



NBSP Community Service Manual

Updated May 2024



Updated May 22, 2024

Introduction

This document provides a comprehensive list of supports and services in Saint John and surrounding areas that may be relevant to NBSP employees, their clients, and other community members. The scope of services includes legal, financial, educational, health, housing, food security, and more. Both government and community services are included.

This document should be updated regularly as services change, as services cease to exist, and as new services are made available. It will be available in print form as well as on the NBSP website (<https://www.nbsocialpediatrics.com/>).

For PCAP-specific safety guidelines associated with in-home client visits, please refer to the PCAP Safety Guidelines document.

NB Social Pediatrics



New Brunswick Social Pediatrics (NBSP) is an interprofessional, community-based approach to care for children and their families. Our model is guided by 5 core pillars:

1. **Tailored services for families.** The Community Social Pediatrics Clinic provides comprehensive supports to children and families based on their individual strengths, needs, and goals. The Parent-Child Assistance Program (PCAP) pairs birthing people who use substances with an advocate to support their goals over a 3-year period.
2. **Community programs.** Creative Expressions supports social-emotional health by teaching children about their emotions and how to express them through art. Cooking Up Justice is a cooking class for teens with education on gender-based violence and healthy relationship.
3. **Mentorship.** We mentor students from Dalhousie University, Memorial University of Newfoundland (MUN), University of New Brunswick (UNB) and New Brunswick Community College (NBCC) through internship, research projects, studentships, and employment opportunities. We are also creating a "community mentorship model" to support the delivery of our programs in other communities.
4. **Advocacy.** NBSP is dedicated to upholding the rights of children. This includes advocating for resources and services that are in the best interest of a child or family. At a system level, we work with community and government partners to advocate for systems and policies that foster healthy childhood development and family well-being.
5. **Research and Policy.** NBSP implements evidence-based practices that support children to live full, healthy lives. We monitor outcomes through research registries, surveys, administrative data, and interviews. Further, our team researches relevant promising practices, and trends locally, nationally, and globally.

Contact Information

Website: <https://www.nbsocialpediatrics.com/>

POP Centre

106 Princess St

Saint John, NB

E2L 1K4

POP Centre Referrals:

<https://www.nbsocialpediatrics.com/parent-child-assistance-program>

Phone: 506-648-6554

PCAP

105 Prince Edward St

Saint John, NB

E2L 3S1

PCAP Referrals:

<https://www.nbsocialpediatrics.com/community-social-pediatrics-clinic>

Phone: 506-214-1186

Research Program

139 Prince Edward St

Saint John, NB

E2L 3S1

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Justice System

Saint John Family Law Information Centre

Contact Information

Court Services – Family Law
10 Peel Plaza, Floor 2B
P.O. Box 5001
Saint John, NB
E2L 4Y9

To schedule an appointment, call 506-658-2261

Family Advice Lawyer

Family Advice Lawyer services are available regarding the following:

1. An Emergency Intervention Order obtained under the *Intimate Partner Violence Intervention Act*, or an Emergency Protection Order obtained under the *Family Homes on Reserves and Matrimonial Interests or Rights Act*.
 - If client is named on an Emergency Intervention Order or Emergency Protection Order, a Family Advice Lawyer can explain the order and the proceedings available in the Act. A one-hour appointment is allowed for this.
 - If the police/sheriff are unable to serve the Respondent with an Emergency Intervention Order, a Family Advice Lawyer can assist the client with preparing a motion for substituted service if required. An appointment of up to two hours is allowed for this.
2. All other family law related matters
 - A Family Advice Lawyer can explain how the court works, the rules of the court, and the forms you must file in family law actions; or provide general information on family law matters. Appointments are one to two hours depending on the nature of the matter.

In Saint John, Family Advice Lawyers are available at the Family Law Information Centre (contact information above).

Child Custody and Access

https://www.legal-info-legale.nb.ca/en/uploads/file/pdfs/Custody_and_Access_EN.pdf

Custody

Custody is having the care and control of a child and the authority to make major decisions about the child. In New Brunswick, parents hold joint custody of their child until that is changed by a court order or written arrangement.

- Sole Custody
 - One parent has the legal right and responsibility to provide for the day to day care of the child. The children would live with the parent with sole custody more than 60% of the time over the course of a year.

- **Joint Legal Custody**
 - Both parents continue to share the responsibility to care for the child. Can include any arrangements that the parents agree on or the court orders and may or may not mean the child lives an equal amount of time with each parent. Joint custody requires cooperation of both parents
- **Shared Custody**
 - Also known as “joint physical custody.” If the child lives at least 40% of the time with each parent over the course of the year.
- **Split custody**
 - Arrangement where each parent has custody of one or more of the children. Each parent has one or more living with them more than 60% of the time in the year.

Access

Access refers to the right of a child and a parent without custody to spend time together, sometimes called “visiting rights”. If a parent does not have physical custody, they can apply to the court for access. If a parent has access, they have the right to information about health, education, and well-being of the child (unless ordered otherwise by the Court). When a parent has access but not joint legal custody, they do not normally have a say in the major decisions about the child.

The goal of access is for a child to have a meaningful relationship with both parents. The access schedule is determined by either an agreement or court order.

Decisions about Custody

Parents can agree, use a mediator, or ask the court to decide if they cannot agree on custody and access arrangements. If they apply to the court for a judge to decide, the judge will issue a court order to set out legal responsibilities, rights, and obligations of both parents. The client will likely need the help of a lawyer to apply to court. If the client cannot afford a lawyer, they may be able to get assistance from Legal Aid (page 11).

Mental Health Court

Mental Health Court is an alternative for offenders with mental health issues who plead guilty to move away from the typical criminal justice system into more community focused treatment. The focus is on the individual’s needs.

Offenders can get connected with Mental Health Court through the crown prosecutor by speaking with their lawyer/duty counsel. Mental Health clinicians are also able, at times, to help connect their clients with someone from Mental Health Court to discuss the possibility of involvement.

Court Dockets

Provincial Court of New Brunswick Docket – Criminal Court

The docket can be found here:

https://www.gnb.ca/cour/WebDockets/rptWebDockets_Saint_John_Prov_E.pdf

Note: This is not updated daily so if someone is arrested and held to appear in court the following day, they won't likely show up there. They may or may not show up on the display screens inside the courthouse. You can ask a Sheriff at the courthouse what court room someone is scheduled to appear in, as they have an up-to-date list at all times.

Note 2: Youth and those subject to a Publication Ban will not show up by name on the docket.

Court of Queen's Bench Docket – Family Court and Trial Division Court

The docket can be found here:

https://www.gnb.ca/cour/WebDockets/rptWebDockets_Saint_John_QB_E.pdf

Note: Only the lawyers names appear on the online docket for Family Court matters, but applicant and respondents names appear on the 4th floor display screens at the courthouse.

Note 2: Indictable charges can be held in the Trial Division. Usually people choose this in order to have a jury trial.

Probation

Saint John Probation Services

Saint John Law Courts (1st Floor)

10 Peel Plaza, Saint John, NB

Phone: 506-658-2495

Current list of Saint John Probation Staff:

https://www2.gnb.ca/content/gnb/en/contacts/dept_renderer.202903.201672.203327.3149.7547.7572.2701.html#employees

Probation is a sentence of the court that allows an offender to remain in the community under specific conditions, instead of serving a “custody” (aka jail) sentence.

It is common for the court to order a “pre-sentence” report that provides a background of the offender’s history. These are only ordered after a person is found guilty.

Failing to comply/following the conditions of a Probation Order can result in being charged with breaching probation, which is a criminal charge.

Probation can last up to three years per charge, and includes one or a combination of the following conditions:

- Report to a probation officer; (not all probation sentences are “supervised,” meaning not everyone is assigned a probation officer)
- Abstain from alcohol and/or the nonmedical use of drugs
- Perform community service
- Obtain psychiatric treatment
- Attend school
- Abstain from owning or possessing firearms
- Abstain from contact or association with certain persons
- Abstain from operating a motor vehicle
- Observe a specified curfew

- Participate and complete specific programs (such as anger management or mental health counselling) under the supervision of a probation officer
- Any other condition that might reasonably restrict the young person/adult offender and encourage a law-abiding lifestyle

Serving your Sentence by Community Service

Additional options available

New Brunswick Legal Aid Services Commission

Legal Aid website: <https://www.legalaid-aidejuridique-nb.ca/home/>

The [New Brunswick Legal Aid Services Commission](https://www.legalaid-aidejuridique-nb.ca/home/) (NBLASC) provides legal assistance to low income individuals for certain criminal and family matters. Legal Aid does not provide support for legal matters outside of family matters and criminal cases (including real estate transactions, adoption, immigration law, or civil suits).

Criminal Law Services

Criminal Law Services website: <https://www.legalaid-aidejuridique-nb.ca/criminal-law-services/getting-help/>

Services from the Police Station when Detained

NBLASC offers a free 24-hour service for people accused of an offence to consult with a lawyer on short notice while they are detained. There are no financial eligibility criteria for this service.

Duty Counsel

For certain criminal matters, a client may be able to get advice from Duty Counsel at the courthouse. Duty Counsel can explain the court process and give informal advice about making a plea, asking for an adjournment, and appearing at a bail hearing or at sentencing. The Duty Counsel lawyer may appear with the client to enter a plea but will not represent the client or appear at trial.

Anyone can access Duty Counsel for most criminal matters right at the courthouse. Be sure to go early.

There are no financial eligibility criteria and no cost to access Duty Counsel.

Specialized Duty Counsel – Mental Health Court

Duty Counsel may represent clients who have been deemed unfit for trial due to mental health concerns. These clients will attend Mental Health Court, which allows for Duty Counsel to participate in case conferences and make multiple court appearances with the client if necessary. There are no financial eligibility criteria and no cost to access specialized duty counsel services.

Criminal Trial Services

Eligibility Criteria

- Generally, people with low income or on social assistance qualify for covered services. Legal Aid determines who is eligible for legal representation based on scope of service and financial eligibility.
- Financial Eligibility is based on the following three factors:
 - Income
 - Allowable Deductions
 - Household Size

Cost of Service

Eligibility and contribution based on gross monthly income

(after allowable deductions are subtracted)

	TIER 1	TIER 2	TIER 3	TIER 4
Household Size	No contribution	\$150 contribution	\$250 contribution	Not Financially Eligible
1	0 – \$1,200	\$1,201 – \$1,900	\$1,901 – \$2,600	\$2,601 +
2	0 – \$1,800	\$1,801 – \$2,800	\$2,801 – \$3,800	\$3,801 +
3	0 – \$1,900	\$1,901 – \$2,900	\$2,901 – \$3,900	\$3,901 +
4	0 – \$2,000	\$2,001 – \$3,100	\$3,101 – \$4,200	\$4,201 +
5	0 – \$2,100	\$2,101 – \$3,300	\$3,301 – \$4,500	\$4,501 +
6+	0 – \$2,300	\$2,301 – \$3,500	\$3,501 – \$4,700	\$4,701 +

Eligibility and contribution based on gross annual income

(after allowable deductions)

	TIER 1	TIER 2	TIER 3	TIER 4
Household Size	No contribution	\$150 contribution	\$250 contribution	Not Financially Eligible
1	0 – \$14,400	\$14,401 – \$22,800	\$22,801 – \$31,200	\$31,201 +
2	0 – \$21,600	\$21,601 – \$33,600	\$33,601 – \$45,600	\$45,601 +
3	0 – \$22,800	\$22,801 – \$34,800	\$34,801 – \$46,800	\$46,801 +
4	0 – \$24,000	\$24,001 – \$37,200	\$37,201 – \$50,400	\$50,401 +
5	0 – \$25,200	\$25,201 – \$39,600	\$39,601 – \$54,000	\$54,001 +
6+	0 – \$27,600	\$27,601 – \$42,000	\$42,001 – \$56,400	\$56,401 +

After making an application for representation in a criminal matter, Legal Aid will usually notify the client of the outcome of the application within 1-2 weeks.

Criminal matters *not* covered include:

- Default hearings
- Bail reviews
- Firearm applications
- Provincial offenses, except where a mandatory jail sentence is called for (e.g., certain offences under the Fish & Wildlife Act)

What to Bring to Criminal Trial Service Appointment

Client should bring as much information as possible to show income and allowable deductions, as well as those of current spouse/common-law partner and dependents

- ID (driver's license, Medicare card, social insurance card)
- Proof of income (pay stubs received 30 days prior to date of application, income assistance stubs or EI statements)
 - If seasonally employed, need to bring most recent Income Tax Notice of Assessment
 - If receiving Social Assistance Benefits, bring most recent deposit slip and white or yellow health card issued by Social Assistance
- Proof of allowable deductions (e.g., receipts for childcare payments, child or spouse support payments, medical or dental expenses not covered by insurance plan)
- Court documentation - all existing court documentation relating to the case (e.g., disclosure, etc.)

Family Law Services

<https://www.legalaid-aidejuridique-nb.ca/family-law-services/getting-help/>

Legal Aid helps low-income individuals deal with family law matters. Legal Aid gives priority to screening cases that are urgent or can directly benefit children.

Family Duty Counsel

Clients can access Duty Counsel at the courthouse, but are encouraged to contact their local office regarding Duty Counsel coverage beforehand. Clients should arrive at the courthouse 30 minutes before scheduled court time.

There are no financial eligibility criteria and there is no cost to access duty counsel services.

NBLASC provides one session with Duty Counsel for all first appearances for each application in the following situations¹:

- All Respondents named in adult or child protection matters brought to the Court by the Minister of Social Development;
 - Example: If the Minister of Social Development (aka The Department of Social Development) files a court application where they applied for custody of a child then they are the “Applicant” and the parent(s) of the child are the “Respondent(s)”. Each Respondent is given the opportunity to speak to Duty Counsel before the scheduled first appearance only. The Duty Counsel is the lawyer who can speak on your behalf and offer legal advice before you apply for your own lawyer. A Respondent does not have to use Duty Counsel if they do not want to.
- All Respondent matters brought before the Court by Applicants who are represented by NBLASC counsel;

¹ An “Applicant” is the person who files/makes the court application. A “Respondent” is the person who the application was made against / who has to respond to the application.

- Example: If a child’s father has a Legal Aid lawyer and they make an application for custody/visitation against the mother, the mother is entitled to Duty Counsel at their first appearance.
- All matters brought before the Court by the Director of Support Enforcement;
 - Example: If the Office of Support Enforcement (people who make sure the court ordered child or spousal support is being paid) take the case to court because you are not following the order or something needs to be changed.
- All Applications for child support made on behalf of the Minister of Social Development – Income Assistance;
 - Example: Income Assistance seeks child support from non-custodial parent. (In NB, child support payments of people on social assistance are paid to the government and not to the custodial parent)
- All matters brought before the Court on behalf of the Attorney General pursuant to the *Interjurisdictional Support Orders Act*; and
- All confirmation hearings initiated by an agent for the Attorney General pursuant to the *Divorce Act*.

NBLASC also provides Duty Counsel to all unrepresented parties named in a proceeding brought before the Court in the following situations. These services are available for all hearings, not just the first appearance.

- Review hearings under Section 8(3) of the *Intimate Partner Violence Intervention Act*;
 - Example: Reviews for Emergency Intervention Orders (EIO). EIOs are emergency orders with temporary conditions in situations where there is Intimate Partner Violence that are issued without the Respondent being part of the initial hearing.
- Variation hearings under Section 9(1) of the *Intimate Partner Violence Intervention Act*;
- Hearings under Section 17(8) of the *Family Homes on Reserves and Matrimonial Interests or Rights Act*;
 - Example: Changes to the conditions of an EIO.
- Variation hearings under Section 18(1) of the *Family Homes on Reserves and Matrimonial Interests or Rights Act*; and
- Unrepresented Applicants in substituted service hearings under Regulation Section 10(4) of the *Intimate Partner Violence Intervention Act*.
 - Example: When there are any additional hearings in an EIO and the person who filed the application doesn’t have a lawyer.

