits of recreation to enhance their quality of life.
Target Population: Recreation leaders (practitioners and volunteers), community recreation committees, commissions and departments, students and corporate recreation service providers and other related groups and agencies.
Highlight of Programs / Services Offered: Recreation NL is the provincial voice promoting and fostering the spirit and practice of recreation for all. Through three core services: Communicate, Advocate, Educate and Train, they provide a full range of services to enhance members’ ability to deliver recreation throughout Newfoundland and Labrador. This includes:
- A variety of professional development opportunities including aquatics, arenas, and playgrounds.
- Provincial Annual Awards Program and Kevin Waterman Student Scholarship
- Annual General Meeting and Conference
**HIGH FIVE®** is designed to promote the healthy development of children 6-12 years of age. Based upon principles of healthy child development, High Five offers workshops that combine training, assessment tools, resources, public education and collaboration to ensure children have the best possible sport and recreation experiences.

**Recreation & Sport for Persons with a Disability** initiative strives to enhance the awareness and education about persons with a disability within the recreation, sport, and physical activity sector as well as distribute grants that improve opportunities for persons with a disability to be physically active.

**Find Your Fit** Physical Activity Campaign is a province-wide campaign that is designed to motivate individuals to start moving towards a healthier and more active lifestyle.

**Recreation Month**: celebrated annually in June, Recreation Month is dedicated to reinstating the importance of actively participating in recreation throughout various communities in the province. It is a fun and exciting way to celebrate recreation and promote its many benefits to individuals, families and communities.

**Inclusive Recreation** promotes the need to provide meaningful participation for people of all abilities through providing workshops and grants to recreation service providers.

**Eat Great and Participate** promotes healthy eating to children and youth as well as working to increase access to healthy food and beverage choices in recreation, sport and community facilities, and at events across Newfoundland and Labrador.

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**Scouts Canada**

55 Karwood Drive, Paradise, NL A1L 0L3

**Tel:** (709) 722-0931  **Contact:** Jennifer Lewis, Volunteer Service Coordinator/Council Registrar

**Fax:** (709) 722-5407  **Email:** jennifer.lewis@scouts.ca  **Website:** [http://nfldlabrador.scouts.ca/](http://nfldlabrador.scouts.ca/)

**Mandate:** To contribute to the education of young people through a value system based on the Scout Promise and Law; to help build a better world where people are self-fulfilled as individuals and play a constructive role in society. Scouts Canada’s mission is to help develop well rounded youth who are better prepared for success in the world. Scouting’s mission is achieved by: involving youth throughout their formative years in a non-formal educational process; using a specific method that makes each individual the principal agent in his or her development as a self-reliant, supportive, responsible and committed person; assisting youth to establish a value system based upon spiritual, social and personal principles as expressed in the Promise and Law.

**Target Population:** Scouts Canada offers seven challenging programs for boys, girls, and young adults aged 5 – 26.

**Highlight of Programs / Services Offered:**

- **Beaver Scouts (Ages 5-7):** Fun and friendship is the cornerstone of the **Beaver Scouts** program. **Beaver Scouts** opens the door for your child to discover the world. It is filled with a little bit of everything – outdoor activities, games, music and sports.

- **SCOUTSabout (Ages 5-10)** features cool, fun and challenging activities with convenient timing for boys and girls aged 5 to 10. The program is based on the same activities as **Beaver Scouts** and **Cub Scouts** with a focus on structured play and learning by doing.

- **Cub Scouts (Ages 8–10):** Challenging hikes, weekend camps, and an introduction to water activities like canoeing or kayaking are just a few of the fun outdoor adventures that **Cub Scouts** enjoy. The **Cubs** are encouraged to try new and more challenging activities using the **Cub** motto of “Do Your Best.”

- **Scouts (Ages 11-14)** is about having fun while gaining value leadership skills and self-confidence. **Scouts** enjoy outdoor adventures like mountain biking, rock climbing and lots of camping while working together with other young people to accomplish thrilling challenges.

- **Venturer Scouts (Ages 14-17)** offers exciting, real life, hands-on experiences for youth. **Venturer Scouts** learn to nurture an active, healthy lifestyle, acquire the knowledge and skills for career development and
participate in thrilling outdoor adventures.

- **Extreme Adventure (Ages 14-17)** offers the opportunity for young men and women to plan and participate in short-term, adventure-based activities. The types and duration of adventures are limited only by the imagination and skills of the participants and leaders.

- **Rover Scouts (Ages 18-26)** programs are exciting, adventurous and provide opportunities to practice new skills. Rover Scouts participate in adventurous activities like mountain climbing or white water rafting, as well as helping take part in activities in their community.

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**Special Olympics NL**

87 Elizabeth Ave., St. John’s, NL A1B 1R6

Tel: (709) 738-1923  Toll Free: 1-877-738-1913  Email: trishw@sonl.ca
Fax: (709) 738-0119  Website: www.sonl.ca

**Mandate:** To provide year-round sports training and competition for children and adults with intellectual disabilities

**Target Population:** Children and adults with intellectual disabilities across the province

**Highlight of Programs / Services Offered:** Special Olympics NL is dedicated to enriching the lives of Newfoundlanders & Labradorians with an intellectual disability through active participate in sport.

**Healthy Athletes:** Special Olympics Canada offers one free health exam for all athletes during National Games.

- Exams identify health areas that might need further attention. These can include:
  - Opening Eyes (vision); Fit Feet (podiatry); FUNfitness (physical therapy); Special Smiles (dentistry); Health Promotion (better health and well-being); Healthy Hearing (audiology); MedFest (sport physical exam).
- Many Chapters (Provinces) have certified facilitators for the different Healthy Athletes areas. Exams and facilitators are overseen by Special Olympics Inc to ensure global consistency.

**Active Start:** One of two initiatives developed by Special Olympics Canada for young athletes ages 2 to 6.

- Program leaders introduce children to the world of sport by developing fundamental movement skills like walking, running, jumping and balancing.
- The rationale behind Active Start is that when children with an intellectual disability receive early instruction in basic motor skills and have the opportunity to experience ‘play’, there is improvement in their physical, social and cognitive abilities.

**FUNdamentals:** FUNdamentals is one of two initiatives developed by Special Olympics Canada for young athletes ages 7 - 12.

- Program leaders help develop fundamental movement skills like running, jumping, throwing, catching, striking and kicking.
- These skills provide support for everyday activities as well as a base for Special Olympics sports training and competition as athletes grow older. The objective is Physical Literacy.

**Long Term Athlete Development (LTAD):**

- The Long Term Athlete Development (LTAD) model guides the physical literacy of each individual with an intellectual disability. Special Olympics Canada uses the same LTAD model as sports organizations across Canada.
- Special Olympics is about creating opportunities for individuals with an intellectual disability to be Active for Life - leading to a healthier life with benefits such as adopting healthy eating habits, a social group, and of course increased physical literacy.
Unified Sports - In the Schools:
- Promotes social inclusion through shared sport training and competition experiences for individuals with and without intellectual disabilities. Unified Sports include Basketball and Bocce.
- Unified Competitions will follow the same divisioning principles used in all of our Special Olympics competitions. Teams of comparable ability will be grouped together for meaningful competition.

Athlete Leadership:
- Special Olympics Athlete Leadership allows athletes to explore opportunities for greater participation in the movement beyond sports training and competition: as peer mentors, team captains, spokespeople and Board and committee members.
- These roles give athletes a voice in shaping the Special Olympics movement, and a chance to spread the word about the transformations Special Olympics can bring to individuals and families.

St. John’s Military Family Resource Centre
145 Churchill Avenue, St. John’s, NL A1A 0N9

Tel: 709-570-4636  Toll Free: 1-877-280-3636  E-mail: sherry.collins@forces.gc.ca
Fax: 709-722-3145  Website: https://www.cafconnection.ca/St-John-s/Home.aspx

Mandate: To provide quality programs and services that promote healthy, happy, strong and resilient military families. The MFRC prides itself upon being professional, passionate and committed to the community.

Target Population: Military families and communities

Highlight of Programs / Services:
- A wide variety of programs and services to meet the needs of children and youth of all ages. These include Playgroup, Drop-off Childcare, Far Out Family Fitness, Youth Nights, Field Trips, Youth Drop In, as well as school age / youth Easter and Summer Camps. They also offer Emergency Child Care services when necessary.
- Deployment can be very stressful for the deploying member and their family as well as parents of the CF members. The St. John’s MFRC takes pride in providing support services to CF members and their families affected by a temporary or extended absence of the CF member due to military requirements.
- At the end of each school year the St. John’s MFRC offers a scholarship which is open to all CF Member dependents 16 to 19 years of age who reside in Newfoundland and Labrador.
- Employment Assistance Services: The MFRC refers military members and their families to various Career Work Centres in St. John’s and surrounding areas.
- Prevention, Support and Intervention seeks to promote strong and resilient Military Families. PSI services are heavily focused on empowering individuals and families through education and prevention, assessment and referral services, crisis support and short-term intervention. The PSI Coordinator will work with individuals and family members to develop action plans to help better manage crisis and periods of high stress.
- The Family Liaison Officer (FLO) is a MFRC social worker who is co-located within the Integrated Personnel Support Centre (IPSC), connecting both Centres to ensure that the widest variety of support is offered to families of CF personnel who are coping with an illness, injury or special need. Family Liaison Officers also provide tailored assistance to the families of the fallen, including professional counselling and referrals to appropriate civilian resources.
St. John’s Rowing Club
Quidi Vidi Boathouse, PO Box 28054, St. John’s, NL A1B 4J8

Email: stjohnsrowing@gmail.com   Website: https://sjrc.ca/

**Mandate:** Offer a full range of programs for beginners, intermediate and competitive rowers.

**Target population:** Ages 10 and up

**Highlight of Programs / Services Offered:**
- In addition to the regular programs offered by the club, there is a strong High School program that features schools from St. John’s, Mount Pearl, Torbay, and other surrounding areas.
- **Adult Recreational:** The St. John’s Rowing Club offers a recreational program for adults and post-secondary students. The program is geared towards both beginner and intermediate rowers. Starting in late April and running until late August, this program is a good way for individuals to get the most out of the rowing season.
- **Youth Learn to Row:** Youth Learn to Row is geared towards children aged 12-16, but younger children can participate if they are able to do so. Starting at the end of June and continuing until the first week of September, the Youth Learn to Row program is a great summer activity.
- **MUN Rowing:** In partnership with the Memorial University of Newfoundland, we offer a rowing program for MUN students (and faculty!) This program is suitable for everyone: first-timers, novice, or experienced. The program continues to run throughout the summer.
- **High School:** Various schools in and around St. John’s participate in the St. John’s Rowing Club High School program. The schools participating include Holy Heart of Mary, Gonzaga, Prince of Wales Collegiate, St. Bonaventure’s, Bishops College, Booth Memorial, Holy Trinity and Mount Pearl Senior High. The High School program begins in April and finishes in October.
- **Competitive:** The St. John’s Rowing Club has its own competitive team and also acts as the main training facility for Rowing Newfoundland, the Provincial Sport Organization for rowing in Newfoundland and Labrador. Athletes in this program represent the club and the province at various regattas at the provincial and national level. There are three divisions:
  - Senior Competitive
  - Junior Competitive
  - Junior Competitive Developmental

St. John’s Shambhala Meditation Group
120 Le Marchant Road, St. John’s, NL A1C 2H1

Email: stjohns.shambhala@gmail.com   Website: http://stjohns.shambhala.org
Facebook: St. Johns Shambhala Group

**Mandate:** To assist individuals in cultivating the mind’s inherent stability, clarity and strength in order to be more awake and to develop the compassion and insight necessary to care for oneself and the world genuinely.

**Target population:** Everybody

**Highlight of Programs / Services Offered:**
At the St. John’s Shambhala Meditation Group, they offer programs in Buddhist teachings, meditation and other contemplative disciplines, as well as free individual meditation instruction.

- **Ocean Yoga:** Ocean Yoga is owned by Jody Williams, a community member and Meditation Guide with the St. John’s Shambhala Meditation Group.
  - All Ocean Yoga’s classes are accessible to all levels, with a focus on breath and body awareness.
Ocean Yoga will hold classes at the St. John’s Shambhala Centre on Monday, Tuesday, and Thursday at 5:45. Visit www.oceanyoga.ca/ for more details.

- **Learn to Meditate:** Meditation Instructors and Shambhala Guides are offering “Learn to Meditate” sessions every Tuesday at 7:30PM.
  - Anyone interested who isn’t free on Tuesday nights can make an appointment for another time by emailing shambhala.meditation@gmail.com
- **Wednesday Evening Meditation:** Group meditation practice; the format provides 25 mins sitting, 10 mins of walking meditation, and ending with a final 25 mins of sitting. Sitting begins at 7:30 pm; all are welcome.
- **Thursday Evening Heart of Recovery:** The Heart of Recovery meeting is a gathering of individuals who, through shared experience, strength, and commitment to abstinence, as we understand it, are recovering from compulsive, addictive behaviours and diseases.
  - They welcome everyone who wants to make the effort to abstain from their compulsive addictive behaviours, and wants to integrate the strength, clarity, and basic goodness of Buddhist meditation into their recovery.
- **Sunday Morning Meditation:** Join the group for sitting meditation practice at any time. They generally alternate 25 mins of sitting meditation with 10 mins of walking.
  - If you wish to attend morning chants please arrive for 09:00. After this time joining the group for meditation is best done by arriving during any of the walking periods.
  - Click here for more information on the Sunday Schedule.
- **Way of Shambhala:** An extensive path of training in authentic meditation practices and wisdom teachings for anyone interested in pursuing such training.
  - This program of courses and weekend retreats offers an experiential overview of practices, teachings, contemplative arts, and physical disciplines rooted in the ancient traditions of Shambhala and Vajrayana Buddhism. Click here to view “Way of Shambhala at a Glance”.
- **Contemplative Arts:** Contemplative Arts comprise a number of secular disciplines and activities, including flower arranging and photography that integrate art and culture with everyday life.
  - Shambhala Art is art that springs from clear perception and pure expression. See www.shambhalaart.org or check out Shambhala Art on Facebook.
- **Membership:** Although membership is not required to participate in much of what the Center has to offer, without our community’s financial and volunteer support, they would not be able to offer all the wonderful programs, practice sessions, and events that they do. Click here to view the Membership Form.
- Keep an eye on their Monthly Calendar to stay up-to-date on special programs; for example, in the month of August 2017 they hosted Mindful Relationships Talks.

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**The Bowring Park Foundation Inc.**

*Office Address:* 305 Waterford Bridge Rd, St. John’s, NL  
*Mailing Address:* P.O. Box 39085, St. John’s, NL A1E 5Y7

Tel: (709) 364-1531  
Fax: (709) 576-8073  
Email: bpf@bowringpark.com  
Website: http://bowringpark.com

*Mandate:* The Bowring Park Foundation is a Citizens group formed to ensure, through active participation in restoration and future development projects, that Bowring Park is maintained and developed as a public park.

*Target population:* Everyone

**Highlight of Programs / Services Offered:**
- **Duck Pond:** Almost entirely man-made, this is a popular and scenic place to feed and admire the ducks
and swans. Click here to find out how to buy Duck Food.

- **Barrier-Free Playground and Splashpad**: Accommodating disabled, visual and hearing impaired children.
- **Bowring Park Walking Trails** (South Brook Trail and the Waterford River Walk)
- **Skateboard Park**
- **Swimming Pool & Pool House**

Click here to view the Bowring Park Brochure. Click here for a map of the park.

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**The Children’s Centre**
The Children’s Centre, 80 Craigmilla Avenue, St. John’s, NL A1E 1Z8

**Tel:** (709) 579-9053 **Email:** info@thechildrenscentre.com

**Website:** [https://www.thechildrenscentre.com/](https://www.thechildrenscentre.com/)

**Mandate:** The Children’s Centre is a not-for-profit and parent-run preschool. They offer flexible and affordable programs for children ages 2-5, with a focus on play-based learning. The main objectives of the Children’s Centre’s programs are: to increase independence and self-confidence through emphasis on self-selected activities and problem solving; to increase understanding and acceptance of oneself and others through individual and group activities; and to broaden and enrich the child’s horizons through a variety of “learning by doing” activities.

**Target Population:** Children ages 2-5

**Highlight of Programs / Services:** The Children’s Centre follows a rolling registration model, and registrations can be submitted at any time. If no space is available, you will be placed on a waiting list.

- **Preschool 1** is a full-time program for two-year-olds.
- **Preschool 2** is a part-time program for children ages three to five. Families can choose from morning or afternoon sessions and children can attend two, three, or five half days per week.
- **Preschool 3** is a full-time program for children ages three to five.
- When space is available, children currently registered at the Children’s Centre can attend outside of their regular days and times on a drop-in basis.
- The Children’s Centre is a non-profit organization which means all income generated by program tuition, fundraising, and donations goes straight into the classrooms, programs, and their continual betterment.

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**The C.L.B. (Church Lads’ Brigade) NL**
82 Harvey Road, P.O. Box 28126, St. John’s, NL A1B 4J8

**Tel:** (709) 722-1737 **Fax:** (709) 722-1734 **Email:** info@theclb.ca **Website:** [http://theclb.ca/](http://theclb.ca/)

**Mandate:** Through educational, recreational and social activities, the Brigade aims to help youth develop the necessary skills to become future leaders.

**Target population:** Membership in the CLB is open to all youth. The CLB is divided into five age groups:

- **Little Training Corps (LTC):** Grades K-1
- **Young Training Corps (YTC):** Grades 2-4
- **Junior Training Corps (JTC):** Grades 5-7
- **Senior Corps (SC):** Grades 8-12
- **Officers:** Age 19+

**Highlight of Programs / Services Offered:**

- Visit their website here to learn more about their programs.
• The CLB offers more than 500 courses in its badge work program. Courses are geared to the age group and interests of the youth and the award of a badge or certificate recognized each.

• **Leadership Training:** As youth members advance into their teen years, they are encouraged to take on additional responsibilities and participate in program delivery to younger members.

• **The Duke of Edinburgh’s Award:** This international program has recently been added to the CLB program. It is designed to stimulate the energies of young people from ages 14 to 25.

• **Sports:** All sports activities emphasize participation. Each Battalion has inter-company tournaments officiated by the junior leaders and supervised by officers. Each year, the Colonels Award is presented to one individual in each unit to recognize good sportsmanship.

• **Summer Camps:** The CLB holds summer camps each year. It has been shown that members who go to camps stay on longer in the Brigade and advance through the ranks. Activities at camps are geared to the age of the participants.

• **“Put the Child First” Program:** The CLB is extremely proud of its involvement in piloting this abuse awareness program. Developed with the assistance of the former Chief of Police and the St. John Ambulance Association, the CLB continues to follow this program. The program has separate training for youth members and adults leaders.

• **Other Activities** include: hiking, crafts, survival training, scavenger hunts, weekend outings, etc.

• **The C.L.B Regimental Band:** Started as a tin whistle band, the Regimental Band as evolved to become the flagship of the CLB. The Band performs at the Royal St. John’s Regatta, the Janeway Children’s Hospital Christmas Party, the Armistice Day Parade to the War Memorial, the Lieutenant Governor’s Garden Party at the Government House Grounds and numerous other civic events in the Province.

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**The Duke of Edinburgh’s International Award**

Tara Place, Suite 202, 31 Peet Street, P.O. Box 13814, St. John’s, NL A1B 4G3

**Tel:** (709) 753-0423  **Fax:** (709) 753-0437  **Email:** nl@dukeofed.org  **Website:** [www.dukeofed.org](http://www.dukeofed.org)

**Mandate:** The Award seeks to get youth more involved in their community, make new friends, get physically fit, discover new talents and inspire them to reach their potential.

**Target Population:** Youth 14-25 years of age

**Highlight of Programs / Services Offered:**

The Duke of Edinburgh’s Award gives youth the chance to set goals and achieve results in a fun and challenging way. The Award operates under the idea that **Not All Learning Happens in the Classroom!** It gives youth the chance to set personal goals and achieve results in a fun and challenging way. Criteria for gaining an Award is individual improvement through persistence and achievement, taking into account the participant’s capabilities, without any element of competition between participants.

- Entry into the award program is open to all young people and is made registering with a participating group or with the Provincial Award Office
- A young person may enter at any level, subject to the following age requirements:
  - Bronze 14 years of age
  - Silver 15 years of age
  - Gold 16 years of age
- For each Award, those taking part must complete activities in four sections: Community Service, Adventurous Journeys, Skills/Hobbies, and Physical Recreation
- Students can receive up to 4 high school credits for completion of the Silver and Gold Awards
The Pottle Centre
200 Water Street, 2nd Floor, PO Box 5321, Station C, St. John's, NL A1C 5W2
Tel: (709) 753-2143 Email: info@pottlecentre.org Website: www.pottlecentre.org

Mandate: The Pottle Centre is a drop-in social centre for consumers of mental health services in St. John’s, Newfoundland & Labrador. We provide a safe and healthy place for people to be social, enjoy some special events and get involved.

Target Population: People who are 19 years of age and older who have received mental health services

Highlight of Programs / Services Offered:
- Membership is free. However, the Centre requests that new members call and make an appointment with a member of the staff to set up a membership application interview.
- A number of activities are available on a daily, weekly, and monthly basis ranging from card games, board games, crafts, dinners, movies, pool, darts, holiday events, outings, and parties. A schedule of events is released on a monthly basis and is posted in the Centre as well as being mailed/emailed out to a variety of organizations around town. Activities are free as well and for some events, transportation and food is also provided.
- The Centre provides a phone for local calls, internet access, and cable TV.
- Open Monday to Friday from 8:30am to 4:30pm and selected evenings and weekends.

The Rooms
9 Bonaventure Avenue, PO Box 1800, St. John’s, NL, A1C 5P9
Tel: (709) 757-8000 Fax: (709) 757-8017 Email: information@therooms.ca Website: www.therooms.ca

Mandate: As Newfoundland and Labrador’s largest public cultural space, The Rooms seeks to unite Newfoundland’s history, heritage and artistic expression through featuring the Provincial Archives, Art Gallery and Museum. A place for people, The Rooms is a portal to the many stories our province has to tell.

Target Population: Everyone

Highlight of Programs / Services Offered:
- Showcasing the artifacts, natural history, archival records and visual art of the province and its people
- Exhibits:
  - On Now
  - On Always
  - Virtual Exhibits
  - Coming Soon
- Programming for school and kids includes: school programs, edu-kits, art workshops for youth, youth group programs, Chevron Open Minds, and virtual exhibits.
- Free Admission to The Rooms Wednesdays from 6-9pm and the first Saturday of each month (November – May)
- Programs & Events:
  - For Adults
  - For Families
The Works - Memorial University
17 Westerland Road, St. John’s, NL A1B 3R7
Field House Tel: (709) 864-4422   Fax: (709) 864-3254
Aquarena Tel: (709) 864-3798   Email: aquarena@mun.ca   Website: www.theworksonline.ca

Mandate: The Works is Newfoundland and Labrador’s most comprehensive recreation, fitness, aquatics and sporting facility. It seeks to promote wellness by providing accessible, diverse, and innovative programs and services to the university community and the general public.

Target Population: Families, students, alumni and the community, all ages from infants to seniors

Highlight of Programs / Services Offered:
• Recreation and Lane Swims; swimming lessons for all levels from toddlers to adults
• Lifeguard Training Programs
• Aquatic Sport Clubs: Diving, Synchronized Swimming, Legends Competitive Swimming
• Fitness Centres in the Aquarena and Field House, with fitness classes on dry land and in water.
• Indoor Track
• Hardwood and synthetic floor courts for basketball, volleyball, badminton, soccer, table tennis and tennis
• Squash courts
• Therapeutic and Rehabilitation Program, Seniors Program and Arthritic Program
• Children’s parties, Summer Camp, Youth Fitness Program, Junior Squash
• Memorial University of NL Varsity – Athletics

Thrive
108 LeMarchant Rd, PO Box 26067, St. John’s, NL A1E 0A5
Tel: (709) 754-0536   Fax: (709) 754-0842   Email: info@thrivecyn.ca   Website: www.thrivecyn.ca

Mandate: To assist youth, primarily 12-29 years, achieve their full potential and enhance the capacity of youth serving agencies.

Target Population: Resilient youth who live in poverty and have limited access to mainstream programs / services and service providers / agencies who work with youth.

Highlight of Programs / Services Offered:
Programs for Youth and Young Adults
• **Education Programs:** Helps youth aged 16–29 who are struggling to stay in school, or have left: Youth at Promise is a foundation program for those who have dropped out; Springboard is a GED preparation program.
• **Street Reach:** A barrier-free outreach service guided by the principles of harm reduction and community collaboration. Street Reach provides support to individuals of all ages.
• **Velocity Adventure:** A mix of adventure pursuits, team building, and individualized support to assist youth aged 12–18 to build life skills, foster personal development, and encourage healthy lifestyle choices.
• **Blue Door:** An “exiting” program for individuals primarily 14-29 years who are engaged in the sex trade, sexually exploited situations, including sex trafficking. Supports range from education & employment, outreach, system navigation, counselling, and intensive individual supports. Program is inclusive of all gender identities and sexual orientations.

Programs for Service Providers
• **Community Support and Development:** Offers services for professionals working with young people, and includes: networking and professional development sessions, a listserv newsletter; a Directory of Services
for Youth; community development and capacity building, and more.

- **Coalition Against the Sexual Exploitation of Youth (CASEY):** A coalition of community stakeholders working to address issues, and establish services and supports relating to the sexual exploitation of youth.

**Parents and Caregivers**

- Looking for programs or services for a young person? Check out our online Directory of Services for Youth. If you can’t find what you need there, please call 754-0536 for assistance.

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**Virginia Park Community Centre**
51 Harding Road, PO Box 21011, St. John's, NL A1A 5B2

Tel: (709) 579-0257  Contacts: Wallace Gregory, Executive Director  Tel: (709) 579-4534
Fax: (709) 579-4539  Website: [http://www.virginiapark.ca](http://www.virginiapark.ca)  Email: ed_vpcc@nl.rogers.com

**Mandate:** To foster community leadership, participation and inclusion through the delivery of programs and activities implemented through the community centre. To collaborate with community partners to promote overall health and well-being in the community. To offer programs and services to help to improve educational, health and employment outcomes for families in our community.

**Target Population:** People of all ages from Virginia Park and surrounding areas

**Highlight of Programs / Services Offered:**
- Access to Computer, photocopy and fax services
- Healthy Baby Club; Parents and Tots Program
- Adult Activity Night
- Career, Training and Employment Counselling: Community Employment Facilitator
- Teen / Youth Basketball Programs
- After-School Program; Homework Haven
- Co-ed Youth Night; Teen Night Program; Youth Leadership Program
- Saturday Recreation Program
- Summer Day Camp / Drop-in
- Special Events / Activity Room Rentals
- 50+ Quilting Group
- 50+ Club, Cards nights, outings, events
- Seasonal Events

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**Waypoints**

*See on page 39 under Housing or press CTRL+click on link above*

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**YMCA of Newfoundland and Labrador**
Ches Penney Family Y: 35 Ridge Road, PO Box 21291, St. John’s, NL A1A 5G6

Tel: (709) 726-9622  Fax: (709) 576-0410  Email: info@ymcanl.com  Website: [www.ymcanl.com](http://www.ymcanl.com)

**Mandate:** The Y is a charity that provides opportunities for all to grow in spirit, mind, and body. The Y is determined to be a leading charity providing access to all in employment, child care and health programs.

**Target Population:** Individuals and families of all ages. Financial assistance for memberships is available.
Highlight of Programs / Services Offered:

- **Child and Family Services**: Preschool; All-day Childcare; Part-day Childcare; After-school and School-age programs
- **Employment and Enterprise Services**: Business Planning; Self-Employment Assistance Program; Youth Programs; Education Programs
- **Health, Fitness and Recreation**: Conditioning Centres; Teen and Adult Sport Programs; Group Fitness Classes; Court Sports; Child Minding and Supervision Services; Canada Fitness Leader Training and Certification

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**YWCA St. John’s**

31 Peet Street, Suite 217, St. John’s, NL, A1B 3W8

Tel: (709) 726-9922    Email: info@ywcastjohns.ca
Fax: (709) 726-4144    Website: [http://www.ywcastjohns.com/](http://www.ywcastjohns.com/)

**Mandate**: To educate the community about particular issues affecting girls and women; to create opportunities for girls and women to learn, achieve and participate; to ensure our work is grounded in the real life issues affecting girls and women; to advance social change through public engagement and use our voice to call for social justice

**Target Population**: Women and girls of all ages

**Highlight of Programs / Services**:  
- **Programs for girls and young women**: GirlSpace, Young Women’s Leadership Program (YWLP), and Young Women’s Collective  
- **Anti-violence, empowerment based conferences for youth**: Power of Being a Girl, Strength in Being a Boy, and Power of Being You  
- **Women of Distinction Awards**
EMPLOYMENT

Association for New Canadians (ANC)
See on page 15 under Housing or press CTRL+click on link above

Autism Society of NL
See on page 44 under Recreation or press CTRL+click on link above

Avalon Employment Inc.
62 Field Street, St. John’s, NL A1C 6K1
Tel: (709) 579-4866 Email: aei@avalonemploy.com
Fax: (709) 579-4892 Website: www.avalonemploy.com

Mandate: To provide employment services to individuals with an intellectual disability and to build a more diverse workforce.

Target Population: Individuals 18 years of age or older seeking employment with a primary diagnosis of developmental disability; employers seeking to hire individuals with a disability.

Highlight of Programs / Services Offered:
- Help arrange supported employment for individuals with intellectual disabilities.
  - Employment services are individual focused.
- Clients go through a job search and job match process with the employment team. The team searches for paid employment for the client – usually in an entry-level position by approaching potential employers
  - Employer is responsible for employee wages and to follow Labour standards.
  - Co-worker services are graded as needed and provided until the client no longer requires this level of assistance.
  - Support provided 24/7/365
- To view the criteria and the Referral Form, click here.

Buckmasters Circle Community Centre
See on page 47 under Recreation or press CTRL+click on link above

Career Development and Experiential Learning (CDEL) – Memorial University of NL
The Smallwood Centre, UC-4000, Memorial University of NL, St. John’s, NL, A1C 5S7
Tel: (709) 864-2033 Email: careerdevelopment@mun.ca
Fax: (709) 864-2437 Website: www.mun.ca/cdel/career/

Mandate: To foster an inclusive and engaging environment, working with our partners to facilitate innovative career related information, programs, connections and experiential opportunities for students
and alumni within the university community and beyond.

**Target Population:** Undergraduate and Graduate students, Alumni, prospective employers, faculty and staff.

**Highlight of Programs / Services Offered:** Consistent with Memorial University's goal of dedication to innovation and excellence in teaching and learning, research, scholarship, creative activity, service and public engagement, CDEL is working to provide the tools and resources that promote academic, personal, and professional success and ensure a quality university experience to all students.

- **Interview Tips:** Tips for pre-interview, preparation, the interview and follow-up.
- **Career Cruising and Labour Market Info:** Career Cruising is an innovative career development tool to help you get quick access to career information relevant to you. Labour Market Information (LMI) is a great way to get information on job trends and occupations.
- **Curriculum Vitae and Academic Job Search:** Assistance in building your CV or searching for work.
- **Resumes and Cover Letters:** Information and assistance in developing a resume and cover letter.
- **Professional Skills Development Program for International Students:** This initiative helps to prepare international students for professional employment in NL and throughout Canada. Any current undergraduate or graduate international student can apply and the program is FREE.
- **ArtsWorks:** An 8-week career exploration program offered exclusively to students in the Faculty of Humanities and Social Sciences.
- **Science M@tters:**
  - The Environmental Youth Corps (EYC) Internship
  - Workshops for Science Students
  - Environmental Science Career Networking Event
  - Science Career Talks
- **Enhanced Development of the Graduate Experience (EDGE):** EDGE fosters skills and knowledge around nine key themes that are closely associated with the skills identified in the CAGS discussion paper on professional skills for graduate students:
  - Leadership and management
  - Communication and interpersonal skills
  - Critical and creative thinking
  - Integrity and ethics
  - Global and intercultural awareness
  - Teaching skills
  - Societal and civic responsibility
  - Career development
  - Research
- **Externship:** Externships are experiential learning opportunities, generally offered by educational institutions to give students short practical experiences in their field of study.
- **Entrepreneur Training Program (ETP):** This program is for full-time graduate students who are interested in starting a business and learning the fundamentals of entrepreneurship.
- **Ten Thousand Coffees:** A resource to help students and alumni network and connect. [Join the hub](#)

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**Choices for Youth**

See on page 18 under Housing or press CTRL+click on link above
Community, Career and Employment Partnership Project (CCEPP)

Street Address | Mailing Address | Tel: (709) 765-2182 | Fax: (709) 579-2655 | Website: http://ccepp.ca/
---|---|---|---|---
139 Water Street | P.O. Box 21157 | | |
2nd Floor Fortis Building | St. John’s, NL A1A 5B2 | | |

Mandate: To link community based agencies who deliver career and employment programs and services on the Avalon.

Target Population: Community agencies delivering career and employment programs; individuals seeking information about what programs are available

Highlight of Program/Services Offered: CCEPP seeks to enhance, co-ordinate and communicate within the community partners through the advisory committee; to support the coordinator in facilitating an enhanced coordination of career and employment services on the Avalon; and to build capacity among the community partners by linking resources wherever possible.

- CCEPP hosts a “living” map of community assets to help their members match participants with the right level of service. This map provides extensive information about the employment programs currently active in the Avalon area.
- The project also hosts networking and learning opportunities for its members and provides opportunities for ongoing dialogue between service providers.
- Visit their web site here for more information on programs.

Community Centre Alliance
20 Hallett Cres., Suite 207, P.O. Box 8232 Station A, St. John’s, NL A1B 3N4
Tel: (709) 753-5670 Fax: (709) 753-8570 Email: contact@ccanl.ca Website: http://ccanl.ca/

Mandate: To provide programs and services to support employment, literacy, education, and social and economic development in the five community centre neighborhoods in St. John’s: Buckmasters Circle, Froude Avenue, MacMorran, Rabbittown and Virginia Park Community Centre

Target Population: Persons of all ages who reside in the community centre neighbourhoods

Highlight of Program/Services Offered:

- **Community Employment Facilitator (CEF):** There is one CEF at each Community Centre providing employment assistance to residents and the surrounding areas which includes: the preparation of resumes and cover letters; job search and job interview preparation; completing return-to-work action plans; filling applications for EI, JCP’s and other wage subsidy programs; as well as delivering career and employment workshops.
- **Makin’ it Work:** is a 4-6 week employer driven, client focused, and entry-level pre-employment training program. Guaranteed job interview with an employer, job shadowing, and industry specific training in the areas of Hospitality, Early Child Care, Retail / Customer Service and Youth part-time employment.
- **Value of Work, Value of Money:** is an 8 week program designed to provide school age at-risk youth with summer employment, volunteer experience, tuition vouchers and training sessions related to educational goals and financial well-being.
- **The Micro-Business Lending Program:** provides small business loans to low-income individuals to start-up or expand small businesses. Also provides opportunities for skills development.
- **Linkages:** is a 26 week work experience program for youth ages 18-30.
**Community Sector Council of NL**

*St. John’s Office* 25 Anderson Avenue  
Tel: (709) 753-9860  
St. John’s, NL A1B 3E4  
Fax: (709) 753-6112  
*Gander Office* 230 Airport Boulevard  
Email: csc@cscnl.ca  
Gander, NL A1V 2N9  
Website: www.communitysector.nl.ca

**Mandate:** CSC NL is an independent organization promoting social and economic well-being. The goal is a prosperous and inclusive society that supports individuals, families and communities. The mission of CSC NL is to encourage citizen engagement, to promote the integration of social and economic development and to provide leadership in shaping public policies.

**Target Population:** Non-profit, community-based groups and volunteers in Newfoundland and Labrador

**Highlight of Program / Services Offered:**
- The Community Sector Council’s website is a virtual resource centre for non-profit voluntary groups featuring current news in the sector, tips, a volunteer opportunities board, a directory of websites, and more. Click here to view their Directory of Websites, which lists over 2600 websites of community organizations in Newfoundland and Labrador.
- Provides access to the province’s Social Assistance Policy Manual, helping people through the intricacies of the income support system.
- Conducts in-person and online research on issues of interest to the non-profit sector.
- Convenes regular educational presentations on subjects of interest, ranging from youth engagement, board governance, volunteer recruitment and management, and charitable obligation.
- Coordinates and sponsors national Volunteer Week activities.
- Convening organization for Vibrant Communities – St. John’s poverty reduction initiative.
  - Citizen’s Voice Network is one of Vibrant Communities’ neighbourhood initiatives.
  - It provides a solution-based discussion forum for people living with low income/poverty, bringing them together to meet on a regular basis in a sharing and supportive environment.
  - The forum also features regular educational presentations on subjects of interest, ranging from employment skills and resume building to women and children’s health.
- CSC NL administers the Student Work and Service Program (SWASP) – Community Service Component, which provides post-secondary students across the province with community service placements at non-profit organizations, in exchange for a tuition voucher and weekly stipend.

