

# Community Outreach & Support Services

# COMMUNITY SUPPORT SERVICES



## INCOME TAX CLINIC

We provide free income tax clinics to low income individuals and families. We run our Income Tax Clinic throughout Wellington County in various locations throughout March - June each year. Our staff and volunteers are trained in handling various income avenues and will support individuals with back taxes up to five years.



## PROGRAM CONNECT

We live in a world where being connected has become a necessity versus a want. This program assists households with funding towards internet and phone bills, as well as purchasing a refurbished phone or computer with SIM cards or minutes.



## HOUSING SUPPORTS/ EMERGENCY HOUSING PROGRAM

With the rising costs of living, rental rates and the affordable housing market, our Outreach workers assist those who have been displaced, looking for new housing or in search of something more affordable for their circumstances. In coordination with our Transportation Department we assist those who are homeless travel to shelters and/or other supports in the area, to family out of the area or other supports as they choose. We also can assist with making referrals, connecting to resources and providing education on many issues.



## EMERGENCY FOOD PROGRAM

Developed during the Covid-19 Pandemic this Program has grown to including provision of gift cards to local grocery stores and/or Market Bucks to various Farmer's Markets throughout Wellington County.



## BENEVOLENT FUND

There are many requests that come in where a referral is not possible due to a gap in community services. The Benevolent Fund is meant to provide one-time assistance to an individual or family for items they cannot afford including: prescriptions, eye glasses, mattresses, gasoline, etc.



## ADVOCACY & SUPPORT

Our staff are continually building relationships with community partners/agencies, connecting clients with resources and making appropriate referrals so that clients are best supported and their needs are met. Our staff support clients on an ongoing basis with whatever needs the client addresses. We will advocate on the clients' behalf reaching out to other agencies as appropriate and also demonstrate and teach clients how to advocate for themselves. Supporting can come in all shapes and forms and is client directed.

# **\*NEW\* HOUSING & HOMELESSNESS PROJECTS**

The Community Resource Centre is currently in negotiations with the County of Wellington to be a Housing & Homelessness partner. This would include adding an additional staff to our Community Outreach & Support Services Division. Our new team member will have a health and housing focus for North and Centre Wellington which could include finding sustainable deeply affordable housing for someone who is precariously housed or obtaining resources to keep someone who is on the verge of eviction due to financial status housed.

The Community Resource Centre is also in the early stages of exploring options to assist or lead a project to bring deeply affordable housing, transitional housing or an emergency shelter to Wellington County.



# CRC TRANSPORTATION PROGRAM

Community Resource Centre is a member of Wellington Transportation Services - a network of service providers who believe every resident of Wellington County should have access to transportation.

We feel our rural residents deserve necessary transportation supports to access basic needs and various services, and programming. Access is integral to our clients' well being.

Our program runs solely on volunteer drivers. Unfortunately, since the Pandemic we have seen a decrease in the amount of drivers signing up to volunteer.

**Types of Rides:** Wellington County Social Services appointments including OW and Housing; Medical Appointments; Counselling; Legal Appointments; Food Bank; Educational Upgrading; Employments agencies; Work placement programs and job interviews; Daily Living (including recreational, shopping for groceries)



# FAMILY & CHILDREN'S SUPPORT PROGRAMS



## LET KIDS PLAY!

Let Kids Play provides swim lessons at local pools and funding for day camps. The CRC also receives funding or in-kind donations to provide children and youth a variety of equipment to fully participate in recreational sports. This provides them the opportunity to a healthy lifestyle activity as well as a sense of belonging.



## BACKPACK PROGRAM

Our Backpack program provides school aged children and youth (Kindergarten to Grade 12) the opportunity to start school off on the right foot with a new backpack and age/grade appropriate supplies. We believe education is a key factor in breaking the cycle of poverty.



## NEW \* SUMMER SNAX PROGRAM

In August 2023, we collaborated with the Centre Wellington Community Foundation, Children's Foundation of Guelph and Wellington and Food for Kids Guelph to establish our inaugural Snack Program in conjunction with our Backpack Program. Snacks in Packs provided two weeks of healthy snacks for each child in our program to fill the gap during the first two weeks of school when many school based lunch programs and snack bins have not been filled. In 2024, we expanded this program to Summer Snax providing food support through the summer break.



## WINTER WEAR PROGRAM

Our Winter Wear Program provides brand new winter wear to children ages 4-18. Through an intake process we collect information from families, including sizes and clothing needs. All items are purchased and delivered to our families to ensure we are keeping our community warm and safe during the winter.