Family Legal Aid

Eligibility Criteria

Generally, people with low income or those on social assistance qualify for covered services. Legal Aid determines who is eligible for legal representation based on scope of service and financial eligibility.

If client meets financial eligibility criteria, they may receive a certificate to have a lawyer assist with the following family law matters:

- Child Protection Proceedings
- Child Support

- Custody and Access
- Spousal Support
- Emergency Protection Orders pursuant to the *Family Homes on Reserves and Matrimonial Interests or Rights Act*
- Emergency Intervention Orders pursuant to the *Intimate Partner Violence Intervention Act*

Clients may apply for family legal aid even if their spouse has already applied. If both have met the eligibility requirements, one will probably be represented by an NBLASC staff lawyer and the other may get a certificate to have a family law lawyer in private practice represent them. This is done to avoid any potential conflicts.

What to Bring to Family Legal Aid Appointment

Clients should bring as much information as possible to show income and allowable deductions, as well as those of current spouse/common-law partner and dependents.

- ID (driver's license, Medicare card, social insurance card)
- Proof of income (pay stubs received 30 days prior to date of application, income assistance stubs or EI statements)
 - If seasonally employed, need to bring most recent Income Tax Notice of Assessment
 - If receiving Social Assistance Benefits, bring most recent deposit slip and white or yellow health card issued by Social Assistance
- Proof of allowable deductions (e.g., receipts for childcare payments, child or spouse support payments, medical or dental expenses not covered by insurance plan)
- Court documentation - all existing court documentation relating to the case (e.g., disclosure, etc.)

Cost of Service

Cost of Service depends on gross monthly or annual income. See Income Grid on page 12-13. If client is unable to pay the one-time client contribution and is a registered owner of a real property, they may choose to sign a lien² and defer payment. The lien must be paid before you can sell your property or refinance your mortgage.

Approval of Application

If the application for legal aid is approved, the client will be required to pay their client contribution (if applicable) and sign a Client Agreement Form. Once completed, a lawyer will be assigned to their file and they will be contacted to schedule a meeting. Scheduling the first meeting may take a few months. In emergency situations (e.g., victim of spousal abuse), Legal Aid may prioritize cases if clients need a family court order on an urgent basis.

If application is refused, clients will receive a form to fill out and return if they wish to start the appeal process.

² A lien is a legal claim against an asset (real property) used to ensure payment is received.

Support Through Justice System

Elizabeth Fry Society New Brunswick

<https://www.efrynb.ca/>

Contact Information

75 Adelaide St,

Saint John, NB

E2K 1W4

Office Phone: 506-635-8851

Toll Free: 866-301-8800

Email: efry@nb.aibn.com

Supporting women of Saint John and their families affected by social-economic factors that may contribute to being involved with the criminal justice system. Providing education, advocacy, and services to provide strength and resilience.

Programs Available

My Place

Community-based facility offering transitional housing, provides a safe, supportive and healing environment for women who are integrating into the community.

Free to Work

Offering comprehensive approach to assist women who are criminalized address barriers

Bursaries

Two opportunities for financial support for women who are criminalized to realize their education and employment goals.

Mother-Child Read Aloud

Mothers are recorded reading aloud, and the recordings of the books are sent back to their children.

Singing My Way Home

Song writing to women at NBWCC to provide opportunities for them to experience positive choices for themselves and turn events and feelings into something healing.

Creative Pathways to Healthy Aging: Seniors and Youth Engage

Art based intergenerational learning project to provide opportunities for knowledge exchange, artistic expansion, enhanced social wellness, and community building between seniors and youth.

Other Programs

Weekly Walking Groups, Clothing Inside/Outside, Healthy Relationships, Stop Shoplifting, New Beginnings, Conflict Management, Court Navigation, Aspects of Dialectic Behavioral Therapy, Cognitive Behavioral Therapy, Acceptance and Commitment Therapy and Personal Development.

Income Assistance (DSD)

Eligibility

Determined for a household based on all income from all sources of all people who live in a household. If total household income is less than the rate which applies to that household, the household is able to receive social assistance. The amount of assistance depends on income.

- E.g., a single mother with one child may receive \$861/month if she has no income at all. If she has income of \$300/month, she would receive \$561 in social assistance.

Transitional Assistance Program

For those who are employable as well as those requiring support and intervention to become employable. This generally means single people who are able to work, and those with a temporary medical problem. Most families are provided assistance under this program.

Extended Benefits Program

For those who are certified by the Medical Advisory Board as blind, deaf or disabled. It also includes some clients who have been on assistance for many years and who have a Special Designation.

Monthly Allowances Based on Family Situation

See Appendix A for Monthly Allowance Rates. These rates are from 2014 and have recently been updated by the province. The new income assistance rates table is not yet available, but relevant rates are as follows:

- For the Transitional Assistance Program:
 - 1 person = \$564 (was previously \$537)
 - 1 person, designated = \$605 (was previously \$576)
- For the Extended Benefits Program:
 - 1 person = \$697 (was previously \$663)

Social Assistance and Child Support Payments

Social assistance benefits are not reduced by the amount of child tax benefits that families receive, but they are reduced by child support payments. This policy recognizes that parents have the main responsibility for the financial support of their children. Parents who do not have custody should have to support their children if they can. Family support payments are deducted dollar for dollar from social assistance cheques. Clients are encouraged to work with departmental staff to register all child support payments with the Court and set them up payable to the Minister. In these situations, the clients will continue to receive their full income assistance cheque. This ensures clients do not go through hardship if the non-custodial parent does not make the monthly payment.

Intake Documentation

To receive social assistance, client needs to provide documentation at the time of the Registration Interview:

- SIN and Medicare cards for each adult (18+) member of the household. If not available, two other pieces of ID can be accepted temporarily, but proper documentation needs to be provided within four months or the case will automatically be cancelled.
- A Medicare card and Birth (or Baptism) Certificate for each child (under 16) in the household. If the child has a SIN card, this must also be included. If a child is a newborn and a Birth Certificate and Medicare Card are not available, the baby bracelet or bassinet card from the hospital can be used. Proper documentation needs to be provided within four months or the case will automatically be cancelled.
- Verification of Address. This may vary depending on housing type.
 - If the client is living at a shelter, they will need to complete a Residence Confirmation Form (<https://www2.gnb.ca/content/dam/gnb/Departments/sd-ds/pdf/ResidenceConfirmation-ConfirmationDeResidence.pdf>).
- Statement of Non-Support, for single parent applicants and for applicants aged 16-18 years. Separation, divorce, or custody papers if available.
- Record of Earnings (Separation Slip) along with last pay stub from last employment
- Income Verification, if applicable. This could be income stubs, letters from employers, financial statements, etc. depending on the income type.
- Asset verification, if applicable.
- If awaiting Employment Insurance or Other Income, clients must provide documentation confirming the dates of EI awaiting period or the source of expected income (if other than EI).

Child Care or Day Care Applicants

If the application is for childcare/day care due to medical reasons, clients must provide a recommendation from a physician indicating diagnosis and the hours per day and length of time childcare is required.

If the application is for childcare/day care due to training or employment, clients must provide proof of the hours of training or employment, length of training, etc.

If applicable, documentation must be provided regarding the day care centre.

If the request for day care expense coverage is a result of social need in the context of Early Childhood Initiatives, the applicant must produce a written confirmation of an evaluation from both the Public Health and Social Development.

Prenatal Applicants

For applicants to the Prenatal Benefit Program, the existing procedure for obtaining identification will be used except when obtaining a proof of residence, where the following should be considered:

- The Residence Confirmation Form is not a requirement for eligibility to this program. A New Brunswick Medicare card with a valid date is one indicator that an applicant resides in New Brunswick. A rent receipt, copy of a lease/rental agreement, a copy of the applicant's telephone or hydro bill or written verification of a room and board situation is sufficient verification of residence.

Designated Needs

Designated Needs status is given to single Social Assistance clients who have multiple barriers. Clients with this designation would typically have two or more of the following barriers:

- Mental health issues
- Addiction issues
- Low literacy/educational levels
- Long-term social assistance clients
- Have unstable housing
- Have little or no social support structure

Those determined to be eligible and who are approved as Designated Needs may be entitled to retroactive payments.

Certification for Designated Needs is permanent.

Child Protection Services (CPS)

** To report a suspected case of child abuse please call 1-833-SDDSTel (1-833-733-7835) or After-Hours Emergency Social Services 1-800-442-9799

Child Victims of Abuse and Neglect Protocols

<https://www2.gnb.ca/content/dam/gnb/Departments/sdds/pdf/Protection/Child/ChildAbuseProtocols05-e.pdf>

Contact Information

55 Union Street

Saint John, NB

E2L 5B7

Phone: (833) 733-7835

Fax: 506-643-2383 (Fax Machine on the 4th floor where Investigations and Child Protection is housed)

Email: You can find the social worker's email addresses by searching their names at

<https://www2.gnb.ca/content/gnb/en/contacts.html>

Reporting Protocols

Phone number: 1-833-SDDSTel (1-833-733-7835)

After Hour Emergency Service (AHES) 1-800-442-9799

What needs to be reported?

- Concerns for the safety, wellbeing, security and/or development of a person under the age of 19. Any person over the age of 16 must consent to ongoing child protection involvement if cognitively and mentally able to make their own decisions. (See YES below)
- Concerns of physical, emotional and/or sexual abuse.
- Concerns of physical and/or emotional neglect.
- Concerns of inadequate supervision or an abandoned child.

If a PCAP staff member has any concerns for a child's safety, they must make a report to Child Protection. When a report is made, PCAP staff must also create an incident report (Appendix D).

Investigations

There are currently three teams in Saint John who investigate reports of abuse and/or neglect. During an open investigation, DSD does not legally require signed consents to obtain information deemed relevant or necessary to the investigation.

Not all investigations are opened to ongoing child protection files. Sometimes services are provided at the intake level and then the investigation is closed.

When there are ongoing concerns relating to child abuse and/or neglect and the service needs cannot be met at the intake level, require a longer period of involvement, or a child is taken into care, then an ongoing child protection file is opened.

Ongoing Child Protection

The file remains here until closed. Any new allegations of abuse/neglect are normally investigated by the ongoing social worker, rather than an investigating social worker. Case Plans are developed based on a Family Strengths and Needs Assessment (FSNA) to work towards mitigating or eliminating the ongoing safety concerns. This is ideally done with client participation/input and within thirty working days (not calendar days) however there are many variables that can impact this timeframe.

Permanency Planning Conferences (PPC)/Planning Conferences are held, typically with a Social Worker 3/Child Consultant chairing the meeting. These are held when decisions need to be made around a child's care status, court applications, any barriers to case planning or providing services, at the request of the client, or any other reason.

Court Orders / Custody Agreements under the Family Services Act (FSA)

Supervisory Order (SO)

- Court ordered authorization for DSD to exercise supervision of the child and the child's family. The child remains in the custody of their parents but the parents cannot refuse DSD access to the child or the home.
- There are specific conditions outlined in the Supervisory Order which are directly related to the concerns/case.
- This is most often used in situations where parents are not cooperating with DSD in regards to case planning, refusing to follow safety interventions/plans, or when access to the child/home is being refused.

Protective Intervention Order

- A court order directed to a person who is the source of danger to the child.
- The order can prohibit the person from living in the same house as the child or from having any contact with the child.
- It is not uncommon for these to be in place at the same time as a Supervisory Order.

Protective Care (PC)

- When the Minister (aka DSD) has reasonable and probable grounds to believe that the security or development of a child is at risk and there are no other adequate ways to protect the child other than by placing the child in Protective Care. The grounds for the taking of Protective Care are outlined in Section 31(1) of the Family Services Act.
- During the Protective Care period, the child can be placed with family/friends/someone known to them or in foster care/a group home. This decision is made by DSD. After the PC period is over, the child must be in an approved facility like a regular foster home, a provisional foster home (just for that specific child) or group home, unless in the rare case the court orders the child can stay in an unapproved facility.

- After Protective Care has been taken a Permanency Planning Conference is held within five working days and if the decision is for the child to remain in care, then it has to be in court within seven working days (from the date Protective Care was taken).
- If the parent(s) do not consent to Protective Care having been taken then a Protective Care trial will be held, and this is supposed to happen very quickly after the first appearance.

Custody Order (CO) / Custody Order Extensions (CO-Ext)

- The Case Plan goal is reunification of the child with the family.
- Custody, care, and control of the child is transferred to the Minister (aka DSD) by the courts. The maximum time per Custody Order or Custody Order Extension is six months.
- Children cannot be in temporary care for longer than 24-months, so Guardianship applications are laid leading up to this timeframe. Currently this is consecutive time but this is going to be cumulative time in the new amendments to the FSA.

Custody Agreement (CA)

- The Case Plan goal is reunification of the child with the family.
- Custody, care, and control is transferred to the Minister (aka DSD) for a period of up to 6-months by written agreement between the parent(s) and the Minister.
- A child cannot be under a CA for more than 12-months before a Custody Order must be applied for.

Guardianship Order (GO)

- The Case Plan goal is permanency.
- Custody, care, and control of the child is permanently transferred to the Minister (aka DSD) by the courts. Parental rights are severed.
- Most of these go to trial with the judge reserving their decision, most of the time. This means that the decision is not given right at the end of the trial and the judge later issues a written decision containing the order if they are granting the Guardianship Order.
- The right of access with parents after Guardianship lies with the child. This means that the parents do not have the right to have access and that access is only granted when it is deemed to be in the best interest of the child. Rarely does this mean regular ongoing visits – it could be as little as yearly pictures/emails or yearly visits. This is very dependent on the age and needs of the child, as well as the parent’s ability to put the child’s best interest first.

Guardianship Agreement (GA)

- Not very common
- Custody, care, and control of the child is transferred to the Minister (aka DSD) permanently by written agreement between the parents and the Minister.

** Children cannot be in temporary care for longer than 24 months, so Guardianship applications are laid leading up to this timeframe. Currently this is consecutive time but this is going to be cumulative time in the new amendments to the FSA

After Guardianship is Granted

Once the decision is received there is a thirty-day period in which parents or the Minister can appeal the judge's decision. If an appeal is filed, things basically go on hold for the child until the appeal is dropped, dismissed, or granted.

After the appeal period is over, the child protection file will prepare for closure and the child will receive their own Child Care file. This means access visits and all contact with the parents will stop unless the court has ordered access.

If the plan for the child is adoption, then the file is transferred to the Adoption unit. If it is determined that the best interest of the child is to remain a ward of the province, then the file is transferred to the Child Care unit. Any child over the age of 12 must consent to being adopted.

Adoption

The child's file only goes to the Adoption unit once the appeal period/process is over. The child is assigned a childcare social worker from the unit who spends time getting to know the child and preparing them for adoption. They then connect with the social workers for approved adoptive families to match the child and their needs to a family. The prospective adoptive families meet with the child protection and adoption social workers, and have a chance to review the file and speak to any professionals involved with the children before accepting the placement. All identifying information is removed (names, pictures, etc.).

Once a child and adoptive parents are matched the transition begins. The pace for this is guided by the child, their needs, and comfort level. After the child moves in with their adoptive parents, the department stays involved for a period of time to support the placement before the adoption is finalized by the courts. If access was granted to the child in the GO then the birth parents are notified of the court date for finalizing the adoption. Once an adoption is finalized, the Minister has no rights over the child and any birth family access is facilitated by the adoptive parents.