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**Conservation Corps of NL**

Suite 103, 10 Austin Street, St. John's, NL A1B 4C2

Tel: (709) 729-7265  
Fax: (709) 729-7270  
Email: contactus@ccnl.ca  
Website: http://www.ccnl.ca

**Mandate:** Conservation Corps of NL is a not-for-profit organization dedicated to providing youth with training and employment in environmental and cultural heritage conservation. Their goals include:
- To help young people gain leadership, teamwork and employment skills.
- To work with communities and partners to enhance, restore and sustainably develop the natural and cultural resources of the province.
- To develop and promote a strong conservation ethic in Newfoundland and Labrador.

**Target Population:** Everyone

**Highlight of Programs / Services Offered:**
- Green Team Program - The Green Team Program offers youth meaningful employment and skill
development opportunities in a supportive team setting. Green Teams focus on local environmental and cultural projects developed in partnership with communities, organizations, and corporate partners.

- **ECHO Program** - The ECHO Program is focused on student employment and allows for meaningful, paid employment opportunities for students, while supporting important cultural and environmental initiatives in communities throughout the province.

- **Internship Program** - The Internship Program provides non-profit organizations, community groups and municipalities an opportunity to host an intern on a project focusing on environmental or cultural heritage conservation. This program allows for meaningful, paid employment opportunities for recent graduates, while supporting important cultural and environmental initiatives in communities throughout the province.

- **Climate Change Education Centre (CCEC)** – The CCEC offers in-classroom presentations to schools across the province. As a leader in climate change education in the province, the Climate Change Education Centre’s exciting programming takes place in schools and the community.

- **Water Conservation Project** - This initiative focuses on water conservation throughout the province of Newfoundland and Labrador. CCNL is addressing various aspects of our water resources through the delivery of a pan-provincial education campaign and an action-based conservation study of residents on the Northeast Avalon.

- **World War 100** - In partnership with Memorial University's WW100 Living Memorial Commemoration Program, Conservation Corps Newfoundland and Labrador created a video storytelling project. “Answering the Call – 100 Years Later” discovered community stories and highlighted aspects of Newfoundland and Labrador’s role in the First World War, with a focus on raising awareness for youth and future generations on the sacrifices Newfoundlanders and Labradorians made in the Great War.

- **Adele Poynter Memorial Award** - The Adele Poynter Memorial Award will be awarded to a youth who is a resident of Newfoundland and Labrador and who has demonstrated an active commitment to the environment or cultural resources of the province through their volunteer/work activities.

If you are a youth looking for employment, the CCNL also offers Green Team, ECHO and Internship Programs:

- Each **Green Team** employs four youth (ages 16-30). Three team members and a team leader work closely with the Corps senior staff as well as the corporate and community partners involved in individual community projects. Collaboration and communication ensure that each project’s overall design and implementation meets the needs and standards of all partners.

- Each **ECHO** position employs one youth (ages 15-30). The individual will work closely with the Corps senior staff as well as the corporate and community partners involved in individual community projects. Collaboration and communication ensure that each project’s overall design and implementation meets the needs and standards of all partners.

- Each **internship** placement must involve the enhancement, restoration, and sustainable development of our natural or cultural resources; and create relevant and challenging work experiences for recent graduates of natural resource management, environmental technology, rural development, community development and biology programs.

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**Department of Advanced Education, Skills and Labour – Gov. of NL**

*See on page 20 under Housing or press CTRL+click on link above*

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**Easter Seals NL**

*See on page 51 under Recreation or press CTRL+click on link above*
Empower, The Disability Resource Centre
4 Escasoni Place, St. John's, NL A1A 3R6

Tel: (709) 722-4031    Toll Free: 1-866-722-4031    TTY: (709) 772-7998
Fax: (709) 722-0147    Email: info@empowernl.ca    Website: www.empowernl.ca

Mandate: To provide support, resources and opportunities for empowerment, which enable persons with disabilities to make informed choices about their lives.

Target Population: People of all ages who have any type/combination of disabilities

Highlight of Programs / Services Offered:
- Advocacy Services: Empowering the consumer to do their own advocacy, we help people build their own skills and determine their own approach to solve the problems they face
- Employer Supports and Services: Providing services, supports, and education to business, employers, government, and service providers, this program aims to showcase the value of hiring people with disabilities as a viable labour source
- Career Services: Offering help in a variety of ways as requested by the individual
- Independent Living Internships: Allows those with disabilities to access help within their own communities while providing an opportunity for them to provide the same services to others
- Peer Support: A number of groups provide opportunities to share and learn with those who have personally experienced a similar issue
- Research and Development: We invest in research that acknowledges and respects people who have disabilities as experts.
- Technology Services: Providing the tools and knowledge needed to access the internet and computers in general.
- Volunteer Services: Volunteers play an important role in ensuring programs and services are offered and the needs of those who use them are met.

Froude Avenue Community Centre
See on page 52 under Recreation or press CTRL+click on link above

Employment and Social Development Canada (ESDC)
See on page 22 under Housing or press CTRL+click on link above

John Howard Society of NL
See on page 26 under Housing or press CTRL+click on link above

Junior Achievement of NL
3rd Floor, Delgado Building, 171 Water Street, P.O. Box 7468, St. John's, NL A1E 4V8

Tel: (709) 753-9533    Fax: (709) 753-2612    Email: info@janl.org    Website: http://janl.org

Mandate: To inspire and prepare young people to succeed in a global economy
Target Population: Elementary, junior high and high school students

Highlight of Programs / Services Offered:
- JA helps shape our future leaders through innovative in-school and after-school business education programs.
- Programs educate youth on workforce readiness, financial literacy, and entrepreneurship.
- JA programs help students:
  - Explore future school and career options
  - Learn teamwork and communication skills
  - Gain creative problem-solving skills
  - Understand leadership and entrepreneurship
  - Discover budgeting and saving skills for independent living
  - And much, much more
- Three programs are offered in Newfoundland and Labrador (2 in-school, and 1 after-school).
- Programs are supported by local industry, service groups, and community groups.
- JA brings real-world experience into the classroom through its network of trained volunteer mentors throughout Newfoundland and Labrador.

Learning Disabilities Association of NL
66 Kenmount Road, Suite 301, St. John’s, NL, A1B 3V7
Tel: (709) 753-1445 Fax: (709) 753-4747 Email: info@ldanl.ca Website: www.ldanl.ca

Mandate: LDANL is a not-for-profit organization dedicated to the advancement of education, employment, social development, legal rights and general well-being of people with learning disabilities. To donate, call the office or email Karen at info@ldanl.ca.

Target Population: Individuals with learning disabilities and their families

Highlight of Programs / Services Offered:
- Resource Library
- Support Services
- Children’s Tutoring Programs
- Advocacy
- Assistive Technology Services
- Presentations, seminars and workshops

MacMorran Community Centre
See on page 54 under Recreation or press CTRL+click on link above

Metro Business Opportunities
961 Topsail Road, Suite C. Redwood Place, Mount Pearl, NL A1N 3K1
Tel: (709) 738-1626 Toll free: 1-866-738-1626 Fax: (709) 576-3115 Website: www.mboc.ca

Mandate: MBO’s mission is to create, facilitate, and support sustainable employment and business opportunities through providing advisory and financial assistance to entrepreneurs in St. John’s and Mount Pearl.
**Target Population:** Anyone looking to start-up a small business; anyone who is receiving or has received EI in the past three years or who has received maternity / paternity benefits in the last five years; anyone who is receiving social assistance benefits; anyone under 35 looking to expand or modernize a small business

**Highlight of Programs / Services Offered:**

- **Self-Employment Assistance Program:** This program provides a 52 week extension of employment insurance benefits to successful applicants who wish to start their own business. To be eligible for this program you must be receiving or have received EI in the past three years; or have received maternity or paternity benefits in the past five years. The SE program provides self-assessment services, business plan guidance, business counselling, general business training, and financial assistance.

- **Entrepreneurial Opportunities Program:** This program assists individuals to become self-employed through providing business plan guidance, general business training, and financial assistance to individuals who are currently receiving or eligible for provincial income support (social assistance). Potential applicants should obtain referral letters from HRLE.

- **Seed Capital Program:** This program provides loans of up to $20,000 for small businesses. If the applicant is under 35 they can invest the loan in start-up, expansion, or modernization of a business; while applicants over 35 are only permitted to use the loan to start-up a business. There are also non-repayable training allowances of $2,000 available to all eligible partners as well as business counseling.

- **Kick$tart:** This program provides low-interest loans of up to $5,000 to entrepreneurial youth under 35 who are unable to get the money from other sources.

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**Multicultural Women’s Organization of NL (MWONL)**
*See on page 124 under Learning or press CTRL+click on link above*

**Newfoundland and Labrador Association for Community Living**
*See on page 29 under Housing or press CTRL+click on link above*

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**New Hope Community Centre - Salvation Army**
George Street United Church, 25 Buchanan Street, St. John’s, NL, A1C 0A4

Tel: (709) 739-0290  Fax: (709) 739-0288  Website: [www.salvationarmy.ca/newfoundland](http://www.salvationarmy.ca/newfoundland)

Major Hedley Bungay, Executive Director
Tel: (709) 739-0291  Email: hedley_bungay@can.salvationarmy.org

Denise Miller, Community Ministries Senior Worker
Tel: (709) 726-5026  Email: denise_miller@can.salvationarmy.org

Gail Bishop, New Hope Clinic
Tel: (709) 777-5074  Email: gailn.bishop@easternhealth.ca

Jane Coombs, Employment Services Coordinator
Tel: (709) 739-5806  Email: jane_coombs@can.salvationarmy.org

Danielle Chafe, Administrative Assistant
Tel: (709) 739-0290  Email: danielle_chafe@can.salvationarmy.org

**Mandate:** To promote the opportunity for personal growth and empowerment by responding to the physical, emotional and spiritual needs of the individual in a holistic manner
Target Population: Marginalized population (adults)

Highlight of Programs / Services Offered:

Support Services:
- *Community Navigator* assists individuals in finding housing, applying for income support, making medical appointments or getting referrals to other services, etc.
- *Spiritual Guidance and Direction* provided by onsite chaplain/executive director.
- *Friendship Corner* held every Tues 11:45 a.m. to 12:45 p.m., providing a meal and socialization.
- *Wellness Drop in Group* is held Tuesday from 1 p.m. to 2 p.m.
- *Coffee/Social Times* is held Tuesday 10:00 a.m. for those who come early for lunch. The Centre provides a time to connect with a mental health social worker.
- *New Hope Employment Programs* give individuals who are not eligible for training under employment insurance programs an opportunity to further their skills and get professional assistance to get back into the workforce. This is a 12 week program (9 in the classroom, 3 on work placement) that is offered at the Centre. Staff from the College of the North Atlantic delivers programs in *Retail Skills* (offered each January) and *Building Service Work* (offered each September).

Collaborative Services:
- *New Hope Clinic* is a health care clinic, developed in partnership with Eastern Health, providing medical services to individuals in the downtown core who do not have a G.P. Available Tuesday and Thursday from 9 a.m. to 2:30 p.m.
- *Chiropractic services* held Tuesdays and Fridays from 9 a.m. to 12 p.m.
- *New Creations* (Crafts and Hobbies program) held Thursdays from 1:30 p.m. to 3:30 p.m.
- *Teachers on Wheels* provide one-on-one tutoring with trained volunteers.
- *In-house clinics* such as flu shot and tax preparations are held seasonally with participation by Eastern Health and the Revenue Canada Agency.
- *Various programs* throughout the year such as Sally Ann’s Pantry, Life’s Healing Choices, Workout Wednesday, etc.

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**NL Association for the Deaf**

3rd Floor, 21 Merrymeeting Road, St. John's NL A1B 3K3

TTY/Voice: (709) 726-6672  
Fax: (709) 726-6650  
Email: nlad@nlad.org 
Website: [www.nlad.org](http://www.nlad.org)

**Mandate:** To protect and promote the rights, needs and concerns of people who are profoundly Deaf or who communicate in American Sign Language within the Province of Newfoundland and Labrador

**Target Population:** People who are profoundly Deaf or who communicate in American Sign Language

**Highlight of Programs / Services Offered:**
- Employment Services and Support
- Peer support
- Advocacy
- Public Awareness and Education Workshops
- Sign Language Classes

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**Office of Employment Equity for Persons with Disabilities — Gov. of NL**
50 Mundy Pond Road, P.O. Box 8700, St. John’s, NL, A1B 4J6

**Tel:** (709) 729-5881  **Toll Free:** 1-800-950-4414  **Email:** openingdoors@gov.nl.ca
**Fax:** (709) 729-6737  **Contact:** Patrick Molloy, Manager  **Email:** patrickmolloy@gov.nl.ca
**Website:** [www.exec.gov.nl.ca/oeepd](http://www.exec.gov.nl.ca/oeepd)

**Mandate:** To increase the representation of people with disabilities employed in the Provincial Public Service

**Target Population:** People with disabilities throughout Newfoundland and Labrador

**Highlight of Programs / Services Offered:**
- *Opening Doors*
- Wage Subsidy Initiatives
- Student Summer Employment Program
- Employment Counseling

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**Office to Advance Women Apprentices (OAWA)**
89 McNamara Drive, Paradise, NL A1L 3W2

**Contact:** Karen Walsh, Executive Director  **Tel:** (709) 757-5434, ext. 203
**Email:** kwalsh@womenapprentices.ca  **Fax:** (709) 757-5437
**Website:** [www.womenapprentices.ca](http://www.womenapprentices.ca)

**Mandate:** OAWA is dedicated to ensuring that there are employment opportunities for female apprentices who have graduated from the various trades training programs. The Office works with female apprentices after completing their in-school training to connect them to employers, unions, government and training institutions with the ultimate goal of helping them achieve journeyperson status.

**Target Population:** All female tradespersons or students currently enrolled in a trades training program, as well as partners including employers, unions, government and training institutions

**Highlight of Programs / Services Offered:**
- Maintains a registry database of female tradesperson which identifies their trade, level of apprenticeship, employment status, and resumes. This database is continually updated as more women enter the trades, and helps connect prospective employers to qualified women tradespersons looking for apprenticeships.
- The Wage Subsidy Program assists employers with the costs associated with hiring apprentices.
- The Mentorship Program allows female tradespersons to mentor new women entering the trades, women interested in taking a trade, and high school girls who are taking skilled trade classes.

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**Pathways to Success Project (PSP)**

**Contact:** Mr. Mohammad Ali Bakhshi, Project Coordinator  **Email:** mab228@mun.ca
**Website:** [https://meaningfulfuturesnl.wordpress.com](https://meaningfulfuturesnl.wordpress.com)

**Mandate:** To expedite newcomer youths’ cultural, social and economic integration into the St. John’s, Newfoundland and Labrador community. This will be achieved through mentorship and the provision of information on post-secondary education and training, employment, and career pathways.

**Target population:** Former refugees or immigrant youth attending high school.
Highlight of Programs / Services Offered: Participating youths will receive individual support with their questions, and will be matched with mentors in the fields they are considering studying or working. Collaborators, Mr. Remzi Cej and Dr. Jennifer Selby from Memorial University of Newfoundland are the principal implementers of the project. The first phase of the PSP will be completed by March 2018. The project comprises of three stages:

- **First Stage:** Scheduled for September 2017, includes a series of informal social activities to build and strengthen relationships between youth, the alumni and community partners.
- **Second Stage:** Scheduled for December 2017, includes workshops and presentations on career planning, scholarships and awards, and post-secondary education and training.
- **Third Stage:** Scheduled for February 2018, entails engagement with former local refugees and immigrants who contribute to their community through entrepreneurship, working in professional fields, and/or pursuing post-secondary education and research.
- The project includes **three one-day retreats**, tentatively scheduled one Saturday a month in September 2017, December 2017 and February 2018.
- **Applications are currently being accepted.** Twenty spots are available for the Pathways to Success Program. The deadline is August 15th, 2017 for the September 2017 – March 2018 program. The application form can be accessed [here](#).

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**Rabbittown Community Centre**

*See page 57 under Recreation or press CTRL+click on link above*

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**Refugee Immigrant Advisory Council (RIAC)**

*See on page 32 under Housing or press CTRL+click on link above*

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**Service Canada**

St. John's Service Canada Centre: Building 223, 223 Churchill Avenue, Pleasantville, St. John's, NL

- **Toll-Free:** 1 800-622-6232
- **TTY:** 1-800-926-9105
- **Fax:** 1-613-941-1827
- **Website:** [www.servicecanada.gc.ca/eng/home](http://www.servicecanada.gc.ca/eng/home)

**Mandate:** To improve the delivery of government programs and services to Canadians, by making access to them faster, easier, and more convenient

**Target Population:** Everyone

**Highlight of Programs / Services Offered:** Service Canada is the Government of Canada’s one-stop service delivery network. In partnership with other departments, agencies, and levels of government, SC offers Canadians an easy point of access to a wide range of the programs and services they need through the Internet, by telephone, in person, or by mail, whether at Service Canada Centres or through outreach sites. Services include:

- Providing access to printed copies of government forms and publications
- Providing access to websites and online forms through on-site computers and printers
- Assistance with completing forms for government services
- Photocopying services, including certifying photocopies needed for government forms and services
• Information on RCMP and Canadian forces recruitment
• Information about Canadian Parliament, senators, and representatives abroad
• Information about federal initiatives and events
• The Service Canada Centre also provides help with services formerly provided by Service Canada Centres for Youth, including maintaining detailed job postings through the youth.gc.ca website and providing information services for youth and employers of youth.

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**Single Parent Association of Newfoundland**

PO Box 21421, St. John’s, NL A1A 5G6

Tel: (709) 738-3401  Food and Clothing Outlet: (709) 739-0709  Email: span@spanl.ca
Fax: (709)738-3406  Website: www.envision.ca/webs/span/

**Mandate:** To provide services and support for single parent families in Newfoundland and Labrador.

**Target Population:** Single Parents and their families.

**Highlight of Programs / Services Offered:**
- Information and referral
- Crisis intervention
- Food and clothing distribution outlet
- Employment Support Program
- Peer support
- Cookbook
- Back to School Project
- Christmas supports

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**Spinal Cord Injury Newfoundland and Labrador**

Suite 101, 396 Elizabeth Ave, P.O. Box 21284, St. John’s, NL, A1A 5G6

Tel: (709) 753-5901  Toll Free: 1-877-783-5901
Fax: (709) 753-4224  Email: mburry@sci-nl.ca  Website: www.sci-nl.ca

**Mandate:** To assist persons with spinal cord injuries and other physical disabilities to achieve independence, self-reliance and full community participation.

**Target Population:** Persons of all ages with disabilities

**Highlight of Programs / Services Offered:**
- **Career and Employment Services:** assists individuals to identify vocational alternatives and obtain employment consistent with their values, abilities and interests. Employers can also use this service to evaluate work site accessibility and job accommodation.
- **Peer Support Counselling:** Someone who has been there can act as a mentor and role model to encourage and sustain the client through the challenges they face.
- **Community Advocacy:** Identifying, reducing and working with others to eliminate barriers to full community participation, including leadership in prevention efforts.
- **Online services include:** the Swap n Shop, which provides an online forum for buying, selling, and trading equipment, wheelchairs, lift equipped vehicles and other related items; and the Accessibility Roadmap, which is a tool designed to assist individuals with a spinal cord injury or significant mobility impairment identify accessible locations while travelling across the island of Newfoundland and Labrador.
St. John’s Native Friendship Centre
See on page 34 under Housing or press CTRL+click on link above

St. John’s Military Family Resource Centre
See on page 61 under Recreation or press CTRL+click on link above

Stella’s Circle
See on page 37 under Housing or press CTRL+click on link above

The Murphy Centre
See on page 38 under Housing or press CTRL+click on link above

The Vera Perlin Society
6 Logy Bay Road, PO Box 7114, St. John’s, NL A1E 3Y3
Tel: (709) 739-6017  Email: veraperlin@nfl.net
Fax: (709) 739-5532  Website: www.veraperlin@nfl.net

Mandate: To encourage personal growth, to foster financial independence and to promote community
integration of individuals with developmental disabilities. To secure and/or provide quality service and support
for all individuals with a developmental disability and their families in the St. John’s and surrounding areas,
ensuring them to participate in all areas of community living.

Target Population: Individuals with developmental disabilities aged 18+ in St. John’s and surrounding areas

Highlight of Programs / Services Offered:
• Career Development: The Perlin Centre offers a variety of quality day programs to individuals with
developmental disabilities 18 years of age and older living in St. John’s and the surrounding areas. The
Perlin Centre is located at 350 Pennywell Road West. The hours of operation are 8:30AM-4:00PM.
• Employment: The Employment Division attempts to provide the best possible ways and means to access
community based employment opportunities. Programming includes: W.O.R.C. (Work Orientation
Rehabilitation Centre); Supported Employment; C.E.E (Career Education and Exploration); and the Button
Shop
• Community Living: The Community Living Division is responsible for addressing the needs of individuals
and families in the areas of: Early Childhood; Case Counseling; Residential; Respite/Recreation.
Programming in this area includes: Pilot Night Program; Recreation; Social Program; Day Program; Special
Projects
Women in Resource Development Corporation (WRDC)
175 Hamlyn Road, St. John’s, NL A1E 5Z6

Tel: (709) 738-3713   Toll Free: 1-800-738-3713
Fax: (709) 738-3743  Email: info@wrdc.nf.ca  Website: http://www.wrdc.nf.ca/

Mandate: Women in Resource Development Corporation (WRDC) is a provincial non-profit organization committed to increasing women’s participation in trades and technology.

Target Population: Women in trades and technology careers

Highlight of Programs / Services Offered: With both private and public funding, WRDC, and its Educational Resource Center (ERC), offer a variety of programs and services to address the challenges surrounding the attraction, recruitment, retention, and advancement of women in these sectors. WRDC offers these programs and services at no charge thanks to the support of Industry partners and the Department of Advanced Education, Skills and Labour, Government of Newfoundland and Labrador. WRDC key activities include:

- Career exploration programs;
- Career counselling and employment assistance services;
- Recruitment and retention consultation and training for employers; and
- Collaborating with key stakeholders such as training institutions, employers, labour unions, government departments and community groups to identify solutions to issues commonly identified by women in trades and technology.

Click here to learn more about their programs and services.

Women in Science and Engineering NL (WISENL)
P.O. Box 23176, Churchill Square, St. John’s, NL A1B 3J9

Tel: (709) 864-2484  Email: info@wisenl.ca  Website: www.wisenl.ca

Mandate: To increase the participation of women in science, technology, engineering and mathematics careers by increasing awareness that these professions are rewarding and exciting options for women. To provide mentoring, professional development and networking opportunities to facilitate the success of women in these fields, and advocate for equitable workplaces.


Highlight of Programs / Services Offered:
- WISENL offers a number of programs and events with the aim of increasing the participation of women in science, technology, engineering and mathematics careers:
  - Speaker Series
- Workshops
- Mentorship Program
- Aboriginal Youth Conferences
- WISE Student Summer Employment Program (SSEP) for High School females

- CareerLinks: Smart Choices for Women
  - An interactive tool that connects users to career information on science, engineering, trades, and technology (SETT).

- WinSETT Leadership Program
  - Professional development workshops tailored to early and mid-career female engineers, scientists, technologists, and tradespersons in science and technology based sectors.

- Post-Secondary Students:
  - WISE US for undergraduate students
  - WISE GSS for graduate students

- In addition, WISENL members can take advantage of:
  - Monthly meetings
  - Networking sessions
  - E-mail connections
  - Career talks
  - Workplace tours
  - Social activities
  - Science fairs awards
  - Youth group mini training sessions (e.g. Girl Guides)
  - Publications, newsletters, and other literature

Workplace, Health and Safety Commission
146-148 Forest Road, PO Box 9000, St. John’s, NL A1A 3B8

Tel: (709) 778-1000  Toll-Free: 1-800-563-9000
Fax: (709) 738-1714  Email: general.inquiries@whscc.nl.ca  Website: www.whscc.nl.ca

Mandate: The Workplace Health, Safety and Compensation Commission’s vision is one of safe and healthy workplaces within a viable and sustainable insurance system. The Commission strives to reduce the impact of workplace injuries by providing the highest level of service to workers and employers. The Commission’s goal is to foster a culture of safety in Newfoundland and Labrador where workplace accidents are unacceptable, particularly with young workers. The Commission is committed to making Newfoundland and Labrador workplaces safer.

Target Population: Workers and Employers in Newfoundland and Labrador.

Highlight of Programs / Services Offered:
- Funded by Employers
- No-Fault Insurance System
- “Easy and Safe” Return-to-Work Programs
- Fair Compensation for Injured Worker/Dependents
- Raising awareness of the factors that can impact well-being in the workplace, such as unsafe working conditions and job-related factors such as heavy workloads, long working hours and inadequate training
- Targets young workers through prevention education activities to work towards transforming attitudes and behaviours related to safety
YMCA Summer Work Student Exchange

Toll-Free: 1-877-639-9987  Email: stjohns.swse@ymcagta.org  Website: http://www.summer-work.com

**Mandate:** The YMCA Summer Work Student Exchange Program (SWSE) is a non-profit program that offers the opportunity for 16-17 year old youth to participate in a 6-week exchange to Quebec. This program enhances personal growth, community involvement, and leadership.

**Target Population:** Youth aged 16-17 in St. John’s and surrounding areas.

**Highlight of Program / Services Offered:**
- The program runs for **six weeks in the summer**, beginning in early July and ending mid-August.
- Each participant will be provided with a **work placement** where they will be assigned an employment mentor, giving them an opportunity to gain paid work experience.
- During the program duration, **participants stay with a host / host family** and, in most cases, whenever possible; a participant stays in their home as well. We do our best to find each student a job close to their homestay.
- **Participants are grouped together** (up to 10 youth per community) and collaborate with their local coordinator to organize an agenda of activities to better know their new community and each other.
- **Participants are supported by our local coordinators**, all post-secondary students, who are trained to help them navigate their way through this great journey.
- **The cost of participation is $100.**
- You can access the online application forms here. For additional information, consult the Student Guide here.

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**Youth Canada (Website)**

**Tel:** 1-800-O-CANADA (1-800-622-6232)  **Fax** 1-819-997-1820
**TTY:** 1-800-926-9105  **Website:** https://www.canada.ca/en/services/youth.html

**Mandate:** To be a one-stop online access point for youth-related employment information on the internet. The Youth Canada webpage is an information hub used to provide the resources formerly provided by the Service Canada Centres for Youth

**Target Population:** Canadian youth and employers

**Highlight of Programs / Services Offered:**
- The YC website provides information on Government of Canada services that are available for youth and employers.
- It acts as an online first point of contact to find the information/services youth need, providing links and resources for unemployed youth about available programs and services to facilitate job searching, furthering their education, and seeking out government benefits if they are in need of money while unemployed.
- The YC website also provides information for employers of youth, facilitating their employment by linking to various programs that will fund youth employment initiatives.
**Youth Ventures**
Provincial Office: 1147 Topsail Road, Mount Pearl, NL A1N 5G2

Tel: (709) 745-4406  Toll-free: 1-800-833-1829  Email: provincial@youthventuresnl.com
Fax: (709) 745-4414  Website: www.youthventuresnl.com

**Mandate:** Youth Ventures empowers young people to turn their hobbies, interests, and passions into money making profitable ventures.

**Target Population:** Students age 12-29

**Highlight of Programs / Services Offered:**
- Youth Ventures empowers young people to turn their hobbies, interests and passions into money making profitable ventures.
- The program itself is available to students across the province from May-September every year, however, the Provincial Coordinator is available year round for anyone that still needs assistance or has any questions regarding their business.
- Youth Ventures is there from the very beginning to help students come up with an idea; create a business plan; do market research; find financing to get the business up and running; and to provide marketing support.
**Mandate:** To help children and youth get the services they have a right to receive from government, its boards and its agencies. Staff will help children and youth express their opinions or views and if they are unable to do so, speak on their behalf.

**Target Population:** Children and youth up to age 19, or up to age 21 if the child or youth has been in care or custody under the Children and Youth Care and Protection Act or the Youth Criminal Justice Act.

**Highlight of Programs / Services Offered:**

**As a child or youth, you would call the Advocate for Children and Youth when:**

- You have a complaint(s) regarding access to or provision of services that have been designed to support children and youth.
- You believe your viewpoint is not being heard or that your rights are being ignored.
- You believe that all information about your needs has not been gathered or given consideration.

**As an adult, you would call the Advocate for Children and Youth when:**

- You believe a child’s or youth’s viewpoint is not being heard.
- You believe a child’s or youth’s rights are being ignored.
- You believe a child’s or youth’s interests are not being considered.
- You believe all the information about a child or youth or his/her needs have not been gathered or duly considered.
- You have a concern regarding the availability, effectiveness, responsiveness or relevance of services designed to support children and/or youth.

**Once you contact the Advocate for Children and Youth regarding a problem/concern, the Advocate may review the matter and:**

- Help you and/or others close to you to advocate on your own behalf.
- Refer you, or a group of children or youth or the adult who called on your behalf to appropriate supports.
- Conduct an investigation on your behalf or on the behalf of a group of children or youth in cases where advocacy or mediation or another dispute resolution process does not result in an outcome the Advocate believes is satisfactory.
- Initiate and participate in, or assist you with case conferences, administrative reviews, mediations or other processes in which decisions are made about the provision of services.
- Advocate or mediate or use another dispute resolution process on your behalf or on behalf of a group of children or youth.
- Make recommendations to government, an agency of the government or communities about legislation, policies and practices respecting services to or the rights of children.
- Provide information to the community regarding the rights of children and youth, promote their well-being and enhance child advocacy interest.
Canadian Federation of Students
8 LeMarchant Road St. John’s, NL A1C 2G5
Tel: (709) 737-3204    Fax: (709) 737-2371    Email: info@cfs-nl.ca    Website: http://www.cfs-nl.ca/

Mandate: To provide students with an effective and united voice, provincially and nationally. CFS-NL’s goals are to eliminate the social and financial barriers that students are faced with in accessing post-secondary education.

Target Population: All post-secondary students in Newfoundland and Labrador

Highlight of Programs / Services:
- Collectively organizes at the local, provincial and national levels to ensure that students’ rights and concerns are fully represented in government policy
- Undertakes anti-oppression work to challenge racism, sexism, ableism, homophobia, transphobia, and all other forms of discrimination both on campus and in the community
- Through the Federation, students’ unions collectively pool their resources to provide student owned and operated services such as the International Student Identity Card, Student Discount Program, the National Student Health Network, and the Student Work Abroad Program
- Members of the CFS in Newfoundland and Labrador include:
  - Memorial University of Newfoundland Students’ Union (MUNSU); www.munsu.ca
  - Grenfell College Student Union (GCSU); www.gcsuonline.ca
  - Marine Institute Students’ Union (MISU); www.misuonline.ca
  - College of the North Atlantic Students’ Union; https://www.facecom/CNASU.Local46
  - Graduate Students’ Union of Memorial University of Newfoundland (GSU); www.gsumun.ca

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Canadian Mental Health Association – NL Division
Provincial Office: 603 Topsail Rd., St. John’s, NL A1E 2E1
Tel: (709) 753-8550    Toll Free: 1-877-753-8550    Email: office@cmhanl.ca
Fax: (709) 753-8537    Website: www.cmhanl.ca

Mandate: To facilitate access to the resources people require to maintain and improve mental health and community integration, build resilience, and support recovery from mental illness. This mission is accomplished through building capacity, influencing policy, providing services, and developing resources.

Target Population: All Newfoundlanders and Labradorians; whether as a person with lived experience, care givers, family members, employees, students and all citizens.

Highlight of Programs / Services Offered:
- **Educational and anti-stigma programs and initiatives** including: Think Twice (youth anti-stigma), Workplace Mental Health, Kids Have Stress Too, Seniors’ Mental Health, Changing Minds and Out Loud: Essays on Mental Illness, Stigma and Recovery (in partnership with Breakwater Books)
- The **Justice Program** provides individualized support services to persons diagnosed with concurrent disorders or dual diagnosis within the correction system and follows release into the community in order to promote recovery and a reduction in recidivism.
- **Educational presentations** on mental illness and mental health issues to different settings and audiences, including the public, agencies, professional groups, and high schools.
- **Consultation to government / agencies** on mental health and addictions policies and services.
- **Systemic advocacy** on mental health and addictions issues.
- Various **fund-raising campaigns** to support the organization’s work.
- **Information and referral** regarding mental health and addictions resources and services in the province.

Please note that there may be regional differences in the programs, services, and other resources available. Contact the CMHA-NL office in your region for the most up-to-date information on local services and resources.

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**Coalition Against the Sexual Exploitation of Youth (CASEY)**
108 LeMarchant Road, St. John’s, NL A1C 2H2

**Tel:** (709) 754-0536  **Contact:** Melendy Muise  **Email:** mmuise@thrivecyn.ca  **Website:** [http://www.thrivecyn.ca/what-do-we-do/coalition-against-the-sexual-exploitation-of-youth-casey/](http://www.thrivecyn.ca/what-do-we-do/coalition-against-the-sexual-exploitation-of-youth-casey/)

**Mandate:** CASEY is a coalition of community and government services working together to address issues relating to the sexual exploitation of youth within our community.

**Target Population:** Local youth at risk of being sexually exploited; individuals already involved in sexually exploitive activities; and local youth service providers

**Highlight of Programs / Services Offered:**

- **CASEY’s primary areas of focus are:**
  - To **create awareness and understanding of sexual exploitation of youth** within the general public, youth and organizations that work with youth
  - To **increase opportunities to network, collaborate, and share information**
  - To **advocate for appropriate supports and resources** to reduce or prevent the sexual exploitation of youth
- **The CASEY Video** provides the viewer with information on what sexual exploitation is; who is at risk; the grooming and luring process; warning signs and includes the voice of four NL Youth who have been sexually exploited. The video is appropriate for youth (12 and over), parents, youth service workers, professionals and the general public. Each video comes with a discussion guide.
- They also provide **CASEY Awareness Posters and Brochures**
- **Presentations and Training sessions are available;** these can vary from 1 hour to a full day training session.

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**Coalition Against Violence Avalon East (CAVAE)**
31 Peet Street, Suite 215, St. John’s, NL A1B 3W8

**Tel:** (709) 757-0137  **Email:** cavae.save.now@gmail.com or info@coalitionagainstviolence.ca  **Fax:** (709) 754-4949  **Website:** [www.coalitionagainstviolence.ca](http://www.coalitionagainstviolence.ca)

**Mandate:** CAVAE is an alliance of community and government agencies dedicated to ending violence; acting as an umbrella organization to provide support and enhance the violence prevention work of member agencies throughout the Avalon East region; governed by a Board of Directors. One of ten throughout the province who are working in partnership with the Provincial Government.

**Highlight of Programs / Services Offered:**

- **Community Capacity Building:** Maintains a network of community and government agencies devoted to social justice
- **Public Education:** Conducts workshops through the region for adults and youth on such topics as gender inequality; dating violence; elder abuse; bullying; etc. Provides Violence Awareness and Action Training, a provincial education initiative that takes an experiential interagency approach to educating governmental and non-governmental representatives on the roots of violence and the compounding vulnerabilities of
Lobbying and Advocacy: In conjunction with the community and the government, CAVAE advocates for effective policies that support victims of violence. Participates in the Community Advisory Committee of the Violence Prevention Initiative (VPI), Government of NL, a conference of the Regional Coordinating Committees found throughout the province. The Committee meets regularly to discuss priorities related to violence prevention, as well as to make recommendations on behalf of the community to the VPI Deputy Ministerial Committee.

Coalition on Richer Diversity (CORD)

**Office Address**
50 Harbour Drive
2nd Floor
St. John’s, NL A1C 6J4

**Mailing Address**
P.O. Box 28052
Avalon Mall
St. John’s, NL A1B 4J8

**Tel:** (709) 754-4122
**Fax:** (709) 754-4102
**Email:** cord@cancord.org
**Website:** [http://cancord.org/](http://cancord.org/)

**Mission:** CORD is a Newfoundland and Labrador Diversity and Immigration Umbrella Organization committed to action towards better integration of newcomers and long-term residents of the province. CORD aims to create more opportunities, assess needs, further develop services and ease the pressures on social support systems. CORD crosses the boundaries between immigrants and the long-standing population of the province as well as those who walk between the various types of social services.

**Target Population:** Refugees, Immigrants and other newcomers as well as organizations and government agencies dealing with them.