Changes That Are Coming

Transfer of Guardianship

New legislation coming soon

Not much formal information available

Transfer of Guardianship to an adult who is caring for them long-term (ie. Foster parent or family member), this person can make legal decisions but still have all the support and services available to them from DSD from a child/youth who is still under a traditional Guardianship Order.

Education, Career, and Financial Services

Government Services

General Educational Development (GED)

GED is a testing program for adults recognized as the equivalent to a high school diploma. GED Tests measure the level of “educational maturity,” gained through experience - often equivalent to or above the level of a high school graduate.

NB GED Information Booklet: <https://www2.gnb.ca/content/dam/gnb/Departments/petlepft/PDF/Appren/GEDBookletupdate.pdf>

Career Development Services

Offered to all social assistance clients who have potential for employment.

Clients may be referred to the following services:

- Literacy
- Academic Upgrading
- Career Information Centre
- Employment Programs and Services (Work Services)
- Employability Assessment
- Case planning

Workplace Essential Skills Training

Offered by a number of groups in the city, this provincially funded program helps participants gain relevant skills to become an active part of the workforce. (See “WESLinks” on page 26-27)

Community Services

The Saint John Learning Exchange

The Saint John Learning Exchange (SJLE) offers individualized programming, coaching and support to youth and adults with barriers to education and employment. The SJLE is located in the Social Enterprise HUB (139 Prince Edward St, Saint John).

As a new Social Innovation Fund project, the SJLE is now offering incentives for clients to reach their goals. Incentives vary, and clients set their goals with the help of coaches. Various program benchmarks have financial incentives including incentives for completed course credits, attendance, and reaching personal goals established with a SJLE coach.

SJLE works to ensure that the incentives do not affect a person's social assistance cheques.

SJLE Academic Programs:

LEAP - Learning Exchange Academic Program	BEST - Basic Education Skills Training	GOALS - Growing Occupational And Life Skills
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GED prep or Adult High School Diploma	GED prep	Adult High School Diploma
Small class size	Small class size	Small class size
Participants aged 16+, individualized learning plan, in person, online, or both	Individualized learning plan	Participants aged 16-25
Work at your own pace	Work at your own pace	Hands-on, project-based learning
1:1 coaching and goal setting, flexible schedule	1:1 coaching and goal setting	Flexible schedule
Part time, participants sign up for 1-2 1.5 hour sessions per week	Full-time program, classes Tuesday - Friday, 9:00am - 2:30pm	2 days a week from 10:00am - 3:00pm, lunch included
Most flexible program, participants can earn money for completing assignments and reaching goals	More holistic approach, including soft-skills workshops (e.g. time management, stress management, communication)	Incentives for attendance (\$200/month) and course credits (\$100/credit) Each course credit takes ~10 weeks to complete
	Post Secondary coaching	

SJLE Employment Skills Programs:

WESLinks	WorkLinks	Soft Skills
Classroom based (Monday - Wednesday 9:00am-2:30pm Thursday and Friday 9:00am - 12:00pm)	1:1 Coaching	9 Workshops that run on a rotation: <ul style="list-style-type: none"> ● Collaboration ● Communication ● Confidence ● Conflict resolution ● Problem solving ● Professionalism ● Receiving feedback ● Stress management ● Time management
No High School or GED required	Job search support	
Hands-on project-based	Resume development and	Group-based learning

learning	cover letter support	
Continuous intake	Interview preparation and practice	Professional training to build a resume
1:1 coaching and goal setting	Connections to employers	Taken alone or along with another program
Build employment and soft skills	Post-employment support	
Social Enterprise Training	Co-op placements	

SJLE works with employers in the city to find available jobs and ensure that clients have the appropriate skills to highlight in their applications, resumes, and interviews. They can help the client stand out when applying. They also help clients address criminal records or long-term gaps in employment. Can help clients appropriately address those experiences.

The John Howard Society

Offers a number of programs and workshops to help clients complete their education and obtain relevant skills to help them find and maintain employment.

Contact Information

44 Peter St
 Saint John, NB
 E2L 2Z9
 Phone: 506-657-5547
 Email: info@johnhowardsj.ca

John Howard Society Education Services:

- **Community Adult Learning Program (CALP):** GED prep program.
- **Educational Workshops:** These workshops are an opportunity for learners to hear from expert speakers who provide life experience and/or expert knowledge on topics such as: substance use, bullying, gangs, dating, violence, LGBTQ issues, etc. Programs vary.

John Howard Society Transition to Employment Services:

- **Action Network Employment Counselling and Transition to Work Services:** Assists people who are motivated to work but have been unsuccessful in securing meaningful employment. Clients can access the “Computer Access Center” for job search, receive assistance in overcoming barriers to employment including their “Record Suspension Program” facilitating finding employment which matches their skills, abilities, and training.
- **A Step Ahead:** This is a sector specific safety certification program offered to clients receiving Transition to Work services. Certifications offered include First Aid/CPR training, Food Safety, Custodial Safety, WHMIS, Fire Safety, Fall Protection, and more.

- **Career Opportunity Program:** Offered to young adults who have experienced barriers to employment success and are interested in pursuing careers/apprenticeships within the traditional trades and other vocations. This introduces local employers to a new pool of motivated employees. People who get into this program are paid slightly above minimum wage for attendance. For three months in the classroom, and 3 months for a work placement, the incentive of this program is a huge benefit. (Program starts vary)
- **Employment Enhancement Program:** Program offered to persons with mental health or substance use related disabilities which create barriers to securing employment of value. (Program starts vary)

Saint John Kings Adult Learning INC

Offers academic upgrading and GED preparation at several locations across Saint John. Small class sizes are designed to help adults improve reading, writing, math, and computer skills as well as prepare for the GED test.

All programs offered at no cost. Morning, afternoon, and all-day classes are available. Evening classes are available at some locations. Online and book-based learning materials are available.

Contact Information

Multiple learning centres located around the Saint John:

<https://sjkingsadultlearning.ca/locations.html>

Phone: 506-333-5480

Email: Shilow.macdonald@saintjohnkings.com

R.E.A.D Saint John

Non-profit offering learner-focused tutoring to improve and promote adult literacy.

Contact Information

133 Prince William St, Suite 102

Saint John, NB

E2L 3S3

Phone: 506-633-2011

Email: readsj@nb.aibn.com

Housing

Public Housing

Provides subsidized rental accommodations for families who, because of low income, have trouble obtaining affordable housing in the private sector.

Clients who qualify for assistance through public housing will have rents reduced to 30% of the adjusted household income.

Social Development Housing Office: 1-866-441-4340

By-Name List

The By-Name List (BNL) is a real-time list of all the people known to be experiencing homelessness in Saint John. Most, if not all, clients on the By-Name List should also qualify for Designated Needs (page 19-20). People are prioritized based on level of need and vulnerability. The BNL referral and prioritization process allows community agencies to work together to efficiently house people facing homelessness.

The list is managed by the Human Development Council and access is granted only to community groups/representatives who have signed confidentiality forms.

The BNL Committee meets bi-weekly to discuss program availability and client prioritization.

Getting on the list

To be added to the BNL and be eligible for services, clients must have a completed BNL Intake and Consent Form. Intake forms are completed and submitted online by trained staff at a homeless-serving agency. Submissions will be reviewed, and updates made by the BNL coordinator within one week if the individual has been homeless for a period of 14 days or longer. If this is the individual's first experience of homelessness, there will be a 14-day waiting period during which agencies will engage in prevention efforts with the individual in question to prevent or divert them from entering the Coordinated Access System. The agency/individual who submitted the intake will receive confirmation when the intake has been received and the client has been added to the BNL. The names of new intakes to the BNL will be sent to Social Development to determine document readiness before the next BNL meeting.

People who are added to the BNL are not guaranteed any specific support, program, service, or timeline for housing placements. This means that service providers in the community will continue to support and engage people added to the BNL until they are matched with appropriate supports and services (e.g. a housing program to meet their needs). People who are ineligible for the BNL or those waiting to receive housing and supports through the BNL can receive supports from other agencies and/or programs, including: shelters, drop-in centres, etc.

BNL Intake

Community Access Points are identified agency locations in Saint John who have regular contact with people who are at risk of or who are experiencing homelessness and have been trained to

assess individuals' and families' needs. At the current time the following agencies can complete the BNL intake process:

- Fresh Start/YWCA
- Outflow Men's Shelter
- New Brunswick Association for Community Living (NBACL)
- Housing Alternatives
- Teen Resource Centre
- Correctional Service Canada
- Veterans Affairs
- John Howard Society

This list is subject to change as progress on Coordinated Access continues in the community. If an organization cannot complete a BNL intake, the individual should be directed or referred to one of the community access points.

See Appendix B for the Saint John Human Development Council BNL Infographic.
See the Homelessness Information Partnership Saint John (HIPSJ) Coordinated Access Process Guide here: <https://sjhdc.ca/wp-content/uploads/2020/08/Saint-John-BNL-Process-Guide-Final.pdf>

Shelter Services

Outflow SJ

Outflow saint john works to improve the lives of people who live in poverty, giving shelter services and looking for opportunities to reduce the unemployment, hunger, homelessness, and medical costs in our city.

Contact Information

162 Waterloo St.,

Saint John, NB

E2L 3R1

Phone: 506-658-1344

Director of Shelter and Housing email: anothony@outflowsj.com

Coverdale Centre for Women – Emergency Shelter and Halfway House

The Coverdale Emergency Homeless Shelter for Women

<https://www.coverdalecentreforwomen.com/emergency-shelter>

Affiliated with Social Development

The Emergency Shelter is a free home setting and includes five bedrooms with 15 beds. During their stay, clients will work with the Shelter Director to design a case plan that is specific to their needs and will be connected with resources to determine their eligibility for public assistance and housing programs. Length of stay is dependent upon housing options available to a resident that fits their needs. Shelter staff will support clients every step of the way.

Coverdale Emergency Homeless Shelter meets clients where they are at. The shelter is a wet shelter, which means they accept people who are under the influence of drugs or alcohol. Substance use is not permitted on site, but people will not be turned away for having used outside of the shelter.

Criteria for eligibility

- Age range: 18+ (wet shelter requirement)
- Gender: Women and gender diverse individuals
- Self-sufficiency required

Accommodations for barriers

Provide drop-in service for a warm safe place to gather and/or shower.

Clients are supported with information and assistance if they have barriers preventing them from staying at Coverdale.

Registration Process

- First come first serve.
- Open 24/7 but there is an 8:00pm curfew for existing clients. If you have a bed and are not at the shelter by that time, you may lose your bed.

Contact Information

154 Waterloo St.,
Saint John, NB,
E2L3R1

Phone Number: 506-672-6285

Email: shelterdirector@bellaliant.com

Hours of Operation

- 24/7

The Coverdale CBRF and Drop-in Centre

Coverdale also offers a Community Based Residential Facility (CBRF) or halfway house. This is a supportive residence for eligible women to live and work in the community after time in an institution, aiming to help them reintegrate into the community. Supports are offered for obtaining employment and overcoming barriers to successful independent living. The centre is engaged with other community services to connect residents with other resources.

Coverdale's community programs are held at the drop-in centre. There are also basic necessities given out here, including feminine hygiene products and groceries. Meetings to connect people to community services are held here.

Contact Information

148 Waterloo St.,
Saint John, NB
E2L3R1

Office phone: 506-634-1649

Community programming phone: 506-634-0812

Hours of Operation

- Drop-in Centre: Mon-Fri 8:00am-4:00pm

Transitional Housing

First Steps

First Steps provides a safe and healthy environment for pregnant or postpartum young women (16-29) and their children, who may otherwise have no place to go. Beyond providing a place to live, they also help provide additional resources and supports by collaborating with community partners. Mentorship, educational support, daycare and child development, and housing are all components of First Steps; creating an environment where these women can achieve their goals, such as finishing high school, giving birth to healthy babies, reducing and addressing substance use, improving mental health, and developing a strong bond with their children. They offer a 12-bed transition house, 12 apartments, educational programs, daycare, child development programs, and outreach. Waitlists vary for all services.

Contact Information

120 Coburg St.,
Saint John, NB
E2L3K1

Email: info@firststepsnb.ca

Phone: 506-693-2228

24 Hour Helpline: 693-BABY(2229)

Hours of Operation

- 24/7

Safe Haven

Safe Haven (Second Stage housing) provides temporary and long-term safe and affordable housing for women and their children who have been abused. They have 13 apartment units available, but waitlists are long. They also offer support and counselling services and programs. Support groups are offered to both residents and the community

Contact Information

80 Morris St.,
Saint John, NB
E2M 3R3

Phone: 506-632-9289

Hestia House

Hestia House provides shelter and support for up to 24 women and their children. It is staffed 24/7. They offer complete confidentiality, assistance in planning for the future, provide referrals to other services, and counselling to help women understand the nature of their situations to help them make informed decisions about their next steps.

Contact Information

Business phone: 506-634-7571

24-Hour distress phone: 506-634-7570

Test-only phone: 506-566-6667

Email: transition@hestiahouse.ca

Beacon Cove - Youth Transitional Services

Provides emergency and transitional housing to young people in the community who are in need of a safe place to stay. Helping meet the basic needs of shelter, food and clothing, providing life skills programming and the supportive environment that young people need to make the difficult transition to adulthood and independence.

Contact Information

50 Broad St.,

Saint John, NB

E2L 1Y5

Phone: 506-642-3208

Email: beacon.cove@cycinc.ca

Centre For Youth Care

<https://cycinc.ca/>

Residential groups homes and continuum of care

Group homes available throughout the city and surrounding areas for vulnerable children and teens, provide continuum of care for youth who are emotionally, physically and behaviorally dysregulated through a practical range of programming, living and learning experience.

Contact Information

680 Rothesay Ave.,

Saint John, NB

E2H 2H5

Phone: 506-643-3361

Hours of Operation

- Mon-Fri 8:00am-4:00pm

Furniture and Housewares

There are a number of organizations in the city that can help support clients once they have secured housing. If the client needs a particular item or items, PCAP may have them in storage or posts can be made on social media asking for donations

Salvation Army Voucher Program

The Salvation Army can provide vouchers to individuals seeking emergency assistance for furniture, clothing, and housewares from their Thrift Stores. Furniture and houseware vouchers are available for people moving out of homelessness or moving out due to an emergency situation.

Contact Information

27 Prince Edward St.,
Saint John, NB
E2L 3S1
Phone: 506-634-1633

Fresh Start

Fresh Start typically helps women find housing but may also be able to provide support in accessing furniture and housewares. They meet with clients to determine needs, while also working with government agencies, landlords, and other social groups to provide relevant assistance to clients. They have a limited budget to provide direct assistance in the form of rent deposit assistance, personal care items, clothing, etc.

Contact Information

62 Waterloo St.,
Saint John, NB
E2L 3P3
Phone: 506-638-1409

Other Resources

Hire Potential (Saint John Association for Community Living)

www.sjacl.ca

Non-profit association operates an employment program for individuals with an intellectual or developmental disability, families, educators and employers in the Greater Saint John area providing:

- Client centered planning with employment specialists
- Training and education to assist the development of employability and social skills
- Assistance with developing plans for successful transitions from school to work
- Website offering current information for clients and families

Contact Information

600 Main St, Suite 203

Saint John, NB

E2L 4B3

Phone: 506-652-1544

Email: info@sjacl.ca

Hours of Operation

- Mon-Fri 8:30-4:30pm

Canadian Council on Rehabilitation and Work

Supports people aged 18-80 with disabilities

Helping people with disabilities break down barriers to employment, job seekers are given the tools and confidence to educate and market themselves. Employers gain help becoming leaders in socially and fiscally responsible hiring practices.

Contact Information

28 Richmond St., 3rd floor

Saint John, NB

E2L 3B2

Phone: 506-635-2272

Email: saintjohn@ccrw.org

Partners for Workplace Inclusions (PWIP)

www.ccrw.org

PWIP was developed by the Canadian Council on Rehabilitation and Work (see above) and provides employment services to people with self-declared disabilities. To be eligible one must:

- Have a self-declared disability
- Be unemployed
- Not be eligible for EI
be motivated to find employment
- Not be a full-time student

Contact Information

1320-61 Union St.,
Saint John, NB
E2L 1A2
Phone: (506)-635-2272
Email: landerson@ccrw.org

Options Employment Outreach Inc

Non-profit agency that provides employment counseling for people with disabilities. Focuses on 4 employability dimensions:

- Career decision making
- Skill enhancement
- Job search
- Employment maintenance

Contact Information

28 Richmond St., Suite 304
Saint John, NB
E2L 3B2
Phone: (506) 652-3977
Email: options@nb.aibn.com

ADAPT Agencies

<http://www.sjacl.com/additional-resources.html>

NB Association for Supported Services and Employment (N.B.A.S.S.E) is an association of member agencies providing activity-based day services following the “ADAPT” standards outlined by the Provincial department of Social Development.

Key Industries

239 Charlotte St.,
Saint John, NB
E2L 2K1
Contact: Christine Evans
Phone: 506-634-6888
Email: christine.evans@keyindustries.ca

United Catena Training Centre

1123 Grandview Avenue
Saint John, NB
E2J 4P6
Contact: Debbi Green
Phone: 506-696-5672
Email: catena@nbnet.nb.ca

Vocational Training Centre

97 James Renforth Dr.,

Saint John, NB
E2H 1K7
Contact: Cathy Smith
Phone: 506-847-4759
Email: voctrain@nb.aibn.com

Crosswinds Occupational Activity Centre Inc.
100 Leonard Dr.,
Saint John, NB
E4E 2R2
Contact: Wanda Steeves
Phone: 506-432-7500
Email: crosswin@nbnet.nb.ca

Financial Management

Money Matter\$

Money Matter\$ is a free, 5-module program designed to help participants understand and control their finances.

One of the tools of the program is the Black Book®, which is used to track income and expenses each month to create a realistic budget based on personal goals. There is a monthly draw for a \$25 Giant Tiger gift card to anyone who completes and hands in a Black Book.

Contact Information

Phone: 506-652-5626 Ext 4
Email: darlene@kaleidoscopeimpact.comor

Income Tax Clinics

Find Tax Clinics in Saint John through the Government of Canada's website: https://apps.cra-arc.gc.ca/ebsci/oecv/external/prot/cli_srch_01_ld.action#srchtbl

Local groups that host tax clinics (some for free) include:
P.U.L.S.E. (People United in the Lower South End)
Crescent Valley Resource Center
East Branch Public Library
Community Loan Fund
Saint John Public Library
Saint John Multicultural Newcomers and Resource Center
West Branch Library
Salvation Army
YMCA of Greater Saint John
Nick Nicolle Community Centre

Food Security

Food Banks

North End Food Bank

Every Tuesday, food orders designed to last 3-4 days are distributed by the food bank, including non-perishable items and some perishable items such as meat and eggs.

The food bank has close partnerships with other community organizations, including Rivercross Baptist Church and the North End Wellness Centre. Rivercross contributes the use of their bus for people with physical disabilities or who are not within walking distance of the food bank.

The North End Wellness Centre (New-C) provides holistic health services to the food bank users. New-C staffs a dietician, mental health and addictions specialist, and nurse practitioner who can provide general health services, while also connecting clients to other relevant community services and supports.

Contact Information

211 Main St., (at the back of building)
Saint John, NB
E2K 1H7
Phone: 506-634-7403

East Side Food Bank

Every Tuesday and Friday, individuals can collect a 4-day supply of food from the food bank, including perishable and non-perishable items. They also have implemented a client-choice system so individuals can choose some items that cater to specific household needs (toiletries for men and women, lunch snacks for children, meal replacement drinks, etc). This system reduces risk of waste while providing relevant food aid.

Contact Information

648 Westmorland Rd.,
Saint John, NB
E2J 2H4
Phone: 506-633-8298

Community Food Basket (South Central)

Every Wednesday and Friday, individuals choose a 3-4 day supply of food. This full client choice model allows individuals to choose canned goods, meats, and vegetables according to how many people are in their household.

They also offer a “Recipe of the Month” option for clients to try, providing users with a recipe that uses ingredients found at the food bank, including spices, in order to stretch out orders.

They also sell fabric carts for \$3 that help users transport their grocery orders.

West Side Food Bank

Every Tuesday and Friday, food hampers are distributed based on reported family size. Each hamper provides food for 3-4 days, including primarily non-perishables along with a few

specialty items such as meats and frozen vegetables. The food bank is located in the basement of the Carleton Community Centre.

The West Side Food Bank also works with community partners to improve their service delivery. They are linked to the Marketplace Wellness Centre, and people visiting the food bank can be directed there to speak with the nurses, doctor, social worker or dietician that provide care out of the Centre. The partnership with the Carleton Community Garden also allows individuals and families to grow their own fresh produce. There are also areas of the garden that supply produce to the food bank to be distributed to users. The Carleton Community Centre provides cooking classes throughout the year which food bank users can participate in.

Contact Information

120 Marketplace West
Saint John, NB
E2M 1B5
Phone: 506-635-1060

Romero House

Romero House operates every day, serving hot meals from 8:00am-4:00pm on weekdays and 9:00am – 1:00pm on weekends.

Romero House has expanded its service over the years to include: clothing/household services, a chapel, emergency food orders, family projects, a Healthcare room, and a Mobile Service during the winter months.

They have an active Facebook presence and regularly post updates.

<https://www.facebook.com/romerohousesoupkitchen/>

Contact Information

647 Brunswick Dr.,
Saint John, NB
E2L 3S9
Phone: 506-642-7447

Saint John Food Purchasing Club

The SJ Food Purchasing Club is a volunteer-run organization that offers access to good quality vegetables and fruit at affordable prices by purchasing in bulk.

Once a month you can purchase one large bag (for \$15) or two large bags (for \$25). The items can vary each month depending on what is in season and what is available. They do try their best to accommodate individual preferences but make sure to tell them of any allergies. You do not need to purchase every month, only as frequently as you like. The organizations below will advertise on their own social media each month what day the money is due, and then pick up is always the week after – your best bet would be to contact one of the organizations directly to confirm the date, so you don't miss out. There is a yearly \$5 membership fee but if this is a barrier to using the program, please let the organization know as they are very good at helping with this.

The organizations are:

East - St. Mary's & St. Bartholomew's Church – 646 Westmoreland Road – 696-1347

Uptown – St. Joseph's Community Health Centre – 116 Coburg Street – 632-5537

South – PULSE- 251 Wentworth Street – 632-6807

North – Nick Nicolle Community Centre – 85 Durham Street – 658-2980

North – Crescent Valley Resource Centre – 130 MacLaren Blvd – 693-8513

West – Carleton Community Centre – 120 Market Place – 658-2920

There is an enrollment form that offers a table outlining what was included during previous seasons, as orders vary season to season.

Other Food Services

Many churches and other faith communities offer community meals and/or community pantries. See Appendix C for an in-depth list of Food Services in Saint John, including participating churches and their community food services.

Health

Health Documents

Medicare Registration:

- https://www2.gnb.ca/content/gnb/en/services/services_renderer.9035.Medicare_-_Registration.html

Driver's License

- https://www2.gnb.ca/content/gnb/en/services/services_renderer.201491.Driver_s_Licences.html

Social Insurance Number

- <https://www.canada.ca/en/employment-social-development/services/sin.html>
- Need to bring necessary documents to Service Canada Centre or apply by mail
- Necessary documents (originals, not photocopies)
 - A valid primary document that proves identity and legal status in Canada (birth certificate)
 - A valid secondary document to confirm identity (passport, ID card/driver's license)

Birth Certificate

- https://www2.gnb.ca/content/gnb/en/services/services_renderer.17477.Birth_Certificate.html

Social Development Health Card

- https://www2.gnb.ca/content/gnb/en/departments/social_development/policy_manual/benefits/content/health_card.html

Medicare Advocacy

Phone: 506-453-4227

If a Medicare card is misplaced, can provide a temporary letter with Medicare number.

Service NB visit still necessary for a new card

Primary Services

Getting a Family Doctor

New Brunswickers without a primary care provider can register with Patient Connect NB and will be assigned a provider on a first-come, first-serve basis.

- Must have an NB Medicare card to register

NB residents can access a health care while they wait for a permanent provider through the NB Health Link:

- <https://www2.gnb.ca/content/gnb/en/corporate/promo/accessing-healthcare/be-matched.html>

Accessing Care

Urgent Care

St. Joseph's Hospital has an Urgent Care department for management of minor illnesses and injuries

130 Bayard Dr.,

Saint John NB

E2L 3L6

Phone: 506-632-5555

Emergency Care

More severe illness/problems should go to the SJRH Emergency Department. Triage system so wait times vary, but if it is not an emergency, call Telecare 811 or visit an After-hours clinic

St. Joseph's Community Health Clinic

Provides primary health care, health promotion and prevention programs, community partnership programs, and educational programs

Educational programs include Respiratory Health Clinics, Diabetes Education, and Smoking Cessation.

At the clinic there are a number of healthcare providers, including family physicians, nurse practitioners, nurses, dietitians, social workers, occupational therapists, and a pharmacist.

116 Coburg Street (within St. Joseph's Hospital)

Saint John, NB

E2L3K1

Phone: 506-632-5537

Open Monday to Friday, 8:00am - 4:00pm, with some programs and groups running in the evening or on weekends

Crown Street Medical Clinic

After-hours medical clinic offering same day appointments for non-urgent medical problems, clients are seen by a physician .

Mon-Fri; daytime phones open at 11:00am to book 12-2:45 Evening: phones open at 5pm to book 6-8:45pm

Phone: 506-635-2273

Texting line available, text with name and they will call to book an appointment.

Text phone: 506-607-2273

University Avenue After Hours Medical Clinic

35 University Ave.,

Saint John, NB

E2K 1Z2

Phone: 506-657-9355

Westside Medical Clinic

After-hours medical clinic offering same day appointments for non-urgent medical problems, clients are seen by a physician

107 Catherwood St., Suite 207 (West Side Lawtons Building)

Saint John, NB

E2M 5J7

Phone: 506-693-2273

Texting line available, text with name and they will call to book an appointment.

Text phone: 506-566-2273

Women's Wellness Clinic

Offers family planning, pregnancy tests, prenatal clinic, women's wellness checkups (pap test, pelvic exams, breast exams), STI testing.

All female team of doctors and nurses

Work closely with other healthcare providers. Social workers, mental health practitioners, public health, dieticians, specialists.

Referrals for pediatrics

St. Joseph's Hospital (9th floor)

130 Bayard Dr.,

Saint John NB

E2L 3L6

Phone: 506-632-5454

Women's Health Clinic

Phones answered on Tuesday, Wednesday and Thursdays

PAP Smears

- IUD Insertions (insertions only, cost of IUD not covered)
- Free contraception
- Breast health
- STI screenings

107 Catherwood St., Suite 211(West Side Lawtons Building)

Saint John, NB

E2M 5J7

506-642-1652

Sexual Health Centre

Team includes a nurse practitioner, LPN, and administrative support. The Centre focuses on promoting healthy sexual attitudes and responsible sexual behavior among adolescents and adults of all ages and genders.

Services include, but not limited to:

- Sexual health counselling
- Healthy relationships
- Safer-sex practices
- Onsite STI testing and treatment
- Onsite blood borne infection testing
- Birth control

- Information and prescriptions
- Free condoms
- Emergency contraception (Plan B)
- Pregnancy testing
- Pregnancy options and counseling support
- Cervical screening (PAP test)
- Physical exam and treatment as required
- Referrals to specialists and other healthcare providers
- Anonymous HIV testing

28 Richmond St.,

Saint John, NB

E2L 3B2

Phone: 506-658-3998

Hours: Monday and Wednesday 10:00am – 6:00pm, Tuesday, Thursday, and Friday 1:00pm – 4:20pm, closed on weekends

Pregnancy Resource Center of Saint John

The pregnancy resource center of Saint John offers a safe compassionate space to anyone experiencing pregnancy challenges. Pregnancy option mentoring available to help people make appropriate decisions based on their values in addition to their circumstances

- Free pregnancy tests
- Post abortion mentoring
- Adoption support, prenatal & parenting lessons.
- Pregnancy loss support.

219 Wentworth St.,

Saint John, NB

E2L 2T4

Phone: 506-634-1867

Email: info@prcsj.ca

La Leche League Canada

<https://www.llc.ca/llc-saint-john>

Breastfeeding support, assisting through education and individual support

Phone: 506-651-0570

Email: saintjohn@llc.ca

GNB Public Health- Pregnancy/ Newborn

Prenatal Benefit Program

Financial aid for expecting mothers to offset the increased cost of food during pregnancy. The benefit may be paid for up to a maximum of six months starting in the fourth month of pregnancy. Clients can automatically start receiving the Postnatal Benefit Program once the newborn baby has been added to the client's file.

Net annual family income must be less than \$29000

Benefits determined using a sliding scale, maximum of \$80 per month

Postnatal Benefit Program

Financial aid for new mothers to offset increased cost of food. \$60/month for a maximum of four months after the baby is born

Net annual family income must be less than \$29000

https://www2.gnb.ca/content/gnb/en/services/services_renderer.201137.html

Help with Formula -

Social Development Therapeutic Nutrients Policy assists clients with coverage for specific feeding supplies and formulas not covered by NB Medicare.

<https://www2.gnb.ca/content/dam/gnb/Departments/sd-ds/pdf/HealthServices/TherapeuticNutrients.pdf>

Healthy Families, Healthy Babies Program

Healthy Families, Healthy Babies program offers prenatal services that foster healthy pregnancy, and postnatal services that promote the healthy development of children from birth to age 2 years. Among the services included are screening, home visiting, provision of nutritional supplements and referral.

[https://www2.gnb.ca/content/gnb/en/departments/health/services/services_renderer.10795.Healthy Families, Healthy Babies Program.html](https://www2.gnb.ca/content/gnb/en/departments/health/services/services_renderer.10795.Healthy_Families,_Healthy_Babies_Program.html)

Healthy Toddler Assessment

18-month assessment that provides opportunity to discuss the child's growth and developmental milestones with a Public Health nurse and to obtain information on healthy choices relevant to young children.

https://www2.gnb.ca/content/gnb/en/departments/ocmoh/healthy_people/content/healthytoddler.html

“Healthy Pregnancy – Healthy Baby” Book

https://www2.gnb.ca/content/gnb/en/departments/ocmoh/healthy_people/content/healthy_pregnancy.html

Routine Immunization Schedule

Appendix E

<https://www2.gnb.ca/content/dam/gnb/Departments/h-s/pdf/en/CDC/Immunization/RoutineImmunizationSchedule.pdf>

Health Services Dental Program

Provides coverage for specific dental benefits that are not covered by other agencies or private health insurance plans.

- Available to clients of Social Development 19 years or older and their dependents.
- Must have valid white Health Services Care indicating “DENTAL” coverage in the BASIC HEALTH ELIGIBILITY section
- Only available to clients with no other dental coverage

https://www2.gnb.ca/content/gnb/en/services/services_renderer.8075.html

Health Services Vision Program

Provides coverage for specific vision benefits which are not covered by other agencies or private health insurance plans.