**Highlight of Programs / Services Offered:**
- **Clearinghouse** for the collection and dissemination of information
- **Solutions Groups** formed to look for ways to address specific issues on topics such as education, health, outreach, employment, support, community, etc.
- **Outreach** to build relationships, increase cultural sensitivity, offer networking opportunities and share information on CORD’s activities.
- **Various Projects and Events:** please see website for more details

Community Justice Initiatives NL

**Email:** cji.nl@bellaliant.com

**Mandate:** Community Justice Initiatives NL (CJINL) strives to build safer, more connected communities by supporting creative, peaceful solutions in situations of conflict or harm. CJINL is an umbrella organization for a wide variety of justice initiatives that promote and practice the principles of restorative justice.

**Target Population:** Communities, families and individuals

**Highlight of Programs / Services Offered:** Three areas of focus for CJINL are Education, Services and Partnerships:
- **Education:** involves promoting a broader deeper understanding of restorative justice within the organization, its partners and the wider community.
- **Services:** Building the capacities of people to provide restorative justice processes. These processes could include conflict resolution coaching, facilitated dialogue circles, family group conferencing, school-based restorative justice, victim support, prison chaplaincy, and others.
- **Partnerships:** involve facilitating, connecting and empowering the individuals and organizations engaged in restorative justice in NL.
**Crime Stoppers of Newfoundland and Labrador**  
PO Box 9700, Station A, St. John’s, NL A1A 3T5

**Tip Hotline:** 1-800-222-8477  
**Office:** 729-8100/8229  
**Website:** [www.nlcrimestoppers.com](http://www.nlcrimestoppers.com)

**Main line:** (709) 729-8246  
**Fax:** (709) 729-8234  
**Email:** RCMP.B.NLcrimestoppers-NLEchecaucrime.B.grc@rcmp-grc.gc.ca (NOT to be used to submit tips)

**Mandate:** Crime Stoppers is a community-based program and registered charity that brings the public, the media and law enforcement agencies together in a cooperative effort to help solve crime. This is accomplished by offering cash rewards and guaranteeing anonymity to persons who furnish information leading to the arrest of or laying of charges against criminal offenders.

**Target Population:** The entire province of Newfoundland and Labrador

**Highlight of Programs / Services Offered:**
- Crime Stoppers encourages any individual who has knowledge of any crime to submit their tips online, via text messaging from their mobile phone, or call toll-free and relay their clues and information.
- Individuals submitting tips will not be asked to give their name. Their anonymity is guaranteed and they will not have to testify in court.
- If their information provides clues that are valid to the successful solution of a crime, the tipster could earn up to $2000 as an award.
- Aside from these more direct services, Crime Stoppers also promotes:
  - A greater awareness in the community that there is a crime problem
  - A willingness in the community to fight back against crime if it is given the opportunity and motivation
  - Improved relationships between police, media, and the community

**Department of Children, Seniors and Social Development - Gov. of NL**  
PO Box 8700, St. John’s, NL A1B 4J6

**Tel:** (709) 729-0760  
**Adoption Division:** (709) 729-4691  
**Email:** CSSDInfo@gov.nl.ca

**Fax:** (709) 729-6382  
**Website:** [http://www.cssd.gov.nl.ca/](http://www.cssd.gov.nl.ca/)

**To report child abuse in the Metro Area:** (709) 729-4612 or (709) 729-4775 [after hours]

**Mandate:** The Department of Children, Seniors and Social Development is dedicated to providing a wide range of family-focused services with a concentration on nurturing strong, healthy communities.

**Target Population:** Children from birth to age 18 years and seniors

**Highlight of Programs / Services Offered:** The Department of Children, Seniors and Social Development is responsible for the provision and development of programs, policies, standards and services primarily related to the following Legislative Acts:
- **Children and Youth Care and Protection Act**
- **Adult Protection Act**
- **Adoption Act**
- **Youth Criminal Justice Act**
- **Young Persons Offences Act**
- **Inclusion Strategy Action Plan**
- **Poverty Reduction Strategy**
**Department of Justice and Public Safety - Gov. of NL**

PO Box 8700, St. John’s, NL A1B 4J6

**St. John’s Correctional Facilities:**

<table>
<thead>
<tr>
<th>Facility</th>
<th>Address</th>
<th>Phone</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>Her Majesty’s Penitentiary</td>
<td>PO Box 5459, St. John’s, NL A1C 5W4</td>
<td>(709) 729-1200</td>
<td>(709) 729-0409</td>
</tr>
<tr>
<td>St. John’s Lockup (c/o HMP)</td>
<td>PO Box 5459, St. John’s, NL A1C 5W4</td>
<td>(709) 729-3873</td>
<td>(709) 729-0376</td>
</tr>
<tr>
<td>St. John’s Youth Detention Centre</td>
<td>PO Box 5459, St. John’s, NL A1C 5W4</td>
<td>(709) 729-5041</td>
<td>(709) 729-0745</td>
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**Clarenville/Whitbourne Correctional Facilities:**

<table>
<thead>
<tr>
<th>Facility</th>
<th>Address</th>
<th>Phone</th>
<th>Fax</th>
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<tbody>
<tr>
<td>NL Correction Centre for Women</td>
<td>PO Box 1030, Clarenville, NL A5A 1E9</td>
<td>(709) 466-3101</td>
<td>(709) 466-3664</td>
</tr>
<tr>
<td>Newfoundland and Labrador Youth Centre</td>
<td>PO Box 40, Whitbourne, NL, A0B 3K0</td>
<td>(709) 759-2471</td>
<td>(709) 759-2611</td>
</tr>
</tbody>
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**St. John’s Court Facilities:**

<table>
<thead>
<tr>
<th>Facility</th>
<th>Address</th>
<th>Phone</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provincial Court, St. John’s – Atlantic Place</td>
<td>215 Water St, PO Box 68, St. John’s, NL A1C 6C9</td>
<td>(709) 729-1004 Option 1</td>
<td>(709) 729-0796</td>
</tr>
<tr>
<td>Supreme Court of NL – Trial Division</td>
<td>309 Duckworth St, PO Box 937, St. John’s, NL A1C 5M3</td>
<td>(709) 729-1004 Option 2</td>
<td>(709) 729-4319</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone</th>
<th>Fax</th>
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<tbody>
<tr>
<td>Inquire/Pay a Fine (Traffic)</td>
<td>(709) 729-1004 Option 3</td>
<td>(709) 729-3611</td>
</tr>
<tr>
<td>Dispute a Traffic Ticket</td>
<td>(709) 729-1004 Option 3</td>
<td>(709) 729-3611</td>
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<tr>
<th>Service</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Small Claims</td>
<td>(709) 729-1004 Option 4</td>
<td>(709) 729-3611</td>
</tr>
<tr>
<td>Transcripts</td>
<td>(709) 729-1004 Option 5</td>
<td>(709) 729-3611</td>
</tr>
</tbody>
</table>

Additional contact details and information can be found at [http://www.justice.gov.nl.ca/](http://www.justice.gov.nl.ca/).

**Mandate:**

The mandate of the Department of Justice and Public Safety derives primarily from the Executive Council Act. This mandate reflects the dual responsibilities of the Minister of Justice and the Attorney General for Newfoundland and Labrador. Reflecting the role and authority of the Attorney General, the Department of Justice and Public Safety provides legal services to the Crown including legal advice to departments, litigation, prosecution and legislative drafting services. While the Executive Council Act is the primary legislative authority for the Department of Justice and Public Safety mandate, the policies, services and programs are also governed by 105 pieces of legislation. The Department has sole responsibility for administering 94 of those, with shared responsibility for 11.

**Target population:** Offenders and victims as well as their families; public bodies and both the Supreme and Provincial Courts of NL.

**Highlight of Programs / Services Offered:**

- **ATIPP Office** oversees the implementation and coordination of the Access to Information and Protection of Privacy Act, 2015 by providing guidance and assistance to public bodies that are subject to the Act. This is done through training, providing advice and guidance as well as the development of policies, procedures, guides and educational resources.

- **Civil Division** is responsible for providing legal services to Provincial Government departments and agencies. These services include providing legal opinions, drafting commercial and financial documents, and representing the Provincial Government and its agencies in negotiations and civil actions before administrative tribunals, all levels of court and judicial inquiries.

- **Corrections and Community Services** has responsibility for offenders, as well as for victims of crime.
It is responsible for the safe and secure custody of young and adult offenders, for providing adult community corrections in the form of probation services, and for providing services to victims of crime.

- **Court Services** is responsible for providing infrastructure and administrative support to the Supreme Court of Newfoundland and Labrador and the Provincial Court of Newfoundland and Labrador.
- **Family Justice Services** is responsible for promoting dispute resolution outside the Court process in helping families resolve separation and divorce issues. The program assists parties in resolving custody, access and child support issues and offers parent information sessions, mediation, counselling, as well as recalculation of child support.
- **Office of the Legislative Counsel** provides legislative drafting services to government. Additionally, in conjunction with the Office of the Queen’s Printer and the House of Assembly, it ensures the publication and dissemination of provincial legislation.
- **Policing Services** are delivered through the province’s two policing agencies: the RNC and the RCMP. Through a broad range of policing services, both police forces are responsible for fostering and maintaining peaceful and safe communities.
- **Additional Enforcement Services** include: the Office of the High Sheriff, which provides administrative, jury and security services to the Supreme and Provincial Courts; the Support Enforcement Program, which collects and distributes court-ordered funds for support; and the Fish and Wildlife Enforcement Division, which focuses on protecting the province’s valuable fish and wildlife resources.
- **Public Prosecutions** is responsible for prosecuting all offences pursuant to the Criminal Code of Canada and provincial statutes. Prosecutors appear in every level of court in the province and in the Supreme Court of Canada. Public Prosecutions also provides legal opinions and advice on criminal and criminal-related matters to policing agencies and other government departments that enforce provincial statutes.

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**Egale – Canada Human Rights Trust**  
185 Carlton Street, Toronto, Ontario M5A 2K7

**Toll-Free:** 1-888-204-7777  
**Fax:** 1-888-990-0585  
**Website:** [https://egale.ca/](https://egale.ca/)

**Mandate:** To create a Canada, and ultimately a world, without homophobia, biphobia, transphobia and all other forms of oppression so that every person can achieve their full potential, free from hatred and bias.

**Target population:** All Canadians

**Highlight of Programs / Services Offered:** Founded in 1995, Egale Canada Human Rights Trust is Canada’s only national charity promoting lesbian, gay, bisexual, and trans (LGBT) human rights through research, education and community engagement.

- **My GSA:** A Gay-Straight Alliance (GSA) is an official student club with lesbian, gay, bisexual, trans, two-spirited, queer, and questioning (LGBTQ) and heterosexual student membership and one or two teachers who serve as faculty advisors.
  - Students in a school with a GSA know that they have at least one or two adults they can talk to about LGBTQ matters.
- **RHVP (Report Homophobic Violence, Period):** Today, the RHVP program has over 70 community partner organizations across Canada, and Egale Canada serves as the national and international dissemination partner, delivering training and materials.
  - The program engages victims of hate crimes, police services, and the broader community with the goal of improving the lives of victims who have been affected by hate crimes, reducing hate-
based victimization for the entire community, and building a safer atmosphere where victims of hate crimes have confidence that police will investigate their concerns thoroughly while treating them with respect and understanding.

- **Freedom Fund**: Worldwide, same-sex sexual relationships and/or LGBT identities are criminalized in 76 countries. For many LGBT individuals looking to escape violent and repressive regimes, Canada is seen as a unique bastion of hope.
  - Egale Canada Human Rights Trust’s Freedom Fund is an interest-free loan program to help LGBT refugees’ transition to a new life in Canada.
  - Funds can be used to cover the cost of rent, hydro, clothing, food and furniture. Loans must be paid back within twelve months so that other newcomers can benefit.

- **m.bodiment**: Fat-phobia, body shaming, and discrimination based on appearance are seen as detrimental to a person’s self-esteem, and in turn a potential danger to their health.
  - With this project, Egale is determined to open a dialogue about men’s bodies; gay, bi, trans, and queer men’s body image; mental health; and health and wellness.

- **OUTatNight**: A national fundraising and awareness campaign to engage Canadians on the crisis of LGBTQ2S youth homelessness and to support Egale’s work towards a related national strategy.
  - The campaign invites participants across the country to sleep outside on the night of May 30th, briefly experiencing the struggles that over 6000 LGBTQ2S youth experience in Canada every year.

- **You Can Play**: You Can Play works to ensure safety and inclusion for all who participate in sports, including LGBT athletes, coaches and fans.
  - You Can Play believes sports teams should focus on the athlete’s skills, work ethic, and competitive spirit, not their sexual orientation and/or gender identity.
  - Egale is the Canadian partner of You Can Play Inc.

- **Courage in the Face of Hate (CFH)**: In their continued fight to prevent discrimination, bullying and hate crimes based on sexual orientation, gender identity and/or gender expression, Egale Canada presents the project and feature video *Courage in the Face of Hate*.
  - Courage in the Face of Hate (CFH) aspires to reduce isolation amongst victims of hate crime, decrease the overall number of hate crimes motivated by sexual orientation, gender identity and/or gender expression, and build knowledge and awareness of the impact of victimization.

- **Safer & Accepting Schools**: Egale Canada Human Rights Trust is supporting Canada’s vision of safer and accepting schools for all by delivering free professional development workshops to every school.
  - You are encouraged to attend with a school team that includes at least one administrator, though individual attendance is also welcome.
  - These workshops are specifically designed for individuals who have had less exposure to LGBTQ issues.

- **OUTShine 2017**: OUTShine is designed as a Summit for youth and educators from secondary schools from across Canada who identify as LGBTQ2S or allied.
  - Youth in grades 7 & 8 can attend if their school also includes grades 9 – 12.
  - OUTShine 2017 will be held in Windsor, Ontario; OUTShine 2019 will be held in Fredericton, New Brunswick.

- **Corporate Equity Training**: Egale offers private, public and not-for-profit sector organizations reliable, high-quality training and development for professional, management and organizational development on both a local and national scale.
  - They aim to help clients develop the strategy, motivation and accountability required to foster LGBT inclusion and safer space.
  - Grounded in anti-racism and anti-oppression principles and practices, the Egale training & facilitation includes an evidenced-based, intersectional, systemic, organizational and human rights based approach to training design and delivery in LGBTQ inclusion.
Family Division - Supreme Court of Newfoundland and Labrador
21 King’s Bridge Road, St. John’s, NL A1C 3K4

Tel: (709) 729-2258 Email: familyinquiries@supreme.court.nl.ca
Fax: (709) 729-0784 Website: www.court.nl.ca/supreme/family/

Mandate: There are two levels of Family Court in Newfoundland and Labrador: Provincial and Supreme. The Supreme Court of Newfoundland and Labrador has two divisions – Family and General. The Provincial Court and the Supreme Court of Newfoundland and Labrador hear family matters dealing with custody, access, child support and spousal/partner support. However, only the Supreme Court has the authority to deal with divorce and the division of matrimonial/common law property.

Target Population: All members of society

Highlight of Programs / Services Offered: The Supreme Court of Newfoundland and Labrador Family Division has exclusive jurisdiction over all family matters arising on the Avalon Peninsula including the St. John’s metropolitan area. This means any family law applications arising in these areas must be filed with the Supreme Court of Newfoundland and Labrador Family Division. The Provincial Court in these areas does not accept family court applications. The Family Division provides services & information on topics such as:

- Separation and divorce
- Division of matrimonial/common law property
- Custody and access
- Child support and spousal/partner support
- Support enforcement
- Child protection
- Family Violence
- Tips on Going to Court
- Court Orders
- Interjurisdictional Support Orders
- Family Law FAQ
- Adoption

Also, view the My Support Calculator website to accurately calculate child & spousal support.

Family Justice Services (FJS) – Dept. of Justice and Public Safety, Gov. of NL
St. John’s Office - 285 Duckworth St, St. John’s, NL

A full listing of locations throughout the province can be found here.

Tel: (709) 729-1183 Website: http://www.court.nl.ca/supreme/family/fjs.html or http://www.justice.gov.nl.ca/just/legalassist/familyjustice.html

Mandate: FJS offers services that assist families in resolving custody, access and/or child support issues outside of court. FJS focuses on the needs of children and promotes mediation and dispute resolution outside of the court. During the process parties talk to a neutral person to explore ways to reach an agreement.

Target Population: Families in Newfoundland and Labrador who are involved in family law matters involving custody, access and/or child support.

Highlight of Programs / Services Offered: FJS offers free services which include:

- Parent information sessions
- Mediation in cases regarding custody, access, and/or child support
- Counselling services for families who are involved with FJS
- Recalculation of child support.

There are two ways to access Family Justice Services: a Request for Service or a Court Application:

- A Request for Service: When both parties want to work out an agreement outside of the court process, they may access mediation services with FJS. The Request
for Service Form is available online as well as at all court locations and FJS offices.

- **A Court Application**: Parties may choose to make a court application for child support, custody or access. The Court will forward a copy of your application to FJS. FJS will then contact both parties to determine if they are interested in mediation outside the court process. Parties can choose to go to court or remain at FJS to try mediation.

**Note:** FJS does not provide legal advice, process divorce applications, or assist with spousal support and the division of property.

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**Forensic Services – Eastern Health**
Eastern Health, Building 80, Pleasantville PO Box 13122, St. John's, NL A1B 4A4

**Contact:** Michael Sweeney, Program Manager **Tel:** (709) 777-3505

**Mandate:** To assist consumers of mental health and addictions services who are involved with the criminal justice system.

**Target population:** Individuals 18+ who have mental health and addictions problems and have come in conflict with the law.

**Highlight of Programs / Services Offered:**
- **North 4B** (709) 777-3535
  This Division is comprised of a 17 bed medium security unit with an interdisciplinary team which provides court ordered assessments, treatment for persons under the Prisons Act and detention and treatment of persons found unfit or not criminally responsible due to a mental disorder. The Division also offers an outpatient clinic to follow clients from the unit after discharge or after serving sentences.
- **Mental Health Court** (709) 777-3412
  Mental Health Court, Court Support Services is located in the community and is staffed by two Social Workers and two Psychiatric Licensed Practical Nurses. The program assists individuals 18 years and older, who have involvement with the justice system, to re-establish themselves in the community. Individuals are supported throughout the court process as well as after the charges have been dealt with.
- **Provincial Forensic Coordinator** (709) 777-3578
  Provincial Forensic Coordinator is a Social Worker who coordinates the care in hospital and in the community for all individuals found unfit to stand trial due to mental disorder and those found NCR-MD (not criminally responsible due to mental disorder).

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**Human Rights Commission – Dept. of Justice and Public Safety, Gov. of NL**
The Beothuk Building, 20 Crosbie Road, PO Box 8700, St. John's, NL A1B 4J6

**Tel:** (709) 729-2709 **Toll-Free:** 1-800-563-5808 **Website:** [www.justice.gov.nl.ca/hrc](http://www.justice.gov.nl.ca/hrc)

**Fax:** (709) 729-0790 **Email:** humanrights@gov.nl.ca

**Mandate:** To protect individuals from discrimination and harassment and to promote equality of opportunity in Newfoundland and Labrador through use of the Human Rights Act.

**Target Population:** Everyone within Newfoundland and Labrador.

**Highlight of Programs / Services Offered:**
- **Receiving, recording and investigating an individual’s written complaints** that allege violation of the **Human Rights Act** (based on one or more of the prohibited grounds of discrimination, which are: race, colour, nationality, ethnic origin, social origin, religious creed, religion, age, disability,
disfigurement, sex, sexual orientation, gender identity, gender expression, marital status, family status, source of income and political opinion)

- **Education and research** designed to eliminate discriminatory conduct.
- **Advising and helping** individuals, groups, organizations and governments on matters related to human rights.

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**John Howard Society of NL**

*See on page 26 under Housing or press CTRL+click on link above*

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**Justice Program – CMHA-NL (Canadian Mental Health Association NL)**

603 Topsail Road, St. John’s, NL A1E 2E1

**Contact:** Heidi Edgar, Justice Program Coordinator  
**Tel:** (709) 753-8550 Ext. 106  
**Toll-Free:** 1-877-753-8550 Ext. 106  
**HMP:** (709) 729-1268  
**Website:** [http://cmhanl.ca/services/justice-program/](http://cmhanl.ca/services/justice-program/)

**Mandate:** To provide individualized support services to persons diagnosed with a mental illness, concurrent disorder or dual diagnosis within the correction system and following release into the community in order to promote recovery and a reduction in recidivism.

**Target population:** Individuals with mental health issues who are involved in the corrections system.

**Highlight of Programs / Services Offered:**

- Provide in-reach to inmates at Her Majesty’s Penitentiary (HMP) for purposes of assessment and provision of support.
- To develop a community support plan with the inmate prior to release from HMP.
- To provide intensive case management service to 25 clients released from HMP and residing in the St. John’s region.
- During the individual’s incarceration, the coordinator and case managers will provide in-reach mental health counseling and advocacy, as well as a needs assessment to ensure the appropriate services are in place for release.
- Upon release from HMP, the Justice Program will meet the individuals “at the gate” and provide intensive case management in the community.
  - Case Management will assist with ensuring all the individuals basic needs are met such as housing, food, and services appropriate to the individual’s needs.
  - Intensive case management promotes independence and quality of life through the coordination of appropriate services and the provision of constant and on-going support as needed by the individual.
  - The direct involvement of the individual and the development of a caring, supportive relationship between the case manager and the individual are integral components of the intensive case management process.
  - Intensive case management is responsive to the individual’s multiple and changing needs, and plays a pivotal role in coordinating required services from across the mental health system as well as other service systems (i.e. criminal justice, developmental services and addictions).
**Mount Pearl Citizens' Crime Prevention Committee**  
26 Massey Crescent, Mount Pearl, NL A1N 2H2

Tel: (709) 368-7071   Email: rosalindpratt@nf.sympatico.ca   Website: http://ccpanl.ca/

**Mandate:** To reduce crime in the city of Mount Pearl and to promote partnerships and information sharing related to crime and crime prevention among community organizations. They also provide public education and awareness on community based crime prevention strategies.

**Target population:** All citizens in Mount Pearl of all ages and businesses that operate in Mount Pearl.

**Highlight of Programs / Services Offered:** Their main goal is to promote the safety and security of all citizens. The focus is to develop community wellness through crime prevention strategies which address the needs of the public, business, government and police. They act as a clearinghouse in Mount Pearl of information on best practices of community wellness through crime prevention. As well, they work with the police to advise the community and our municipal government on trends, strategies and priorities of crime prevention. Some of the programs of the committee over the last several years include:

1. **Two to three Senior Citizens Lunch and Learn Presentations each year** on topics relevant to seniors.
2. **Buddy Bench Program** in all Primary Schools in Mount Pearl.
3. **Halloween/Safety Skeleton Program** in Partnership with the City of Mount Pearl.
4. **Police Officer for a Day Program** with Middle School Students in Mount Pearl.
5. **Parking Lot Safety Program** in December of each year.
6. **Support on RNC D.A.R.E. Program** (Drug Abuse Resistance Education Program) each year.
7. **Partnership with City of Mount Pearl’s Neighbourhood Watch Program**.

Also see the listing for the St. John’s Citizens’ Crime Prevention Committee.

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**My Parents Live Apart - PLIAN**  
Public Legal Information Association of NL (PLIAN): 31 Peet St., Suite 227, Tara Place, St. John’s, NL A1B 3W8

Toll-Free: 1-888-660-7788   Email: info@publiclegalinfo.com   Website: http://myparentsliveapart.ca/

**Mandate:** To provide some basic information about family law and give young people an idea of the processes that parents may go through when they separate or divorce.

**Target population:** Young people whose parents are separating or going through a divorce.

**Highlight of Programs / Services Offered:**
The website acts as an information tool that may be helpful to answer some of the questions that can arise related to divorce or separation. Topics include:

- **Families & Change:** Your family is changing, but you’ll be OK.
- **Where’s my Place?:** When families go through separation or divorce, it’s normal to wonder where you’ll live.
- **Your Feelings are Real:** Kids experience many emotions when separation and divorce happen.
- **Do you Feel Safe?:** Safety is important in every family. You can get help if you feel unsafe.
- **What’s Child Support?:** Your parents are talking about child support. Learn what it is and what it means for you.
- **Family Law Dictionary:** You’ll hear a lot of new words when your parents are separating or divorcing. But what do those words mean?
- **Help is Here for You:** If you need help, there are people who are ready to talk to you and listen.

Additional resources are available in the form of **Videos** and **Printables**.
New Hope Community Centre - Salvation Army

See on page 77 under Employment or press CTRL+click on link above

NL Legal Aid Commission – Dept. of Justice and Public Safety, Gov. of NL

Main Office: Suite 300, 251 Empire Avenue St. John’s, NL A1C 3H9

Tel: (709) 753-7860, ext. 301 for reception
Fax: (709) 753-7851
Website: www.legalaid.nl.ca
Email: nlac@legalaid.nl.ca

Duty Counsel and Client Services Office
21 Kingsbridge Road St. John’s, NL
Tel: (709) 753-4614
Fax: (709) 753-4631

Legal Aid Mental Health Office
Suite 100, 251 Empire Ave.
Tel: (709) 726-8966

Legal Aid, Secondary Office
Suite 102, 251 Empire Ave.
Tel: 722-6981

Mandate: To help people with serious legal problems who are in financial need and cannot afford private counsel. Legal aid is funded by the Federal and Provincial governments and by the Law Foundation of Newfoundland and Labrador.

Target Population: Individuals who meet the financial requirements and require assistance with a legal matter that is covered by legal aid.

Highlight of Programs / Services Offered:

• Provides legal representation for the following types of legal matters: Criminal, Family, Youth, Immigration and Refugee matters, some Traffic Offences, and Child Protection Cases. For certain types of legal matters (Summary Conviction Offenses, Civil Claims, Child Support, Traffic Offences, and Immigration Matters) representation depends on the situation.
• The Legal Aid Commission takes a detailed look at the financial position of the individuals they represent to determine whether they can afford to cover a part of the cost.
• Legal Aid provides the services of lawyers (Duty Counsel) to individuals who do not have lawyers of their own. Duty Counsel will provide individuals with information and direction in the St. John’s Family Court and in the Criminal Division of all Provincial Courts. As well, at Family Court in St. John’s there is a Client Services Officer who can provide basic information about the court process, can help parties apply for a lawyer, and can help you fill out some of the court document.
• People with mental health challenges who have been charged with a criminal offence and who have to appear in the Provincial Court (Criminal Division) in St. John’s may be eligible to have their cases dealt with in the Mental Health Court. The Legal Aid Commission has a Mental Health Office which can provide assistance to people who are having difficulties with the legal system including the Mental Health Court.

NL Sexual Assault Crisis and Prevention Centre

31 Peet Street, Suite 223, St. John’s, NL A1B 3W8

Tel: (709) 747-7757  Email: info@endsexualviolence.com
Fax: (709) 747-7758  Website: www.endsexualviolence.com

24-hr Crisis, Support, and Information Line (Toll-Free): 1-800-726-2743
**Mandate:** To provide non-judgmental support and services to anyone impacted by sexual violence; work toward prevention and eradication of sexual violence through public education and awareness campaigns.

**Target Population:** Support services are provided to anyone over the age of 15 regardless of gender or sexuality.

**Highlight of Programs / Services Offered:**
- **24 hour local and provincial support** and information telephone lines.
  - Short term in-person peer support (confidential).
  - Appointments can be made by calling the centre.
- **Accompaniment** to medical and legal procedures.
- **Referrals** to professional and community supports throughout the province.
- **Educational workshops** covering topics such as:
  - Sexual assault and the law
  - The meaning of consent
  - Healthy vs. unhealthy relationships
  - Body image and self-esteem
  - Sexual harassment
- **Men's committee** for men who want to raise awareness of sexual violence issues.
- **Accessible written resources** (large print, plain language) on sexual violence topics; mailings throughout the province.
- **Crisis Line Volunteer Training**
  - If you are interested in receiving an application or learning more about what it looks like to volunteer with NLSACPC, e-mail Mary at sva@endsexualviolence.com or call 747-7757.
  - Volunteers are available 24/7 to support anyone who has been impacted by sexual violence.

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**NL Youth Secure Custody — Dept. of Justice and Public Safety, Gov. of NL**

Confederation Building, 4th Floor, East Block, PO Box 8700, St. John's, NL A1B 4J6

Tel: (709) 729-3880
Fax: (709) 729-5100
Website: [http://www.justice.gov.nl.ca/just/department/branches/division/division_youth_secure_custody.html](http://www.justice.gov.nl.ca/just/department/branches/division/division_youth_secure_custody.html)

**St. John’s Youth Detention Centre**
30 Parade St. PO Box 5085
St. John’s, NL A1C 5V3
Tel: (709) 729-5041
Fax: (709) 729-0745

**NL Youth Centre**
PO Box 40
Whitbourne, NL A0B 3K0
Tel: (709) 759-2471
Fax: (709) 759-2611

**Pre-Trial Services Program**
30 Parade Street, PO Box 5085
St. John’s, NL A1C 5V3
Tel: (709) 729-5041
Fax: (709) 729-0745

**Mandate:** To operate an effective system of residential secure custody and remand services; to deliver a Pretrial Services Program (bail supervision) as an alternative to having accused youth remanded into custody; as well as delivery of a diverse range of offender programs in custody to assist youth in successfully integrating in the community after release from custody.

**Target Population:** Youth

**Highlight of Programs / Services Offered:**
- The **Newfoundland and Labrador Youth Centre (NLYC)** is the Provincial Secure Custody and Remand Facility for the province of Newfoundland and Labrador. The NLYC aims to deliver a diverse range of offender programs in custody to assist youth in successfully re-integrating in the community after release from custody. Programs offered to youth in custody include:
  - Academic Program K to 12, Psychiatric Services, Vocational Programs, Psychological Services,
Social Work Services, Recreation Programs, Nursing Services, Pastoral Care Services, and Medical Clinics

• The St. John’s Youth Detention Centre (SJYDC) is a place of temporary holding to detain youth who are arrested and held overnight in the St. John’s area. The SJYDC is also used for family visits, professional appointments, counselling sessions and court appearances of youth who are residents of the Newfoundland and Labrador Youth Centre.

• The Pre-Trial Services Program is an alternative to the pre-trial detention of young persons who are charged in Youth Justice Court in the jurisdiction of St. John’s and surrounding area. The primary goal of the Pre-Trial Services Program is to reduce the amount of time a youth is detained in custody pending trial by providing verified information to the Youth Justice Court at each stage of the bail hearing combined with community supervision and programming while under the jurisdiction of a judicial interim release order.

Pre-Trial Services Program – Dept. of Justice and Public Safety, Gov. of NL
30 Parade Street, PO Box 5085, St. John’s, NL A1C 5V3

Tel: (709) 729-5041  Contact: Gordon Critch, Program Coordinator  Tel: (709) 689-6352
Fax: (709) 729-0745  After hours: (709) 689-6351/5303  Email: gordoncritch@gov.nl.ca
Website: www.justice.gov.nl.ca/just/corrections/pre_trial_services.html

Mandate: The primary goal of the Pre-Trial services program is to reduce the amount of time a youth is detained in custody pending trial by providing verified information to the Youth Justice Court at each stage of the bail hearing, combined with community supervision and programming while under the jurisdiction of an interim release order.

Target Population: All male and female youth who are held in custody and between the age of 12 years to 18 years appearing for a bail hearing or requesting a bail review

Highlight of Programs / Services Offered: To apply, you need a referral from the crown prosecutor or from youth’s defense council. The program has three components:

• Verification: determines the eligibility of the youth from the program by verifying the information the youth is providing to the court through collateral contacts in his/her application for bail.

• Supervision: is provided following the release of a youth on bail with a court ordered supervision condition to P.T.S.P to ensure the youths compliance with the conditions of the release order; to ensure the youth follows the daily program that has been developed; to ensure the community safeguards are continuing to be met; and to monitor that the regime of supervision is acceptable.

• Review: should a youth be denied bail, to assist and facilitate a judicial circumstances change and/or mandatory review dates reached.

Provincial Advisory Council on the Status of Women NL
15 Hallett Crescent, Suite 103, St. John’s, NL A1B 4C4

Tel: (709) 753-7270  Toll-Free Tel: 1-877-753-7270  Email: info@pacsw.ca
Fax: (709) 753-2606  Website: http://pacsw.ca/

Mandate: The Council reports to the Minister Responsible for the Status of Women. Their mandate is to:

• Advise the minister on those matters relating to the status of women that the minister refers to the advisory council for consideration.

• Advise the minister on those matters relating to the status of women that the advisory council feels appropriate.

• Bring before the government and the public matters of interest and concern to women.
Establish the general policies that will govern the organization, administration and operation of the advisory council.

**Target population:** Women’s policy office, women’s groups, community and other equality-seeking organizations which share an agenda to advance women’s equality.

**Highlight of Programs / Services Offered:**
The current focus of the Council is related to the economic and social security of women.

- Poverty and economic instability are systemic barriers for many women throughout our province and efforts to address these issues are key components in advancing the status of women.
- Social security is the cornerstone to living in positive and safe communities.
  - Justice services, housing, safety, leadership at all levels, healthy relationships, youth development, social media, healthcare, cultural and environmental sustainability are all critical social security elements that help reduce violence and contribute to women’s equality.

The advisory works closely with the Women’s Policy Office, which is located within Executive Council of Newfoundland and Labrador Government. The Policy Office was established in 1985 to develop and expedite Government policies and programs to enhance the social and economic status of women. Staff reporting to the Minister Responsible for the Status of Women:

- Support the development of programs and policies to advance the status of women in the province.
- Ensure that the impact on women of all legislation, policies and programs is brought to the attention of the Minister Responsible for the Status of Women, Cabinet Committees and departments.
- Monitor and review programs and other activities of government departments and agencies to ensure compliance and conformity with the government policy of improving the status of women.
- Liaise with provincial government departments and agencies, other governments and advisory councils and women’s organizations on all issues affecting women.

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**Public Legal Information Association of NL**

Suite 101, Tara Place, 31 Peet Street, St. John’s, NL A1B 3W8

Tel: (709) 722-2643     Toll-Free Tel: 1-800-660-7788     Website: [http://www.publiclegalinfo.com](http://www.publiclegalinfo.com)
Fax: (709) 722-0054     Email: info@publiclegalinfo.com [http://myparentsliveapart.ca/](http://myparentsliveapart.ca/)

**Mandate:** To educate Newfoundlanders and Labradorians about law and legal issues. To provide public legal education and information services with the intent of increasing access to justice

**Target Population:** All members of society

**Highlight of Programs / Services Offered:**
- Lawyer Referral Service
- Community Information Sessions
- Publications
- School Presentations
- Legal Information Line
- Links to other Legal Education Societies across Canada
- Youth Justice Camps
- Public Legal Education Association of Canada (PLEAC)
- [My Parents Live Apart](http://myparentsliveapart.ca/)
- Links & Resources
**Royal Canadian Mounted Police (RCMP) - Provincial Headquarters**

100 East Whitehills Rd, PO Box 9700, St. John’s, NL A1A 3T5

Tel: (709) 772-5400  
Toll Free (Non-emergency): 1-800-709-7267  
Website: [www.rcmp-grc.gc.ca/nl/index-eng.htm](http://www.rcmp-grc.gc.ca/nl/index-eng.htm)

**Mandate:** To prevent and investigate crime, maintain order, enforce laws on matters as diverse as health and the protection of government revenues; to contribute to national security; to ensure the safety of state officials, visiting dignitaries and foreign missions; and to provide vital operational support services to other police and law enforcement agencies. Priority areas for the RCMP of Newfoundland and Labrador are traffic services and family violence.

**Target Population:** All members of society

**Highlight of Programs/Services Offered:**
- Amber Alert
- Atlantic Region Integrated Technological Crime Unit
- Auxiliary Constables
- Commercial Crime Section
- Patrol Vessel Murray
- Provincial Emergency Unit
- Helicopter (Air Support and Surveillance)
- Police Dog Services
- Traffic Services
- Emergency Response Team
- Underwater Recovery Team
- Drug/Organized Crime Officers
- Tactical Troop
- Violent Crime Linkage Analysis System
- Major Crime Unit

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**Royal Newfoundland Constabulary (RNC)**

1 Fort Townshend, St. John’s, NL A1C 2G2

Tel: (709) 729-8000  
Email: contactrnc@rnc.gov.nl.ca  
Website: [www.rnc.gov.nl.ca](http://www.rnc.gov.nl.ca)

**Mandate:** The RNC’s mission statement is: Safer Communities through Policing Excellence

**Target Population:** All members of society

**Highlight of Programs/Services Offered:**
- Amber Alert
- Junior Police Academy
- STRIVE (Students Taking Responsibility In Violence Education)
- DARE (Drug Abuse Resistance Education)
- Neighborhood Watch
- Armed Robbery Prevention
- Shoplifting Prevention
- Crime Prevention for Businesses
- Internet Safety
- Identity Theft
- Bike Safety

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**Safe Harbour Outreach Project (S.H.O.P)**

St. John’s Women’s Centre, 170 Cashin Avenue Extension, St. John’s, NL A1E 3B6

Office: (709) 753-0220  
Fax: (709) 722-3184  
Program Coordinator: 709-771-1077  
Community Outreach: 709-771-7171

**Website:** [http://sjwomenscentre.ca/programs/shop/](http://sjwomenscentre.ca/programs/shop/)  
Facebook: [https://www.facebook.com/SHOPoutreach/](https://www.facebook.com/SHOPoutreach/)
WOW (Warn Other Workers) Line (24/7): 1-800-726-2743
Twitter: @sexworkoutreach

Mandate: S.H.O.P. exists to advocate for the human rights of sex workers. They know that there are many different lived experiences in sex work as there are sex workers. They firmly believe that sex workers are experts of their own lives, and everything they do is rooted in that philosophy. S.H.O.P. believes in:

- The value of sex workers and their self determination
- The power of harm reduction
- The pursuit of social justice

Target Population: S.H.O.P. serves women for whom sex work is an occupation. They also serve women who are in the industry not by choice, who are wishing to exit. S.H.O.P. supports everyone who identifies as a current or former sex worker, regardless of industry sector area—this means that they are there for dancers, street level workers, in and out call workers, web cam workers, phone workers, independent escorts, those who work in massage parlors, and more.