- Available to clients of Social Development 19 years or older and their dependents.
- Must have valid white Health Services Care indicating “OPTICAL” coverage in the BASIC HEALTH ELIGIBILITY section

Only available to clients with no other vision coverage

https://www2.gnb.ca/content/gnb/en/services/services_renderer.7975.html

Mental Health

Saint John Addiction and Mental Health Services

3rd Floor, Mercantile Centre
55 Union St.,
Saint John, NB
E2L 5B7
Phone: 506-658-3737

Saint John Mobile Crisis Services

3rd Floor, Mercantile Centre
55 Union St.,
Saint John, NB
E2L 5B7
Phone: 1-888-811-3664
8:15am - midnight daily for on-site visits
24/7 phone support

Mental Health Services

Emergency Mental Health

Consultative/assessment services for individuals who are suffering from a moderate to acute episode of mental illness and who seek emergency care through the Emergency Department

- Can be referred to Emergency Mental Health Services through ER physician after being medically cleared, Mental Health Mobile Crisis staff, community-based physician or psychiatrist, or Mental Health Crisis staff in outlying areas
- Assessment and treatment services include but not limited to:
 - Assessment of presenting crisis
 - Consultation by Emergency on-call psychiatrist
 - Arrangement for inpatient admission if recommended by psychiatrist
 - Liaison with referral sources in the community
 - Referral to community-based services where appropriate

Bridge the Gap

nb.bridgethegap.ca/youth/

Bridge the gap is an online resource to connect New Brunswickers with guidance and supports for mental health and addictions. Bridge the gap offers self-help resources, links to local services, and allows the user to share their own personal stories

Specific services offered/linked to:

- One-at-a-Time Therapy
- Service directory
- Online educational activities and games

Canadian Mental Health Association

Education programs available and sponsored by MindCare New Brunswick and free of charge, in order to help educate individuals, helping individuals access the community resources that are available to help build resilience and support recovery of mental illnesses

Contact Information

560 Main St, Suite A315

Saint John, NB

E2K 1J5

Email: saintjohn@cmhand.ca

Phone: 506-633-1705

Saint John Mobile Crisis Services

Provides assessment, specialized intervention, and stabilization for individuals experiencing emotional distress related to addiction and mental health.

Services include:

- Initial support and assessment over the phone
- On-site visit if necessary (8am - midnight daily)
- Assessment of the presenting situation, current support and resources
- Supportive, collaborative planning
- Referral to appropriate follow-up services
- Consultation with existing support and services
- Short-term management as necessary

Contact Information

Phone: 1-888-811-3664

Hours of Operation: 11:00am-11:00pm daily, 24-hour telephone response

PEER SJ (Peers Engaged in Education and Recovery)

https://accessopenminds.ca/fr/our_site/peer-sj-2/

Access Open Minds affiliated services for individuals aged 16-25 looking to improve their mental well-being and achieve their recovery goals. Community based setting for addictions and mental health, focusing on a positive future and helping youth set and meet goals.

A mental health diagnosis may be necessary prior to this program, but the program and staff are very flexible in terms of having a “formal diagnosis” needed.

Programs include:

- Art room: art classes offered at specific times, and art room always kept stocked
- Yoga: yoga available for aid in recovery from both physical and mental illnesses
- Talk with the Doc: program available to talk with a local psychiatrist in a group session, submissions of anonymous question beforehand

Contact Information

28 Richmond St.,

Saint John, NB

E2L 3B2

Phone: 506-658-5374

Email: PEER.SJ@gnb.ca

Support

Sexual Assault Response Team

Services for individuals aged 16+.

Mitigating the impacts of rape culture and working to decrease the rates of sexual assault at the community level. Counselling services available for survivors, on call response team to respond to patients that present to be sexually assaulted.

Contact Information

199 Chesley Dr.,

Saint John, NB

E2K 4S9

Phone: 506-634-8295

Email: asaab@familyplus.ca

Guardians of the Children

Recognize and react to child abuse in saint john and educating the public to do the same, serve as advocate to provide strength and stability to families in crisis. Counselling services available to abused children or teens.

Contact Information

Email: gocsaintjohn@gmail.com

Office phone: 506-645-0573

Toll Free: 1-800-926-5679

Crisis Phone: 1-800-926-5679

Saint John Domestic Violence Outreach

Meetings within a safe and secure place, providing one on one counselling and support, safety planning, liaison to other community services. Aid in making onsite visits to other agencies, providing information sessions.

Contact Information

Phone: 506-566-5960

Counselling

Gentle Path

<https://gentlepathsj.com/index.html>

Gentle Path Counselling Services is a social enterprise and registered charity that seeks to provide group and individual professional mental health services to everyone, regardless of their means to pay. They provide low to no cost counselling for all individuals. They provide up to 6 one hour sessions per client through the subsidized program.

Programs:

- Anger: Friend or Foe (For Women)
- Loving Me - Loving You (For Women)
- Rebuilding When Your Relationship Ends
- Unchained - Women Breaking Free Of Abuse
- Active Parenting Now
- The Heart of Parenting

Registration Process:

Online application at:

<https://gentlepathsj.com/request-low-or-no-cost-counselling/>

Contact Information

199 Chesley Dr.,
Saint John, NB
E2K 4S9
Phone: 506-652-7284

Family Plus

<https://www.familyplus.ca/>

Family plus is a not-for-profit mental health service provider helping individuals, couples, children and families manage the challenges of today's living conditions. They offer counselling for a variety of issues psychoeducational assessments, and Autism Diagnostic interviews Individual and family counselling, groups and community-based programs and services. Low/No cost evening and weekend programs, sliding scale cost for counselling.

Contact Information

621 Fairville Blvd. Unit 1D4
Saint John, NB
E2M 4X5
Phone: 506-634-8295
Toll Free 1-800-360-3327
Email: info@familyplus.ca

Laura Gatien & Associates Counselling Services

Drop-In Counselling

Free drop-in sessions available on a first come, first-serve basis, no referral or appointment necessary. Sessions are typically 20-30 minutes and can help people create a plan for supporting their mental health, and aid in prioritizing needs and setting goals. These are not counselling sessions but are more about navigation and identifying services.

Drop-in service is available Fridays from 2:00pm to 4:00pm at the 66 Waterloo St office.

** due to COVID-19 sessions are over the phone first call first serve

Virtual Therapy

For clients who are unable to come to the office due to transportation or childcare, Laura Gatien Counselling offers virtual sessions via Skype, Zoom, or FaceTime.

Referrals to Therapists

If they have insurance, people can self-refer for therapy. Income Assistance case managers, Child Protection, and doctors can refer to Mental Health and Addictions services for counselling. Some costs can be covered by Income Assistance on a case-by-case basis.

Contact Information

307 Westmorland Rd.,
Saint John, NB
E2J 2G2
Phone: 506-651-1239
Email: info@lauragatien.com

Just Us

<https://www.justusinc.ca/>

This is a low-cost counselling service that is a subsidiary of Laura Gatien counselling. It is offered by their counselling interns and can therefore be offered at a free/reduced rate.

This is open to Individual adults, couples, and children aged 10+ (limited availability for children aged 7-9) and family counselling is offered as well.

Registration

- Individuals can just call the organisation and ask for low-cost counselling. Self-referral is available
- There are no qualifications or documentation needed for access to this service.

Contact Information

307 Westmorland Rd.,
Saint John, NB
E2J 2G2
Phone: +1-506-651-1239
Email: admin@justusinc.ca

MAS Counselling Services

Mark Saulnier Med., CCC., LCT
Licensed Counselling Therapist LCT#17-179, CCC#1614
Phone: 506-214-0771
Email: therapymark@outlook.com

Strongest Families

<https://strongestfamilies.com/>

Strongest Families offer skills-based educational programs for children, youth, adults and their caregivers. They focus on disruptive behaviours, anxiety & depression concerns, and nighttime bedwetting.

Programs offered

- Chase Worries Away- For ages 6-11. This program educates parents and children about anxiety and guides them as they learn strategies to help children face their worries in real life.
- Defeat Anxiety- For ages 12-17. This program educates youth and their parents about anxiety and guides them as they learn strategies to overcome anxiety and face it in real life. This program has a focus on common anxieties, struggles and fears that youth deal with on a day-to-day basis
- ICAN (Adult Anxiety)- For ages 18+. This program educates adults about anxiety and depression and guides them as they learn skills to overcome their anxiety, depression, excessive worry, and how to cope with major life stressors and increase self-care
- Chase Pain Away- For ages 9-16. This program focuses on teaching stress management, avoidance of triggers, dietary modifications and appropriate use of over-the-counter medication
- Dry Nights Ahead- For ages 5-12. This program works with parents to help their child overcome bedwetting with the use of a urine alarm and reward system

Registration Process:

Referrals can be made province-wide, through schools and Child and Youth Family Services. Teachers, guidance counselors, principals, Education Support Services (ESS). Please speak to any of these professionals within the school to make a referral. Child and Youth teams within Integrated Service Delivery (ISD)

Contact Information

Phone: 1-866-470-7111

Rainbows Counselling – YMCA

<https://swnb.ymca.ca/community/mental-health-programs/>

This is a counselling service offered by school counsellors who have been especially trained and is focused on assisting people who are grieving a death, divorce or any other painful transition in their family within a safe, supportive environment with a unique peer assisted program. It is currently offered in all elementary and middle schools. Children can be referred to the school counsellor to access the help and program.

Contact Information

191 Churchill Blvd.,

Saint John, NB

E2K 3E2

Phone: 506-693-9622

Email: heloo@yswnb.ca

Addiction and Recovery

Addiction Therapy

Ridgewood Addiction Services

<https://www.gnb.ca/0378/youthtreatmentprogram-e.asp>

Ridgewood is a Horizon Health Network service for people with substance use and gambling addictions. Services include:

- Detoxification – inpatient treatment for the withdrawal from alcohol or drugs
- Assessments – a comprehensive interview/assessment to determine the impact of substance abuse/problem gambling, assess needs, and connect the client with the most appropriate services.
- Outpatient counselling – supportive counselling for youth, adults, and/or family members on an outpatient basis
- Group counselling and support – recovery themed, weekly outpatient groups.
- Referral – capacity to link clients with appropriate specialized services, community-based agencies, or self-help groups.
- Rehabilitation – 4-week residential recovery experience for individuals who are clean and sober but require more intensive treatment to support ongoing recovery and positive lifestyle change.

Inpatient Detox - 24/7

Other Programs - 8:30am - 4:30pm

Regional Addiction Services Youth Treatment Program

The Regional Addiction Services Youth Treatment Program is a community-based program offered by the Department of Health and Community Services, through regional hospital corporations. It provides treatment for youth aged 12-19 who use alcohol and other substances.

Contact Information

416 Bay St.,

Saint John, NB

E2M 7L4

Phone: 506-674-4300

Sophia Recovery Centre

<https://sophiarecoverycentre.com/>

Monday - Friday, 9:00am - 4:00pm

<https://sophiarecoverycentre.com/services-offered/>

Sophia Recovery Centre is a non-profit organization that provides a safe, welcoming space for women to overcome addiction through participation in free programs that meet the unique needs of women in recovery.

Their model focuses on providing women with trauma-informed services led by peers with lived experiences and follows a harm reduction approach by offering self-directed programs to women in all stages of substance-use.

Locations and Contact Information

Saint John Site:

- 83 Hazen St, Saint John, NB, E2L 3L2
- 506-633-8783

Kennebecasis Valley:

- 80 Millenium Drive, Quispamsis NB, E2E 5B4
- 506-271-5470

Charlotte County:

- 89 Prince William St, St. Stephen NB, E3L 1S8
- 506-469-1058

Email: sophiarecoverycentre@live.ca

Criteria for eligibility

- Women (Gender-responsive services)
- Minimum age: 16 years
- Substance-use

Registration Process

- Self-referral: Can contact Sophia Recovery Centre directly by phone or through their website.
- Professional referral: Physician referrals can be made to Sophia Recovery Centre with verbal consent from patient. A member from Sophia Recovery Centre can then contact the patient directly by phone.
- Wait time: None

Accommodations for barriers

- Transportation: Located on Saint John bus route.
- Food: Coffee and tea are offered to guests.
- Childcare: No accommodations provided.

Open House Hours

Monday-Friday, 9:00 am - 4:00 pm, women are welcome to drop-in to any Sophia Recovery Centre location during business hours. They are welcome to engage in healing opportunities with peers through one-on-one peer mentoring, group social and wellness activities, or simply enjoy a cup of tea or coffee in the community kitchen and living spaces. Women are welcome to stay for as long as they would like during business hours.

One-on-one appointments

Women are matched with a peer-mentor with similar lived experiences and will work alongside their mentors through topics such as self-defined recovery, identification of triggers, and developing a personalized goal setting approach. Regular calls or meetings with Recovery Peers provide individualized guidance and practical tools for success. Meetings with peer-mentors are scheduled in advance and can take place in-person or virtually between 9 am to 4 pm, Monday to Friday. Accommodations can be made for working hours.

Programs

Healing Trauma

- Every Tuesday, 1:00 – 2:00 pm. Open group sessions with peers, no registration required. This program helps women understand more about trauma, develop skills needed for healing, build techniques that help in feeling safe and grounded, and become aware of their strengths that can help with recovery.

Helping Women Recover

- 40-hour module-based, in-person program that explores key issues of self-esteem, relationships, sexuality, spirituality, and trauma. Closed registration and limited capacity (10 women max). Offered twice a year.

Social and Wellness activities

- Host opportunities for women to support each other in activity-based groups such as art, music, knitting, yoga, walking and bike riding, gardening, meditation, book clubs, and other special events. Each site offers monthly calendars with information regarding specific times for all activities.
- In Saint John:
 - Creative arts are offered every Wednesday between 10:30 am – 12:00 pm.
 - Stitch & Knit Time is offered every Thursday between 10:00 am – 12:00 pm.

Voices

- Pilot program for adolescents aged 16 to 18 years old being delivered in select New Brunswick high schools. 18-module curriculum delivered 2 hours per week for 7 weeks. The program is run in school during school hours. Students have permission to leave class and will receive class credit.

Holding Hope

- Peer-led co-ed support group for families of a loved one struggling with substance use.
- Provided online on every other Tuesday from 7:00 pm to 8:00 pm.

Counselling

- Assistance connecting women with a local counsellor to provide support navigating complex challenges such as handling difficult emotions, creating healthy relationships, trauma, and intimate partner and other forms of violence.

Portage Atlantic

<https://portage.ca/en/atlantic/>

Drug Addiction Rehabilitation for Adolescents in Atlantic Canada

Free bi-lingual residential drug addiction rehabilitation Centre for Atlantic Canadian youth aged 14-21 who use substances. It is a therapeutic community-based environment designed to help residents work through the underlying issues causing their substance abuse and developing recovery action plans. Helps residents gain confidence, self-esteem, and the tools to be able to handle challenges without the need for drug usage.

Program is adapted to individual needs and will be re-evaluated and adjusted throughout the duration of their stay. Following the residential phase, youth will join a peer support group.

Offers a mandatory school program for youth through the Department of Education.

Aftercare and continuing services are provided to help reconnect with and build healthy social networks and promote a positive lifestyle after treatment. Involve group follow-up meetings and individualized support with a social reintegration counsellor, lasting up to 18 months on average.

Program affiliations

Non-profit, Subsidized by the government and Portage's partners

Registration Process

Self-referral: Voluntary admission. Inquiries can be made through website. Admissions team will contact youth within 2 days to schedule an assessment to determine the client's needs and readiness.

Contact Information

1275 NB-865
Cassidy Lake, NB,
E4E 5Y6
Phone: 506-839-1200

Naomi & Ruth

<https://www.naomiandruth.ca/>

Provides women with a safe and nurturing environment for recovery.

For women who have been incarcerated or who are suffering from addictions or other controlling problems and wish to restore their lives and become productive members of society.

12-month residential rehabilitation program. Limited capacity (16 beds).

Program affiliations

Religious, CRA registered charity

Registration Process

- Self-referral: Intake inquiries can be made through their website or phone.

Contact Information

75 Rue Calder,
Shediac, NB,
E4P 1K6
Phone: 506-875-5371

Horizon Health NB

Saint John Area: 506-658-3737

Charlotte County: 506-466-7380

Sussex: 506-432-2217

<https://horizonnb.ca/services/addictions-mental-health/child-and-youth-services/child-and-youth-teams-integrated-service-delivery-isd/>

Child and Youth Addictions and Mental Health Services

Child and Youth addictions and mental health teams throughout the province offer services to children and youth who need help with emotional needs, mental health or addictions. These

multidisciplinary teams are made up of caring professionals with training in counselling, social work, occupational therapy, psychology, education, nursing, mental health, and addictions.

Child and Youth services are available in schools, mental health sites, and other community settings; they are provided in places that work for children, youth, and families.

Program affiliations

Government, Horizon Health NB

Registration Process

- Self-referral: Youth, families, and schools can all make referrals.
- Professional: Referrals can be made by primary care providers, hospitals, and service providers from the community.

Crisis Phone Lines:

IF IN CRISIS, the following phone numbers can be used for mental health and/or addictions related concerns:

- 1) NB Addictions and Mental Health Helpline – 1-866-355-5550
- 2) Emergency Mental Health Services – 1-506-648-6479
- 3) Kids Help Phone – 1-800-668-6868
- 4) Chimo Helpline – 1-800-667-5005
- 5) Mobile Crisis Unit – 1-888-811-3664
- 6) National Overdose Response Service (NORS) – 1-888-688-6677

Methadone/Suboxone Maintenance Treatment Clinics

St. Joseph's Opioid Agonist Treatment Service

Located in St. Joseph's Community Health Centre

<https://horizonnb.ca/services/addictions-mental-health/adult-services/opioid-replacement-treatment-program/>

Free long-term or life-time program depending on the individual and their goals around recovery. Individuals are typically seen monthly by the prescriber and nursing team, social work check-ins are at the client's discretion. Individuals who continue in treatment for longer than 5-10 years may qualify for extended clinic appointments (8-week and 12-week appointments, respectively). Program is affiliated with HHN and all medications are 100% covered with the Prescription Drug Program; with private insurance there is typically a co-pay due to medication dispensing fees.

Contact Information

116 Coburg St,

Saint John, NB

E2L 3K1

Phone number: 506-632-5795

Hours of Operation

- Monday-Friday 8:30am-4:30pm

Criteria for eligibility

- Age range: 19+
- opioid misuse
- cannot be using benzodiazepines.
- Not a pain management clinic

Registration process

Self-referral or third party referral accepted. Phone calls are preferred. Intake is done with social work and nursing. It is a voluntary program (based on willingness to attend). As long as someone fits the criteria, they will be enrolled and they can withdraw at any time. No current wait times but this is dependent on prescriber availability.

Charlotte County Hospital's Opioid Agonist Treatment Service

Located in Charlotte County Hospital

<https://horizonnb.ca/services/addictions-mental-health/adult-services/opioid-replacement-treatment-program/>

Free long-term or life-time program depending on the individual and their goals around recovery. Individuals are typically seen monthly by the prescriber and nursing team, social work check-ins are at the client's discretion. Individuals who continue in treatment for longer than 5-10 years may qualify for extended clinic appointments (8-week and 12-week appointments, respectively). Program is affiliated with HHN and all medications are 100% covered with the Prescription Drug Program; with private insurance there is typically a co-pay due to medication dispensing fees.

Contact Information

4 Garden St,

St. Stephen, NB

E3L 2L9

Phone Number: 506-465-4444

Hours of Operation

- Monday-Friday 8:30am-4:30pm

Criteria for eligibility

- Age range: 19+
- opioid misuse
- cannot be using benzodiazepines.
- Not a pain management clinic

Registration process

Self-referral or third party referral accepted. Phone calls are preferred. Intake is done with social work and nursing. It is a voluntary program (based on willingness to attend). As long as someone fits the criteria, they will be enrolled and they can withdraw at any time. No current wait times but this is dependent on prescriber availability.

Ridgewood Addiction Services Methadone Treatment Program

<https://horizonnb.ca/services/addictions-mental-health/adult-services/>

Detoxification

The Inpatient Addiction Unit offers detoxification services at Horizon’s facilities. It provides a safe, therapeutic environment for detoxification treatment of substances/alcohol and/or gambling use/dependence and for occurring/reoccurring setbacks. Therapy sessions take place in the day or evening.

Rehabilitation

Horizon’s Concurrent Rehabilitation Program is a provincial live-in service designed to meet the needs of people with concurrent disorder—addiction to substances and/or gambling and mental illnesses. This is a 35–90-day rehabilitation program, and the date of discharge is dependent on when the individual’s treatment is complete. The interdisciplinary team consists of registered nurses, licensed practical nurses, addiction attendants, social workers, occupational therapists, a psychologist, and a psychiatrist. In addition to individualized therapy sessions, there are psycho-educational group sessions and closed treatment groups.

Outpatient Counselling

Supportive counselling for youth, adults, and/or family members on an outpatient basis

Group Counselling and Support

Recovery themed, weekly outpatient groups

Criteria for eligibility

- Participants aged 16+

Registration process

- Self referral: Referrals can be sent by your primary health care provider, clinician, and/or probation officer for rehabilitation. Admissions daily. Call for an appointment.

Contact Information

Address: 416 Bay St,

Saint John, NB,

E2M 7L4

Phone number: 506-674-4333

Hours of Operation

- Admissions daily. Call for an appointment
- Monday-Friday 8:30am-4:30pm

Phoenix Recovery Centre - Opioid Replacement Program

<https://phoenixrecoverycentre.ca/>

This program is designed for the safe and optimal treatment of opioid dependency issues. It is based on an outpatient harm reduction model and delivered by a multidisciplinary care team of physicians, psychiatrists, pharmacists, nurses, social workers, counsellors, and specially trained support staff.

Patients are offered comprehensive care and treatment program for their opioid addiction issues, providing the following onsite services:

Intake Assessments by counsellors to determine the needs of the patient, assess the impact of addiction issues, and referral to the appropriate programs and services

Medical Assessments by physicians and pharmacists for referral to Opioid Agonist Maintenance Treatment and other essential treatments

Pharmacy Services including daily assessments and dispensing of prescription medications

Rapid access to psychiatric services

Individual and Group Counselling to support the client through treatment and encourage their recovery.

Testing Services including:

Hepatitis C – testing, referral, and follow up care

Drug screening

ECGs

Registration process

- Self-referral: Individuals may refer themselves in person or by phone.
- Professional referral: Physician referrals can be sent via fax or email.

Contact Information

60 Waterloo Street,

Saint John NB

E2L 3P3

Phone number: 506-214-4673

Email: info@phoenixrecoverynb.ca

Hours of operation

- Monday-Friday 8:30-2:00pm
- Saturday 9:00-12:00pm
- Sunday & Holidays 9:00-12:00pm

Port City Pharmacy - Opioid Agonist Therapy

<https://www.pharmachoice.com/locations/port-city-pharmacy/>

OAT clinic and pharmacy

Contact Information

333 Main St,
Saint John, NB
E2K 1J1

Phone number: 506-663-9898

Email: portcitypharmacy@live.ca

Hours of Operation

- Monday-Thursday 8:00AM-2:00PM,
- Saturday- Sunday 9:00AM-12:00PM

RECAP

Centre for Research, Education, and Clinical Care of At-Risk Populations

Located inside the Guardian Drugs at Prince Edward Square Mall

RECAP offers three methadone programs. Both the Bare Bones and Full Programs have waitlists, but if someone was previously a RECAP patient in either program, they are always welcome back without requiring to be put on the waitlist.

Interim Program

- Interim Program allows clients to get started on Suboxone or Methadone to “bridge” them over until a regular program space opens at any of the local clinics (including RECAP)
- Primary Care is not provided as part of this program, but they do provide blood borne infection screening (HIV, hepatitis C/B, and syphilis) and if results are positive, will work with the client to manage/treat any infections
- Take-home does cannot be earned through this program, and clients must go to their chosen pharmacy every day to get their medication

Full Program

- Considered the more “traditional” Suboxone/Methadone program
- Client works with RECAP team at the clinic every two weeks for the first while to find the most appropriate stable dose. Each visit can focus on a number of issues, and client will have access to a primary care provider (if they do not already have one) and a social worker to navigate social issues and engage in counselling
- At each appointment (every 2 weeks), client will need to take a witnessed urine drug screen test so the team can monitor progress. The drug screen is not to “catch” if they’re using but rather to help clinicians guide treatment decisions and keep clients safe.
- Over time, with consistent negative urine drug screens, clients can earn take-home doses of their medication
- This program also provides blood borne infection screening (HIV, hepatitis C/B, and syphilis) and if results are positive, will work with the client to manage/treat any infections

Bare Bones Program

- For individuals who are not at a place where they can commit or want to commit to a full program

- Allows clients to be on a maximum dose of 16mg Suboxone or 40mg of Methadone indefinitely *without* the requirement of coming to the clinic for regular urine screenings or appointments with the nurse practitioner
- Cannot earn take-home doses on this program – must go to pharmacy daily
- Bare Bones differs from Interim in that at any point, a Bare Bones client can decide to engage in the Full Program. You can move in and out of being Bare Bones.

Contact Information

100 Prince Edward Street, Suite 119
 Saint John, NB E2L 4M5
 Phone: 506-657-5699

Harm Reduction

Avenue B

www.avenueb.ca

Needle Distribution Program

A needle distribution program that provides free peer training for people who use substances and street outreach daily when possible. Naloxone training is available to anyone, and people leave with a free kit. Avenue B also chairs the Sex-Trade Action Committee (STAC).

Affiliations

Work with many non-profits: HDC, John Howard, Fresh Start, Coverdale, SJPF Chief's committee, Outflow, Ensemble, AIDS NB, NB Public Health, E-Fry, Riverstone, RECAP, PCAP

Criteria for eligibility:

Age range: 18+

Accommodations for barriers:

Bus tokens, food, and clothing when available

Registration process

Self-referral. Timing of enrollment is only for special projects or training. No wait times.

Contact Information

62 Waterloo St.
 Saint John, NB,
 E2L 3P3
 Phone number: 506-652-2437
 Email: julie.dingwell@avenueb.ca

Hours of Operation

- Monday-Friday 9:00am-4:00pm

National Overdose Response Service

<https://www.nors.ca/about>

NORS is a free 24/7 overdose prevention hotline for Canadians providing loving, confidential, non-judgemental support for you, whenever and wherever you use drugs. Bilingual service is available at times. Call or text 1-888-688-NORS (6677). You can also access their live chat through their website. This is an anonymous help line with a primary goal of safer use that remains confidential until the caller is considered to be in danger (if there is no response for 30 seconds).

Affiliated with Grenfell Ministries. However, services provided are secular. Every caller is approached with a harm reduction theory and no judgement offered.

Criteria for eligibility

- Anyone

Contact Information

Phone number: text 1-888-688-NORS (6677)

Email: weloveyou@nors.ca

Hours of Operation

- 24/7

Canadian Red Cross - Opioid Harm Reduction Training

<https://learn.redcross.ca/p/becoming-an-opioid-harm-reduction-champion>

Free online course, participants learn how to play a role in reducing stigma, encouraging positive conversations, and educating others on how to respond to opioid poisoning emergencies. Self-paced learning that takes approximately 30 minutes to complete.

Affiliations

Funded by a contribution from Health Canada's Substance Use and Addictions Program

Criteria for eligibility

- Participants aged 13+
- No prerequisites

Registration process

Online registration

Canadian Red Cross - First Aid for Opioid Poisoning Emergencies

<https://learn.redcross.ca/p/first-aid-opioid-poisoning2>

Free online course teaching participants how to respond to an opioid poisoning emergency. Participants learn to recognize the signs and symptoms of opioid poisoning, what naloxone is, and how naloxone works. Self-paced virtual learning that takes approximately 60 minutes.

Affiliations

Funded by a contribution from Health Canada's Substance Use and Addictions Program

Criteria for eligibility

- Participants aged 16+
- No prerequisites

Registration process

Online registration

Fresh Start Services for Women

<http://sjfreshstart.weebly.com/who-we-are.html>

Program that aims to help reduce barriers faced by women experiencing homelessness.

Contact Information

62 Waterloo St,

Saint John, NB,

E2L 3P3

Phone number: 506-638-1409

Email: outreach.freshstart@gmail.com

Hours of Operation

- Monday-Friday: 9:30am-3:30pm
- Closed 12:00pm-1:00pm

Additional Support

Alcoholics Anonymous

Portlandafg1591@hotmail.com

Church 87 Carleton St

Helping alcoholics heal, meetings are in place to share experiences, gain strength and hope, gain perspective and encouragement. Meetings also in place for families and friends to help heal after having an alcoholic in their family

Canada Atlantic Region of Narcotics Anonymous

407 Westmorland Rd

Contact.us@carna.ca

1-800-564-0228

A group atmosphere to help peers and offer ongoing support network for addicts who wish to pursue and maintain a drug-free lifestyle, following a twelve-step program.

Gambling Anonymous

506-672-9155

Sunday and Wednesday trinity church on 115 Charlotte St. 7:30pm to 9:00pm

Gambling addiction support groups

Celebrate Recovery

332 Hampton Rd, Quispamsis, NB E2E 4S9

506-847-5343

<https://www.celebraterecovery.com>

A Christ- centered, 12 step recovery program for anyone struggling with hurt, pain or addiction of any kind.

Teen/Youth Community Resources

Big Brothers Big Sisters Saint John

<https://saintjohn.bigbrothersbigsisters.ca/what-we-do/our-programs/>

- **Big Brothers/Sisters Mentoring:** This program matches boys and girls, and young men and women, with role models for fun activities together. This helps them build trust and have fun experiences, creating important relationships for both the mentor and mentee. Usually, they spend a few hours together twice a month.
- **In-School Mentoring:** This program pairs young people an adult role model to spend time with for an hour every week at school. They build strong friendships and get support during the school year. It's open to all ages, but the teen must go to a school that's part of the program.
- **In-School Teen Mentoring:** This program pairs older high school students in 11th or 12th grade with younger elementary school kids. They meet once a week for an hour at school to do fun things together like playing board games, reading, doing sports, or making crafts.
- **Big G - Intergenerational Mentoring:** This program matches people aged 55 and older with young individuals for weekly one-hour meetings, which can be in-person or online. By sharing interests and helping each other out, this program brings benefits to both the young person and the older mentor. It's a chance for teens and seniors to make new friends, meet more people, and discover more about their community.
- **PROPEL:** This program offers learning modules designed to teach young people aged 14 to 21 new skills and show them opportunities that help them understand themselves better and feel more confident when making decisions about their education and career. Students can work in groups or one-on-one with staff and mentors to get support for their goals, both short-term and long-term.
- **Go girls! Healthy bodies, healthy minds!:** This program is for girls aged 12 to 14 and it's all about staying active, eating healthy, and feeling good about themselves. It includes seven mentoring sessions, spread out over 14 weeks, held at school. Each session lasts 45 minutes and covers four main topics: being active, eating well, feeling confident, and communicating effectively.
- **Game on! Eat smart, play smart!:** This program is for boys aged 12 to 14 and it's all about helping them make smart choices for a healthy lifestyle. They'll do fun activities that aren't your usual sports, and they'll also get tips on eating well. Plus, they'll have discussions about important life skills, communicating better, and looking after their emotional health. It's all aimed at getting them excited about staying healthy for life.