Highlight of Programs / Services Offered:

- One-on-one individual support, including home visits and accompaniments to appointments.
- Distribute safer sex supplies and clean drug use supplies
- Peer drop-ins
- Weekly community meals
- Street outreach
- Healthcare supports
- Public education and training
- Workshops and info sessions
- System navigation and referrals
- Advocacy

Salvation Army Correctional and Justice Services
21 Adams Avenue, St. John’s, NL A1C 4Z1

Tel: (709) 726-0986 Contact: Nic Dobson, Correctional Chaplain Cell: (709) 746-4163
Fax: (709) 576-7034 Email: nic_dobson@can.salvationarmy.org

Mandate: To extend our caring and compassion; support and practical assistance to everyone who willingly or unwillingly comes in conflict with the law (within the criminal justice system) regardless of age, color, gender orientation or religious affiliation.

Target Population: All ages, male and female

Highlight of Programs / Services Offered:

- Pastoral care, support/counseling, including visitation to families upon request
- Professional programs offered to assist female inmates – Post release support offered as requested
- Communities: referrals to professionals/organizations having resources to meet individual specific needs, i.e.: food, clothing, housing, lawyers, counseling, etc.
- Court: placement and supervision provided for offender community service hours, as ordered by court, probation officer or self-referrals accepted
- Volunteer Program
- Pre- and post-release male offender re-integration programs
- Critical incident stress management intervention
- Suicide intervention
Sexual Assault Nurse Examiner Program (SANE) - Eastern Health

*St. Clare’s Mercy Hospital: 154 LeMarchant Rd., St. John’s, NL A1C 5B8*

**SANE Coordinator Office:** (709) 777-5865
**St. Clare’s Emergency Room (24hr) SANE on call:** (709) 777-5501

**Mandate:** To provide healthcare services to individuals who have been sexually assaulted.

**Target Population:** ALL genders who are 16 or older

**Highlight of Programs / Services Offered:**
If you have been sexually assaulted and you visit the emergency department at St. Clare’s Mercy Hospital in St. John’s, a Sexual Assault Nurse Examiner can be called to both support and examine you, 24/7.

- **With your consent**, the nurse examiner will: **ask questions** about the assault; **collect evidence** with your permission; do a **physical and pelvic or genital examination** to look for injuries and **collect specimens**; **provide you with resources for counselling services** and **provide clothing** if you need it.

- **You have several choices** and any choice you make will be **respected and supported** by the SANE nurse:
  - You can be **examined** carefully, given **medical treatment and medications** to prevent pregnancy and sexually transmitted infections, or
  - You can be **examined** carefully, given **medical treatment and medications** to prevent pregnancy and sexually transmitted infections and have **evidence collected to be frozen** up to one year if you don’t want to report the sexual assault immediately, or
  - You can be **examined** carefully, given **medical treatment and medications** to prevent pregnancy and sexually transmitted infections and have **evidence collected and given to the police immediately**.
  - **There is NO CHARGE for this service.** You can decide how you want to handle the assault. It is your decision, and **the nurse examiner will not force you to do anything** you do not want to do.

- **You DO NOT have to report to the police to access SANE services** and the **police ARE NOT present during the exam.**

- **You can call the NL Sexual Assault Crisis and Prevention Centre for additional information, support and/or accompaniment to the hospital for the SANE examination.**
  - Sexual Assault Crisis and Prevention Centre: (709) 726-1411 or 1-800-726-2743 (toll-free)

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**Sexual Harassment Office – Memorial University**

ER 6039, Earth Sciences Bldg., Memorial University of NL, St. John’s, NL A1C 5S7

**Tel:** (709) 864-8199 (Students may call collect if necessary)  **Sexual Harassment Advisor:** (709) 864-2015
**Contact:** Rhonda Shortall  **Email:** rshortall@mun.ca  **Website:** www.mun.ca/sexualharassment/

**Mandate:** To ensure the health, safety and security of every member of the university community and all campus visitors. The University’s Sexual Harassment Office provides information on sexual harassment and sexual assault to all members of the University community including students, faculty, staff and visitors. The Office works to break down the barriers to reporting by ensuring the 3 C’s—Control, Consent, and Confidentiality of your information, and:

- Prevent sexual harassment and sexual assault through education.
- Mitigate the effects of sexual harassment and sexual assault.
- Identify methods for timely resolutions of complaints of sexual harassment and sexual assault which may or may not arise at Memorial University.

**Target population:** All members of the university community on all campuses and institutes of Memorial.

**Highlight of Programs / Services Offered:**
- Providing confidential consultations, educational sessions and training (e.g. Policy and Procedures, First Responder training, healthy relationships, Go Abroad pre-departure, etc.), and facilitation of timely response and resolution of concerns and complaints.
- Offers both formal and informal resolution options to choose from. You can come to our office for support or to simply ask questions without having to file a complaint.
- The Sexual Harassment Advisor can:
  - Facilitate interim accommodations as needed.
  - Support you in making an informed decision regarding resolution.
  - Provide information.
  - Facilitate referral(s) to other supports both on and off campus as requested.

**Sheriff's Office – Dept. of Justice and Public Safety, Gov. of NL**
319 Duckworth Street, PO Box 5429, St. John's, NL A1C 5W2

Tel: (709) 729-4646  Helpline for Online Registry: (709) 729-1880 or 1-800-699-7199
Fax: (709)729-2157  Website: [https://jer-remote.justice.gov.nl.ca/](https://jer-remote.justice.gov.nl.ca/) or [http://www.justice.gov.nl.ca/just/department/branches/division/division_sheriffs_office.html](http://www.justice.gov.nl.ca/just/department/branches/division/division_sheriffs_office.html)

**Mandate:** To provide such services as the law requires of the Sheriff’s Office, for the good of and on behalf of all the people of Newfoundland and Labrador. The Sheriff’s Office commits to their motto of “Service Above All” and uses it to provide an anchor for their actions.

**Target Population:** Anyone involved in the justice system: members of the government, legal aid, law firms, and the general public.

**Highlight of Programs / Services Offered:**
- The Office maintains the province’s Judgment Enforcement Registry and administers the civil enforcement process in the province. This includes the attachment and seizure of real and personal property.
- The Office is also responsible for the service of court documents, the service of civil and criminal process and the administration of the Jury System by maintaining the province’s jury list and summoning prospective jurors.
- The Office handles the security of the Courts and the escorting of accused and convicted persons.
- It also enforces the decisions of the province’s Residential Tenancies Board.
- When requested, the Office collects monies on behalf of the province’s Support Enforcement Agency and the Fines Administration Office.

**St. John’s Citizens’ Crime Prevention Committee**
35 Boyle Street, St. John’s, NL A1E 2H4

Tel: (709) 427-0879  Fax: (709) 368-3559  Email: nlcrimeprevention@gmail.com  Website: [http://ccpanl.ca/](http://ccpanl.ca/)

**Mandate:** To highlight and promote crime prevention strategies in our province. A second mandate is to promote partnerships and information sharing among community organizations related to crime prevention. Their slogan, “By Working Together – We Can Make a Difference”, encourages everyone in the province to take responsibility for ensuring that we all live in a crime free environment.

**Target Population:** Citizens of all ages of the Province of Newfoundland and Labrador.

**Goals and Objectives:** The Association operates with the following goals and objectives:
1. To act as the governing body for and promote interaction among Citizens’ Crime Prevention Committees in Newfoundland and Labrador.
2. To promote the development of both province-wide and localized education programs relative to “Safer Homes - Safer Communities”;
3. To encourage and support provincial and federal legislation relative to “Safer Homes - Safer Communities” and especially as it pertains to the social development model;
4. To promote and provide assistance in the formation of new Citizens’ Crime Prevention Committees in Newfoundland and Labrador;
5. To identify problem areas relative to crime prevention and to work in association with law enforcement agencies and other organizations in developing programs aimed at solving these problems.

The association has formed partnerships with the two major police forces in the province, the RNC and the RCMP. By working closely together, the association has been able to ensure that all areas of the province have access to crime prevention committees if they desire.

Highlight of Programs / Services Offered: Since its conception in 1988 member committees of the association have undertaken literally thousands of crime prevention projects in their communities. The local citizens’ groups identify problems in the area and work to try to eliminate those problems. The provincial association is there to offer whatever support is needed. The provincial government also acts as a lobbying. Some of the projects undertaken are:
1. The Rachel Challenge Program for students in grades K-12
2. The Tommy Province Wide Anti-Violence Program for students in grade K-3
3. Seminars on Domestic Violence
4. Education sessions for Parents On: Alcohol and Drugs and Pornography on the Internet
5. Suicide and Teen-Parent Manipulation Training Seminars
6. Education Sessions for Seniors on Fraud, Elder Abuse and How to Protect Yourself

Also see the Mount Pearl Citizens’ Crime Prevention Committee listing.

The Journey Project

Kevin O’Shea, Executive Director—PLIAN
Tel: (709) 722-4745
Email: director@publiclegalinfo.com

Nicole Kieley, Executive Director—NLSACPC
Tel: (709) 747-7757
Email: executivedirector@endsexualviolence.com

Website: http://publiclegalinfo.com/?p=1202

Mandate: A three-year partnership between PLIAN and NLSACPC designed to enhance supports and responses for survivors of sexual violence, particularly within the justice system.

Target population: Survivors of sexual violence in Newfoundland and Labrador.

Highlight of Programs / Services Offered:
- **Legal Outreach Coordinators** will conduct outreach, training and engagement that is provincial in scope and survivor centered. **Key deliverables** include: developing and delivering trauma-informed training to justice system personnel, including lawyers, judges, court staff, and police officers, along with other front-line service providers.
- An additional component will involve the implementation of a trauma-informed counseling pilot program through the NLSACPC to help meet the comprehensive needs of survivors.
- The final component of this project involves focusing on the needs of survivors of sexual violence that are also living with a disability. Individuals living with disabilities often face an increased vulnerability to sexual violence yet face more barriers when accessing the justice system. This component of the project will involve outreach to the disability community and disability serving organizations throughout the province and developing training and supports with a disability inclusion lens.
The Law Society of NL
196-198 Water Street, P.O. Box 1028, St. John’s, NL A1C 5M3

Tel: (709) 722-4740         Fax: (709) 722-8902         Email: thelawsociety@lawsociety.nf.ca
Fax: (709) 722-0054
Website: http://www.lawsociety.nf.ca/

Mandate: To regulate the practice of law and the legal professional in the public interest by the Law Society Act.

Target population: Lawyers and the public.

Highlight of Programs / Services Offered:
- The Law Society is the sole regulatory body for all lawyers in the province. They serve the public interest by promoting a high standard of legal services and professional conduct and by ensuring that its method of regulation is dynamic and responsive to the challenges of a changing profession.
- The Law Society may act as an advocate on issues that affect the public interest in the practice of law.
- The Law Society offers public services such as:
  - A Law Library which provides members of the public with free access to legal resources.
  - A comprehensive online directory with lawyer contact information.
  - A program which receives and responds to allegations about lawyers.
  - An Assurance Fund which helps clients who have lost money because of the misappropriation or conversion of funds or property by a lawyer.
  - In the event your lawyer is unable to continue working on a particular case, the Law Society will apply to the court for a custodian to manage the lawyer’s practice. Information about how this process works can be found in the section regarding custodianship.
  - Information to assist members of the public may be found in the lawyers’ fees section.

Victim Services – Dept. of Justice and Public Safety, Gov. of NL
3rd Floor, Atlantic Place, 215 Water Street, PO Box 8700, St. John’s, NL A1B 4J6

Tel: (709) 729-0900         Email: victimservices@gov.nl.ca
Fax: (709) 729-0053         Website: www.victimserviceshelp.ca

Mandate: A free, voluntary and confidential justice service for victims of crime. Every situation is unique and the services reflect each individual’s needs. Whether it’s deciding to report an incident to the police, guidance through the court process or follow up after sentencing, they help individuals to explore options and to provide them with the information, support and understanding needed.

Target Population: Victims of crime; all ages

Highlight of Programs / Services Offered:
For Adults:
- General information about the criminal justice system to help understand how it works
- Updated information on what is happening with the court matter
- Court preparation
- Help with preparing a Victim Impact Statement
- Identifying and referring clients to specialized community resources, if needed
- Providing emotional support and short-term counseling while dealing with victimization and the court process

For Children (Under 16) victims or witnesses:
• General information on the criminal justice system to help understand how it works
• Charges must be laid in order to access services and caregiver consent is required
• Updated information on what is happening with the court matter
• Court preparation
• Help with preparing a Victim Impact Statement
• Assessments and referrals for therapeutic counseling for child witnesses and their families if deemed necessary
• Information for families to help support/prepare children involved with the court process

Waypoints

See on page 39 under Housing or press CTRL+click on link above

Youth Corrections – Dept. of Children, Seniors and Social Development, Gov. of NL
Youth Services Site, 12-16 Carter’s Hill Place, St. John’s NL A1C 6N5

Main Office: (709) 729-5041
Fax: (709) 729-0745

Mandate: To provide services to youth who come into conflict with the law between their 12th and 18th birthdays. The responsibility for the delivery of young offender services rests with the local Children, Seniors and Social Development offices, with the exception of Secure Custody and Remand Services, which are operated by the provincial Department of Justice and Public Safety.

Target Population: 12-18 year olds who have come into conflict with the law

Highlight of Services/Programs Offered:
The Youth Corrections Division administers correctional services for youth in the Province and is comprised of two branches: Youth Secure Custody and Pre-Trial Services Program.

Youth Secure Custody
Tel: (709) 729-3880
Fax: (709) 729-5100

• An effective system of residential secure custody and remand services
• Delivery of a diverse range of offender programs in custody to assist youth in successfully re-integrating in the community after release from custody
• Delivering a Pretrial Services Program (bail supervision) as an alternative to having accused youth remanded into custody.
• Click here for contact info.

Pre-Trial Services Program
Tel: (709) 729-5041
Fax: (709) 729-0745

• An alternative program within the Department of Justice and Public Safety, Secure Custody Division serving the St. John’s Youth Court. This program serves as an alternative to the Pre-Trial detention of youth. The Pre-Trial Services Program operates seven days a week, from 9 a.m. to 12 midnight.
• All youth who are held in custody between the ages of 12-18 appearing for a bail hearing or requesting a bail review are eligible. Requires a Referral from the crown prosecutor or from the youths’ defense counsel.
• The Program helps to reduce the number of youth who are detained while awaiting trial, and also reduce the amount of time a youth is detained in custody pending trial by providing verified information to the Youth Justice Court at each stage of the bail hearing; combined with community supervision and programming while under the jurisdiction of the interim release order.
• Youth Corrections Social Workers and other staff perform duties such as: provide supervision to youth serving a variety of court-ordered sentences; prepare reports to assist in the decisions of the Youth Justice Court; engage in professional social work assessments, service planning, and individual, family and group counselling; and assist in program development and community mobilization.
• Social workers generally provide **supervision and supportive services** to youth serving the following types of sentences: **supervised probation**; **community service order** (work for the community); **personal service order** (work for the victim); **custody and supervision order**; and **deferred custody and supervision order**.

• In addition, social workers may provide **preventative services** to young persons who are at risk of conflict with the law, or **after-care services** with those who have completed youth sentences. Such services are offered on a **strictly voluntary basis**.

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**Youth Diversion Program – Dept. of Children, Seniors and Social Development, Gov. of NL**

PO Box 7392, Station C, St. John's, NL, A1E 3Y5

**Contact**: John Kennedy  
**Tel**: (709) 729-4412  
**Fax**: (709) 729-4402

**Mandate**: To enable youth to make amends for their first-time offense; to educate youth about the consequences of breaking the law; and to prevent youth crime through community awareness education

**Target Population**: Youth offenders 12-18 who have been accused of and admitted responsibility for their first-time offense

**Highlight of Programs / Services Offered:**

• The program acts as an alternative to the court system such that the young person can take responsibility for and make amends for their first-time offense without receiving a criminal record.

• The program requires the young person to attend a mediation session if the victim requests such a session.

• The victim, a volunteer mediator and the young person then negotiate a Youth Diversion Contract which may outline some of the following conditions: verbal or written apology to the victim; community service; personal service to the victim; education sessions based on the nature of the offense; completion of essay relating to offense; charitable donation; completion of learning resource material; financial compensation for the victim; other terms deemed suitable.

• If there is no direct victim, a delegate is assigned to outline the conditions of the contract.

• The Diversion Social Worker works with the young person to ensure that the contract is completed.
LEARNING

Academy for Mathematics & English

St. John’s Centre  Paradise Centre
386 Stavanger Drive  1492 Topsail Road
St. John’s, NL A1A 5S6  Paradise, NL A1L 1P9
Tel: (709) 733-6284  Tel: (709) 782-6284

Website: http://www.tutoringacademy.ca/

**Mandate:** To help kids succeed—over the last 24 years, they have touched students coast to coast.

**Target population:** Kindergarten to University/College

**Highlight of Programs / Services Offered:**
- From Kindergarten to University/College entrance level in Mathematics
- From Kindergarten to Grade 8 in Language Arts (English)
- From Grade 11 to University/College entrance level in Science (Chemistry and Physics)
- Known as the “Math Tutoring Specialist” because of amazing results
- Li’l Learners program for students from 4-6 years old
- Support for High School credit courses online with Canada eSchool
- A full list of services is available here

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Achieva Educational Services

49-55 Elizabeth Ave., Suite 201A, St. John’s, NL A1A 1W9

**Office Tel:** (709) 237-8393  **Office Email:** info@achievaeducation.ca
**Owner Cell:** (709) 746-8393  **Owner Email:** bonnie@achievaeducation.ca
**Fax:** (709) 579-9235  **Website:** http://www.achievaeducation.ca/

**Mandate:** Implementing Tutoring Programs and After School Programs with flexibility in mind, working with the student to increase confidence and grades.

**Target population:** Kindergarten to Post-Secondary students

**Highlight of Programs / Services Offered:**
Achieva’s Tutoring Model is based on a principle of Best Fit Pairing.
- **After School:** Exciting, fun activities designed to build creative minds.
- **Tutoring for Primary/Elementary School:** Tutoring in core subjects and specialized tutorials for an added advantage.
- **Tutoring for Junior High and High School:** Tutoring in a broad range of subjects for all student needs.
- **Tutoring for Post-Secondary:** Gain confidence to deal with heavy workloads and tip the scale towards success.

To apply, visit their website here.
**Association for New Canadians (ANC)**  
*See on page 15 under Housing or press CTRL+click on link above*

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**Association of Early Childhood Educators NL**  
Unit 19, 50 Pippy Pl, PO Box 8657, St. John's, NL A1B 3T1  
Tel: (709) 579-3004/3028  
Toll-free: 1-877-579-3004/3028  
Fax: (709) 579-0217  
Email: aecnadmin@bellaliant.com  
Website: [http://www.aecn.ca](http://www.aecn.ca)

**Mandate:** AECE NL is a non-profit organization dedicated to professionalism in Early Childhood Education (ECE) and to quality child care and education for young children.

**Target Population:** Early childhood educators and other child care practitioners

**Highlight of Programs / Services Offered:**
- Promote a sense of pride in and commitment to the profession of Early Childhood Education
- Provide awareness of what constitutes quality care and education for children
- Inform parents, the community, and policy makers of the value of Early Childhood Education
- Provide a strong voice for quality child care and education on behalf of children and their families
- Provide a forum for discussion of issues pertaining to the well-being of children
- Facilitate communication of issues related to the profession
- Provide ongoing professional development
- Advocate for improved wages and working conditions for Early Childhood Educators
- Encourage the development of, and provide support for regional branches
- Liaise with other related organizations

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**Autism Society of NL**  
*See on page 44 under Recreation or press CTRL+click on link above*

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**Boys and Girls Club of St. John’s**  
*See on page 46 under Recreation or press CTRL+click on link above*

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**Brighter Futures Coalition of St. John’s**  
Suite 200, Nuport Building, 44 Torbay Road, St. John’s, NL A1A 2G4  
Tel: (709) 739-8096  
Email: mabs@brighter-futures.net  
Fax: (709) 739-8097  
Website: [www.brighter-futures.net](http://www.brighter-futures.net)

**Mandate:** To provide quality programs and services for families in need. These programs promote the healthy birth, growth and development of children aged 0-6 and their families

**Target Population:** Children 0 – 6 years
Highlight of Programs / Services Offered:

- Parents and Tots Playgroup
- *Healthy Baby Club*
- Science Program
- Physical Activity
- Baby Groups
- Parenting Programs
- *Cooking for Kids*
- *Mother Goose*

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**Buckmasters Circle Community Centre**

*See on page 47 under Recreation or press CTRL+click on link above*

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**Canadian Federation of Students**

*See on page 88 under Justice or press CTRL+click on link above*

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**Canadian Red Cross**

17 Majors Path, St. John's, NL A1A 429

<table>
<thead>
<tr>
<th>Tel: (709) 758-8400</th>
<th>Contact: Rhonda Kenney</th>
<th>Website: <a href="http://www.redcross.ca">http://www.redcross.ca</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Fax: (709) 758-8417</td>
<td>Email: <a href="mailto:rhonda.kenney@redcross.ca">rhonda.kenney@redcross.ca</a></td>
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**Mandate:** To improve the lives of vulnerable people by mobilizing the power of humanity

**Target Population:** Those who are the most vulnerable in Canada and around the world

**Highlight of Programs / Services Offered:**

- The Newfoundland and Labrador Region of the Canadian Red Cross has been providing community-based, volunteer-driven services for over 50 years. Red Cross delivers core programs such as disaster services, injury and abuse prevention, first aid and CPR training, water safety/swimming, healthcare equipment loans and international programming.
- The Newfoundland and Labrador Region offers a variety of unique, community-based services to help ensure the well-being and human dignity of those in our province.

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**Career Development and Experiential Learning (CDEL) – Memorial University of NL**

*See on page 70 under Employment or press CTRL+click on link above*

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**Choices for Youth**

*See on page 18 under Housing or press CTRL+click on link above*

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**Community Centre Alliance**

*See page 72 under Employment or press CTRL+click on link above*
Conservation Corps of NL
See on page 73 under Employment or press CTRL+click on link above

Daybreak Parent and Child Centre
74 The Boulevard, St. John’s, NL A1A 1K2
Tel: (709) 726-8373 ext. 200 Contact: Heather Bartlett, Executive Director
Fax: (709) 726-1607 Email: hbartlett@daybreakcentre.com
Website: www.daybreakcentre.com

Mandate: Daybreak is a community-based, not-for-profit association which addresses the well-being of children who are at a disadvantage due to environmental or other risk factors. Daybreak offers a holistic support service involving parents as well as children, and provides consultation and leadership toward the development of services and professional and public education.

Target Population: Children between 0-12 years of age and their families

Highlight of Programs / Services Offered:
- **Children’s Centre Program**: A licensed Child Care Centre for 59 children between the ages of 24 and 84 months. Many of the children, but not all, have complex and challenging needs. The Children’s Program is designed to provide children with experiences to promote his/her development.
- **Parent Program**: There are numerous groups offered to families and they vary from year to year depending on needs of the families. Parents are encouraged to join any group of their interest.
- **Daybreak Community Program**: provides families with family resource supports and programs. Programs are structured around drop-in playgroups and offer a variety of activities for children. Daybreak Community Program also offers prenatal support groups for youth, parent workshops, outdoor programs and special activity days.
- **Family Home Visitation Program**: provides home visiting to families living in St. John’s, Mount Pearl and Conception Bay South communities. The program’s primary objectives and desired outcomes centre around enhancing the skills and knowledge of parents, improving child development, promoting parent child attachment and helping families make community connections. Families must be referred to the program by the Department of Children, Seniors and Social Development.

Department of Education and Early Childhood Development — Gov. of NL
See on page 20 under Housing or press CTRL+click on link above

Department of Education and Early Childhood Development — Gov. of NL
3rd Floor, West Block, Confederation Building, P.O. Box 8700, St. John’s, NL A1B 4J6
Tel: (709) 729-5097 Email: education@gov.nl.ca
Fax: (709) 729-5896 Website: http://www.ed.gov.nl.ca/edu/index.html

Mandate: The Department of Education is responsible for early childhood learning, the K-12 school system, and public libraries in Newfoundland and Labrador. The vision of the Department of Education and Early Childhood Development is to provide citizens with the values, knowledge and skills necessary to be productive and contributing members of society.

Target Population: All citizens from pre-school to Grade 12
Highlight of Programs / Services Offered:

- **Curriculum and Programs**: developing and monitoring the curriculum, including: creating or selecting learning resources, developing and implementing distance learning activities, developing programs for improved teaching and learning, and providing teacher professional development in new curriculum areas. In addition, support services for children with special needs are provided by administering student support programs and the allocation of a full range of personnel to school districts.

- **Educational Policy and Direction**: In the K-12 system, the department sets the strategy and vision. Decision-making is informed through the development of briefing and other support materials, as well as the provision of statistical indicators and background information.

- **Student Assessment and Certification**: Responsibilities include the evaluation, monitoring, test development and certification processes for the K-12 system.

- **Research, Records and Reporting/Accountability**: Responsibilities include all major functions related to education system performance such as education statistics, planning, evaluation, accountability, policy development and research. The department collects data and manages databases for core areas such as enrollment and graduate outcomes.

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**Discovery Centre**
655 Topsail Road, PO Box 70, St. John’s, NL A1C 5H5

Tel: (709) 726-3500  Contact: Roy Mouland  Email: rmouland@discoverycentre.nf.ca
Fax: (709) 726-3505  Toll-free: 1-877-446-4226  Email: info@discoverycentre.nf.ca
Website: [www.discoverycentre.nf.ca](http://www.discoverycentre.nf.ca)

**Mandate:** To provide the community with Adult Basic Education (ABE).

**Target Population:** Adults wanting to complete their high school education or upgrade their marks to prepare for post-secondary training. To be accepted into the ABE program, individuals must be 19 years of age or older.

Highlight of Programs / Services Offered:

- **ABE** is a provincial program for adult learners and is made up of three levels:
  - **Level I** is for those with limited reading and writing skills.
  - **Level II** is a refresher level for those who have been out of school for some time or who need extra help to prepare for Level III.
  - **Level III** corresponds to grades 10-12 and requires the completion of 36 credits in order to graduate.

- Professional adult educators provide ways to help adults learn according to their own learning style.

- The Discovery Centre provides a friendly, comfortable, non-institutional setting where students can work at their own pace and enjoy a personalized learning experience.

- Students could be eligible for sponsorship if:
  - They are currently on income support.
  - Have been recipients of Employment Insurance in the last five years.
  - Are currently taking advantage of some other government programs.
  - Wondering if you qualify? **Call 1-877-446-I CAN**
Early Learning and Child Development Division – Department of Education and Early Childhood Development, Gov. of NL

Business Office: Mount Pearl Square, 760 Topsail Road, Mount Pearl, NL A1N 3J5

Metro Region Tel: (709) 729-4331
Programs and Services: http://www.ed.gov.nl.ca/edu/earlychildhood/guide.html

Mandate: The Department of Education and Early Childhood Development facilitates the development of programs that foster healthy child development. The department helps support families in accessing child care and also monitors and licenses child care facilities across the province. Staff work with child care providers to build capacity in the community and to promote best practices in child care settings.

Target Population: Families who require childcare services because of work, training, child development or family support, as well as child care providers.

Highlight of Programs / Services:

- **The Child Care Services Subsidy Program** helps eligible parents or guardians pay for child care in a licensed child care centre or a regulated family child care home. Families who receive Income Support; who are caregivers under the Children, Seniors and Social Development legislation; who are in receipt of Protective Intervention Services; or who are in receipt of SCWA receive full subsidy. Families select the child care service they wish to access and the subsidy is paid directly to the licensee or provider on behalf of the family. Approval of child care subsidy is based on the need of the family and/or child for child care services and an income test.

- **The Operating Grant Program (OGP)** improves the affordability of child care services for families with young children throughout Newfoundland and Labrador. The OGP requires participating centres to lower their rates to current subsidy rates. The Provincial Government will, in turn, provide an operating grant to centres to compensate for lost revenue, based on average market rates for parent fees.

- **The Child Care Inclusion Program** provides assistance to regulated child care services including children with exceptionalities to participate to their fullest potential in a regular program.

- **Early Childhood Educators and Child Care Provider Initiatives:**
  - Early Learning and Child Care Supplement: Policy provides funding to eligible Early Childhood Educators, Program Operators, and regulated Family Child Care Providers. The intent of the initiative is to attract a greater number of qualified individuals to work in regulated child care settings.
  - Early Childhood Education (ECE) Graduate Bursary Program: Offered to provide assistance to candidates who have obtained a diploma through full time studies in Early Childhood Education through a recognized post-secondary institution in Newfoundland and Labrador.
  - Early Childhood Education (ECE) On-Campus Field Placement Bursary Program: Intended to support ECEs and Family Child Care Providers who are upgrading on a part-time basis by providing assistance for them to attend required field placements at a College of the North Atlantic campus.
  - ECE Trainee Bursary: The Department is partnering with the Association of Early Childhood Educators Newfoundland and Labrador to provide the ECE Trainee Bursary to those who qualify. The application form may be obtained from the AECENL website.

For more information on Child Care Service Licensing, Programs and Initiatives, check out the Education and Early Childhood Development website, contact the Regional office, or contact the child care facility of interest directly. Click here for the Early Learning and Child Care Directory, which lists all regulated child care services, both centre-based and family child care, and family resource centres in the province. To search by name of Centre and view any violations, click here.
## Registered Child Care Centres in St. John’s

<table>
<thead>
<tr>
<th>Name</th>
<th>Street Address</th>
<th>Telephone Number</th>
<th>Minimum Age</th>
<th>Maximum Age</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Home Away From Home Childcare</td>
<td>268 Conception Bay Highway St. John’s</td>
<td>(709) 528-9529</td>
<td>2 years</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>Bloomsbury Child Care Centre</td>
<td>389 Stavanger Drive St. John’s</td>
<td>(709) 753-2273</td>
<td>2 years</td>
<td>6 years, 8 months</td>
</tr>
<tr>
<td>Campus Childcare Inc. - Activity Centre</td>
<td>Burton’s Pond Road St. John’s</td>
<td>(709) 864-4729</td>
<td>3 years, 8 months</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>Campus Childcare Inc. - Preschool I</td>
<td>Burton’s Pond Road St. John’s</td>
<td>(709) 864-4728</td>
<td>2 years</td>
<td>6 years</td>
</tr>
<tr>
<td>Campus Childcare Inc. - Preschool II</td>
<td>Burton’s Pond Road St. John’s</td>
<td>(709) 864-4728</td>
<td>3 years</td>
<td>6 years</td>
</tr>
<tr>
<td>Campus Childcare Inc. - Toddler Centre</td>
<td>Burton’s Pond Road St. John’s</td>
<td>(709) 864-4728</td>
<td>2 years</td>
<td>3 years, 10 months</td>
</tr>
<tr>
<td>College of the North Atlantic Children’s Centre</td>
<td>50 Gooseberry Lane St. John’s</td>
<td>(709) 758-7444</td>
<td>6 months</td>
<td>6 years, 10 months</td>
</tr>
<tr>
<td>Confederation Building Day Care Centre</td>
<td>100 Prince Phillip Drive St. John’s</td>
<td>(709) 729-6038</td>
<td>2 years</td>
<td>7 years, 8 months</td>
</tr>
<tr>
<td>Creative Discovery Children’s Centre</td>
<td>31 Doyles Road St. John’s</td>
<td>(709) 368-4088</td>
<td>0 years</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>Creative Kids Afterschool Club</td>
<td>434 Main Road St. John’s</td>
<td>(709) 364-3890</td>
<td>6 years</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>Creative Kids Daycare</td>
<td>23 Bishop’s Line St. John’s</td>
<td>(709) 364-3890</td>
<td>2 years</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>Daybreak Parent Child Centre</td>
<td>74 The Boulevard St. John’s</td>
<td>(709) 726-8373</td>
<td>2 years</td>
<td>7 years</td>
</tr>
<tr>
<td>Discovery Days Children’s Centre</td>
<td>2 Stead Place St. John’s</td>
<td>(709) 364-1872</td>
<td>2 years</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>Dr. A.T. Brace Children’s Centre</td>
<td>170 Campbell Avenue St. John’s</td>
<td>(709) 739-5496</td>
<td>4 years</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>Dr. A.T. Brace Infant Centre</td>
<td>170 Campbell Avenue St. John’s</td>
<td>(709) 739-5496</td>
<td>0 years</td>
<td>2 years</td>
</tr>
<tr>
<td>Early Achievers Montessori School and Educational Centre 1</td>
<td>35 Hebron Way St. John’s</td>
<td>(709) 579-7323</td>
<td>2 years</td>
<td>7 years</td>
</tr>
<tr>
<td>Early Achievers Montessori School and Educational Centre 2</td>
<td>35 Hebron Way St. John’s</td>
<td>(709) 579-7323</td>
<td>2 years</td>
<td>7 years</td>
</tr>
<tr>
<td>Fort Townsendchild Child Care Center</td>
<td>50 Parade Street St. John’s</td>
<td>(709) 729-8830</td>
<td>2 years</td>
<td>5 years, 9 months</td>
</tr>
<tr>
<td>Happy Feet Learning Centre</td>
<td>280 Torbay Road St. John’s</td>
<td>(709) 722-8995</td>
<td>2 years</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>Happy Times Preschool</td>
<td>74 Queen’s Road St. John’s</td>
<td>(709) 753-2406</td>
<td>1 year, 6 months</td>
<td>5 years, 9 months</td>
</tr>
<tr>
<td>International Friends</td>
<td>10 Smithville Crescent St. John’s</td>
<td>(709) 726-6848</td>
<td>2 years</td>
<td>5 years, 9 months</td>
</tr>
<tr>
<td>Kiddie City</td>
<td>38 Ropewalk Lane St. John’s</td>
<td>(709) 745-6050</td>
<td>2 years</td>
<td>5 years, 9 months</td>
</tr>
<tr>
<td>King’s Bridge Montessori</td>
<td>36 King’s Bridge Road St. John’s</td>
<td>(709) 764-2046</td>
<td>2 years</td>
<td>6 years, 7 months</td>
</tr>
<tr>
<td>Name</td>
<td>Address</td>
<td>Telephone</td>
<td>Age Range</td>
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<tr>
<td>------------------------------------------------</td>
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<td>-----------</td>
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<tr>
<td>King's Bridge Montessori II</td>
<td>718 Water Street St. John’s</td>
<td>(709) 764-2046</td>
<td>2 years</td>
<td>6 years, 7 months</td>
</tr>
<tr>
<td>Les P’tits cerfs-volants</td>
<td>65 Ridge Road St. John’s</td>
<td>(709) 757-2850</td>
<td>2 years</td>
<td>5 years, 9 months</td>
</tr>
<tr>
<td>Little People's Workshop - Cowan</td>
<td>111 Cowan Avenue St. John’s</td>
<td>(709) 747-6701</td>
<td>2 years</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>Little People's Workshop - Cowan Avenue Afterschool Program</td>
<td>141 Frecker Drive St. John’s</td>
<td>(709) 743-1184</td>
<td>5 years, 9 months</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>Little People's Workshop - Howley Estates</td>
<td>4 Rumboldt Place St. John’s</td>
<td>(709) 722-9260</td>
<td>1 year, 6 months</td>
<td>7 years</td>
</tr>
<tr>
<td>Little People's Workshop - Lemarchant Road</td>
<td>120 LéMarchant Road St. John’s</td>
<td>(709) 754-5496</td>
<td>2 years</td>
<td>7 years</td>
</tr>
<tr>
<td>Little People's Workshop - Mundy Pond</td>
<td>25 Mundy Pond Road St. John’s</td>
<td>(709) 739-5496</td>
<td>1 year, 6 months</td>
<td>6 years, 2 months</td>
</tr>
<tr>
<td>Max Child Care Centre 3</td>
<td>75 Kiwanis St. St. John’s</td>
<td>(709) 722-9507</td>
<td>2 years</td>
<td>5 years, 9 months</td>
</tr>
<tr>
<td>Mes Amis Daycare and Preschool</td>
<td>436 Torbay Road St. John’s</td>
<td>(709) 722-9271</td>
<td>2 years</td>
<td>7 years</td>
</tr>
<tr>
<td>Milestones Early Learning and Childcare Center - Freshwater Rd</td>
<td>327 Freshwater Road St. John’s</td>
<td>(709) 722-9346</td>
<td>0 years</td>
<td>12 years</td>
</tr>
<tr>
<td>Milestones Early Learning and Childcare Center - Ricketts Rd A</td>
<td>3 Ricketts Road St. John’s</td>
<td>(709) 739-7148</td>
<td>0 years</td>
<td>12 years</td>
</tr>
<tr>
<td>Milestones Early Learning and Childcare Center - Ricketts Rd B</td>
<td>3 Ricketts Road St. John’s</td>
<td>(709) 739-7128</td>
<td>2 years</td>
<td>12 years</td>
</tr>
<tr>
<td>Milestones Early Learning and Childcare Center - Torbay Rd</td>
<td>555 Torbay Road St. John’s</td>
<td>(709) 722-9245</td>
<td>0 years</td>
<td>12 years</td>
</tr>
<tr>
<td>Mother Hens Childcare</td>
<td>38 Ropewalk Lane St. John’s</td>
<td>(709) 722-4428</td>
<td>2 years</td>
<td>5 years, 9 months</td>
</tr>
<tr>
<td>New Dimensions Child Care Center</td>
<td>10 Canada Drive St. John’s</td>
<td>(709) 745-3698</td>
<td>0 years</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>Nursery Time Preschool and Day Care Centre</td>
<td>205 Logy Bay Road St. John’s</td>
<td>(709) 722-3311</td>
<td>2 years</td>
<td>6 years</td>
</tr>
<tr>
<td>Oak Trees and Acorns Child Care Centre</td>
<td>270 Portugal Cove Road St. John’s</td>
<td>(709) 724-7227</td>
<td>2 years</td>
<td>7 years</td>
</tr>
<tr>
<td>Panda Bear Daycare IV</td>
<td>44 Linegar Avenue St. John’s</td>
<td>(709) 726-5222</td>
<td>2 years</td>
<td>7 years</td>
</tr>
<tr>
<td>Pitter Patter Daycare IV</td>
<td>500 Columbus Drive St. John’s</td>
<td>(709) 753-2220</td>
<td>2 years</td>
<td>5 years, 9 months</td>
</tr>
<tr>
<td>Precious People’s Child Care Centre</td>
<td>393 Topsail Road St. John’s</td>
<td>(709) 747-5697</td>
<td>3 years</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>Precious People’s Playland</td>
<td>644 Topsail Road St. John’s</td>
<td>(709) 747-7529</td>
<td>2 years</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>Name</td>
<td>Street Address</td>
<td>Telephone Number</td>
<td>Minimum Age</td>
<td>Maximum Age</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>------------------------------------</td>
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<td>-------------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>Precious People’s School Age Program</td>
<td>644 Topsail Road St. John’s</td>
<td>(709) 747-2132</td>
<td>4 years, 9 months</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>Rainbow II (2)</td>
<td>17 Hallett Crescent St. John’s</td>
<td>(709) 754-3000</td>
<td>1 year, 6 months</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>Rainbow IV (4)</td>
<td>161 Hamlyn Road St. John’s</td>
<td>(709) 754-3000</td>
<td>2 years</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>Rainbow IX (9)</td>
<td>161 Hamlyn Road St. John’s</td>
<td>(709) 782-7007</td>
<td>4 years</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>Rainbow VIII (8)</td>
<td>17 Hallett Crescent St. John’s</td>
<td>(709) 754-3000</td>
<td>3 years</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>Rockcliffe Children’s Centre</td>
<td>235 Blackmarsh Road St. John’s</td>
<td>(709) 726-7625</td>
<td>1 year, 6 months</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>The Children’s Centre</td>
<td>80 Craigmiller Avenue St. John’s</td>
<td>(709) 579-9053</td>
<td>2 years</td>
<td>7 years</td>
</tr>
<tr>
<td>Turtle Island Childcare Centre</td>
<td>97 Elizabeth Avenue St. John’s</td>
<td>(709) 738-8467</td>
<td>2 years</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>Waterford Valley Infant Centre</td>
<td>465 Topsail Road St. John’s</td>
<td>(709) 745-6264</td>
<td>0 years</td>
<td>2 years</td>
</tr>
<tr>
<td>YMCA Child Care Centre</td>
<td>35 Ridge Road St. John’s</td>
<td>(709) 754-2962</td>
<td>0 years</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>YMCA School Age Child Care - Bishop Field Elementary</td>
<td>46 Bond Street St. John’s</td>
<td>(709) 754-2962</td>
<td>4 years, 9 months</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>YMCA School Age Child Care - Roncalli Elementary</td>
<td>130 Airport Heights Drive St. John’s</td>
<td>(709) 754-2962</td>
<td>4 years, 9 months</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>YMCA School Age Child Care - St.Teresa’s School</td>
<td>425 Topsail Road St. John’s</td>
<td>(709) 754-2962</td>
<td>4 years, 9 months</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>YMCA School Age Child Care - Vanier Elementary</td>
<td>85 Ennis Avenue St. John’s</td>
<td>(709) 754-2962</td>
<td>4 years, 9 months</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>Younger Years Daycare and Preschool</td>
<td>24 Hunt’s Lane St. John’s</td>
<td>(709) 753-3334</td>
<td>2 years</td>
<td>12 years, 11 months</td>
</tr>
</tbody>
</table>

Registered Child Care Centres in Torbay

<table>
<thead>
<tr>
<th>Name</th>
<th>Street Address</th>
<th>Telephone Number</th>
<th>Minimum Age</th>
<th>Maximum Age</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Fun Land VII</td>
<td>2 Doyle’s and Quigley’s Lane Torbay</td>
<td>(709) 437-6769</td>
<td>4 years, 9 months</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>New Fun Land VIII</td>
<td>5 Watts Pond Road Torbay</td>
<td>(709) 437-6234</td>
<td>2 years</td>
<td>5 years, 9 months</td>
</tr>
<tr>
<td>New Fun Land XI</td>
<td>5B Watts Pond Road Torbay</td>
<td>(709) 437-2530</td>
<td>4 years, 9 months</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>The Learning Tree Child Care</td>
<td>13 Quarry Road Torbay</td>
<td>(709) 437-7237</td>
<td>2 years</td>
<td>12 years</td>
</tr>
<tr>
<td>YMCA School Age Child Care - Holy Trinity Elementary</td>
<td>10 Doyle’s &amp; Quigley’s Lane Torbay</td>
<td>(709) 754-2962</td>
<td>4 years, 9 months</td>
<td>12 years, 11 months</td>
</tr>
</tbody>
</table>
### Registered Child Care Centres in Portugal Cove-St. Philip’s

<table>
<thead>
<tr>
<th>Name</th>
<th>Street Address</th>
<th>Telephone Number</th>
<th>Minimum Age</th>
<th>Maximum Age</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ballicatter After School Program</td>
<td>20 Coadys Road Portugal Cove-St. Philip’s</td>
<td>(709) 685-0295</td>
<td>4 years, 9 months</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>Frances Little Friends Daycare</td>
<td>69 Skinners Road Portugal Cove-St. Philip’s</td>
<td>(709) 895-1212</td>
<td>2 years</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>KidKare Children’s Centre</td>
<td>1712A Portugal Cove Road Portugal Cove-St. Philip’s</td>
<td>(709) 895-3124</td>
<td>2 years</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>KidKare Children’s Centre 2</td>
<td>1718 Portugal Cove Road Portugal Cove-St. Philip’s</td>
<td>(709) 895-5124</td>
<td>4 years, 9 months</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>Kids Kampus</td>
<td>1711 Portugal Cove Road Portugal Cove-St. Philip’s</td>
<td>(709) 895-7200</td>
<td>2 years</td>
<td>5 years, 9 months</td>
</tr>
<tr>
<td>Kids Kampus Afterschool Program</td>
<td>1711 Portugal Cove Road Portugal Cove-St. Philip’s</td>
<td>(709) 895-7200</td>
<td>4 years, 9 months</td>
<td>12 years, 11 months</td>
</tr>
</tbody>
</table>

### Registered Child Care Centres in Paradise

<table>
<thead>
<tr>
<th>Name</th>
<th>Street Address</th>
<th>Telephone Number</th>
<th>Minimum Age</th>
<th>Maximum Age</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bright Ridge Child Care Centre</td>
<td>3 Fairlane Street Paradise</td>
<td>(709) 700-1961</td>
<td>2 years</td>
<td>8 years</td>
</tr>
<tr>
<td>Child Matters Incorporated</td>
<td>297 Paradise Road Paradise</td>
<td>(709) 330-2273</td>
<td>4 years, 9 months</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>Kids Kampus Afterschool Paradise</td>
<td>96-98 St. Thomas Line Paradise</td>
<td>(709) 690-8863</td>
<td>4 years, 9 months</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>Kids Kampus Paradise</td>
<td>96-98 St. Thomas Line Paradise</td>
<td>(709) 690-8863</td>
<td>2 years</td>
<td>5 years, 9 months</td>
</tr>
<tr>
<td>Little People’s Workshop – Paradise</td>
<td>2 Hummingbird Drive Paradise</td>
<td>(709) 237-7447</td>
<td>1 year, 6 months</td>
<td>5 years, 9 months</td>
</tr>
<tr>
<td>Little People’s Workshop - Paradise Afterschool Program</td>
<td>2 Hummingbird Drive Paradise</td>
<td>(709) 237-7447</td>
<td>4 years, 9 months</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>Paradise Afterschool Program</td>
<td>297 Paradise Road Paradise</td>
<td>(709) 782-0996</td>
<td>4 years, 9 months</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>Paradise Daycare &amp; Preschool</td>
<td>169 Paradise Road Paradise</td>
<td>(709) 782-0996</td>
<td>2 years</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>Precious Times Children’s Centre</td>
<td>1 Osprey Place Paradise</td>
<td>(709) 782-3770</td>
<td>2 years</td>
<td>7 years</td>
</tr>
<tr>
<td>Priceless Treasures Daycare</td>
<td>73 St. Thomas Line Paradise</td>
<td>(709) 781-2345</td>
<td>0 years</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>Rainbow V (5)</td>
<td>14 Elizabeth Drive Paradise</td>
<td>(709) 782-7007</td>
<td>2 years</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>The Learning Lobby</td>
<td>2 Kinkora Street Paradise</td>
<td>(709) 782-4480</td>
<td>2 years</td>
<td>8 years, 5 months</td>
</tr>
</tbody>
</table>
### Registered Child Care Centres in Mount Pearl

<table>
<thead>
<tr>
<th>Name</th>
<th>Street Address</th>
<th>Telephone Number</th>
<th>Minimum Age</th>
<th>Maximum Age</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tot's Learning Centre</td>
<td>1 Brougham Place, Paradise</td>
<td>(709) 782-5868</td>
<td>2 years</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>YMCA School Age Child Care - Elizabeth Park Elementary</td>
<td>80 Ellesmere Avenue, Paradise</td>
<td>(709) 754-2962</td>
<td>4 years, 9 months</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>YMCA School Age Child Care - Octagon Pond</td>
<td>11 Sgt Donald Lucas Drive, Paradise</td>
<td>(709) 754-2961</td>
<td>4 years, 9 months</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>YMCA School Age Child Care - Paradise Elementary</td>
<td>60 Karwood Drive, Paradise</td>
<td>(709) 754-2962</td>
<td>4 years, 9 months</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>Donna's Afterschool Centre</td>
<td>7 Commonwealth Avenue, Mount Pearl</td>
<td>(709) 730-7888</td>
<td>4 years, 9 months</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>Donna's Childcare Centre</td>
<td>1010 Topsail Road, Mount Pearl</td>
<td>(709) 730-7888</td>
<td>2 years</td>
<td>5 years, 9 months</td>
</tr>
<tr>
<td>Gingerbread House Play School</td>
<td>5 Cunard Place, Mount Pearl</td>
<td>(709) 747-2777</td>
<td>2 years</td>
<td>5 years, 9 months</td>
</tr>
<tr>
<td>Leaps and Bounds Day Care</td>
<td>1016 Topsail Road, Mount Pearl</td>
<td>(709) 368-7300</td>
<td>2 years</td>
<td>12 years</td>
</tr>
<tr>
<td>Little People's Workshop – Smallwood</td>
<td>56 Smallwood Drive, Mount Pearl</td>
<td>(709) 747-5494</td>
<td>1 year, 6 months</td>
<td>5 years, 9 months</td>
</tr>
<tr>
<td>Max Preschool 2</td>
<td>1 Olympic Drive, Mount Pearl</td>
<td>(709) 733-7330</td>
<td>3 years</td>
<td>5 years, 9 months</td>
</tr>
<tr>
<td>Mes Amis Daycare - Mt. Pearl</td>
<td>13 Pleasant Avenue, Mount Pearl</td>
<td>(709) 364-2647</td>
<td>2 years</td>
<td>8 years</td>
</tr>
<tr>
<td>Milestones Early Learning and Childcare Center - Commonwealth Ave</td>
<td>46 Commonwealth Avenue, Mount Pearl</td>
<td>(709) 747-8345</td>
<td>0 years</td>
<td>12 years</td>
</tr>
<tr>
<td>Milestones Early Learning and Childcare Center - Park Ave A</td>
<td>288 Park Avenue, Mount Pearl</td>
<td>(709) 368-0133</td>
<td>2 years</td>
<td>12 years</td>
</tr>
<tr>
<td>Milestones Early Learning and Childcare Center - Park Ave B</td>
<td>288 Park Avenue, Mount Pearl</td>
<td>(709) 368-0133</td>
<td>0 years</td>
<td>4 years</td>
</tr>
<tr>
<td>Rainbow III (3)</td>
<td>188 Park Avenue, Mount Pearl</td>
<td>(709) 368-0224</td>
<td>2 years</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>Wee Gems Daycare</td>
<td>37 Yetman Drive, Mount Pearl</td>
<td>(709) 368-1211</td>
<td>2 years</td>
<td>7 years</td>
</tr>
<tr>
<td>YMCA School Age Child Care - Mary Queen of the World</td>
<td>785 Topsail Road, Mount Pearl</td>
<td>(709) 754-2962</td>
<td>4 years, 9 months</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>YMCA School Age Child Care - St. Peter's Elementary</td>
<td>108 Ashford Drive, Mount Pearl</td>
<td>(709) 754-2962</td>
<td>4 years, 9 months</td>
<td>12 years, 11 months</td>
</tr>
</tbody>
</table>
## Registered Child Care Centres in Conception Bay South & Holyrood

<table>
<thead>
<tr>
<th>Name</th>
<th>Street Address</th>
<th>Telephone Number</th>
<th>Minimum Age</th>
<th>Maximum Age</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activ Time Edu-Care Learning Centre</td>
<td>12 Fowler’s Road Conception Bay South</td>
<td>(709) 834-3534</td>
<td>2 years</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>Children’s Choice Learning Centre</td>
<td>1043 Conception Bay South Highway Conception Bay South</td>
<td>(709) 744-3003</td>
<td>2 years</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>Happy Days Daycare</td>
<td>533 Conception Bay Highway Holyrood</td>
<td>(709) 229-5437</td>
<td>2 years</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>Hopewell AfterSchool Program</td>
<td>1219 Conception Bay Highway Conception Bay South</td>
<td>(709) 631-4277</td>
<td>4 years, 9 months</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>Little Darlings Daycare and Preschool</td>
<td>2501 Topsail Road Conception Bay South</td>
<td>(709) 834-6400</td>
<td>2 years</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>Merry Care Day Care</td>
<td>14 Craigs Lane Conception Bay South</td>
<td>(709) 834-4548</td>
<td>2 years</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>Pitter Patter Daycare II</td>
<td>241 Conception Bay Highway Conception Bay South</td>
<td>(709) 834-7802</td>
<td>2 years</td>
<td>5 years, 9 months</td>
</tr>
<tr>
<td>Rainbow VI (6)</td>
<td>1 Tampa Drive Conception Bay South</td>
<td>(709) 834-9161</td>
<td>2 years</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>St. Edward’s Afterschool</td>
<td>Longshore Road Conception Bay South</td>
<td>(709) 834-4548</td>
<td>4 years, 9 months</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>Stay and Play</td>
<td>69 Foxtrap Access Road Conception Bay South</td>
<td>(709) 834-5006</td>
<td>2 years</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>The Rec Room</td>
<td>69 Foxtrap Access Road Conception Bay South</td>
<td>(709) 834-5006</td>
<td>4 years, 9 months</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>The Right Start Afterschool Program</td>
<td>21 Sunrise Avenue Conception Bay South</td>
<td>(709) 240-1292</td>
<td>4 years, 9 months</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>The Right Start Child Care Centre</td>
<td>25 Sunrise Avenue Conception Bay South</td>
<td>(709) 834-2114</td>
<td>2 years</td>
<td>7 years</td>
</tr>
<tr>
<td>Wonder Years Preschool and Daycare</td>
<td>2 Seabreeze Drive Holyrood</td>
<td>(709) 231-2372</td>
<td>2 years</td>
<td>12 years, 11 months</td>
</tr>
<tr>
<td>Wonder Years Preschool and Daycare #2</td>
<td>2 Seabreeze Drive Holyrood</td>
<td>(709) 231-2373</td>
<td>2 years</td>
<td>12 years, 11 months</td>
</tr>
</tbody>
</table>

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**Egale – Canada Human Rights Trust**

*See page 93 under Justice or press CTRL+click on link above*

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**Employment and Social Development Canada (ESDC)**

*See on page 22 under Housing or press CTRL+click on link above*

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**For the Love of Learning, Inc.**

*See on page 52 under Recreation or press CTRL+click on link above*
Froude Avenue Community Centre
See on page 52 under Recreation or press CTRL+click on link above

John Howard Society of NL
See on page 26 under Housing or press CTRL+click on link above

Johnson GEO Centre
See on page 54 under Recreation or press CTRL+click on link above

Junior Achievement of NL
See on page 75 under Employment or press CTRL+click on link above

Kumon Math and Reading Centre
Unit 5, 141 Torbay Rd., St. John’s, NL A1A 2H1

Tel: (709) 726-2228          Contact: Chandrika Liyana-Pathirana, Owner/Instructor
Fax: (709) 739-4130          Email: stjohns_nl@ikumon.com     Cell: (709) 765-3281
Website: http://www.kumon.com/ca-en/st-johns

Mandate: To motivate all participating students to perform at their highest potential. Kumon strives to instill in children the desire to achieve more, a love of learning and the motivation to learn on their own.

Target population: Preschool through high school aged children and teens

Highlight of Services / Programs Offered:
- Kumon is the world’s largest after-school math and reading academic enrichment program.
- A personalized approach helps children learn math and reading concepts based on their ability rather than their age or grade.
- With emphasis on self-learning, preschool through high school students become self-reliant and gain confidence to learn new materials at their own pace.

Learning Disabilities Association of NL
See on page 76 under Employment or press CTRL+click on link above

MacMorran Community Centre
See on page 54 under Recreation or press CTRL+click on link above
Multicultural Women’s Organization of NL (MWONL)
Box #9, Nuport Building, 44 Torbay Road, St. John’s, NL A1A 2G4

Tel: (709) 726-0321  General Email: multicultural.mwonl@gmail.com  Website: https://www.mwonl.org/
Fax: (709) 726-0322  Facebook: www.facebook.com/MWONL.WOW

Contacts: Yamuna Kutty yamuna.kutty@bellaliant.net or Kaberi Debnath kaberi.debnath@gmail.com

Mandate: To deliver specialized services that facilitate the integration and full participation of women and their families in the community. Women from diverse immigrant backgrounds are empowered to achieve their goals of advancing towards equality and becoming contributing members of our Canadian society. This gender-based organization delivers culturally appropriate services for the women and families who are culturally and linguistically diverse (CALD).

Target population: Immigrant women and their families.

Highlight of Programs / Services Offered:
MWONL provides professional, gender-based, culturally competent, comprehensive services to meet the diverse needs of immigrant women and their families. Programs and services are easily accessible and are offered by skilled and dedicated staff supported by committed board members and volunteers. Programs and services include:

- Events and Workshops
- Women-Centered Support Program for Those Who Have Experienced Relationship Abuse
- Women’s Empowerment Services Through Everyday English Practice
- Health and Wellness Programs
- Leadership and Skills Development
- Basic Computer Training
- Career Development and Employment Support
- Violence Prevention & Referral
- Professional Social Work, Diversity Counseling and Support
- Seniors and Youth programs
- Resource directory (a listing of interpreters)
- Newsletter
- Community Partnership
- Community Education & Awareness Sessions
- Volunteer Opportunities
- Trans-Cultural Competency & Awareness (TCCA) Training
  - Designed for human services providers of non-profit, business and government organizations including health care, academic institutions, women’s centers, daycare workers, social workers, anti-violence workers, law and enforcement, department of justice and others working in an increasingly culturally diverse environment in Newfoundland and Labrador.
  - The materials and resources for the training were designed by immigrants from an immigrant perspective.
  - Enables the human service providers to be better equipped in serving the various ethnic, religious, and linguistic groups to develop awareness of diversity, thus helping them to offer more effective services to the immigrant population of our province.
  - Please contact Kaberi Debnath for details.
National Eating Disorder Information Centre
ES 7-421, 200 Elizabeth Street, Toronto, Ontario M5G 2C4
Tel: (416) 340-4156     Email: nedic@uhn.ca     Toll-Free: 1-866-NEDIC-20 (1-866-633-4220)
Fax: (416) 340-4736     Website: www.nedic.ca

Mandate: The National Eating Disorder Information Centre is a non-profit organization providing information, resources, referrals and support on eating disorders and food and weight preoccupation to individuals with eating disorders and their families.

Target Population: Individuals dealing with eating disorders, food and weight preoccupation, or self-esteem issues; the families and friends of individuals dealing with the aforementioned issues.

Highlight of Programs / Services Offered:
- NEDIC’s telephone helpline at 1-866-633-4220 provides information on treatment and support related to eating disorders across Canada. This helpline is open from 9 AM to 9 PM EST (10:30 AM – 10:30 PM Newfoundland time) Monday through Thursday. Friday hours are 9 AM to 5 PM EST (10:30-6:30 Newfoundland time).
- The online resource library provides helpful sources of information on eating disorders and related issues, including: online articles; books; magazines; journals; and other websites.
- Beyond Images is a turn-key curriculum developed by NEDIC for grades 4 through 8 that fills a gap in media literacy curricula nationally. For more information visit http://beyondimages.ca
- Provides information on eating disorder-related service providers in the province, and funding availability to travel out-of-province if necessary. This includes listing upcoming national and provincial events relating to eating disorders and body image.
- NEDIC works with other communities and organizations to develop information materials by providing support and advice; by connecting organizations and individuals working in the area of food and weight preoccupation; and by sharing information and resources. They also run workshops and presentations for schools, community groups and professional bodies.

NL Association for the Deaf
See on page 78 under Employment or press CTRL+click on link above

NL Public Libraries

A.C. Hunter Library: Arts and Culture Centre
125 Allandale Road, St. John's NL, A1B 3A3
Tel: (709) 737-2133

Michael Donovan Public Library:
655 Topsail Road, St. John's NL, A1E 2E3
Tel: (709) 737-2621

Ross King Memorial Public Library:
65 Olympic Drive, Mount Pearl, NL, A1N 5H6
Tel: (709) 368-3603

Website: www.nlpl.ca
Mandate: To provide library services for the public throughout NL

Target Population: Everyone

Highlight of Programs / Services Offered:
- Book Club to Go Kit
- Books by Mail
- Story Time
- Computer Training
- DVDs and Videos
- Genealogy Collections
- Group Visits
- Magazines
- Adaptive Technology
- Information Sessions and Tours
- Home Reader Service
- Large Print Books
- Talking Books
- School Video Collection
- Free Internet Access
- Audio Books
- Book Club
- Free Wireless Internet Access
- Faxing
- Scanning
- Color and Laser Printing
- Digital Camera for Loan
- InterLibrary Loans
- Photocopying
- Micro Film Reader

NL Tutors
33 Monchy St, St. John’s, NL A1C 5A7

Tel: (709) 771-1989 or (709) 769-1988 or (709) 765-1384
Email: info@nltutors.ca
Website: http://www.nltutors.ca/index.html

Mandate: To equip students with the most up-to-date knowledge.

Target population: High School and University students in St. John’s, Mount Pearl and Paradise.

Highlight of Programs / Services Offered:
- One-on-one and group tutoring sessions both at home and on campus.
- Exam preparation: a week prior to mid-term and final exams for specific courses, two-hour “pre-exam tutorials” are offered. These sessions include reviewing a sample test, as well as responding to students’ questions. The entry fee for these sessions is $20 per student, and the classes are limited to 8 students.
- For services and rates, click here.

Pathways to Success Project (PSP)
See page 79 under Employment or press CTRL+click on link above

PFLAG (Parents, Families & Friends of Lesbians & Gays) Canada
See on page 167 under Health or press CTRL+click on link above

Planned Parenthood – NL Sexual Health Centre
203 Merrymeeting Road, St. John’s, NL A1C 2W6

Tel: (709) 579-1009 Toll-free: 1-877 NO MYTHS (666-9847)
Fax: (709) 726-2308 Website: http://www.plannedparenthoodnlshc.com/

Mandate: To promote positive sexual health through education, community partnership, information and services within an environment that supports and respects individual choice
Target Population: Anyone—regardless of age, race, ethnicity, gender, gender identity, gender expression, socioeconomic status, physical or mental ability, sexual orientation, religion, religious creed, national or social origin, marital status, family status and political opinion.

Highlight of Programs / Services Offered:
- Sexuality education: workshops and training for all ages on all aspects of sexuality
- Sexual health clinics: doctor clinics for pap testing, breast exams, testing and treatment of sexually transmitted infections, etc.
- Pregnancy testing and pregnancy options counseling
- Toll free sexual health information line
- Birth control and emergency contraception information and counseling
- Free condoms and packets of lubricant
- Sexual and reproductive health resource library
- Affordable birth control options
- Support groups and referrals for the LGBTQ community
- Camp Eclipse & LGBTQ youth group

Post-Secondary Institutions of NL

For complete details and listings of Post-Secondary Institutions in the Province please contact the Department of Advanced Education and Skills or visit one of the links below:

Public Institutions: http://www.aesl.gov.nl.ca/postsecondary/public.html
- Memorial University
- College of the North Atlantic

- Academy Canada – Corner Brook and St. John’s
- BAC Training Centre Inc / BAC Masonry College
- Boilermakers Industrial Training Centre Inc.
- Keyin College – Burin (formerly Centrac College), Carbonear, Clarenville, Gander, Grand Falls-Windsor, Marystown, and St. John’s
- Ironworkers Education & Training Co. Inc.
- Eastern College
- Operating Engineers College
- U.A. Training Centre
- Woodford Training Centre Inc.
- Canadian Training Institute
- Carpenters Millwrights College Inc.
- Central Training Academy
- DieTrac Technical Institute
- Gander Flight Training

For other matters related to post-secondary education such as financial aid, transcripts, etc. please contact the Department Advanced Education, Skills and Labour or visit: http://www.aesl.gov.nl.ca/postsecondary/index.html

Rabbittown Community Centre

See on page 57 under Recreation or press CTRL+click on link above

Rabbittown Learners Program

21 Merrymeeting Road, PO Box 23022 Churchill Square, St. John’s, NL A1B 4J9

Tel: (709) 579-6033/1139 Email: rtlp@nf.aibn.com
Fax: (709) 579-8738 Website: http://www.rtlp.ca/

Mandate: To provide Basic Literacy Level I (ABE) training so adults can upgrade reading and writing skills reflective of working conditions and supportive of family living, and to provide support and motivation to the
adult learner with the purpose of helping them achieve personal goals.

**Target Population:** 19 years and up

**Highlight of Programs / Services Offered:**
For most students there is no cost and all books and materials are provided free of charge. Each Learner receives 25 hours instruction time per week.

*The schedule includes:*
- Basic Literacy Level I ABE
- Math
- Language
- Science
- Journal Writing
- Consumer Education
- Government and Law
- Basic Computer
- Social Studies
- Workplace

*Facilities at the Rabbittown Learners Program offers:*
- 3 Classrooms
- Library
- Computer Lab
- Lunch Room
- Amenities
- Canteen
- Quiet Area
- Accessibility to all

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**Read to Ride Literacy Program Inc.**
*See on page 58 under Recreation or press CTRL+click on link above*

**Refugee Immigrant Advisory Council (RIAC)**
*See on page 32 under Housing or press CTRL+click on link above*

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**Skills Canada NL**
Town Square, 2nd Floor, 75 Barbour Drive, Mount Pearl, NL A1N 2X3

**Tel:** (709) 739-4172  **Email:** [newfoundland@skillscanada.com](mailto:newfoundland@skillscanada.com)
**Fax:** (709) 739-4198  **Website:** [http://www.skillscanada-nfld.com/](http://www.skillscanada-nfld.com/)

**Mandate:** Skills Canada works to encourage and support a coordinated approach to promoting skilled trades and technologies to youth. The goals of Skills Canada NL are to raise awareness of skilled trades and technologies by bringing youth into a competitive spotlight; to improve competencies, self-esteem and the achievement level of individuals pursuing careers in the skilled trades and technologies; and to educate and encourage young Canadians to develop skills that address labour shortages and support Canada’s economic well-being. Skills Canada has expanded their competitions as well to Junior High and also developed a new program: ENTER:preneur.

**Target Population:** Young Canadians primarily, but also parents and educators.

**Highlight of Programs / Services Offered:**
- **Main Program:** Competitions – regional, provincial, national and international trades technology competitions for junior high, high school and post-secondary / apprenticeship students
- **Other Programs:** [Skills work for women conferences](http://www.skillscanada-nfld.com/) which brings together grade nine female students and their teachers and female role-models in non-traditional careers to participate in round-table
discussions; industry and educational tours and career awareness activities.

- **In-school presentations**: Outlining a wide array of career choices available to young Canadians.
- **ENTER:preneur Program**: Provides young tradespersons and technologists with the tools and knowledge to translate their skills into successful self-employment. This is accomplished by merging skilled trades and technology with professional business development in the form of interactive events for youth, instructors and education administration at the intermediate, secondary and post-secondary levels. Programs include Apprenticeship Conferences, Dragon Lairs, the Pitch Competitions and Educator Lunch and Learns.

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**St. John’s Shambhala Meditation Group**

See page 62 on page 37 under Recreation or press CTRL+click on link above

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**Stella’s Circle**

See on page 37 under Housing or press CTRL+click on link above

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**Teachers on Wheels**
50 Pippy Place, Unit 1B, P.O. Box 8455, Station A, St. John’s, NL A1B 3N9

**Tel:** (709) 738-3975  **Email:** teachersonwheels@nf.aibn.com  **Website:** www.teachersonwheels.ca

**Mandate:** A non-profit, adult literacy organization that provides free literacy tutoring at a convenient time and place. They endeavor to:

- Gather together people who volunteer their time to help others learn to read and write.
- Encourage people with reading and writing difficulties to ask for help.
- Promote public awareness about the literacy/illiteracy issue.
- Advocate for learners.

**Target Population:** Adults who need assistance with reading and writing skills.

**Highlight of Programs / Services Offered:**

- **Teachers on Wheels membership** includes volunteer tutors, adult learners and interested individuals from the general public.
  
  - **All members have voting privileges** and meet annually for a General Meeting and Election of Officers.

- Through volunteers, **helps adults improve their reading and writing skills.**

- Provides learners with **confidential one-to-one tutoring**, usually in a home or library setting
  
  - **Will work with learners three hours per week.**
  
  - Learners are shown **how to use their own experiences and interests to help improve their ability to read and write.**

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**The Children’s Centre**

See page 64 under Recreation or press CTRL+click on link above
The Murphy Centre
See on page 38 under Housing or press CTRL+click on link above

The Pottle Centre
See on page 66 under Recreation or press CTRL+click on link above

The Rooms
See on page 66 under Recreation or press CTRL+click on link above

The Vera Perlin Society
See on page 82 under Employment or press CTRL+click on link above

Thrive
See on page 67 under Recreation or press CTRL+click on link above

Tutors Unlimited
PO Box 6001, St. John’s NL A1C 5X4
Tel: (709) 754-4646 Email: tutorsunlimitednl@gmail.com
Toll-Free: 1-888-677-8632 Website: http://tutorsunlimitednl.blogspot.ca/

Mandate: To provide tutoring and act as a safety net to all students.
Target Population: Primary school aged children through to University students and all ages in between.
Highlight of Programs / Services Offered:
• One-on-one tutoring services
• All subject areas from primary school through University
• Tutoring can take place onsite or offsite
• Over 60 tutors with University degrees

Virginia Park Community Centre
See on page 68 under Recreation or press CTRL+click on link above

Waypoints
See on page 39 under Housing or press CTRL+click on link above
Women in Resource Development Corporation (WRDC)
 See on page 83 under Employment or press CTRL+click on link above

YMCA of Newfoundland and Labrador
 See on page 68 under Recreation or press CTRL+click on link above

YWCA St. John’s
 See on page 69 under Recreation or press CTRL+click on link above
HEALTH

Complete Mental Health & Addictions Service Listing – Eastern Health

MENTAL HEALTH CRISIS LINE (24/7)
Tel: 737-4668    Toll-Free: 1-888-737-4668

GAMBLING HELP LINE (24/7)
Toll-Free: 1-888-899-4357

MENTAL HEALTH & ADDICTIONS SYSTEM NAVIGATOR
Tel: (709) 752-3916 / Toll-Free: 1-877-999-7589
Email: barry.hewitt@easternhealth.ca

CHILDREN & ADOLESCENT MENTAL HEALTH & ADDICTIONS SERVICES (St. John’s)

CENTRAL INTAKE services for Janeway Family Centre, Janeway Psychiatry, Bridges Program, and Adolescent Addictions Services.
Tel: (709) 777-2200    Fax: (709) 777-2211

ADULT MENTAL HEALTH & ADDICTIONS SERVICES

CENTRAL INTAKE services for Community Mental Health & Addictions Services in St. John’s area
Tel: (709) 752-8888    Fax: (709) 752-6852
Email: MHAintake@easternhealth.ca

SPECIALIZED ADDICTIONS SERVICES

CAST (Concurrent, Addictions Specialized Treatment)
Tel: (709) 777-5074    Fax: (709) 777-5170

RECOVERY CENTRE (16+ years)
Tel: (709) 752-4980    Fax: (709) 752-4985
– Residential Withdrawal Management

OPIOID TREATMENT CENTRE
Tel: (709) 752-4478    Fax: (709) 752-4012

THE GRACE CENTRE
Tel: (709) 945-4500    Fax: (709) 595-2680

MENTAL HEALTH/ADDICTIONS COUNSELLING/CASE MANAGEMENT

DOORWAYS Walk-In Clinic
Pleasantville    Tel: 752-4903    Clarenville    Tel: 466-5723
Ferryland       Tel: 432-2930    Harbour Grace  Tel: 945-6513
Holyrood        Tel: 229-1558    Marystown      Tel: 279-7952
Whitbourne      Tel: 759-3362    Witless Bay    Tel: 334-3941
### CENTRE CITY
3 West, St. Clare’s  
Tel: 777-5390  
Fax: 777-5093  
LeMarchant House  
Tel: 777-5622  
Fax: 777-5654

### EAST END
Terrace Clinic  
Tel: 777-3453  
Fax: 777-3468  
Portugal Cove  
Tel: 895-7056  
Fax: 895-7050

### WEST END / CBS
Mount Pearl Square  
Tel: 752-4121  
Fax: 752-4412

### RURAL
Bay Roberts  
Tel: 786-5224  
Fax: 786-5221  
Clarenville  
Tel: 466-5723  
Fax: 466-5718  
Harbour Grace  
Tel: 945-6513  
Fax: 945-6514  
Marystown  
Tel: 279-7952  
Fax: 279-7933  
Trepassey  
Tel: 334-3941  
Fax: 334-3940  
Witless Bay  
Tel: 334-3941  
Fax: 334-3940

### SPECIALIZED SERVICES
- **ACT Team**, Majors Path  
  Tel: 752-3511  
  Fax: 752-3535
- **DAY TREATMENT PROGRAM**, St. Clare’s  
  Tel: 777-5252  
  Fax: 777-5093
- **HOPE** (Eating Disorders Program), Majors Path  
  Tel: 777-2041  
  Fax: 777-2042
- **OCCUPATIONAL THERAPY**, Waterford Hospital  
  Tel: 777-3828  
  Fax: 777-3006
- **SEXOLOGY PROGRAM**, Waterford Hospital  
  Tel: 777-3786  
  Fax: 777-3920

### HOUSING
- **COMMUNITY CARE**, Conception Bay South  
  Tel: 834-0801  
  Fax: 834-0824
- **BOARD & LODGING (RELATIVES)**, Waterford Hospital  
  Tel: 777-3341  
  Fax: 777-3385

### LEISURE
- **INPATIENT THERAPEUTIC RECREATION**, Waterford Hospital  
  Tel: 777-3587  
  Fax: 777-3098
- **OUTPATIENT THERAPEUTIC RECREATION**, Waterford Hospital  
  Tel: 777-3336  
  Fax: 777-3446
**Acute Care Services – Eastern Health**  
Building 80, Pleasantville PO Box 13122, St. John’s, NL A1B 4A4  
Mental Health and Addictions System Navigator: Barry Hewitt  
Email: barry.hewitt@easternhealth.ca  
Toll-Free: 1-877-999-7589  
Tel: (709) 752-3916  

**Mandate:** To offer an interdisciplinary approach towards assessment and treatment of mental health problems/mental illness during the acute phase.