Contact Information

39 King Street, (3rd Level, Brunswick Square)

Saint John NB,

E2L 4W3

Phone: (506) 635-1145

Email: brother@nb.aibn.com

Boys and Girls Club Greater Saint John - Main Club

<https://www.sjbgclub.com/our-programs/main-club/evening-programs/>

The Evening Program provides a free and safe space for young people to learn important skills for success. Activities include basketball, teen gym, martial arts, and volunteer work to boost their resumes. Transportation is available from the South End and North End. The program runs on Tuesday, Wednesday, and Thursday nights, from 6:30 to 7:30 PM for kids in grade 3 and up, and from 7:30 to 8:30 PM for youth aged 12 and above. Check the Evening Program Transportation schedule for specific pick-up times and locations. Sign up at the following link: <https://sjclub.wufoo.com/forms/m14gha7s18f2s7d/>

Contact Information

1 Paul Harris St,
Saint John NB,
E2L 3B6
Phone: (506) 343-0809
Email: jill.farrar@sjclub.ca

Boys and Girls Club Greater Saint John - River Valley Youth Centre

<https://www.sjbgclub.com/river-valley-community-centre/>

Free after-school and evening activities for youth aged 10 to 18. The programs cover a range of interests, such as Community Leadership, Art, Money Made Simple (teaching financial skills), Super Smash Bros Tournaments, Board Game Nights, Book Clubs, Dungeons and Dragons, Study Hall, and much more. See the schedule and sign-up at the link above or find them on Facebook: <https://www.facebook.com/BGCSaintJohnRVYC/>

Contact Information

749 River Valley Drive,
Grand Bay, NB
E5K 1B6
Phone: (506) 333-0230
Email: cheryl@sjclub.ca

Boys and Girls Club Greater Saint John - South End Community Centre

<https://www.sjbgclub.com/our-programs/south-end/>

Level Up: After School Program

Free after-school program in the South End, open to kids and teens aged 5 and above. Alongside offering daily homework assistance and a reading club, the program provides opportunities for participants to engage in gym activities and join organized sports. To sign up, email rachel.murphy@sjclub.ca or self-enroll at the intake form by following this link: <https://sjclub.wufoo.com/forms/m1p0qd60frkg7z/>

Evening Program

Free evening drop-in program for South End children and teens, 5+ years of age. At the beginning of each new month, the schedule may change based on interests of the children/teens and volunteers. Email rachel.murphy@sjclub.ca to enroll.

Contact Information

210 Wentworth St,
Saint John NB,
E2L 2T3
Phone: (506) 653-7368
Email: rachel.murphy@sjclub.ca

Canadian Tire Jumpstart Charities

<https://jumpstart.canadiantire.ca/pages/individual-child-grants>

Jumpstart is dedicated to assisting families in accessing a variety of activities for their children aged 4 to 18, ranging from boxing to bowling, skating to skiing, and more. To qualify for funding for one or more children, families must initially meet specific financial criteria outlined in Revenue Canada's Low-Income Cut-Offs chart, using the furthest column to the right for eligibility. Funding is designated for sustained programs involving a sport or physical activity, which should last a minimum of five weeks with at least one session per week. For sports camps, the program must run for at least five consecutive days to be considered. Apply at the following link: <https://jumpstart.canadiantire.ca/pages/individual-child-grants>

Contact Information

Phone: 1-(844) 937-7529
Email: jumpstart@cantire.com

Carleton Community Centre

<https://www.carletoncommunitycentre.ca/youth-programs>

Carleton Teenz provides a free, self-directed weekly drop-in for teenagers ages 13-18, available on Tuesdays, Wednesdays, and Thursdays from 7:00-9:00 pm. Teens who participate in this program will find a safe environment where they can engage in community projects, recreational sports, cooking meals together, and collectively address life challenges. Sign up at the following link:

https://www.carletoncommunitycentre.ca/files/ugd/382486_5433e37359874f88a58ccbe210f3d4ee.pdf

Contact Information

120 Market Pl,
Saint John NB,
E2M 1B5
Phone: (506) 658-2920
Email: youth@carletoncommunitycentre.ca

Centre for Youth Care

<https://cycinc.ca/>

The Centre for Youth Care provides a range of safe, supportive, and free residential care homes for youth in Saint John who are under the care of the Minister of Social Development and have complex needs, are experiencing homelessness, or are otherwise in need. Here are the offerings:

- Beacon Cove: Offers 4 Rapid Response shelter beds and 6 Supportive Housing beds for youth aged 16-18 who are facing or experiencing homelessness.

- Victoria House: A three-bedroom program providing a nurturing and supportive environment for children under the age of 12.
- Thibodeau House: Provides a safe and stable environment for teens aged 12-18, offering guidance, social and recreational activities, and assistance in setting achievable goals for the future.
- Dougherty House: A four-bedroom residential youth home that fosters a caring environment where teens can develop at their own pace, focusing on life skills, social development, and community engagement.
- Emergency Care Unit: A four-bedroom home serving as a safe temporary placement for youth aged 12-18. It offers trauma-informed approaches and interventions in a secure and comfortable environment.

Contact Information

680 Rothesay Avenue,
 Saint John, NB
 E2H 2H5
 Phone: (506) 643-3361
 Email: offices@cycinc.ca

Inner City Youth Ministry

<https://icym.ca/programs/>

Lunch Connection: Summer Edition

A free and healthy picnic lunch is provided twice a week during the summer on Tuesdays and Fridays from 11:00 AM to 1:00 PM. This program operates in the South End of Saint John at 251 Wentworth Street (PULSE) from the end of June to the start of September each year. All ages are welcome to join, and no registration is required.

Youth Connection

A free program for students in grades 4 to 10 to gather for a meal, games, discussions, and activities. The meetings take place at Stone Church, located at 87 Carleton St. on Friday nights during the school year from 6:00-8:00 pm. No registration is necessary to participate.

Contact Information

251 Wentworth St,
 Saint John NB,
 E2L 0B7
 Phone: (506) 647-9813
 Email: info@icym.ca

Kennebecasis Valley Oasis Youth Centre

<https://kvoasis.com/index.html>

The Kennebecasis Valley Community Center is dedicated to providing safe, comfortable, and accessible spaces for youth aged 12 to 18. Their programs cater to various interests and include

Youth Drop-In sessions, Boys Nights, STEAM Camp, Yoga, Movie Nights, Game Nights, Bracelet Making workshops, Mural Painting sessions, Coding Camp, and more!
Find the schedule at the following link: <https://kvoasis.com/calendar.html>

Contact Information

26 Pettingill Road,
Quispamsis NB,
E2E 3R6
Phone: (506) 847-2383
Email: amy.hickey@kvoasis.com

ONE Change Inc.

<https://onechange.ca/>

ONE Teen provides a free year-round drop-in program for youth aged 13 to 18, along with various additional programming options. These programs vary from year to year and may encompass activities such as sports, technology workshops, art sessions, games, a homework club, and more.

Find them on Facebook for the most updated information:

<https://www.facebook.com/onechangeinc/>

Contact Information

CE Nick Nicolle Community Centre, 85 Durham St.,
Saint John NB,
E2K 1V6
Phone: (506) 658-2980
Email: info@onechange.ca

Positive Recreation Opportunities (P.R.O.) for Kids

<https://saintjohn.ca/en/parks-and-recreation/pro-kids>

P.R.O. Kids assists in covering the costs of sports activities such as hockey, soccer, baseball, swimming, and football for children and teens. Additionally, they collaborate with various organizations offering martial arts training, dance lessons, cheerleading, horseback riding, rock climbing, visual and creative arts, theatre arts, and music lessons. P.R.O. Kids provides funding of up to \$500 per child per calendar year, which can be allocated to a single activity or split among less expensive options occurring in different seasons. To be eligible, children must be between the ages of 2 and 18 and reside in Saint John, Grand Bay-Westfield, Rothesay, or Quispamsis. Submit an inquiry to apply at the following link: <https://saintjohn.ca/en/parks-and-recreation/pro-kids/pro-kids-inquiry>

Contact Information

Phone: (506) 642-7529
Email: service@saintjohn.ca

Teen Resource Centre

<https://www.trc4youth.ca/>

The Teen Resource Centre offers a supportive environment for young people to discover their potential, providing services and programs for youth aged 12 to 24. Here's an overview of their offerings:

- Pathways to Education: A community-based program for youth in Waterloo Village and South End neighborhoods of Saint John. It pairs youth with a Youth Advisor and provides tutoring, mentoring, and bi-weekly incentives and scholarships.
- Case Management: One-on-one support for youth aged 16 to 24 who are homeless, under-housed, involved in legal issues, facing mental health challenges, and/or dealing with substance use. This assistance helps them meet basic needs like housing, mental health/addiction support, and navigating government services. Referrals can be made by other community agencies or individuals seeking support.
- Drop-in Centre: A safe space for youth aged 13 to 18 to socialize and build relationships with qualified staff. Youth attending the drop-in have access to all TRC supports. It operates Monday to Thursday from 3:00 to 6:30 PM during the school year, from 3:00 to 5:00 PM on Fridays during the school year, and from 1:00 to 5:00 PM during the summer break.
- Oasis Room: Provides services for homeless or at-risk youth, including shower and laundry facilities, clothing, snacks, personal hygiene supplies, and staff support. To register, call (506) 652-5765 to book an appointment.
- Urban Youth Employment/Education Service (UYES!): Offers individualized case plans and support for teens and young adults aged 16 to 24, including educational programs, pre-employment training, and skill development facilitated by the Learning Exchange. Basic carpentry skills training opportunities are also available at the Outflow Carpentry Training Centre.

Contact Information

28 Richmond Street,
Saint John, NB
E2L 3B2

Phone: (506) 638-2372

Email: info@trc4youth.ca

University of New Brunswick, Saint John Campus

<https://www.unb.ca/saintjohn/athletics/community/index.html>

- Wolfpack Youth Developmental Volleyball Program: Provides youth ages 10-15 with an opportunity to learn and develop their volleyball skills weekly at UNB Saint John from September to February. Come join in the fun and learn volleyball from qualified coaches and Seawolves varsity athletes. Contact stephanie.guimond@unb.ca to inquire about enrolling.
- Community Basketball: Co-ed Spring League basketball league offers six weeks of play for athletes who want to continue to build and develop their skills and abilities on the court. Open to grades 7-12.

Contact Information

100 Tucker Park Rd,
Saint John NB,
E2K 5E2

Email: stephanie.guimond@unb.ca

Phone: (506) 653-2728

YMCA of South Western New Brunswick

<https://swnb.ymca.ca/membership/programs/>

By enrolling in a YMCA membership at \$24+ tax biweekly, you gain full access to Group Fitness classes, Sports and Recreation programs, and Swim programs. Recognizing that this fee may not be within reach for everyone, the YMCA, as a charitable organization, provides financial assistance to help lower the membership cost based on individual financial circumstances. All applications and related information are kept confidential and can be found at the following link: <https://swnb.ymca.ca/wp-content/uploads/2021/11/Strong-Communities-Application-Website-Version-2020-Final-Version-Fillable.pdf>

Contact Information

191 Churchill Blvd,
Saint John, NB
E2K 3E2

Phone: (506) 693-9622

Email: hello@yswnb.ca

Youth Engagement Services (YES)

[https://www2.gnb.ca/content/gnb/en/services/services_renderer.201479.Youth_Engagement_Services_\(YES\).html#serviceDescription](https://www2.gnb.ca/content/gnb/en/services/services_renderer.201479.Youth_Engagement_Services_(YES).html#serviceDescription)

A needs-based financial aid and life skills program for youth between 16 and 18 years old who are not able to live in their parental home (persons under age 18 are not eligible for Income Support Benefits in New Brunswick so this program helps to fill the gap). Affiliated with Social Development. Support is based upon needs of the client, can include a number of interventions to promote a successful transition into independent adulthood, such as:

- Permanency planning to ensure each youth has at least one significant adult with whom they have an enduring relationship;
- Special benefits to support education, training and/or employment;
- Career, personal or financial counselling;
- Educational, vocational, medical or psycho-social assessments;
- Workshops and training on goal-setting, life skills, job searching, resume writing and interview skills;
- Programs and services to ensure a successful school-to-work transition;
- Referrals for required services (e.g. mental health, addictions, etc.)

Eligibility

- Be between the ages of 16 and 18;
- Be a resident of New Brunswick for the three months prior to the referral;
- Be a Canadian citizen or have proof of permanent residency, or be designated a protected person by the Immigration and Refugee Board and Citizenship and Immigration Canada;
- Have (or be eligible for) a valid New Brunswick Medicare card;
- Be unmarried and not living in a common-law relationship;
- Have lived outside the parental home or home of a caregiver for at least three months prior to referral, or have at least one dependent while living in a parental home where the household income is lower than \$30,000.
- Young single parents are eligible for YES as long as they meet the other criteria.

Registration Process

- Youth must self-refer, or be referred by child protection.
- An assessment is completed with a YES social worker.
- If they are going to be admitted to the program, the youth sign an agreement and must actively participate in a case plan related to education, employment and permanence. If they are not engaging with their case plan, they are removed from the program.

Contact Information

(Saint John Region Social Development Office)

1 Agar Place

Saint John, NB

E2L 5A3

Phone: 833-733-7835

Email: sd-ds@gnb.ca

[https://www2.gnb.ca/content/gnb/en/services/services_renderer.201479.Youth_Engagement_Services_\(YES\).html#serviceDescription](https://www2.gnb.ca/content/gnb/en/services/services_renderer.201479.Youth_Engagement_Services_(YES).html#serviceDescription)

Holidays

Empty Stocking Fund

Clients can register their children for the Empty Stocking Fund through either a local church or their social worker with Social Development. Registration opens in mid-October each year, and there is a firm deadline to register, usually mid-November.

Children qualify if they are older than 1 year or under 12 years (exact birthdates for each year listed on their website). Each child can only be registered once.

Each child will receive a Toy R Us gift card, with the value depending on how many children are registered and how much money is raised during the annual telethon. The church or agency that the client registers through will contact the client regarding pick up of gift cards.

Contact Information

Website: <https://www.emptystockingfund.ca/>

Email: emptystockingfund@telegraphjournal.com

Community Christmas Exchange

The Community Christmas Exchange maintains a new registration list for churches and agencies in the city to prevent duplicate sponsorship of families in need of support. Clients seeking assistance can register through a church, and a Medicare card is required to register.