**Target population:** Adults with mental health and/or addictions concerns.

**Highlight of Programs / Services Offered:**
There are 42 adult acute care beds and seven Short Stay beds at the Waterford. There are 20 acute care beds at the Health Science Centre.

- **The Acute Care Division** within the Mental Health & Addictions Program provides interdisciplinary assessment, acute intervention, and follow up.
- Close linkages are maintained within the community.
- There are four Acute Care units within the Mental Health & Addictions Program:
  - 1 South, Health Science Centre (709) 777-6475
  - West 3A, Waterford Hospital (709) 777-3513
  - East 3A, Waterford Hospital (709) 777-3519
  - Short Stay (709) 777-3044
    - The Short Stay Unit (SSU) was developed to serve those patients who require a brief period of stabilization or needs assessment to ensure rapid reconnection with the community.
    - The SSU has seven private beds, with a maximum length of stay of 72 hours or 3 working days.
    - The program focuses on brief intensive assessment and crisis intervention; stabilization of factors leading to crisis and return to pre-crisis functioning; as well as coordination and referral to community support services.

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**Addiction Services – Eastern Health**  
PO Box 8700, 1st Floor, West Block, Confederation Bldg., St. John’s, NL A1B 4J6  
Mental Health Crisis Line (24 hour)  
Gambling Helpline (24 hour)  
Local: (709) 737-4668  
Toll-Free: 1-888-737-4668  
Toll-Free: 1-888-899-4357 (HELP)  
Contact: (709) 752-8888  
Website: [http://www.health.gov.nl.ca/health/addictions/services.html](http://www.health.gov.nl.ca/health/addictions/services.html)

**Mandate:** To provide provincial leadership in the planning and development of mental health and addictions programs.

**Target population:** People affected by their own substance abuse or gambling behaviour (alcohol, drugs and gambling) and people who have been affected by someone else’s behavior.

**Highlight of Programs / Services Offered:**
The approach to treatment includes a variety of programs that focus on all needs, including physical, psychological, social and spiritual. There are detoxification services, residential and community-based services,
and support for families affected by addiction. A range of community-based treatment and intervention services are offered:

- **Outpatient Counselling:** There are 26 outpatient offices that offer counselling services across the province. Counselling may be provided in individual, family, or group sessions. An initial assessment will be completed to develop an individual treatment plan.

- **Early Intervention and Outreach for Youth:** This program allows the Regional Health Authorities to provide effective outreach to youth who are at risk of developing addictions in the province.

- **Adult Residential Treatment Services:**
  - The **Humberwood Treatment Centre** is located in Corner Brook and operated by Western Health. The Centre provides three week inpatient treatment program for men and women age 19 years and older who are experiencing a substance use and/or gambling problem. Individuals must be referred to the program by an addictions counselor or other community professional who will complete an assessment which explores the extent of the addiction and treatment goals. Clients participate in individual and group counselling, relaxation and leisure therapy, and education sessions. An extensive follow-up program is also provided through the outpatient offices at the completion of inpatient treatment.
  - The **Grace Centre** is located in Harbour Grace, NL. This Centre complements the existing adult addictions treatment centre, Humberwood. These two centres are part of a continuum of care for adults impacted by addictions. Click [here](http://www.easternhealth.ca/WebInWeb.aspx?d=1&id=2106&p=74) to view referral forms for the Grace Centre.

- **Adolescent Day Treatment:** The Rowan Centre is a day treatment program for adolescents between the ages of 12 and 18 whose involvement with substance use and/or gambling is having a negative impact on their lives. The centre is located in St. John’s and is administered by Eastern Health. This program will accept referrals from across the province. The current capacity of the program is for ten full time youth and the average program length is 12 – 16 weeks. Youth will move into less intensive follow up services upon completion of the day treatment program.

- **Detoxification Services:** The **Recovery Centre** is a provincial, non-medical detoxification service which is operated by Eastern Health. Located in St. John’s, The Recovery Centre is open to men and women over the age of 16 who are intoxicated or who are experiencing symptoms of alcohol and other drug withdrawal or who need respite from a gambling problem. Clients of the Recovery Centre have full access to outpatient and inpatient addiction treatment services. Detoxification may also be accomplished at home under a doctor’s guidance or in a hospital for those experiencing severe withdrawal symptoms and needing supervised detoxification.

- **Opioid Treatment Centre:** The **Opioid Treatment Centre** is located in St. John’s and is administered by Eastern Health. The purpose of this centre is to provide a multidisciplinary approach to treatment, mainly through methadone maintenance, for individuals experiencing opiate addiction.

- **Crisis Support:** Anyone experiencing a crisis as a result of their substance use and/or gambling problems may contact the Mental Health Crisis Line at 1-888-737-4668 or the Problem Gambling Helpline at 1-888-899-4357 (HELP).

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**Adult Mental Health & Addictions Services – Eastern Health**

PO Box 8700, 1st Floor, West Block, Confederation Bldg., St. John’s, NL A1B 4J6

**Contact:** David Kielly, Program Manager  **Tel:** (709) 752-4922  **Email:** david.kielly@easternhealth.ca  **Website:** [http://www.easternhealth.ca/WebInWeb.aspx?d=1&id=2106&p=74](http://www.easternhealth.ca/WebInWeb.aspx?d=1&id=2106&p=74)

**Mandate:** To provide leadership in the planning, development, implementation and evaluation of provincial policies and programs related to mental health and addictions in Newfoundland and Labrador.

**Target population:** Individuals 18+ experiencing mental health & addictions issues.

**Highlight of Programs / Services Offered:**

Adult Central Intake
Central Intake provides for a range of adult mental health and addictions services in the St. John’s area. Referrals may be made by fax, e-mail, or self-referral using the Mental Health & Addictions Referral Form. Some services require a physician’s referral.

**Mental Health & Addictions Counselling Services**

- Adult primary mental health and addictions teams offer a Stepped Care Model of service delivery in a geographically based, interdisciplinary team. Team consists of psychologists, nurses, social workers, addictions counsellors, occupational therapists, recreation specialists and case managers, with strong connections to psychiatry. Services will continue to be accessed through Adult Central Intake. A focus on brief therapy, as well as, information/group based options. Longer term individual therapy will still be available for those who may require it.
  - East End Team, Major’s Path (709) 777-3453
  - Centre City Team, St. Clare’s Mercy Hospital (709) 777-5390
  - West End Team, Mount Pearl Square Community Services Office (709) 752-4121
  - CBS Team, Villa Nova Plaza, Long Pond (709) 834-7906

**AIDS Committee of Newfoundland and Labrador (ACNL)**

See on page 15 under Housing or press CTRL+click on link above

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**Al-Anon / Alateen Family Groups**

50 Mayor Ave, St. John’s, NL A1C 4N7

Tel: (709) 722-2666  Email: info.al-anon.nl@nf.aibn.com

Toll-free: 1-888-455-2666  Website: www.al-anonandalateen.nl.ca

**Mandate:** Al-Anon is a fellowship of relatives and friends of alcoholics who share their experiences, strength and hope in order to solve their common problems. Alateen is a fellowship of young Al-Anon Members, usually teenagers, whose lives have been affected by someone else’s drinking.

**Target Population:** Relatives and friends of alcoholics

**Highlight of Programs / Services Offered:**

- Services are provided using the Three Legacies: Steps, Traditions, and Concepts.
  - Support meetings for adults and youth who have been affected by someone else’s drinking
    - Helps families of alcoholics by practicing the Twelve Steps, by welcoming and giving comfort to families of alcoholics, and by giving understanding and encouragement to the alcoholic.
    - These 20 questions are to help you decide whether Alateen is for you.
  - Podcasts: Audio recordings on the Internet that are available by subscription.
    - An easy way to hear what Al-Anon has to offer. The podcast, “First Steps to Al-Anon Recovery” are at www.al-anonfamilygroups.org
    - Subscriptions are free; an automated e-mail notifies subscribers when a new instalment is posted.
    - Al-Anon Family Groups are offering podcasts to families and friends of alcoholics.
  - Al-Anon’s Public Outreach: Serves the general public, professionals, and media requesting information.
    - Public Outreach is available to:
      - Correctional Centres
      - Community & Crisis Centres
      - Schools
      - Social Workers
Alcoholics Anonymous
183 Kenmount Road, Suite 117, St. John’s, NL A1B 3P9

Meeting Info: (709) 579-6091 Help Line: (709) 579-5215 Toll Free Help Line: 1-888-579-5215
Email: sjintergroup@nl.rogers.com Website: http://www.aastjohns.com/

Mandate: Alcoholics Anonymous is a fellowship of men and women who share their experience, strength, and hope with each other so that they may solve their common problem and help others to recover from alcoholism. The primary purpose is to stay sober and help other alcoholics achieve sobriety.

Target Population: The only requirement for membership is a desire to stop drinking.

Highlight of Programs / Services Offered:
- Weekly meetings for those dealing with Alcohol Abuse
- Open Meetings: speakers tell how they drank, how they discovered A.A., and how the program has helped them. Members may bring relatives or friends. Anyone interested in A.A. is welcome to attend.
- Closed Meetings: are for Alcoholics only. There are group discussions, and members can speak up, ask questions and share their thoughts with other members. Members can get help with personal problems in staying sober and with everyday living, and share information on coping, resolving issues, practicing the Twelve Steps, etc.
- A variety of literature available for ordering.

Assertive Community Treatment (ACT) Team – Eastern Health
35 Major’s Path, St. John’s, NL

Tel: (709) 752-3511 Fax: (709) 752-3535
Website: http://www.health.gov.nl.ca/health/mentalhealth/mhprograms.html#assertive

Mandate: To provide community-based treatment to clients with severe and persistent mental illness.

Target Population: Men and women 18+ with a severe and persistent mental illness. Anyone can refer but priority is given to individuals with a diagnosis of schizophrenia, schizoaffective disorder or bipolar disorder.

Highlight of Programs / Services Offered:
ACTT is an evidence-based service delivery model that provides comprehensive community-based treatment to clients with severe and persistent mental illness.
- ACTT is comprised of a team of multidisciplinary staff who work to provide an integrated continuum of care. This team provides service 24 hours a day, 365 days a year. The team embraces a shared caseload concept.
- Using the ACT Model of Care, clients are provided with community-based services, such as:
  - Skills training for community adjustment
  - Medication management and monitoring
  - Psychosocial education
  - Addiction treatment
  - Employment services
  - Counselling
- Referrals can be sent to the team leader at (709) 752-3506.
Autism Society of NL

See on page 44 under Recreation or press CTRL+click on link above

Athena Health Centre (formerly The Morgentaler Clinic)

Office Address: 215 LeMarchant Road
St. John’s, NL A1C 2H5

Mailing Address: Unit 50 Hamlyn Road Plaza
Suite 408, St. John’s, NL A1E 5X7

Tel: (709) 754-3572  Toll-Free: 1-800-755-2044
Fax: (709) 754-6626  Email: athenahealthcentre@bellaliant.com

Website: http://www.morgentaler.ca/contact_stjohns.html

Mandate: To provide medical care to women in an atmosphere of respect and dignity with a particular emphasis on reproductive freedom, including abortion and contraception


Highlight of Programs / Services Offered:

- While at the Clinic you will meet with a trained counselor who will explain the procedure, provide birth control information, and give emotional support.
- Care in a comfortable, non-judgmental environment
- Can also provide testing for sexually transmitted infections (STI) including chlamydia, gonorrhea, HIV, syphilis, and hepatitis B and C (not mandatory)
- Your doctor can refer you to the Clinic, but we prefer that you call us yourself. This will give you the chance to ask questions or voice concerns you might have.
- Newfoundland and Labrador women with MCP are fully insured and therefore do not have to pay for abortion services at this clinic.
- Post-operative teaching is done regarding care after the procedure. Printed handouts with relevant information are given to women. There is an emphasis on birth control and the centre will give samples to women when available.
- 24-hour emergency contact number available for patients who have any post-operative questions or concerns.
- Satellite clinics on the west coast of the island.
- Medical and surgical abortion options to women.
- Available services for emergency IUD insertions after a contraceptive failure—copper IUDs are far more effective (at 99%+ effective) than Plan B (at 75-89%) for contraceptive failure.

Body Image Network

Email: thebodyimageneretwork@gmail.com

Mandate: To support healthy minds and healthy bodies through evidence-based education, research, information sharing, partnerships, policy, program support and development. Their mission is to promote and support the value of body diversity. The Body Image Network’s vision: Every Body Matters.

Target Population: Everyone

Highlights of Programs / Services Offered:
The Body Image Network (BIN) is a group of individuals and organizations committed to promoting a positive body image and supporting the acceptance of body diversity in Newfoundland and Labrador. The Body Image Network includes: academics, advocates, researchers, dietitians, social workers, counselors, psychologists, doctors, teachers, nurses and students.

- Distribute current information to professionals and to the general public
- Organize awareness events and speak in the media
- Review, conduct and participate in research
- Advocate for the inclusion and promotion of positive messages related to body image in the media, school and curricula
- Increase awareness of issues surrounding weight-based stigmatization and body-based harassment

**Bridge the gAPP – Eastern Health**
Dept. of Health and Community Services, Mental Health and Addictions Division
PO Box 8700, 1st Floor, West Block, Confederation Bldg., St. John’s, NL A1B 4J6

**Tel:** (709) 729-3658 **Email:** bridgethegapp@gov.nl.ca
**Fax:** (709) 729-4429 **Website:** http://www.bridgethegapp.ca/

**Mandate:** To support mental wellness via the Bridge the gAPP cell phone app or on the website.

**Target population:** Bridge the gAPP for youth targets ages 13-18, while Bridge the gAPP for adults targets those 18+

**Highlight of Programs / Services Offered:**
**Bridge the gAPP for youth** is available for download on the Apple App Store or Google Play
- Instantly access content on a variety of mental health and addictions topics which provide advice, inspiration, assurance, or direction for finding additional supports when you need it the most. Other features include:
  - Help on a variety of topics
  - Art room
  - Stress management tips
  - Worry Jar
  - Messages from supporters
  - Link to the BreathingRoom program
  - Local service directory
  - Youth website: http://youth.bridgethegapp.ca/

**Bridge the gAPP for adults** is available for download on the Apple App Store or Google Play
- Instantly access content on a variety of mental health and addictions topics which provide advice, inspiration, assurance, or direction for finding additional supports when you need it the most.
- Other features include:
  - The Wall of Hope
  - Find Support
  - Get inspired
  - Mood Meter
  - Knowledge Centre
  - Link to BreathingRoom program
  - Local service directory
  - Adult website: http://adult.bridgethegapp.ca
**Bridges to Hope**

39 Cookstown Road, St. John's, NL A1C 4G7

Tel: (709) 722-9225  
Fax: (709) 722-4840

Email: info@bridgestohope.ca  
Website: http://www.bridgestohope.ca/

**Mandate:** To facilitate self-sufficiency, self-help, education on nutrition and economical choices in buying food, increase awareness in the community regarding poverty, and support life skills.

**Target Population:** Citizens requiring food assistance support

**Highlights of Programs / Services offered:**

- **Food Bank/Pantry Service:** working in conjunction with Community Food Sharing, the service is available: Tuesdays 11 am – 12:50 pm; Wednesdays, Thursdays, and Fridays 10 am– 12:50pm. Clients’ need their MCP and AES file number or Drug card number to get a full hamper every 28 days (some emergency hampers available). Serves all areas of St. John’s.
- **Community Kitchen Program:** provides clients with a space to prepare a meal. They are encouraged to work with other clients to prepare meals that can be shared.
- **Bag to School Program**
- **To view more information on programs offered by Bridges to Hope, click [here](http://www.bridgestohope.ca/).**

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**Brighter Futures Coalition of St. John’s**

See on page 112 under Learning or press CTRL+click on link above

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**Buckmasters Circle Community Centre**

See on page 47 under Recreation or press CTRL+click on link above

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**Canada Atlantic Region of Narcotics Anonymous (Carna)**

PO Box 26025, 407 Westmorland Road, Saint John, NB E2J 4M3

St. John’s Tel: (709) 728-9084  
Email: contact.us@carna.ca  
Website: www.carna.ca

Meeting Information: 1-800-564-0228  
Find a Meeting (Toll-Free): 1-855-562-2262

**Mandate:** To reach a day when every addict in the world has an opportunity to experience the message of recovery in his or her own language and culture.

**Target Population:** Anyone who wants to stop using drugs may become a member of Narcotics Anonymous. Membership is not limited to addicts using any particular drug.

**Highlight of Programs / Services Offered:**

- **NA, an international, community-based fellowship for recovering drug addicts, provides peer support to other addicts who desire a drug-free outcome. NA members learn from one another how to live drug-free and recover from the effects of drug addiction in their lives.**
  - NA is a global organization with a multi-lingual and multicultural membership.
  - Membership is free, and they have no affiliation with any organizations outside of NA including governments, religions, law enforcement groups, or medical and psychiatric associations.
  - The name, Narcotics Anonymous, is not meant to imply a focus on any particular drug; NA’s approach makes no distinction between drugs including alcohol.
- **Weekly meetings:** Click the link to view the Recovery Meeting List for Atlantic Canada.
Recovery from the effects of addiction through working a twelve-step program, including regular attendance at group meetings.

- The group atmosphere provides help from peers and offers an ongoing support network for addicts who wish to pursue and maintain a drug-free lifestyle.

- Click here to view Information about NA and the relied-upon booklet In Times of Illness, which was recently revised to reflect members’ experiences with challenges such as mental health issues, chronic illness and pain, and supporting members with illnesses.

- Reaching Out! helps incarcerated addicts who are unable to attend regular NA community meetings connect to the NA program of recovery. It offers experience from members who successfully transitioned from the ‘inside’ to be productive members of society.

- From the Inside is filled with letters and artwork from incarcerated addicts who share their experience, strength and hope as they find and maintain recovery from addiction through NA.

- From the Outside features stories from members who are living drug free in the community and have previously been incarcerated. Often, there is artwork from members on the ‘outside’.

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**Canada Without Poverty**
251 Bank Street, 2nd Floor, Ottawa, ON K2P 1X3

Tel: (613) 789-0096/0115    Fax: (613) 244-5777    Website: [http://www.cwp-csp.ca](http://www.cwp-csp.ca)

Toll Free: 1-800-810-1076    Email: info@cwp-csp.ca

**Regional Contact:** Ruth MacDonald, Member of the Board for St. John’s
Tel: (709) 753-9860    Fax: (709) 753-6112    Email: ruthmacdonald@cscnl.ca

**Mandate:** Canada Without Poverty (CWP) works to relieve poverty using a human rights approach that is rooted in international law. They believe that poverty is a violation of the fundamental human rights that everyone is entitled to by virtue of being a person, especially the right to an adequate standard of living.

**Target Population:** Anyone living in poverty in Canada and service providers

**Highlight of Programs / Services Offered:**
CWP works to relieve poverty in Canada by:

- **Advancing the knowledge of, and the study of, poverty in Canada** by organizing conferences and workshops on topics related to poverty;

- **Undertaking and supporting research into factors that contribute to poverty** and the most appropriate ways to mitigate these;

- **Producing and disseminating articles, commentary and reports** on topics related to relieving poverty;

- **Providing information to government officials and the public** to increase knowledge of poverty related issues and how to more effectively relieve poverty;

- **Working with food banks, soup kitchens, homeless shelters, social housing providers and other social agencies** to relieve poverty while promoting respect for the human rights of people living in poverty;

- **Directing people to the government programs and offices** by which people may access benefits to which they may be entitled;

- **To uphold and ensure compliance with international human rights law** as it relates to the relief of poverty, including, among others, the Universal Declaration of Human Rights, the International Covenant on Economic, Social and Cultural Rights and the Convention on the Rights of Persons with Disabilities;

- **To receive and maintain a fund or funds** and to apply all or part of the principal and income therefrom, from time to time, to charitable organizations that are also registered charities under the Income Tax Act (Canada);

- **To do all things incidental and ancillary to the attainment of the above objects.**
Canadian Cancer Society – Travel and Accommodations

See on page 17 under Housing or press CTRL+click on link above

Canadian Hard of Hearing Association NL
1081 Topsail Road, Mount Pearl, NL A1N 5G1

Tel: (709) 753-3224  Text: (709) 753-3225  Toll-free: 1-888-753-3224
Fax: (709) 753-5640  Email: info@chha-nl.ca  Website: www.chha-nl.ca

Mandate: To improve the quality of life of hard of hearing people of all ages in NL, to promote the understanding of the prevalence, causes and prevention of hearing loss and to advocate for accessibility in public places.

Target Population: Everyone

Highlight of Programs / Services Offered:
- Hearing Awareness Training: Classes, workshops and specialized training
- Hearing Assistive Technology loans (amplified telephones, personal and group listening systems, signalling systems and more)
- Information Services: providing consultations on a variety of topics related to hearing (available in-person, or Provincially via phone, e-mail, Skype or Facetime)
- Resource lending library (books & DVDs)
- Resource groups for Youth with hearing loss, families of children with hearing loss, those with Cochlear Implants, those with Meniere’s & Tinnitus
- Youth and Young Adult programming: Summer Camp, Scholarships, Toastmasters Youth Leadership program
- E-mail and print newsletter
- Volunteer Program
- Advocacy and Accessibility for hard of hearing persons in public areas

Canadian Mental Health Association – NL Division

See on page 88 under Justice or press CTRL+click on link above

CAST (Concurrent, Addictions, Specialized Treatment) Services – Eastern Health
657 Topsail Road, St. John’s, NL

Reception: (709) 777-5074  Program Manager: (709) 752-4923  Clinical Lead: (709) 752-4203
Website: http://www.easternhealth.ca/WebInWeb.aspx?id=1&id=2106&p=74

Mandate: To provide integrated care for clients

Target population: Adults 18+ with concurrent disorders involving significant and severe mental health and substance use issues and/or gambling. These issues substantially interfere with or limit one or more major life activities (ex: school, employment, personal safety, and housing).

Highlight of Programs / Services Offered:
- Outpatient, community-based counseling services for individuals that have a high severity of both
mental health and addictions needs.

- Provide service to individuals who are in acute care at the Waterford Hospital, or who have completed a residential treatment program and are ready to begin transitioning to outpatient services or aftercare.
- Services may include individual, couple, family, and/or group therapy.
- Recovery-focused goals for treatment may include:
  - Increasing knowledge about concurrent disorders
  - Taking a harm-reduction approach to substance use
  - Receiving help for mental health issues
  - Learning more adaptive ways of coping

Physicians and other health professional can fax or email a referral to Central Intake using the Eastern Health Mental Health and Addictions Referral Form. Individuals may call the Central Intake line directly at (709) 752-8888 for information and self-referral.

Referrals to aftercare can be made directly to the Aftercare Coordinator by calling (709) 752-4245.

Centre City Mental Health & Addictions Team – Eastern Health
192 LeMarchant Road, St. John's, NL, A1C 5B8

Formerly LeMarchant House.

Tel: (709) 777-5622    Centre City: (709) 777-5390    Fax: (709) 777-5654

Individuals may call the Central Intake line directly for more information, self-referral and screening.

Central Intake Line: (709) 752-8888

Physicians and other health professionals can fax (752-6852) or email a referral to Central Intake using the Eastern Health Mental Health and Addictions Referral Form. The referral form can be found here.

Mandate: The Centre City Mental Health and Addictions Team is a community-based mental health centre and is part of the Mental Health and Addictions Program, Eastern Health.

Target Population: The Team provides services for adults who have difficulties in areas such as: anxiety and stress; depression; bereavement and loss; fears and phobias; interpersonal relationships; childhood sexual abuse; anger control, decreased self-esteem; communication; and addictions combined with other mental health concerns.

Highlight of Programs / Services Offered:
- Individual therapy is provided for adults with mental health concerns and/or mental illness
- Addictions counselor on staff for individual and group counselling
- Recreation Therapy
- Occupational Therapy
- Case Management
- Couples & Family Counseling now available through the West End and East End locations
  - West End (Mount Pearl Square): (709) 752-4979
  - East End (Terrace Clinic): (709) 752-4957
Canadian National Institute for the Blind - NL Division
70 The Boulevard, St. John’s, NL A1A 1K2

Tel: (709) 754-1180  Contact: Duane Morgan  Email: duane.morgan@cnib.ca
Fax: (709) 754-2018  Toll Free: 1-800-563-2642  Website: http://www.cnib.ca/en/newfoundland/

Mandate: CNIB strives to enhance independence for Canadians who are blind or partially sighted and to be the leader in promoting vision health.

Target Population: CNIB is committed to helping anyone with a vision problem that cannot be corrected using ordinary lenses and that significantly affects the person's independence.

Highlight of Programs / Services Offered:
CNIB passionately provides community-based support, knowledge and a national voice to ensure Canadians who are blind or partially sighted have the confidence, skills and opportunities to fully participate in life.

- **CNIB works with clients in their own homes and communities**, providing a range of programs and services that help people overcome the challenges of sight loss, increase their independence and achieve their goals.

- **CNIB also advocates for equal access and an inclusive society**, and strives to reduce unnecessary vision loss by promoting the effective prevention, diagnosis and treatment of eye disease.

Services include:
- National Helpline
- Resources
- Counselling
- Independent Living
- Consumer Products and Assistive Technology
- Orientation and Mobility
- Low Vision Services
- Child and Family Service Intervention
- Atlantic Connections Online
- Peer Support Groups
- Braille Mentoring Program

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Canadian Red Cross

*See on page 113 under Learning or press CTRL+click on link above*

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Child and Adolescent Outpatient Services - Eastern Health
5th Floor, Southcott Hall, Dr. L.A. Miller Centre, 100 Forest Road, St. John’s NL A1E 1E5

Central Intake (Child and Adolescent Mental Health and Addictions Services): (709) 777-2200
Fax: (709) 777-2211  Website: http://www.easternhealth.ca/WebInWeb.aspx?d=2&id=2111&p=2106

Mandate: To offer a coordinated and comprehensive service for children, adolescents and families facing emotional, social and behavioural challenges.

Target Population: Children and adolescents 18 and under who are experiencing mental health issues and their families. Parents can be referred for parenting groups and support and information sessions pertaining to children in their care.

Highlight of Programs / Services Offered:

- Central Intake is designed to improve accessibility, standardize the process of referrals, monitor waitlists, and improve efficiency among five Community Mental Health and Addictions Services located within the St. John’s region. These services include:
  - Janeway Family Centre (709) 777-2011
- The Janeway Family Centre is located on the 8th Floor of Southcott Hall. This is an outpatient service comprised of social workers and psychologists. The centre provides a combination of individual, family and group interventions for children and youth. Adolescent House is located at 204 LeMarchant Road and is a part of the Janeway Family Centre, which provides individual, family and group interventions for the adolescent population 13-17 years of age.
  - **Janeway Outpatient Child and Adolescent Psychiatry** (709) 777-4484
    - Provides psychiatric assessment and treatment of children/adolescents and their families/caregivers. The program consists of Child/Adolescent psychiatrists, social workers, psychologists, a nurse, an art therapist, and an Occupational therapist. They are also a teaching hospital; so, there are students from all disciplines. The program operates from 8:30 a.m. – 4:30 p.m., Monday to Friday, on the 4th floor of the Janeway Hospital.
  - **BRIDGES** (709) 777-7715
    - The BRIDGES Program has the mandate to provide brief and rapid intervention to youth (ages 13-17 years) with an acute mental illness or mental health crisis. BRIDGES has an interdisciplinary clinical team comprised of psychology, social work, and occupational therapy.
  - **Adolescent Addiction Services**
  - Services for children and adolescents within the Mental Health and Addictions Program include:
    - **Youth Outreach Program**
    - **CONNECT Team**
    - **The Paradise Youth Treatment Centre**
    - **Community mental health and addictions teams throughout the region**
  - Self-referrals can be made for the:
    - **Rowan Centre Adolescent Addiction Service**
    - **BRIDGES Program**
    - **Janeway Family Centre**
    - **Community mental health counsellors**
    - Central Intake also welcomes inquiries and can consult on issues and services for children and adolescents. This service may be contacted by telephone (709 777-2200) or by faxing a mental health referral form (709 777-2211).
    - **Referrals are made using the Mental Health and Addictions referral form**
    - **NOTE:** A physician’s referral is required to access outpatient psychiatry
  - **Central Intake** uses a standardized clinical tool for assessing and prioritizing referrals to ensure that clients are placed with the most appropriate service. Our team also provides:
    - **Consultation and education** to professionals and the community on various mental health issues
    - **Telephone support** to families who are waiting for services
    - **Information and support group sessions** on specialized topics for families waiting for services

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**Choices for Youth**

*See on page 18 under Housing or press CTRL+click on link above*

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**Clinical Sexology – Eastern Health**
306 Waterford Bridge Rd, St. John’s, NL A1E 4J8

Tel: (709) 777-3786  
**Mandate:** To assess and treat a variety of sexual issues and concerns of individuals and couples.

**Target population:** Individuals and couples with sexual issues and concerns which have impacted their relationship(s) and overall quality of life.

**Highlight of Programs / Services Offered:**

- **Sexology** is the scientific study of human sexuality, including behaviors, interests, and function. The field of sexology draws upon many disciplines, such as biology, psychology, sociology, and medicine.
- **Clinical sexologists** are trained mental health professionals that specialize in the assessment and treatment of a variety of sexual health issues and concerns of individuals and couples. They may work in a hospital, community outpatient clinic, or in private practice and use therapeutic skills to educate and counsel you about sexual concerns. **These concerns include:**
  - Sex education and skill building
  - Desire discrepancies
  - Sexual orientation concerns
  - Gender identity and transitioning
  - Erectile difficulties
  - Anorgasmia
  - Rapid ejaculation
  - Sexual aversion to touch, intimacy, sexual activity
  - Sexual pain disorders
  - Atypical sexual variances/paraphilias
- **The first step includes an assessment which includes an interview** to gain an understanding of the issue. When applicable, your partner may be asked to join the sessions. After the problem is discussed, **they will inquire about psychosexual history focusing on:**
  - Early sexual experiences
  - Previous sources of information on sexuality
  - Past and current sexual behavior/interests/fantasies
  - Level of sexual and relationship satisfaction
  - Sexual orientation and gender identity
  - Medical conditions and medications that may impact sexual functioning
- **They will then work with you to establish therapeutic goals and a treatment plan.** This usually includes education about sexual health, anatomy, and sexual response, and the assignment of individual and/or couple exercises.
- **Assessment, treatment, consultation and educational services** are provided on an **outpatient basis at the Waterford Hospital**, with priority given to clients of the Mental Health and Addictions Program.
- **Referrals can be made using the Mental Health and Addictions Services Referral Form.**

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**Coalition of Persons with Disabilities-NL (COD-NL)**

460 Torbay Road, St. John’s, NL A1A 5J3

**Email:** info@codnl.ca  
**Website:** www.codnl.ca

**Mandate:** Operating at the provincial and local levels, COD-NL is an advocacy organization concerned with all persons with disabilities, promoting their rights and raising public awareness of their needs.

**Target Population:** All persons with all types of disabilities

**Highlight of Programs / Services Offered:**

- **Acts as a catalyst**, bringing together various organizations of and for persons with disabilities among themselves and with government and other non-government agencies to address issues of mutual concern
- **Works with individual and representatives organizations** to address policy and program issues around education, training, employment, labour market strategies, social and economic development, human rights, accessibility, accommodations, income support, home support services, etc.
- **Works with Federal and Provincial government departments** in consultation and advocacy capacities.
Community Food Sharing Association
21 Mews Place, PO Box 6291, St. John’s, NL A1C 6J9

Tel: (709) 722-0130            Email: cfsa@nl.rogers.com
Fax: (709) 722-1611           Website: http://www.cfsa.nf.net/

Mandate: To endeavor to alleviate hunger by the efficient distribution of food to food banks; To encourage mutual support among members of the association in efforts to achieve these objectives; To encourage recipients of food aid to become involved in the struggle to improve their situation

Highlight of Programs / Services Offered:
- The Community Food Sharing association presently supplies 56 food banks throughout Newfoundland and Labrador.
- Acts as a collection and distribution agency by the collection and distribution of bulk donations of food to food banks
- Purchases bulk food for equitable distribution to food banks
- Raises funds for the fulfilment of the objectives of the Association
- Upon request, assists in the development of new food banks
- Assists in the development of public awareness of the causes of poverty in our society

Community Mental Health & Addictions Counselling Services – Eastern Health

Mental Health and Addictions System Navigator: Barry Hewitt
Tel: (709) 752-3916            Toll-Free: 1-877-999-7589    Email: barry.hewitt@easternhealth.ca
Adult Central Intake: (709) 752-8888

Mandate: To provide tailored services based on an individual’s need and geographical location, using the ‘stepped care’ model of service delivery.

Target population: Adult members of the community who are consumers of Mental Health & Addictions Services

Highlight of Programs / Services Offered:
- Mental Health and Addictions Counselling Services are organized into four interdisciplinary teams with a broad professional skills mix, including Addictions Counselors, Nurses, Social Workers, Psychologists, Occupational Therapists, and Therapeutic Recreation Professionals.
- Services previously offered by the START program and Employment Services will now be available through each of the new geographically-based teams. Access to these services will be facilitated through Adult Central Intake at (709) 752-8888.
- Location of Community Services teams:
  - St. John’s East Team: Terrace Clinic, Major’s Path (709) 777-3453
  - St. John’s Centre Team: 3 West, St. Clare’s Mercy Hospital (709) 777-5390
  - St. Johns West Team: Community offices, Mount Pearl Square (709) 752-4121
  - Conception Bay South Team: Villa Nova Plaza, Manuels (709) 834-7906

Community Sector Council of NL
See on page 73 under Employment or press CTRL+click on link above
Community Supports Program (CSP) — Eastern Health

See on page 20 under Housing or press CTRL+click on link above

CONNECT: Intensive Support and Resource Coordination for Youth Program — Eastern Health

Secretary Tel: (709) 752-3914  
Contact: Jaime Lundrigan  
Tel: (709) 777-2148  
Fax: (709) 752-6863  
Email: jaime.lundrigan@easternhealth.ca  
Website: http://www.easternhealth.ca/WebInWeb.aspx?d=3&id=2121&p=2111

Mandate: To provide a safe, structured environment to address each young person’s individual needs. This program is offered by a team of Mental Health and Addictions staff with Eastern Health. It seeks to complement services that are already in place, fill identified gaps in service and help with transitions for youth with complex service needs, as well as facilitating referrals to residential mental health treatment when required.

Target Population: Youth ages 12-18 who are experiencing complex mental health issues and who require the support of a residential setting to meet their needs.

Highlight of Programs / Services:

- The team is comprised of a Youth Corrections Mental Health Coordinator, two Mental Health Resource Coordinators, and two Child and Youth Care Counselors.
  - The Youth Corrections Mental Health Coordinator position is provincial in scope and provides services to the broader youth corrections population with an emphasis on violent offenders with mental health needs.
  - The other Mental Health Coordinators provide services within the Eastern Health Region of the Province.
  - The Child and Youth Care Counselors provide a unique service within Eastern Health as they work directly with youth and their families, to build strong, healthy relationships and assist with skill development through the use of daily life events.

- This team works together to provide a variety of services, including:
  - Consultation
  - Resource / Service Coordination
  - Assisting with transitioning (e.g. custody, residential treatment, acute hospitalization, etc.)
  - Intensive Case Management
  - Clinical social work and child and youth care interventions
  - Advocacy
  - Community Capacity Building
  - Case management
  - Substance use counselling

- CONNECT encourages referrals from service providers via the MHA referral form, and strives to help other service providers identify resources and services that may meet the needs of the youth they are working with.
  - Referrals to the CONNECT team can be made by completing this form and faxing it to (709) 752-6863.
Consumers’ Health Awareness Network (CHANNAL)
70 The Boulevard, St. John’s, NL A1A 1K2

Tel: (709) 753-7710  Provinical Office: 1-855-753-1138  
Fax: (709) 753-1109  Provincial Email: admin@chanhall.ca  
Warmline: 1-855-753-2560  St. John’s Email: peerstjohns1@chanhall.ca  
Warmline Local: (709) 753-2560  Website: http://chanhall.ca/

Mandate: CHANNAL is a provincial organization that exists to build and strengthen a self-help network among individuals who live with mental health issues. CHANNAL’s aim is to combat isolation for those living with mental illness, to provide a forum for mental health consumers’ concerns, to educate the public on issues relevant to mental health consumers and to offer advocacy, social and emotional support to mental health consumer.

Target Population: Adults (18+) living with mental health issues/illness

Highlight of Programs / Services Offered:
- In-Person Peer Support Group
- In-Person One on One Peer Support
- Support In Establishing Peer Support Groups
- Ongoing Community Information Presentations
- Warmline: Call 1-855-753-2560
- E-Peer Support
- Wellness Workshops
- Public Education
- Access to Resources
- Policy Consultation
- Partnerships
- Committee Representation

Day Treatment Program – Eastern Health
St. Clare’s Hospital, 154 LeMarchant Road, St. John’s, NL A1C 5B8

Tel: (709) 777-5252  Mental Health and Addictions System Navigator: Barry Hewitt
Email: MHAIntake@easternhealth.ca  Tel: (709) 752-3916  Toll-Free: 1-877-999-7589
Email: barry.hewitt@easternhealth.ca
Website: http://www.easternhealth.ca/WebInWeb.aspx?d=1&id=2106&p=74

Mandate: To provide outpatient services to adults with a major psychiatric disorder.

Target population: Individuals with a major psychiatric disorder who are in remission from the acute phase of their illness.

Highlight of Programs / Services Offered:
- The Day Treatment Program is a holistic, recovery based group treatment program for adults.
- Eight-week program which runs from Monday to Thursday, 9 a.m. to 3 p.m. The program is staffed by psychiatric mental health nurses and a mental health occupational therapist.
- Referral by psychiatrist is necessary.

Daybreak Parent and Child Centre
See on page 114 under Learning or press CTRL+click on link above
**Diabetes Canada - NL Division**
29-31 Pippy Place, Suite 3008, St. John’s, NL A1B 3X2

Formerly Canadian Diabetes Association.

General Inquiries: 1-800-BANTING (toll-free)  
Wendy Gillingham: (709) 754-0953 ext. 22  
Fax: (709) 754-0734

Email: info@diabetes.ca  
Email: wendy.gillingham@diabetes.ca  
Website: [www.diabetes.ca](http://www.diabetes.ca)

**Mandate:** To provide accessible information and services to persons with diabetes and those at risk

**Target Population:** People affected by diabetes and those at risk

**Highlight of Programs / Services Offered:**
- Consumer literature  
- Information Sessions and Forums  
- Resource Centres/Librarys  
- Insurance for people living with diabetes  
- Research  
- Advocacy  
- Summer Camps  
- Peer Support Groups  
- Aboriginal Programs and Services  
- Clothesline  
- Healthy Workplace Initiative

Check their website [here](http://www.diabetes.ca) for more information on programs and services offered.

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**Doorways Walk-In Counseling Service – Eastern Health**
Back of Building 532, Pleasantville, St. John’s, NL

Tel: (709) 752-4903  

**Mandate:** To offer single-session therapy services on a first-come, first-serve basis to those who feel they need to speak to someone right away.

**Target population:** Men, women and children over the age of 12

**Highlight of Programs / Services Offered:**
- Doorways is **NOT** an emergency service. Individuals experiencing a mental health crisis should proceed to the nearest hospital or emergency department.
- **No triage, no intake process, and no wait list.** No formal assessment and no formal diagnostic process.
- **Offered at eight sites** throughout the region. To view walk-in service locations and clinic hours, visit Eastern Health’s [website](http://www.easternhealth.ca/WebInWeb.aspx?d=2&id=2349&p=2106).
- **Service is provided by a team of Mental Health Clinicians,** including Mental Health Social Workers, Nurses, Psychologists, and Addictions Counselors.
- **You will meet with a mental health clinician for a single session** (approximately 1 hour) to address a mental health and/or addictions issue.
- The following are some examples of what can be discussed:
  - Depression  
  - Anxiety  
  - Bullying  
  - Coping  
  - Grief/Loss  
  - Addictions  
  - Relationships Issues  
  - Stress
Drop-In Addictions Group – Eastern Health
Pleasantville, Back of Building 532, St. John’s, NL and 20 Cordage Place, St. John’s, NL

Pleasantville Tel: (709) 752-4980
Cordage Place Tel: (709) 752-4800

Mandate: To offer a drop-in addictions group to those who need it.

Target population: Adults struggling with addiction.

Highlight of Programs / Services Offered:
Every Wednesday, there are two drop-in locations:
- Pleasantville: 1:30-2:45
- Cordage Place: 7:30 – 8:45

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Early Learning and Child Development Division – Department of Education and Early Childhood Development, Gov. of NL
See on page 116 under Learning or press CTRL+click on link above

Easter Seals NL
See on page 51 under Recreation or press CTRL+click on link above

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Eating Disorder Foundation of NL (EDF-NL)
13 Pippy Place, St. John’s, NL A1B 3X2
Tel: (709) 722-0500 Fax: (709) 722-0552 Email: info@edfnl.ca Website: www.edfnl.ca

Mandate: EDF-NL is a leadership advocacy group dedicated to providing public support services and information on available treatment services for individuals and families who experience disordered eating and eating disorders, as well as promoting research relating to eating disorders.

Target Population: Individuals and families who experience disordered eating and eating disorders

Highlight of Programs / Services Offered:
- Client Consultation Program
- Family Consultation Program
- Families Supporting Families Support Group
- Bridge to Hope Education and Support Group
- Siblings of Hope Support Group
- Emotion Focused Family Therapy Workshop
- Public Awareness and Education Presentations
- Eating Disorder Awareness Week
- Scholarship Program
- Resource Material Loaner Program
- Research Grant Program
Epilepsy Newfoundland & Labrador

351 Kenmount Road, St. John’s, NL A1B 3P9

Tel: (709) 722-0502          Toll-free: 1-866-EPILEPSY   Email: info@epilepsynl.com
Fax: (709) 722-0999          Website: http://epilepsynl.com/

Mandate: To share information, and educate the public on the subject of epilepsy; and to adopt any measures necessary to improve the health, strength and well-being of those with epilepsy, wherever possible, in the province of NL.

Target Population: Persons with epilepsy, their friends, families and the community

Highlight of Programs / Services Offered:
- **Information & Resource Centre**: provides extensive access to all sorts of medical and social information regarding such topics as treatment, medication, employment, health matters and social issues. Epilepsy will mail out an information kit on the topic you’re interested in.
- **A quarterly newsletter** to keep our members up to date on the very latest happenings in the world of epilepsy.
- **Alerts**: When anything happens that could have a serious impact on people living with epilepsy such as a recall of medication or discovery of new side effects, it is sent out to members through Info Alerts and posted on the Anti-Epileptic Drug Warnings and Alerts section of the website.
- **Newly Diagnosed Support & Advocacy**: In person or by phone across the province. One on one support for the issues you may be facing.
- **Public Presentations**: We offer a wide variety of presentations and information sessions for groups, organizations, and classrooms of all ages and sizes. Would you like to have one of the Epilepsy NL staff carry out a workshop with your class or group? Contact them to arrange the place and time.
- **Thrift Store**: **Previously Loved Clothes and Things** the Epilepsy NL thrift store is open 9:30 to 9:30 seven days a week. Because it is a charity there isn’t any sales tax, and the best part is that 100% of the profits stay in Newfoundland to help fund their other services.
- **Free information packages and support groups.**
- **Fundraising events.**

Family and Child Care Connections (FCCC)

50 Pippy Place, Unit 22, PO Box 13574, St. John’s, NL A1B 4B8

Tel: (709) 754-7090          Contact: Valerie Collins, Coordinator   Email: vcollins@fccnl.ca
Fax: (709) 754-7091          Website: http://www.familyandchildcareconnections.ca/   Email: fccc@ndfl.net

Mandate: FCCC is a community based, non-profit early learning and family child care organization, dedicated to the development and provision of affordable, accessible, inclusive and quality early learning and family child
care. Through its Family Resource Centre and Family Child Care Agency, FCCC provides education, support and resources to parents and families and the recruitment and approval of family child care providers.

**Target Population:** Parents, Child Care Fund members, family home child care providers, etc. in St. John’s.

**Highlight of Programs / Services Offered:**

- Family Child Care Agency
- Workshops and Training
- Drop-in playgroups
- Lending Libraries
- Calendar of Events
- Newsletter
- Community Meeting Space
- Child Care Registry

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**Food Banks**

**Centre City Food Banks**

**Bridges to Hope** – Located at 39 Cookstown Road, # 722-9225 Email: info@bridgetohope.ca

*Hours of operation:* Tuesday 11 am-12:50pm Wednesdays, Thursdays, and Friday 10 am -12:50 pm clients need their MCP and AES file # or Drug card #

Get a full hamper every 28 days (some emergency hampers) Serve all areas of St. John’s.

**St. Teresa’s Parish – St. Vincent De Paul Society,** Mundy Pond Road 579-7201

*Hours of operation:* Please call to find out dates and times of operation as hours and days are subject to change. Call before 1 pm for hamper.

Please call to find out dates and times of operation as hours and days are subject to change. Call before 1 pm for hamper.

Clients need their MCP and Drug card #. Get a full hamper monthly

**Emmaus House** – Bonaventure Avenue (at the end of St. Bon’s school next to the Basilica) 753-6380

*Hours of operation:* Monday to Friday between 1 pm-3pm

Clients need their MCP and Drug card # if possible.

Get a full hamper every 30 Days. (Some emergency hampers) Serve all areas of St. John’s.

Closed for 1 week during the months of June, July, and August.

**Campus Food Bank** – Memorial University Campus, Corti Reale Building (near Burton’s Pond) 864-3467

*Hours of operation:* Monday and Thursday 3:00 pm – 5:30 pm and 7 pm- 8 pm and on Sunday 3 pm- 5pm.

Needs a student # and MCP # if possible. Serve mainly students of the university and other connected to the university and others connected to the university. Get a full hamper monthly.

**St. Pius X Parish** – Located in the MacMorran Community centre (off Bell’s Turn behind Brophy Place) 739-1329

*Hours of operation:* Monday and Thursday 9 am- 1 pm. must call before 12 pm. Hampers pick-up is 12 pm – 1 pm.

You will need to call Monday and Thursdays Mornings and leave a message- they will call back to tell you to come in. (No walk-ins) Serve only the surrounding area. You will need your MCP and AES file #. You get a full hamper every 30 days.

Also has clothing room- get a garbage bag for a dollar-those inside the area can go twice a month and those outside the area can go once a month.

**St. John’s Food Banks**

**Divisional Headquarters** – 21 Adams Avenue, Community and Family Services side of Building 726-0393

*Hours of operation:* Wednesdays 9:15 am -11:45 am and 1 pm-3pm drop in.

You will need your MCP or Hospital card and something with proof of address. You will get a full hamper every 4 weeks (exceptions for emergencies). Serve all areas of St. John’s
**Chaulker Place** - Located in the Community Centre in Caulker Place 726-0393
**Hours of operation:** Frist Friday of every month between 10 am -12 pm
You will need MCP or hospital card and something with proof of address. You will get a full hamper every 4 weeks. Serve the surrounding area.

**West end Food Banks**

**Corpus Christi** – St. Vincent de Paul Society located on Waterford Bridge Road (behind the church) 364-4116
**Hours of operation:** Mondays, Wednesdays, and Fridays between 10 am-12 noon and the third Saturday of each month between 10 am- 12 pm but closed on Saturdays in July and August.
Call the day before or before 10am and they will call back, ask a few questions and you go pick up a hamper. You will need MCP #, and proof of address and file # if possible. Get a full hamper once a month (some emergency hamper available). Serve the Corpus Christi Parish.

**Food Bank for Single Parent**: 472 Logy Bay Road 739-0709
**Hours of operation:** Wednesdays, and Fridays 10 am-1 pm and 2pm -4pm.
Clients must have their order registered by 12:30 pm. Full hamper are available once a month. Clients need their all family MCP cards and their paper AES/HRLE, drug card, or other proof of income. Serves a large area on the Avalon (some emergency hampers based on need). If clients only need clothing, they can go from 2 pm-4 pm

**Mt. Pearl Food Banks**

**Mary Queen of the World**- located at 775 Topsail Road just past Mount Pearl Square in the basement of the church 364-7140
**Hours of operation:** Tuesday to Friday 9:00 am -11 am.
Call one day before and leave a message- they will call in the morning when it is ready and give you a time to pick up a hamper. Serve only the surrounding area (Parish Hall). You will need MCP and drug card # and proof of address. Get a full hamper every 30 days.

**St. Peters Parish**- St. Vincent de Paul Society located at 110 Ashford Drive in the basement of the church 747-3320
**Hours of operation:** Monday to Thursday 7- 730 pm.
Needs the MCP# of all family members in your house and proof of address unless already on record. Get full hamper once a month (ability for some emergency hampers). Serve the surrounding area.

**Salvation Army Mt. Pearl** – located at 106 Ashford Drive 364-6465
**Hours of operation:** Monday 12 noon-2 pm, Tuesday and Fridays 10:30 am-2:30 pm.
Can drop in but would prefer if you call during food bank hours. You need your MCP # and proof of address. A person can apply for a hamper once a month. Serve Mt. Pearl, Goulds, Paradise, Kilbride and Southern Shore.

**Torbay Food Banks**

**Holy Trinity Parish**- Located in the Holy Trinity Parish Hall in Torbay 437-6628
Leo Galway 437-6367
**Hours of operation:** Second and third Thursday of the month between 6:30 pm -7:30 pm. Serve only the surrounding area- Torbay, Outer Cove, Bauline, Middle Cove and Flat Rock with a full hamper given every 2 week.(emergency hampers available). Need an MCP, drug card, proof of address and proof of telephone number if possible.

**CBS Food Banks**

**CBS/Paradise Community Food Bank**- located at 81 CBS Highway, Unit 3, #834-2800
**Hours of operation:** Monday to Friday 9 am-2 pm. full hamper every 5 weeks and will need your MCP and AES file# or drug Card#
Food First NL
44 Torbay Rd, Suite 110, St. John's, NL A1A 2G4

Formerly Food Security Network of NL.
Tel: (709) 237-4026  Fax: (709) 237-4231  Email: info@foodfirstnl.ca  Website: http://www.foodfirstnl.ca/

Mandate: Food First NL’s mission is to actively promote comprehensive, community-based solutions to ensure access to adequate, healthy food for all. We envision a Newfoundland & Labrador where all people, at all times, have physical and economic access to sufficient, safe, and nutritious food to meet their dietary needs and food preferences for an active and healthy life.

Target Population: Everyone

Highlight of Programs / Services Offered:
- **Projects:** Stories From Nunatsiavut, Healthy Eating in NL Resource Centre, Seniors Food Celebration, Farm to School, Healthy Corner Stores NL, St. John’s Food Policy Council, Nikigijavut Nunatsiavutinni, Newfoundland & Labrador Good Food Challenge
- **Resources:** Publications, Healthy Eating in NL Resource Centre, Everybody Eats, Newfoundland and Labrador Nutritious Food Basket, Food Film Library, Newfoundland & Labrador Local Food Seasonality Chart, Food Skills Workshops, Broadcasts & Teleconferences, All Around the Table, Community-Led Food Assessment

Free On-Site HIV Testing
Shoppers Drug Mart, 250 LeMarchant Road, St. John’s, NL

Tel: (709) 739-9751

Mandate: To offer free HIV testing services in order to discover whether a community, pharmacy-based HIV screening program is acceptable, feasible and effective

Target population: Those at high risk and those who have never been tested

Highlight of Programs / Services Offered:
- No appointment necessary
- Confidential, in a private room
- Pharmacists also trained in counselling, regardless of whether the person tests positive for HIV

Froude Avenue Community Centre
See on page 52 under Recreation or press CTRL+click on link above

Gamblers Anonymous
Website: http://www.gamblersanonymous.org/ga/index.php
Mandate: Gamblers anonymous is a fellowship of men and women who share their experience, strength and hope with each other such that they may solve their common problem and help others to recover from a gambling problem. The main purpose is to help compulsive gamblers stop gambling.

Target Population: The only requirement for membership is a desire to stop gambling.

Highlight of Programs / Services Offered:
- Gamblers Anonymous offers a 12 Step Program
- Weekly meetings
  - St. John’s: Every Monday at 8 p.m. in the Addiction Centre on Charter Avenue, Pleasantville

Gambling Helpline
Tel: 1-800-363-5864  Toll Free: 1-888-899-4357 (HELP)
Website: http://www.health.gov.nl.ca/health/mentalhealth/provincial_programs_services.html

Mandate: The Gambling Helpline is dedicated to supporting gamblers and their families; and reducing and eliminating problem gambling in NL.

Target Population: Individuals who are concerned about their own or another’s gambling. The Helpline is available for anyone experiencing a problem or negatively impacted by gambling, as well as family or friends.

Highlight of Programs / Services Offered:
- A 24 hour, 365 days of the year, telephone service for people who are concerned about their own or another’s gambling. The helpline provides:
  - Information
  - Basic education regarding gambling problems
  - Crisis intervention
  - Possible referral to other appropriate support services
- All calls are confidential and free of charge.

George Street United Church

Physical Address: 130 George Street West, St. John’s, NL A1C 5L4
Mailing Address: 25 Buchanan Street, St. John’s, NL A1C 0A4
Tel: (709) 726-8775  Email: office@georgestunitedchurch.com
Fax: (709) 726-8780  Website: http://www.georgestunitedchurch.com/

Mandate: To provide hot, nutritious meals, conversation and fellowship to those in need

Target Population: Men and women of all ages

Highlight of Programs / Services Offered:
- The Jimmy Pratt Memorial Outreach Centre offers a free hot meal, conversation and fellowship every Friday between 10am – 12:30pm.
- Individuals can also sit and relax, watch TV / videos and access the internet to job hunt, email, etc.
- A free hot breakfast is offered every Monday between September and May from 9-10:30am.
Home and Community Care Program - Eastern Health

Home and Community Care Intake: (709) 752-4942
Home and Community Care Coordinators: (709) 752-4835
Chronic Disease Prevention and Management: (709) 752-3946

**Mandate:** The goal of the Home and Community Care Program is to support individuals and their families living in the community who need additional care and professional services to manage an illness. The support provided by this program helps individuals avoid admission to a healthcare facility or reduce the length of their stay in the hospital.

**Target Population:** Individuals of all ages and families.

**Highlight of Programs / Services Offered:**

- The home and community care service providers team includes:
  - Community Health Nurses
  - Licensed Practical Nurses
  - Social Workers
  - Occupational Therapists
  - Physiotherapists
  - Nutritionists

- These professionals work together to:
  - Provide comprehensive care
  - Work with clients and families to meet care needs
  - Support client independence and self-management of chronic disease.

- The Home and Community Care program offers a wide range of services to residents of all ages in Eastern Health. These services include:
  - Health promotion
  - Clinical intervention
  - Rehabilitation services
  - Chronic disease management
  - Long term supportive care
  - Palliative and end of life care

- Services are provided on referral and are based on assessed need. These services are offered in variety of settings including home and clinic sites.

- A list of contacts for the Home and Community Care Clinics can be found by clicking here.

HOPE (Eating Disorders Program) - Eastern Health

35 Major's Path, Suite 101, St. John's, NL A1A 4Z9

Please ensure when donating you read the information below to ensure you donate to the intended organization and not to Thrive.

If you’d like to donate to The HOPE Program please call the Health Care Foundation at 777-5901 or 777-5926 and indicate that the donation is to be made to The Hope Program located on Major's Path.

Tel: (709) 777-2041  Fax: (709) 777-2042

**Mandate:** To help individuals change eating disorder symptoms, challenge thoughts and behaviors, and develop new means of coping with everyday stressors.
**Target Population:** Clients 15 years of age and older who meet the criteria as described in the DSM-V (The Diagnostic and Statistical Manual of Mental Disorders) for anorexia nervosa, bulimia nervosa or other specified feeding and eating disorders excluding binge eating, night eating related disorders, or avoidant/restrictive food intake disorder.
- The client must be aware of his/her referral to the program and agree to participate in therapy.
- The client must be medically stable as per Eastern Health’s guidelines.
- We do not accept referrals for eating difficulties (e.g. fear of swallowing, weight loss management).
- Individual services can be provided for those following a vegan diet.

**Highlight of Programs / Services Offered:**
- The HOPE Eating Disorders Program is an **outpatient day treatment program**. The program incorporates an **interdisciplinary approach** to offer **group therapy**, **individual therapy**, **meal support** and **family support**.
  - Clinicians include: Dietitians, Psychologists, Social Workers, Occupational Therapists, Nurses, and Physiotherapists.
  - In addition, the program has a **part-time family physician**, and a **consulting psychiatrist** and **pediatrician**.
- The **treatment goals are individualized** according to the needs of the client and may include the following:
  - Develop a healthy lifestyle
  - Improve relationship with food
  - Explore alternative coping strategies
  - Create/Improve healthy interpersonal relationships
  - Improve sense of self-worth and body esteem
  - Facilitate effective communication between clients and their loved ones
- The program strives to provide a **trusting, supportive and consistent environment** for **individuals and their families** on their journey to wellness.
- **A physician referral and follow-up is required** during participation in the HOPE program.
  - For clients 18+, the referring physician will complete the Mental Health and Addictions Referral Form.
  - Clients under 18 will be assessed by the Adolescent Medicine Team and referred to the HOPE program, if appropriate.

**IMAlive Online Crisis Helpline**

**Website:** [www.imalive.org](http://www.imalive.org)  **Email:** info@imalive.org

**Mandate:** IMAlive is a live online network that uses instant messaging to respond to people in crisis. People need a safe place to go during moments of crisis and intense emotional pain, and may not always be willing or able to call a phone helpline. IMAlive seeks to provide this safe space by having 100% of its volunteers trained in crisis intervention.

**Target population:** Anyone dealing with crisis

**Highlight of Programs / Services Offered:**
- The IMAlive.org website provides an **anonymous online chat service** connecting people in crisis with trained volunteers. The chat line strives towards being 24/7, but cautions that during times of high volume, there may not be a volunteer available immediately.
- **Online training** is provided to volunteers through the QPR Institute. Interested volunteers must be 16 or older and have at least 4 hours a week available for training, practice and eventually online support.
o The IMAlive volunteers make a life changing commitment to respond to people in crisis with their time, talents and empathy.
o Before volunteers begin responding they will complete approximately 20 hours of training, receive certification by a licensed clinician, and pledge to complete 200 hrs of service within the first year.

Iris Kirby House

See on page 25 under Housing or press CTRL+click on link above

Janeway Resource Centre
Janeway Hostel, Room 434, 300 Prince Philip Drive, St. John’s, NL A1B 3V6
Tel: (709) 777-2946 Email: family.resource.centre@easternhealth.ca

Hours: Monday to Friday, 9:00 a.m. to 5:00 p.m (Usually closed 12:00-1:00 p.m.)

Mandate: The Janeway Resource Centre provides pediatric and women’s health and wellness information for patients and families in our community.

Target Population: Families, individuals, and organizations – anyone with a need for child and youth health information

Highlight of Programs / Services Offered:
• Topics include: medical conditions (e.g. ADHD, autism, cancer, cerebral palsy, eating disorders, and more); breastfeeding; child development; mental health; nutrition; parenting children with special needs; grief and loss, and more. The library catalogue can be searched using the Online Resource Portal.
• Anyone in Newfoundland and Labrador may borrow materials from the Centre. Borrowers must provide their name, mailing address, email and phone number.
• Free mail delivery is provided anywhere in Newfoundland and Labrador. Return postage is also provided.
• Requests for information on pediatric and women’s health topics may be submitted in person, by email, phone or fax.
• A Family-Friendly Space: For families visiting the hospital, the Centre provides:
  o A comfortable space to relax, a child play area, a quiet room, and a small kitchen
  o Computers with Internet access, printing, faxing, and photocopying
• Note: The Janeway Hostel is the brown brick and glass building across from the Adult Emergency entrance at the Health Sciences Centre.

Jimmy Pratt Memorial Outreach Centre – George Street United Church

Physical Address: 130 George Street West, St. John’s, NL A1C 5L4
Mailing Address: 25 Buchanan Street, St. John’s, NL A1C 0A4
Tel: (709) 726-8775 Email: contact@jimmyprattcentre.ca
Fax: (709) 726-8780 Website: http://jimmyprattcentre.ca

Mandate: To provide food, companionship and support to those facing homelessness or poverty.

Target Population: Individuals in the downtown core of St. John’s.

Highlight of Programs / Services Offered:
• Part of George Street United Church Outreach Programming
• Friendship Corner: Visitors can relax and watch some TV or a video, or even surf the internet.
  o Computer Access Program: Computer access is available for those who want to search for jobs, send an e-mail or just browse the internet.

• Hot lunch every Friday from 10 a.m. to 12:30 p.m.

• Soup Kitchen
• Hot Breakfast every Monday Morning for the winter months (Jan-Mar) from 8:30 a.m. to 10 a.m.

• Senior’s Inclusion Program Committee (SIPC): Delivers regularly scheduled programs and special events from the outreach centre. Objectives of the Senior’s Inclusion Program are:
  o Provide a venue for social interaction
  o Provide an exercise program suitable to their age groups
  o Create a welcoming and friendly environment
  o Keep patrons informed on issues of interest and concern and opportunities for change
  o Offer healthy lunch menus each week

• Hot Soup Cool Jazz Fundraiser: Gourmet soup competition in support of ending poverty and homelessness in our community.
  o http://www.hotsoupcooljazz.org/

• Gifts with Vision: Jimmy Pratt is one of the registered charities included in the Gifts with Vision Calendar—a national program coordinated by the United Church of Canada. Last year, the program generated over $450,000 which was distributed among 30 charities included in the Gifts with Vision Calendar.
  o https://www.giftswithvision.ca/


Kids Eat Smart Foundation NL
80 Elizabeth Avenue, Suite 200, Regatta Plaza, PO Box 26009, St. John’s, NL A1A 1W7
Fax: (709)722-7250 Email: meals@kidseatsmart.ca Website: http://www.kidseatsmart.ca/

Mandate: Kids Eat Smart Foundation NL partners with schools, communities, volunteers and sponsors to set up and support nutritious food programs called Kids Eat Smart Clubs, organized by volunteers for school aged children throughout Newfoundland and Labrador. Our vision is that every school aged child in Newfoundland and Labrador attends school well-nourished to be ready to learn.

Target Population: School-aged children and youth

Highlight of Programs / Services Offered:
• 248 Kids Eat Smart Clubs operate in schools and community centres throughout Newfoundland and Labrador. Every school day with help of volunteers we serve over 25,000 meals to children and youth in Kindergarten to Grade 12. The majority of our KES Clubs serve breakfast consisting of nutritious foods, such as fruit, yogurt, toast, whole grain cereal and milk.
• KES Clubs are volunteer run and are available to any child or youth who wishes to attend in a safe, welcoming and non-stigmatizing environment.
• Kids Eat Smart Foundation NL provides KES Clubs with financial resources, fundraising tools, volunteer recruitment and recognition support and Food Safety Training.

Kids Help Phone
PO Box 26062, St. John’s, NL A1E 0A5

NL Contact: Emily Cardwell E-mail: emily.cardwell@kidshelpphone.ca Tel: (709) 685-0629
Counselling Line: 1-800-668-6868 Website: https://kidshelpphone.ca/
**Mandate:** To improve the well-being of children and youth in Canada by providing them anonymous and confidential professional counseling, referrals, and information through technologically-based communications media; to continue to improve and grow, ensuring delivery of the most effective, timely and valuable counselling, referrals and information to every young person who could benefit from the support.

**Target Population:** Children and youth ages 5+

**Highlight of Programs / Services Offered:**
- Offers Canada’s only national, bilingual, 24-hour, toll-free confidential and anonymous phone and web counselling, referral and information service for children and youth
- **To reach a Kids Help Phone professional counselor,** kids, teens and young adults, from any community in Canada, can **call or go online 24 hours a day, 365 day a year**
- **From trouble with homework to dealing with loss and grief to thoughts of suicide,** kids can talk to Kids Help Phone about anything
- **Kids Help Phone has access to a database of over 37,000 local resources,** to connect kids to a service right in their community.

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**Liaison Services, Mental Health and Addictions – Eastern Health**

**Mandate:** To maximize the effective and efficient utilization of our services by our clients, as well as, to promote a seamless transition in the provision of these services between institutional and community programs.

**Target population:** Consumers of Mental Health & Addictions services.

**Highlight of Programs / Services Offered:**
- The Clinical Efficiency Division carefully monitors all admissions and discharges to inpatient units, promoting effective and early discharge planning and implementing strategies that will improve patient flow. Other clinical efficiency initiatives include the timely provision of clinical information and data, establishing clinical efficiency benchmarks, monitoring wait times and supporting alternative service models which positively impact on the mental health of the client.
  - **Mental Health Discharge Liaison Nurse** (709) 777-8426/3009/3565
    - o The Mental Health and Addictions Program currently employs four full time Discharge Liaison Nurses, one at the Health Science Site and three at the Waterford site.
    - o These positions address the gap between discharge from hospital and access to follow up services in the community.
    - o In this role, the Discharge Liaison Nurse meets with the referred client in hospital during the discharge process and, subsequently, provides a full range of clinical service while linking the client to his/her community.
    - o This specialized nursing follow up is most often provided in the community within the context of home visiting but may also include office visits.
  - **Mental Health Community Liaison** (709) 777-3910
    - o The purpose of this role is to develop collaborative relationships with community agencies and serve as a consultant in the development of comprehensive service plans for people with complex mental health needs.
    - o This position provides consultation/liaison, advocacy and education regarding mental health to assist in supporting people in the community. It also serves as a vital link for accessing mental health services.
  - **Consultation/Liaison Service** (709) 777-5379 (St. Clare’s) / (709) 777-6104 (Health Sciences)
    - o The Psychiatry Consultation Liaison Service at St. Clare’s and General Hospital sites provides support to patients experiencing mental health and addiction issues along with medical, surgical, or women’s health issues.
Each site has a dedicated Psychiatrist for medical consults.
- Psychiatric-Mental Health Nurses are also a part of each team and are responsible for nursing consultations, as well as assisting with triage and follow up of medical consults.
- Psychiatric Residents, medical students and nursing students complete rotations within the service.
- Liaison with other teams within each hospital has created opportunities for input into policies, protocols, and provision of clinics for special populations.
- Reducing stigma of mental illness and educating staff is an important objective of the service.
- Mental health needs can now be addressed during admission, providing a more holistic and timely treatment. Follow up referrals in the community are provided as required.

Lung Association of NL
15 Pippy Place, Carnell Building, 2nd Floor, P.O. Box 13457, Station A, St. John’s, NL A1B 4B8

Tel: (709) 726-4664  Toll-free: 1-888-566-5864  Email: info@nf.lung.ca
Fax: (709) 726-2550  Smokers’ Helpline: 1-800-363-5864
Website: http://www.nf.lung.ca/ or http://www.smokeshelp.net/default.asp

Mandate: The NL Lung Association is a not-for-profit organization dedicated to achieving healthy breathing for the people of NL through programs in Education, Research and Advocacy, sustained by the formalized activities of fundraising, volunteerism, and organizational development.

Target Population: All ages across the province.

Highlight of Programs / Services Offered:
- **Environment**
  - A variety of services with regard to indoor and outdoor air quality: Vehicle Emissions Reduction, Radon, Scent Awareness, Air Quality Health Index, etc.
- **Lung Health Information**
  - Programs and services specializing in: Asthma, COPD, Sleep Apnea, Infectious Diseases, Tuberculosis and other diseases
- **Lung Transplant Travel Assistance**
  - The Lung Transplant Travel Assistance Program is designed to offer modest financial support to individuals who have to travel out of province to receive a lung transplant.
- **Smoking & Tobacco**
  - Offers a Smokers’ Helpline which is a free confidential telephone-based service offering free information and resource materials as well as access to a highly qualified cessation counselor.
  - The Smokers' Helpline Website also provides self-help information, chat forums, a comprehensive list of regional cessation supports and links to community partners working in tobacco control.
- **Support Groups**
  - From asthma education to smoking cessation, the Lung Association NL offers a number of support programs to the people of this province.

MacMorran Community Centre
See on page 54 under Recreation or press CTRL+click on link above

MAX
See on page 55 under Recreation or press CTRL+click on link above
Mental Health Emergency Services - Eastern Health

24 hour Province-Wide Mental Health Crisis Phone Line:
Tel: (709) 737-4668    Toll-free: 1-888-737-4668

Mobile Crisis Response Team (St. John’s Region)
Tel: (709) 737-4668    Website: http://www.easternhealth.ca/WebInWeb.aspx?d=2&id=2375&p=2106

24 hour Walk-in Crisis Service:
Psychiatric Assessment Unit Waterford Hospital Site, Waterford Bridge Road, St. John’s NL
Psychiatric Emergency Service Health Sciences Centre, Emergency Room, St. John’s NL

Website: http://www.easternhealth.ca

Mandate: To support and work with people who identify themselves as being in crisis. Crisis can mean different things to different people. It can include feelings of being overwhelmed, stressed, frustrated, and being unable to cope.

Target Population: Anyone who identifies as being in crisis

Highlight of Programs / Services Offered:

- Mental Health Crisis Line: The Mental Health Crisis Center provides 24 hour telephone based crisis intervention by professionally trained Crisis Interveners. This service is available toll free across Newfoundland and Labrador and is a confidential service. This service is open to anyone in crisis, their caregivers or loved ones. The 24 hour crisis line is also available to health professionals on a consultative basis by phone. Crisis can include but is not limited to:
  - Relationships with family or friends
  - Financial Difficulties
  - Addiction Issues
  - Grief or Loss
  - Abuse or Traumatic Events
  - School or work stress
  - Illness
- Mobile Crisis Response Team: The Mobile Crisis Response (MCR) Team is comprised of registered nurses, licensed practical nurses and social workers with significant experience in mental health who travel as a team to assist/intervene with mental health related crisis, directly in a person’s home or community. In addition, MCR are able to accompany other health care providers in clients/patient community visits.
  - The MCR Team currently offers services from 11am-7pm, 7 days a week for people who live within 45 minute travel distance from their home or office (St. John’s extending west not further than Holyrood or Bay Bulls and east not further than Portugal Cove, excluding Bell Island).
  - MCR is an extension to other emergency mental health services that currently exist in the St. John’s metro area including the Mental Health Crisis Line (Provincial Service), Psychiatric Emergency Service at the Health Sciences Centre and Psychiatric Assessment Unit at the Waterford Hospital; and works closely with other community services as required.
- Gambling Helpline: The Gambling Helpline is a telephone based service providing 24 hour a day by professional staff for individuals who are concerned about their own or another’s gambling.
  - Available toll free across Newfoundland and Labrador
  - Anonymous and confidential service
  - The helpline provides information, basic education regarding gambling problems, crisis intervention, and possible referral to other appropriate support services.
- Psychiatric Assessment Unit (Waterford Hospital): The Psychiatric Assessment Unit (PAU) is a mental health emergency room providing assessment of urgent mental health concerns on a walk-in basis 24 hours a day, seven days a week (no referral required).
Assessment includes a psychiatric nurse and physician(s) (general practitioners, psychiatric residents, and psychiatrists are on staff in this program).

This services has three holding beds or crisis stabilization beds that allow staff to monitor patients for a maximum of 23 hours where deemed appropriate. Referral to follow-up services may also be provided as needed.

- **Psychiatric Emergency (Health Science Centre):** Psychiatric Emergency Services are available in the Emergency Department at the Health Sciences Centre.
  - The Emergency Department is staffed on a 24-hour basis by a registered nurse with mental health experience, who is available to see and assess all patients with a mental health problem.
  - The department also has access, when the need arises, to a 24-hour on-call coverage by a psychiatrist and psychiatric staff who are currently located at the Psychiatric Assessment Unit at the Waterford.

- **Psychiatric Rehabilitation Services:** This is a 15 bed unit that utilizes the principles of the Recovery Model to engage clients in an active psychiatric rehabilitation program. People with severe and persistent mental illness may be referred from acute care or forensic services.

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**Multicultural Women’s Organization of NL (MWONL)**

*See on page 124 under Learning or press CTRL+click on link above*

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**Nar-Anon Newfoundland**

Mondays at 8:00 PM
Church of the Good Shepherd
111 Richard Nolan Drive, Mount Pearl
Tel: (709) 770-5213

Thursdays at 8:00 PM
St. Teresa’s Church, 120 Mundy Pond Rd.
111 Richard Nolan Drive, Mount Pearl
WEST (LEFT) side BASEMENT ENTRANCE
Email: naranonstjohns@gmail.com
Website: [http://naranonstjohns.wix.com/naranonstjohns](http://naranonstjohns.wix.com/naranonstjohns)

**Mandate:** The Nar-Anon Family Group is for those who know or have known a feeling of desperation due to the addiction problem of someone close to them. Nar-Anon members share their experiences, strengths, and hope at weekly meetings.