Contact Information

Facebook: <https://www.facebook.com/saintjohnchristmasexchange/>

Phone: 506-634-7868

Email: sjchristmasexchange@nb.aibn.com

Appendix A: Family Income Security Act



Family Income Security Act / Loi sur la sécurité du revenu familial

Schedule A / Annexe A					
Extended Benefits Program			Programme de prestations prolongées		
Unit Type /Rate Type	October 1, 2013	April 1, 2014	Type d'unité /Type de taux	1 ^{er} octobre 2013	1 ^{er} avril 2014
1 person	\$ 643	\$ 663	1 personne	643 \$	663 \$
2 persons, at least 1 of whom is less than 19 years of age	\$ 945	\$ 974	2 personnes, dont au moins 1 a moins de 19 ans révolus	945 \$	974 \$
2 adults	\$ 985	\$ 994	2 adultes	985 \$	994 \$
3 persons	\$1,000	\$1,030	3 personnes	1 000 \$	1 030 \$
4 persons	\$1,060	\$1,092	4 personnes	1 060 \$	1 092 \$
5 persons	\$1,120	\$1,154	5 personnes	1 120 \$	1 154 \$
6 persons	\$1,180	\$1,216	6 personnes	1 180 \$	1 216 \$
7 persons	\$1,240	\$1,278	7 personnes	1 240 \$	1 278 \$
8 persons	\$1,300	\$1,340	8 personnes	1 300 \$	1 340 \$
9 persons	\$1,360	\$1,402	9 personnes	1 360 \$	1 402 \$
10 persons	\$1,420	\$1,464	10 personnes	1 420 \$	1 464 \$
11 persons	\$1,480	\$1,526	11 personnes	1 480 \$	1 526 \$
12 persons	\$1,540	\$1,588	12 personnes	1 540 \$	1 588 \$
13 persons	\$1,600	\$1,650	13 personnes	1 600 \$	1 650 \$

Transitional Assistance Program			Programme d'aide transitoire		
Unit Type /Rate Type	October 1, 2013	April 1, 2014	Type d'unité /Type de taux	1 ^{er} octobre 2013	1 ^{er} avril 2014
1 person	\$ 537	\$ 537	1 personne	537 \$	537 \$
1 person - designated	\$ 559	\$ 576	1 personne – désignée	559 \$	576 \$
2 persons, at least 1 of whom is less than 19 years of age	\$ 861	\$ 887	2 personnes, dont au moins 1 a moins de 19 ans révolus	861 \$	887 \$
2 adults	\$ 876	\$ 903	2 adultes	876 \$	903 \$
3 persons	\$ 910	\$ 938	3 personnes	910 \$	938 \$
4 persons	\$ 965	\$ 995	4 personnes	965 \$	995 \$
5 persons	\$1,020	\$1,052	5 personnes	1 020 \$	1 052 \$
6 persons	\$1,075	\$1,109	6 personnes	1 075 \$	1 109 \$
7 persons	\$1,130	\$1,166	7 personnes	1 130 \$	1 166 \$
8 persons	\$1,185	\$1,223	8 personnes	1 185 \$	1 223 \$
9 persons	\$1,240	\$1,280	9 personnes	1 240 \$	1 280 \$
10 persons	\$1,295	\$1,337	10 personnes	1 295 \$	1 337 \$
11 persons	\$1,350	\$1,394	11 personnes	1 350 \$	1 394 \$
12 persons	\$1,405	\$1,451	12 personnes	1 405 \$	1 451 \$
13 persons	\$1,460	\$1,508	13 personnes	1 460 \$	1 508 \$

Appendix B: By-Name List

Saint John's By-Name List



The By-Name List (BNL) is a real-time list of all people known to be experiencing homelessness in the Saint John area.

Knowing people by name is just one step in the process. Once we know them we can support and house them.

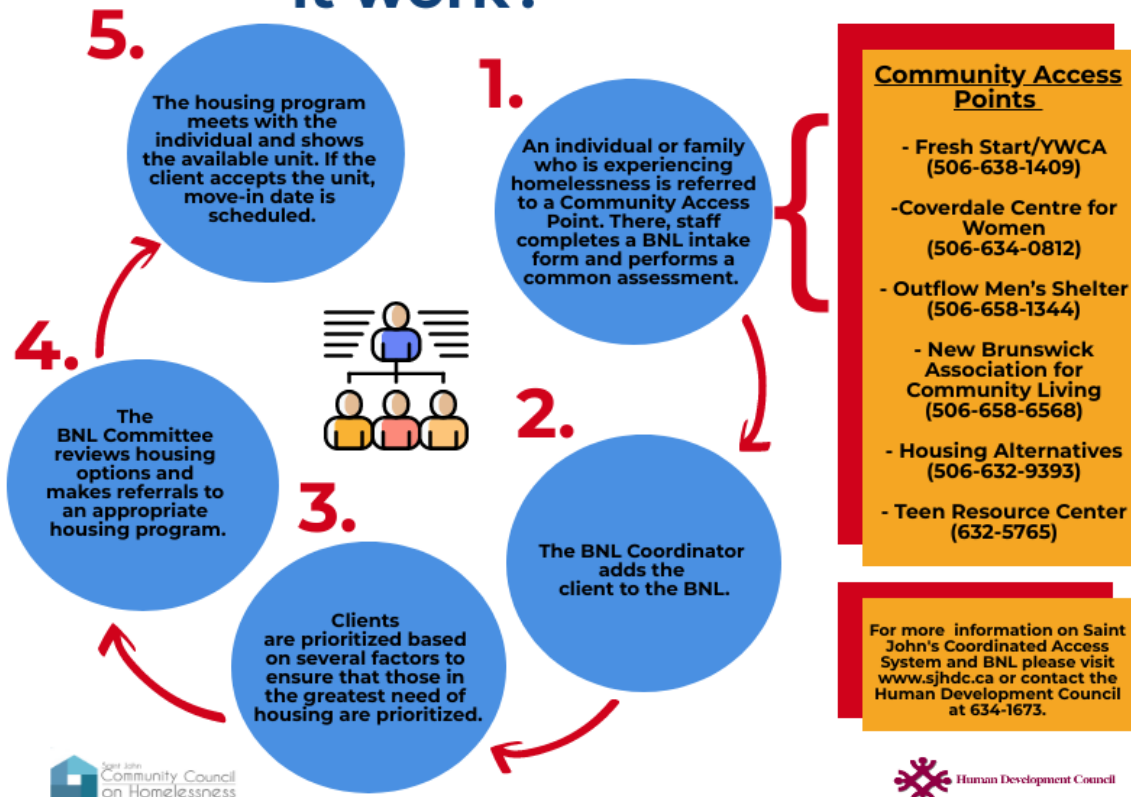
Why use a BNL?

Through the BNL referral and prioritization process community agencies work together to efficiently house those in our communities facing homelessness.

We can use BNL data to advocate for services and resources.



How does it work?



Appendix D: PCAP Incident Report



Incident Report

Client ID:

Writer of the report:

Other staff witnesses:

Date (DD/MM/YY) and Time of incident:

Location of incident:

Details:

Writer Signature: _____

Witness signature: _____

Clinical Supervisor/Project Manager Signature: _____

Appendix E: GNB Immunization Schedule



Routine Immunization Schedule

The New Brunswick Routine Immunization Schedule is set by the Chief Medical Officer of Health. Vaccines recommended in the Routine Immunization Schedule are provided by Public Health and other health-care providers throughout New Brunswick. "On time" and "on schedule" immunization provide the best protection against vaccine preventable diseases.

Routine Childhood Immunization Schedule

Age/Grade	Vaccine
Birth	Hepatitis B
2 months	Hepatitis B DTaP-IPV-Hib ¹ Pneumococcal conjugate Rotavirus
4 months	DTaP-IPV-Hib Pneumococcal conjugate Rotavirus
6 months	Hepatitis B DTaP-IPV-Hib Rotavirus
12 months	MMRV ² Meningococcal conjugate C Pneumococcal conjugate
18 months	DTaP-IPV-Hib MMRV
6 months to 18 years	Influenza (yearly)
4 years	Tdap-IPV ³
Grade 7	HPV ⁴ + Tdap ⁵
Grade 9	Meningococcal conjugate ACYW-135

Targeted / Catch-up Immunization Campaign for Adolescents born 2000-2008

Grade	Vaccine	Start Date	End Date
9	2nd dose Varicella	2016-17 school year	2022-23 school year

Routine Adult Immunization Schedule

Age	Vaccine
Adulthood 18 years of age and older	Td ⁶ should be given every 10 years. Tdap should replace one of the Td doses. The Tdap vaccine should be offered to women during every pregnancy. ⁷
≥65 years	Pneumococcal polysaccharide
65 years and older	Influenza (yearly)
Adults born after 1970 should contact their health-care provider or Public Health office for information about MMR immunization.	
Influenza vaccine is recommended for all residents of New Brunswick six months of age and older. It is provided free of charge to those at increased risk of complications from influenza, including those 65 years of age and older. Please consult your health-care provider or Public Health office for more information on others eligible for publicly funded influenza vaccine.	

¹ DTaP-IPV-Hib: diphtheria, tetanus, acellular pertussis, inactivated polio, & Haemophilus influenzae type b

² MMRV: measles, mumps, rubella and varicella

³ Tdap-IPV: tetanus, diphtheria, acellular pertussis, inactivated polio

⁴ HPV: human papillomavirus

⁵ Tdap: tetanus, diphtheria, acellular pertussis

⁶ Td: tetanus and diphtheria

⁷ Tdap- pregnant women regardless of their age

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Appendix F: Saint John Community Food Resources

Saint John Community Food Programs

Food Banks

Food Bank/ Region	Address	Phone #	Hours of Operation
East Side Food Bank	648 Westmorland Rd	(506)633-8298	Tues & Fri 1pm-3pm
North End Food Bank (North End, Crescent Valley, Millidgeville)	211 Main St	(506)634-7403	Tues 10am-1pm Wed 1pm-3pm
Saint John Community Food Basket (Uptown/ South End)	245 Union St	(506)652-2707	Wed & Fri 9am-11am
West Side Food Bank	120 Market Place	(506)635-1060	Tue & Fri 1pm-3pm

Food banks are located around Saint John to service those living within their area of the city, you can pick up food from the food bank that services your address once a month. Bags of food will vary depending on availability and season, and the size of the family. Typically, bags contain: proteins like hamburger, chicken, eggs, hot dogs, etc.; produce like apples, potatoes, onions, carrots, etc.; some dairy (milk); carbs like bread, pasta, rice, or cereal. Please bring a valid Medicare card (not expired) and some proof of address (rent receipt, ID card, utility bill, bank statement, etc) with you.

The Saint John Food Purchasing Club

Location	Address	Phone #
Crescent Valley Resource Centre	130 MacLaren Blvd	(506)693-8513
St. Joseph's Community Health Centre	116 Coburg St	(506)632-5537
Nick Nicolle Community Centre	85 Durham St	(506)658-2980
P.U.L.S.E.	251 Wentworth St	(506)632-6807
St. Mary & St. Bartholomew Church	646 Westmorland Rd	(506)696-1347
Carleton Community Centre	120 Market Place	(506)658-2920

The Saint John Food Purchasing Club is a resource that allows you to order produce (fruits and veggies) at a cheaper price. Once a month, they take orders for either 1 (\$15) or 2 (\$25) large reusable shopping bags of produce that can be picked up from various locations in Saint John. To order, you drop off the money at the location most convenient for you before the due date (1 week before the pickup date). Reusable shopping bags with your name written on them must also be dropped off before the pickup date. On the pickup date each month, you will go into the facility you chose to get your bags of produce between 12pm-3pm. Cash or eTransfer is accepted. In order to pay by eTransfer, email: Martha.MacLean@HorizonNB.ca or call 632-5537.

More information and 2023 dates online at: <https://crescentvalleyresourcecentre.ca/food-purchasing-club>.

Saint John Community Food Programs

Food Pantries/ Emergency Food Programs

Food pantries are services that allows people to get food in emergency situations in between food bank operating hours. Their stock is more limited than the food banks, but they typically will be able to give out bags of non-perishable items to those in need (mostly canned items). Proof of residence and Medicare are not needed at food pantries and emergency programs. Note: organizations often ask that you contact in advance before arrival.

Location	Address	Phone #	Hours of Operation
Carleton Community Centre Food Pantry (West Side)	120 Market Place	(506)658-2920	Mon-Fri 9am-5pm, Sat 10am-6pm, Sun 10am-9pm
Crescent Valley Resource Centre Emergency Food Program	130 MacLaren Blvd	(506)693-8513	Mon-Fri 9am- 4:30pm
P.U.L.S.E	251 Wentworth St	(506)632-6807	Mon-Fri 9am-4pm
Calvary Temple Church (Uptown/ South End)	83 Sydney St	(506)634-1688	3rd Thursday of the month 11:30am- 12:30pm
Church of the Good Shepherd (West Side, contact in advance)	668 Manawagonish Rd	(506)635-8145	Tue-Fri 9am-12pm

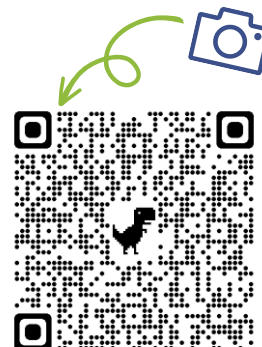
Other Resources

The [After the Bell Program](#): Runs out of the North End Food Bank through July and August. It is open on Thursdays and provides healthy snacks for children. Bring Medicare and proof of address.

Crescent Valley Resource Centre hosts [Meal Makers Cooking Programs](#) as well as [Healthy Snack Pop-Ups](#); both teach participants recipes to healthy meals and snacks. Contact (506)693-8513 for more information.

[Romero House](#), at 647-649 Brunswick Dr (Uptown), serves meals every day of the year from 9:30am-1pm.

Scan the QR code to the right with a mobile phone to find the [NB Social Pediatrics Community Service Manual](#). This provides a comprehensive list of both government and community resources in the Saint John region including services and supports for: legal, financial, educational, health, housing and more purposes.



Appendix G: Saint John Community Parent Support Groups

Saint John Community Parent Support Programs

Talk With Me ASD-S

"The Talk With Me Program provides free early language services including parent-child programs, training and information to parents and early childhood community partners."

Talk with me provides services to: "all families, parents, caregivers and their children from prenatal - birth and up to school entry, with a focus on children from birth to three years of age."

Programs available include:

- Songs and Rhymes
- Toddler Talk
- Sign With Me
- Infant Massage

For more information, call 1-877-492-8255

Located at 130 Bayard Dr, Saint John

Follow the QR code for the upcoming calendar of events/programs:



Saint John Family Resource Centre (SJFRC)

The SJFRC provides services and programs for parents and children up to the age of 6. Families receive opportunities to socialize and learn in a comfortable, safe and relaxed setting; support is given in a caring, friendly, and open environment free of judgment or opinion. Above all, participation in our programs is voluntary and open to all families from diverse backgrounds.

Programs include:

- Lending Library
- Nobody's Perfect
- Parent and Child Mother Goose
- Postnatal
- Prenatal
- A Recipe for Literacy
- Little Movers
- Community Kitchen
- First Five Years
- Fun FRIENDS

For more information, call 506-633-2182 or visit their website. Located at 211 Wentworth St, Saint John

Family and Child Education (FACE) ASD

"Working with community partners, FACE provides early intervention services that support and empower all children and their families to reach their potential, in the many environments where they live, learn and grow." Support is offered to families with children aged 0-8. For more information, contact 1-855-383-5437 or email info@facenb.ca

Follow the QR code for their upcoming events page:



Online Support Groups



Network of Moms is a Facebook page for moms in Saint John who want to connect. Follow the QR code to see their page.

Single Moms Canada Support is a Facebook group for Canadian single mothers to share advice and support each other. Follow the QR code to see their page.



Appendix H: Saint John Community Activities and Parks

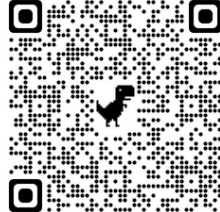
Activities and Parks in Saint John

Playgrounds and Parks

Follow the QR code to find an online map of public playgrounds in the Saint John area. Take your kids alone or with some friends and let them play outside while the weather is nice.



Splash Pads



Follow the QR code to find an online map of public splash pads around Saint John. These are a great way for kids to cool off in the warm weather.

YMCA HUB Community Play Times (10 AM- 12 PM)

Early Childhood Hub North	538 Sandy Point Rd	Mondays	Contact Jessica Fenner (506-343-3911) for the North End YMCA HUB, and Kiesha Cobbett (506-646-2106) for the South end YMCA HUB
Nick Nicolle Centre	85 Durham St	Wednesdays	
Uptown/ South End	656 Brunswick Drive	Thursdays	

Other Resources

Scan the QR code to the right to find the NB Social Pediatrics [Community Service Manual](#). This provides a comprehensive list of both government and community resources in the Saint John region including services and supports for: legal, financial, educational, health, housing and more purposes.