**Target Population:** Nar-Anon members are relatives and friends of people who are struggling with addiction or drug problems.

**Highlight of Programs / Services Offered:**

- Our program may be beneficial for those family members of addicts you may come in contact with. We know the disease of addiction can affect the family members and friends of addicts, physically, emotionally and spiritually.
- Nar-Anon provides support and hope to those in despair because of a relative or friend’s addiction.
- Nar-Anon Family Groups is a twelve step fellowship that offers a recovery program for those affected by someone’s addiction. The only requirement for membership is that there be a problem of addiction in a relative or friend.
- Nar-Anon is adapted from Narcotics Anonymous and uses Nar-Anon's Twelve Steps, Twelve Traditions, and Twelve Concepts. Nar-Anon cooperates, but is not affiliated, with Narcotics Anonymous and other recovery programs.
- Our program is based on a set of spiritual principles; we have no affiliation with any particular religion.
- Meetings every Monday and Thursday.
National Eating Disorder Information Centre
See Learning section or press CTRL+click on link above

Newfoundland and Labrador Association for Community Living
See Housing section or press CTRL+click on link above

New Hope Community Centre - Salvation Army
See Employment section or press CTRL+click on link above

NL Alliance for the Control of Tobacco (ACT NL)
29 Rowan Street, St. John’s, NL A1B 2X2
Tel: (709) 753-0079  Email: melissamoore@actnl.com  Facebook: http://www.facebook.com/actnl
Fax: (709) 753-0109  Website: http://www.actnl.com  Twitter: www.twitter.com/actnl

Mandate: ACT is a partnership of both government and non-government organizations, dedicated to reducing the negative health, economic, and environmental effects of tobacco use in NL.

Target Population: All segments of population with particular attention to youth

Highlight of Programs / Services Offered:
- Together with its partners, ACT is responsible for developing, implementing and monitoring the Provincial Tobacco Reduction Strategy which sets out a coordinated plan for tobacco control activities in the Province.
- Provides information and resources.
- Mass media campaigns including T.V., radio and print commercials which educate youth on the tobacco industry.
- Mass media campaigns which educate the entire population on the dangers of secondhand smoke exposure in the home and in the workplace.
- Delivery of anti-tobacco presentations to schools and community groups.
- The ACT Grant Program is a year-round program designed to assist community partners around the province as they implement projects to show that every action counts when it comes to tobacco control in NL.

NL Association for the Deaf
See on page 78 under Employment or press CTRL+click on link above

NL HealthLine – Dept. of Health and Community Services, Gov. of NL
Confederation Building, 1st Floor West Block, PO Box 8700, St. John’s, NL A1B 4J6
CALL 811 or Tel: 1-888-709-2929  TTY: 1-888-709-3555  Website: http://yourhealthline.ca/

Highlight of Programs / Services Offered:
- The HealthLine is a confidential and free telephone line staffed by experienced Registered Nurses. It is
available to all residents of Newfoundland and Labrador, of any age.

- **Call 811 at any time**, day or night, to speak to a Registered Nurse. They are always there for you.
- The HealthLine will provide **follow-up calls**, with consent, to **callers who have contacted the HealthLine because of a mental health or addictions concern**.
- The HealthLine can **help you decide what steps to take to manage your physical and mental health**, and the health of your family. HealthLine nurses can also **provide information about health services in your area**, and **answer questions** you may have about health-related topics.

**NOTE:** HealthLine does not replace 911 or your local emergency number. In the event of an emergency, call your local emergency number or 911, where available.

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**NL Heart and Stroke Foundation**

1037 Topsail Road, Mount Pearl, NL A1N 5E9

**Contact:** Carol Ann Smith  
**Tel:** (709) 753-8521  
**Email:** carolann.smith@heartandstroke.ca

**Email:** info.nl@heartandstroke.ca  
**Fax:** (709) 753-3117  
**Website:** [http://www.heartandstroke.nf.ca/](http://www.heartandstroke.nf.ca/)

**Resuscitation Certificate and CPR Courses:** 1-877-473-0333

**Mandate:** The Heart and Stroke Foundation is a volunteer-based health charity that takes on a leading role in eliminating heart disease and stroke and reducing their impact through the advancement of research and its application; the promotion of healthy living; and advocacy.

**Target Population:** All ages across the province

**Highlight of Programs / Services Offered:**

**Fighting for prevention**

- Convince governments to protect kids’ health through a nutrition plan.
- Improving the health of Indigenous peoples. Building skills, trust and partnerships is the first step toward urgently needed health reconciliation.
- Reduce the impact of high blood pressure through a comprehensive prevention program.
- Get more kids active through **Jump Rope for Heart**.

**Saving Lives**

- Teaching more Canadians to recognize a stroke by promoting the **FAST signs of stroke**.
- Increase access to AEDs and train more people to use them.
- Promote best practices in stroke care and rehabilitation to the healthcare community.

**Transforming Recovery**

- Partner with survivors and their care partners, supporting and connecting them to achieve the best recovery and quality of life possible and prevent future events.
- Reach at least 50% of stroke survivors and 35% of heart disease survivors with their recovery resources.
- Fund world-leading research on stroke recovery through the **Heart & Stroke Foundation Canadian Partnership for Stroke Recovery**.
- Support survivors through programs including **Living With Stroke**.
  - **Living with Stroke** is a community-based support and educational program designed for stroke survivors and their care partners. The 6-8 week program will help you gain confidence to manage the challenge of living with stroke, and to meet others going through a similar journey.
  - Meetings are led by either a healthcare professional, trained peers, or a combination of both. They are highly interactive, focused on building skills, sharing experiences and supporting one another.
  - For a current local schedule, call or visit the website of your local office. Newfoundland & Labrador: (709) 753-8521.
**Overeaters Anonymous**

Tel: (709) 738-1742  
Website: https://oanl.org/  
Meetings: https://oanl.org/nl-meetings/

**Mandate:** OA is a fellowship of individuals who, through shared experience, strength and hope, are recovering from compulsive overeating. OA’s primary purpose is to abstain from compulsive overeating and to carry this message of recovery to those who still suffer.

**Target Population:** Individuals who want to stop eating compulsively

**Highlight of Programs / Services Offered:**
- Weekly meetings – OA is a 12 step program modeled after AA. Members share their experience and strength in hope to help solve their common problem.
- Check the website’s “Find a Meeting” page for meeting times and locations, as they may vary.

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**PFLAG (Parents, Families & Friends of Lesbians & Gays) Canada**

1554 Carling Ave, Suite 243, Ottawa, ON K1Z 7M4

Toll-Free: 1-888-530-6777  
Email: inquiries@pflagcanada.ca  
Website: http://pflagcanada.ca/  
Fax: 1-888-959-4128  
NL Contact: Charlie Murphy  
Email: pflagnl@gmail.com  
Tel: (709) 351-2282

**Mandate:** To support, educate and provide resources to anyone with questions or concerns. As well, to offer local, practical and emotional peer-to-peer family support for individuals and their loved ones challenged by gender/sexual identity.

**Target Population:** Canadians with issues of sexual orientation, gender identity and gender expression.

**Highlight of Programs / Services Offered:** Canada’s only national organization that offers peer-to-peer support, PFLAG Canada is many things—it is comfort, it is support and it is a source of information. However, PFLAG Canada in its simplest form, is its supporters: you and the many others across Canada, working to build a better future for the LGBTQ community of Canada.

- **Find your Chapter:** PFLAG Canada’s network of national chapters are run by dedicated volunteers who’ve been where you are now and want to help you get to where you’re going. Find your nearest chapter and learn what support is available in your own backyard.
- **Online Support:** If you prefer a more anonymous interaction, follow them on Twitter or like them on Facebook. No judgements or questions asked and always confidential.
- **Other Resources:** If you’re not quite ready to reach out to PFLAG directly, take a look through their extensive listing of resources to help point you in the right direction. Just remember that you are not alone—PFLAG is there for you whenever you feel you’re ready.
- **Get Involved:** Whether it’s becoming a long-term member or short-term volunteer, there are many ways to get involved with PFLAG Canada.
Promotion, Prevention & Outreach Services – Eastern Health

Eastern Health, Building 80, Pleasantville PO Box 13122, St. John's, NL A1B 4A4

Toll-Free: 1-877-999-7589        Tel: (709) 777-5074        Tel: (709) 752-3916
Mental Health and Addictions System Navigator: Barry Hewitt        Email: barry.hewitt@easternhealth.ca
Website: http://www.easternhealth.ca/WebInWeb.aspx?d=2&id=2349&p=2106

Mandate: To promote and prevent mental health and addictions, as well as providing community supports.

Target population: Youth and adults dealing with mental health and addictions, as well as stakeholders and community organizations.

Highlight of Programs / Services Offered:

- Promotion/Prevention Services:
  The prevention of alcohol, other drug and gambling problems requires a range of measures directed toward the individual, family, and the larger community, as well as mental health promotion prepares and provides educational and training programs that meet the special needs of various groups.
  - Provide the best possible information to those with an interest in mental health and addictions issues.
  - Services are available to helping professionals, schools, workplaces and community groups and include information/consultation, awareness workshops, skill development training, peer education and community development/support.
  - Public awareness is also promoted through radio/television interviews, newspaper articles and panel discussions.

- Adult Outreach Services:
  Outreach Services offers mental health and addictions outreach to individuals, families, and groups across the lifespan.
  - The Adult Outreach Team consists of social workers, a nurse and nurse practitioner, provides services and supports to people in the community through partnership arrangements with various community based organizations.
  - The outreach component involves brief intervention with individuals who are socially disadvantaged, clients living with mental and and/or addictions issues who may present with a variety of health and social needs and are disconnected from appropriate services or supports.
  - Service provision includes crisis intervention, assessment, brief counselling, nursing primary health care assessment and treatment, referral, advocacy, and system navigation in order to address a variety of needs.
  - Outreach service delivery also involved addictions drop-in group programming and nursing services with include primary health care assessment, treatment, foot care services and general health promotion and protection activities for socially disadvantaged clients who may be living with mental illness and/or addictions.

- Youth Outreach Services:
  Youth Outreach Workers (YOWs) provide early intervention and outreach services to youth, with the goals of reducing harms associated with substance use, and keeping youth in school.
  - Youth Outreach involves rapport building in an attempt to connect youth to community programs, services and supports.
  - Youth outreach activities involve health promotion/prevention, education and program/project delivery, as well as: support, referral and advocacy in relation to mental health and addictions concerns.
  - The YOWs work in partnership with other stakeholders in the community and act as an extension of the continuum of mental health and addictions services that are provided.
Psychiatry Outpatient Clinics (Ambulatory Care) – Eastern Health

Mandate: To provide psychiatric assessment, consultation and intervention.

Highlight of Programs / Services Offered:
- Clinics are interdisciplinary in nature with the attending physician and clinical team members collaborating in the symptom and medication management in order to enhance their ability to live in the community. The team is made up of:
  - Psychiatrists
  - Social workers
  - Psychologists
  - Registered psychiatric nurse
  - Art therapist
  - Music therapist
  - Occupational therapist
  - Administrative assistants
  - Interns
- The team provides:
  - Psychiatric Assessment and Interventions
  - Video Psychiatric Assessment and Interventions
  - Psychiatric Consultation
  - Education/Information Sessions
  - Skill-Building Groups
  - Family Therapy
- For admission:
  - Adults can access Outpatient Psychiatry through the Waterford Hospital. Health professionals may call Central Intake at (709) 752-8888 or submit the completed Mental Health and Addictions Referral form to:
    - Fax: (709) 752-6852
    - Email: MHAintake@easternhealth.ca
  - Youth and adolescents can access Outpatient Psychiatry through the Janeway Children’s Health and Rehabilitation Centre. Admission to this program is coordinated through Child and Adolescent Central Intake.
    - For general inquiries, call (709) 777-4484

Psychosis Intervention and Early Recovery (PIER) Program - Eastern Health

Waterford Hospital, 306 Waterford Bridge Road, St. John’s, NL A1E 4J8

Tel: (709) 777-3002 Fax: (709) 777-3553

Mandate: The PIER Program is a service provided by the Mental Health and Addictions Program. It is a specialized mental health program focused on recognition, assessment and treatment of individuals experiencing a first episode of psychosis. It consists of an interdisciplinary team servicing these individuals and their families with clinical care, education and support.

Target Population: Individuals 16-55 who are experiencing psychotic symptoms for the first time or being treated with an antipsychotic medication for a period not exceeding 6 months.

Highlight of Programs / Services Offered:
- Clinical Care:
  - Comprehensive psychiatric assessment, treatment and follow up
  - Case Management services which provide psychosocial interventions and education to the individuals experiencing a psychosis
  - Family assessments, biopsychosocial interventions and educational support
  - Occupational Therapy assessments and interventions including life, work, vocational and cognitive skills
Employment Support Specialist services
Neuropsychological testing services
Referrals can be made by anyone using the Mental Health and Addictions referral form or by telephone
Appointments for assessments can be obtained within 1-14 days

Education and Research:
Education about psychosis is provided to individuals and their families by various team members in individual and group sessions.
Information on awareness, early recognition of psychosis and program services provided to educators, health professionals and community.
Research efforts are aimed at enhancing knowledge about psychosis and development of improved treatments.

Planned Parenthood – NL Sexual Health Centre
See on page 126 under Learning or press CTRL+click on link above

Public Health Nursing Services - Eastern Health

<table>
<thead>
<tr>
<th>St. John’s Centre &amp; North</th>
<th>St John’s East</th>
<th>St. John’s West</th>
<th>Portugal Cove</th>
</tr>
</thead>
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<tr>
<td>Tel: (709) 752-3560</td>
<td>Tel: (709) 752-3585</td>
<td>Tel: (709) 752-4317</td>
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<td>Rabbittown</td>
<td>St. John’s Downtown</td>
<td>Torbay</td>
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<td>Tel: (709) 752-4946</td>
<td>Tel: (709) 752-4800</td>
<td>Tel: (709) 437-2201</td>
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</tbody>
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Website: [http://www.easternhealth.ca/Default.aspx](http://www.easternhealth.ca/Default.aspx)

Mandate: The goal of nursing services is to work with individuals and families to achieve an optimal level of well-being. Community Health Nurses initiate and participate in activities that support healthy lifestyle and create supportive environments within a primary health care framework. The main focus of these programs is health promotion, health protection, disease and injury prevention, health surveillance, population health assessment and emergency preparedness and response.

Target Population: Individuals of all ages / families

Highlight of Programs / Services Offered:
- Prenatal Education and Support
- Healthy Beginnings Program: Support for Newborns, Young Children and their Families
- Breastfeeding Support
- Child Health Clinics
- Preschool Health Check Clinics
- Communicable Disease Control and Follow-up
- Environmental Public Health
- Nursing services are provided on referral and are based upon assessed need.
- Community Health Nurses work in partnership with other professionals (e.g. Social Workers, Physiotherapists, Occupational Therapists, and Nutritionists) to provide comprehensive services.

Referrals to any of the nursing programs may be made by family physicians, hospitals, or individuals requiring care and/or services. Nursing offices are located throughout the region.
Rabbittown Community Centre
See on page 57 under Recreation or press CTRL+click on link above

Refugee Immigrant Advisory Council
See on page 32 under Housing or press CTRL+click on link above

Rehabilitation Services – Eastern Health
Eastern Health, Building 80, Pleasantville PO Box 13122, St. John's, NL A1B 4A4

Contact: Denise Pollard, Program Manager  Tel: (709) 777-3511  Email: denise.pollard@easternhealth.ca
Contact: Michael Sweeney, Program Manager  Tel: (709) 777-3505  Email: michael.sweeney@easternhealth.ca

Mandate: To provide psychiatric and therapeutic rehabilitation services to individuals with mental health concerns.

Target population: Individuals 18+ involved in the Mental Health & Addictions system.

Highlight of Programs / Services Offered:
Psychiatric Rehabilitation Services:
- North 3A (709) 777-3636
  - This is a 15 bed unit that utilizes the principles of the Recovery Model to engage clients in an active psychiatric rehabilitation program. People with severe and persistent mental illness may be referred from acute care or forensic services.

Rehabilitation Services:
- In-Patient Therapeutic Recreation (709) 777-3636
  - Inpatient Therapeutic Recreation is comprised of 2.5 Recreation Development Specialists and four Therapeutic Recreation Workers and provides a wide variety of recreation programs to all inpatients of the Waterford Hospital.
- Physiotherapy (709) 777-3551
  - The Physiotherapy Department is part of the multidisciplinary team and provides services to inpatients and outpatients within the Mental Health and Addictions Program.
  - Customized treatment plans are designed once an assessment is complete and support strengthening, mobility, balance and postural improvements to minimize risks of falls.
  - The goal of this service is to teach people how to restore, maintain and/or maximize movement, reduce pain and manage any chronic symptoms.
  - They utilize individualized therapeutic exercise, manual therapy and other treatment techniques.

Ronald McDonald House Newfoundland and Labrador
See on page 33 under Housing or press CTRL+click on link above
Ruah Counselling Centre
Suite 200, The Lantern Building, 35 Barnes Road, St. John’s, NL A1C 3X1

Formerly Family Life Bureau.

Tel: (709) 579-0168  Contact: Pauline A. Lake-Devine, Director  Email: plake@rcsj.org
Fax: (709) 579-2799  Tel: (709) 579-0168  Email: ruah@rcsj.org
Website: https://rcsj.org/ruah-counselling-centre/programs-services

**Mandate:** To support interdependence between individuals, relationships, communities and their environments. These services are client-focused and goal-oriented and seek to address the four aspects of the human person: physical, psychological, emotional and spiritual. Clients are voluntary and seek counselling services to address various psychosocial issues such as anxiety, depression, trauma, grief, self-esteem, emotional regulation, relationship difficulties (e.g. marital conflict and/or separation) and blended family issues.

**Target Population:** Clients 16 years of age and older. There is a standard rate for counselling services, however, there is a sliding scale relevant to income and clients may be eligible for services for no fee.

**Highlight of Services / Programs Offered:**
Ruah Counselling Centre offers a wide range of counseling services, workshops, and support groups:
- Individual, couple, family and group counseling services.
- Groups on a variety of topics that include the following:
  - Parenting Children 0-10 years
  - Parenting Teenagers
  - Co-Parenting After Separation and Divorce
  - Support Group for Separated and Divorced Persons
  - Special Topic Series for Single Moms
  - Self-Empowerment for Women
  - Anger Management for Women
  - Anger Management for Men
  - Workshops for Teens (Anxiety, Stress Management, Mindfulness)
  - Effective Communication Skills
  - Stress Management
  - Grief and Bereavement Group
  - Living a Passionate Life in Challenging Times
- Also, refer to their website for new and special offerings (e.g., Applied Suicide Intervention Skills Training- Asist)
- Click [here](https://rcsj.org/ruah-counselling-centre/programs-services) for additional information, including when each of the groups are offered. Click [here](https://rcsj.org/ruah-counselling-centre/programs-services) for forms.

**Safe Harbour Outreach Project (S.H.O.P)**

*See on page 103 under Justice or press CTRL+click on link above*

**Safe Works Access Program (SWAP) – AIDS Committee of Newfoundland and Labrador**

**SWAP Outreach**
Call for delivery
**Tuesday and Thursday evening 7:30-10:30**
Tel: (709) 757-7927

**SWAP Office**
47 Janeway Place
**Monday-Friday 8:30-12:30 and 1:30-4:30**
Tel: (709) 757-7927
Toll-Free: 1-800-563-1575 Ext. 24

**Contact:** Tree Walsh for St. John’s Area by email at SWAPCoordinatorSJ@acnl.net
Jessica Hackett for the West Coast at SWAPCoordinatorCB@acnl.net
Website: https://acnl.net/swap

Mandate: To assist clients in reducing the risks related to substance use, and to provide the support, education and referrals required to enhance personal health. SWAP’s goal is to reduce harm related to substance abuse and other risky behaviour, including but not limited to: harm related to HIV infection and transmission; harm related to Hepatitis B and C infection and transmission; harm related to wound infection or improper injection practices; and Overdose Prevention and Naloxone Kits

Target Population: Any substance users wishing to reduce their risks through access to information, sterile equipment, and related support. Anyone needing a Naloxone Kit.

Highlight of Programs / Services:
- The Safe Works Access Program works from a Harm Reduction philosophy. Harm reduction is one of the most effective tools in addressing the health and social problems related to risky behaviour. Harm reduction is based on dealing with the person “where they are at” – respecting, honouring and supporting their ability to make decisions. One of these decisions may be to use drugs or to engage in other higher-risk behaviours. People use substances for many social, economic, physical health, mental health and personal reasons.
- Harm Reduction strategies encourage people to build their strengths and to gain a sense of confidence. They can help someone move to a state of control from one of chaos.
- Supplies available from SWAP include:
  - Needles
  - Safe Disposal of used needles
  - Sharps containers
  - Filters
  - Alcohol
  - Prep-pads
  - Cookers
  - Sterile water
  - Ties/tourniquets
  - Crack Pipes/Brass Screens/Mouth Pieces
  - Steroid needles and information
  - Basic personal care items (when available)
  - Safer injection & vein maintenance information
  - HIV and Hepatitis C information
  - Condoms, lubrication
  - Support, referrals

FREE & CONFIDENTIAL
No Names needed!

Saint Vincent de Paul Society

Tel: (709) 685-8657   Email: stvincentdepaul@icloud.com   Website: http://www.ssyp.ca/

Mandate: The St. Vincent de Paul Society is a lay Catholic society whose mission is to live the Gospel message by serving Christ in the poor with love, respect, justice, and joy.

Target Population: Individuals in the geographical area of the various conferences.

Highlight of Programs / Services Offered:
- Their volunteers seek people in need, wherever they live—in their homes, on the street, in shelters, in hospital or in prison.
  - Volunteers work in their own area, and respond to local needs. This means that the Society’s work around the world is extremely varied: health; agriculture; education; housing; employment support; help for elderly, disabled, isolated or excluded people, and more.
- Provide emergency food services to people in need.
• It also provides emergency assistance and rehabilitation for victims of natural or humanitarian disasters, and finances development projects.
• There are four conferences in the city of St. John’s:
  o St. Peter’s Food Bank: 747-3320
  o Mary Queen of the World Food Bank: 364-7140
  o Corpus Christi Food Bank: 364-4116
  o St. Theresa’s Food Bank: 579-5467
• As well as providing groceries on an emergency basis to people in the surrounding areas, some conferences also offer assistance in other ways on an as-needed basis.
• Please call the closest conference to you for further information.

Schizophrenia Society of NL
18A-18B UB Waterford Hospital, Waterford Bridge Road
Mailing Address: 48 Kenmount Road, PO Box 28029, St. John's, NL A1B 1X0
Tel: (709) 777-3335   Fax: (709) 777-3524   Email: info@ssnl.org   Website: www.ssnl.org

Mandate: To improve the quality of life for those affected by Schizophrenia and Psychosis through education, support programs, public policy and research

Target Population: Individuals, families and others affected by schizophrenia

Highlight of Programs / Services Offered:
• Monthly Support Group meetings
• Strengthening Families Together: A course for family members of people with serious mental illness, focusing on major psychiatric disorders
• Partnership Education Program: This program is based on a personal story-telling model
• Reach Out: A resource kit designed to increase awareness among students, teachers and counselors
• Schizophrenia Awareness Days: Two-day education sessions for family members and caregivers on schizophrenia
• Your Recovery Journey: A one day session facilitated by people in recovery who can give valuable information that will help any person with mental illness who would like to find support and explore different aspects of recovery

School Lunch Association
425 Topsail Road, St. John's, NL A1E 5N7
Tel: (709) 754-5323   Fax: (709) 754-4520   Email: sla@schoollunch.ca   Website: www.schoollunch.ca

Mandate: To operate a non-stigmatizing program that provides a hot nutritious lunch to school children regardless of their family’s financial situation.

Target Population: School children

Highlight of Programs / Services Offered:
• The School Lunch Association serves hot, nutritious lunches to the children of Newfoundland and Labrador every school day.
• The School Lunch Association serves approximately 5,300 lunches per day, in 30 different schools. Meals are cooked onsite in each of their 30 locations. They also employ almost 60 people.
• To appeal to the children’s different tastes the employees prepare well-balanced nutritious meals for a
diverse monthly menu.

- By sending home a **monthly menu and envelope**, parents are involved in what their child eats each day at school. To **remove any stigma** that might be associated with being provided a lunch, all children in the school are given a menu and envelope to be delivered to their parent(s) or guardian(s). The actual amount contributed by each family remains confidential.

- The School Lunch Association has also recently upgraded their website to allow **online registration, menu selection and online payments**, as well as being set up to accept **donations**. They encourage all parents to visit their website and take advantage of this system.

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**Sexual Assault Nurse Examiner Program (SANE) - Eastern Health**

*See on page 105 under Justice or press CTRL+click on link above*

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**Single Parent Association of Newfoundland**

*See on page 81 under Employment or press CTRL+click on link above*

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**Smokers’ Helpline - Lung Association of NL**

15 Pippy Place, 2nd Floor, Carnell Building, PO Box 13457, Station A, St. John’s, NL A1B 4B8

Tel: (709) 726-4664    Toll-free: 1-888-566-5864    Smokers’ Helpline: 1-800-363-5864
Fax: (709) 726-2550    Email: shl@smokershelp.net    Website: http://www.smokershelp.net/

**Mandate:** The SHL is dedicated to improving public health and the quality of life by reducing and eliminating tobacco use in NL; reducing the provincial smoking rate; and by encouraging and supporting Newfoundlanders and Labradorians of all ages to quit using tobacco and stay tobacco free.

**Target Population:** All ages across the province; smokers and non-smokers

**Highlight of Programs / Services Offered:**

- The SHL is a toll free **confidential telephone based service** which anyone in the province can call to receive free **information, resource materials, advice, support and motivational counseling** while working towards being smoke-free or creating a smoke-free environment.

- The SHL is a ‘hub’ or ‘clearing-house’ **point of entry for all tobacco related questions or concerns** as well as requests for **resource materials**.

- The SHL website also provides **self-help information, chat forums, a comprehensive list of regional cessation supports and links to community partners** working in tobacco control.

- The SHL has a **new text-message support program**: Clients receive a text per day for 12 weeks.

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**Specialized Services, Mental Health and Addictions—Eastern Health**

**Mental Health and Addictions System Navigator:**

| Tel: (709) 752-3916 | Toll-Free: 1-877-999-7589 | Email: barry.hewitt@easternhealth.ca |

**Adult Central Intake:** (709) 752-8888
Mandate: To provide specialized mental health and addictions services

Target population: Adults 18+

Highlight of Programs / Services Offered:

- Nursing Services / Ambulatory Care (Waterford Hospital): (709) 777-3667
  The primary role of this nurse is to work collaboratively with the client, case managers, caregivers, families, and support providers to coordinate clinical services through outpatient clinics and to ensure continuity of care.
  - The nurse assesses, monitors, and evaluates ongoing care and acts as an advocate for clients without primary care providers. S/he also runs a depo-neuroleptic clinic for approximately 100 clients.

- ECT Service (Waterford Hospital): (709) 777-3648
  ECT is a treatment for people with mental illness, given under general anesthetic by an anesthetist and a psychiatrist. Primarily used for patients with depression but can also treat other mental illness.
  - Offered three times per week on an inpatient or outpatient basis. Patients can also avail of treatment on a maintenance schedule.

- Dental Department (Waterford Hospital): (709) 777-3346
  The Waterford Hospital Dental Department provides services to both inpatients and outpatients of the Mental Health and Addictions Program.
  - The client must be under the care of a psychiatrist, have a case manager, be involved in the Waterford programs and be a recipient of Human Resources, Labour and Employment income support.
  - The Department is staffed by a registered dentist and a Psychiatric Licensed Practical Nurse.

Spinal Cord Injury Newfoundland and Labrador

See on page 81 under Employment or press CTRL+click on link above

St. John’s Military Family Resource Centre

See on page 61 under Recreation or press CTRL+click on link above

St. John’s Shambhala Meditation Group

See page 62 on page 37 under Recreation or press CTRL+click on link above

St. John's Status of Women's Council / St. John's Women's Centre/Marguerite’s Place

See on page 36 under Housing or press CTRL+click on link above

Stella’s Circle

See on page 37 under Housing or press CTRL+click on link above

Strengths Team (Case Management) - Mental Health & Addictions, Eastern Health
294-296 Waterford Bridge Road, St. John's, NL A1E 1E6
Mental Health and Addictions System Navigator: Barry Hewitt
Tel: (709) 752-3916      Toll-Free: 1-877-999-7589  Email: barry.hewitt@easternhealth.ca

Adult Central Intake: (709) 752-8888

Mandate: To help clients use their knowledge, insight gained and their own natural supports and resources to make healthy changes in their lives.

Target population: Men and women 18+ living with mental illness. Anyone can refer.

Highlight of Programs / Services Offered:
- The Strengths Team consists of a multidisciplinary team that assists people to achieve or return to an independent, healthy and productive lifestyle.
- Case Managers help people to meet their needs and work on goals by:
  - Providing counselling
  - Helping to prevent and handle crises
  - Helping with managing symptoms and illness
  - Teaching skills
  - Teaching about medication and health
  - Helping with housing
  - Helping with day to day routine
  - Advocating for people and their families
  - Educating and supporting families
- Case Management Services are available in all regions and are designed to ensure that individuals with complex mental illness receive appropriate and integrated care, treatment and support.
- Services are delivered by front line mental health providers, primary nurses and social workers, who work closely with clients and families to meet an array of needs.
- Supportive care in a person’s home and community is meant for persons experiencing functional disabilities as a result of mental illness who require ongoing support in their daily lives.
- The Mental Health and Addictions Referral Form is used to refer and should be fully completed. Referrals are screened and then contacted by the appropriate service. Physicians and other health professionals can fax (709) 752-6852 or email a referral to MHAintake@easternhealth.ca.
- Individuals may call the Adult Central Intake line directly for more information, self-referral and screening.

Survivors of Suicide (S.O.S.)
99 Dorans Lane, St. John’s, NL

Tel: (709) 726-4223      Contact: Tina Davies      Email: tgdavies99@gmail.com

Mandate: To offer a safe and supportive environment where you can share your feelings, talk about the suicide and learn from each other’s experience

Highlight of Programs / Services Offered:
- Meetings: Twice Monthly
  - Richard’s Legacy Foundation for Survivors of Suicide Loss Support Group: The 1st Tuesday and 3rd Monday each month from 7:30 – 9:30pm at The Comfort House, 11 Caprea Place, St. John’s.
  - Individual one on one support calls in between meetings Tuesdays and Thursdays between 6-9pm
The Gathering Place
172 Military Road, PO Box 1761, St. John’s NL A1C 5P5
Tel: (709) 753-3234 Email: info@gatheringstjohns.ca Website: www.gatheringstjohns.ca

Mandate: The Gathering Place is a non-profit service centre committed to building community, promoting equality and providing nourishment. It exists to meet the needs of people whom society has failed.

Target Population: The programs and services of the Gathering Place are offered to people 25 years of age or older who are homeless or live in less than desirable housing conditions, people who are often unemployed and to people who do not have adequate social supports at this time in their lives.

Highlight of Programs / Services Offered:
Guests of The Gathering Place may avail of the following programs:

- Noon meal program Monday to Friday
- Brunch on Saturday
- Continental Breakfast in social area Monday to Friday
- Informal social activities (safe, comfortable places to read, listen to music, watch TV, play cards, enjoy bingo and other games, play guitar and piano)
- Advocacy with government and health/social agencies
- Elevator and other aids to enable people with disabilities to access services
- Weekly services of nurses, doctors and social workers
- Sewing services for those who need minor clothing repairs
- Therapeutic Arts
- Social Enterprise
- Access to showers
- Foot Care and Hair Care
- Access to computers
- Periodic Dental and Eye Clinics
- Clothing supply boutique
- Home Support Program
- Use of washers/dryers
- Designated area for women guests
- Literacy Program (Teachers on Wheels)
- Annual Program
- Annual Flu Clinic
- Annual Income Tax Clinic

The Janeway Children’s Health and Rehabilitation Centre - Eastern Health
Clinch Crescent, 300 Prince Phillip Drive, St. John’s, NL A1B 3V6

Emergency: (709) 777-4575 Fax: (709) 777-4884
General Inquiries and Patient Information: (709) 777-6300
Health Information and Advice for Pediatrics & Poison Control: 811

Website: http://www.easternhealth.ca/AboutEH.aspx?d=3&id=789&p=724

Mandate: The Janeway Children’s Health and Rehabilitation Centre, part of the Health Sciences Centre Complex, is Newfoundland and Labrador’s only hospital specializing in pediatric health care. The Janeway is a tertiary care centre with modern emergency, diagnostic, operating and development and rehabilitation departments.
Target Population: Children and Adolescents

Highlight of Programs / Services Offered:

- **Room Accommodations**
  - 42 Acute Care Medical Surgical beds
  - 7 Acute care psychiatry beds
  - 25 Neonatal Intensive Care beds
  - 6 Pediatric Care Intensive Care beds
  - 3 Operating rooms
  - Delivery and case room

- **Amenities**
  - Therapeutic Pool
  - Janeway St. John’s Maple Leaf Gardens (therapeutic play garden)

- **Services**
  - Laborator
d Services
  - Diagnostic Imaging
  - Radiography (X-ray)
  - Emergency Services
  - Children and Women’s Health
  - Outreach Programs in Diabetes, Asthma, Cystic Fibrosis, and Hemophilia
  - Extensive Rehabilitation Centre
  - Inpatient & Outpatient Services
  - Dialysis
  - Surgery
  - Pediatric Emergency Department
  - Neurology, Cardiology, Adolescent Medicine, Gastrointestinal and Lifestyles

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**The Pottle Centre**

*See on page 66 under Recreation or press CTRL+click on link above*

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**Thrive**

*See on page 67 under Recreation or press CTRL+click on link above*

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**Traumatic Stress Services - Eastern Health**

20 Cordage Place, St. John’s, NL A1B 4A4

**Office Tel:** (709) 752-3595  
**Central Intake:** (709) 752-8888  
**Fax:** (709) 752-6852  

**Mandate:** To provide client treatment services, trauma training, education and consultation while promoting evidence-based research and practice for psychological trauma. This program offers hope that people can establish an anchor within their present environment to cope with their past and build a meaningful future.

**Target population:** Men and women 18+ who have been exposed to traumatic life events (ranging from single incident traumas to chronic traumatic experiences such as abuse, neglect and traumatic loss) that affect the individual’s ability to cope with daily living.

**Highlight of Programs / Services Offered:**

**Client Treatment Services:**
- A variety of **therapeutic approaches** are used to **create increased awareness** of traumatic impacts for clients.
- **Treatment services** are designed to **encourage client stability** during trauma recovery.
The treatment aims to teach safety skills, self-care abilities and re-connection with the community.

- Group therapy is the main service offered, however individual appointments are available if required.
- Group and individual therapy is focused on reducing identified concerns and improve coping ability.
- A recovery focus is encouraged with client involvement in peer support and aftercare.

Referrals: Via Adult Central Intake by your practitioner or you can self-refer by calling (709) 752-8888.

Tuckamore Centre & CONNECT Team – Eastern Health
7 Mallow Drive, Paradise, NL A1L 3A9

Tel: (709) 752-3914     Email: MHAintake@easternhealth.ca
Website: http://www.easternhealth.ca/WebInWeb.aspx?d=2&id=2107&p=2106

Mandate: To provide specialized treatment for youth from throughout Newfoundland and Labrador who may be facing complex mental health issues.

Target population: Youth ages 12-18 who are experiencing complex mental health issues and who require the support of a residential setting to meet their needs.

Highlight of Programs / Services Offered:
- A 12-bed provincial facility located in Paradise.
- Average length of stay is 6-12 months.
- The centre is a safe, structured environment to address each young person’s individual needs. It provides:
  - A therapeutic home-like environment
  - A school area
  - A multipurpose room
  - A physical fitness area
  - A dedicated space for family visiting overnight
- Named after the Tuckamore Tree, because they are known for surviving and thriving despite living in the harsh coastline environment of Newfoundland and Labrador. This name reflects the resilience of the youth staying at the centre and their potential to overcome and flourish despite challenges.
- Any Mental Health professional can refer a youth to this service.
- To view the necessary referral forms, click here.
- The CONNECT team is also linked to this service area. It provides intensive case management for youth with complex mental health issues, as well as case coordination for youth with both complex mental health and youth justice involvement.

Virginia Park Community Centre
See on page 68 under Recreation or press CTRL+click on link above

Waypoints
See on page 39 under Housing or press CTRL+click on link above
YMCA of Newfoundland and Labrador

See on page 68 under Recreation or press CTRL+click on link above