



IAC LIST OF HARDSHIP AND SOCIAL SUPPORT SERVICES v.1 (Updated September 23 2021)

AGENCIES PROVIDING HARDSHIP SERVICES AND SUPPORT

These are agencies with a formal intake and assessment process.

Adventist Community Services (Charity #110) 43 King Street, Hamilton

Contact: Dora Baker ☎ 704.5066 ✉ dorabaker67@gmail.com 🌐 communityservicesfederationbda@gmail.com

Service: Food and community support (see food section for range of food service locations)

Age Concern (Charity #137) 17A Brunswick Street, Hamilton

Contact: Dr. Claudette Fleming ☎ 238.7525 ✉ director@ageconcern.bm 🌐 www.ageconcern.bm

Service: Information, advise, assistance and referrals for Seniors and Caregivers needing general assistance. Call for assistance.

Bermuda Diabetes Association (Charity #143) Hilton Hill Diabetes Centre, 22 Princess Street, Hamilton

Contact: Kim Day ☎ 297.8427 ✉ info@diabetes.bm 🌐 www.diabetes.bm

Service: Assistance with affordable medication. Pharmacy and medication advice and support available onsite Monday, Tuesday and Thursday 8:30am – 6:30pm; Wednesday & Friday 8:30am – 4:30pm

Coalition for the Protection of Children (Charity #334) 38 Mount Hill Road, Pembroke

Contact: ☎ 295-1150 ✉ cpc@coalition.bm 🌐 www.coalition.bm

Service: Hardship support services, including food vouchers for families with children under the age of 17 only. Call in for appointments Monday to Friday 9.00am - 4.00pm

Open Airways Bermuda (Charity #458) (no physical address)

Contact: Mary Ellen Ewles ☎ 238.3261 ✉ mary@openairways.com 🌐 www.openairways.com

Service: Assistance with affordable Asthma/COPD inhalers and medications. Information, advice and assistance with asthma/COPD and other breathing concerns provided FREE of charge (in-person, over the phone, online, etc.)

The Salvation Army (Charity #93) 44 King Street, Hamilton

Contact: Chandra-Lee Bascome ☎ 292.2586 ✉ chandra-lee.bascome@salvationarmy.bm
🌐 www.salvationarmy.ca/bermuda/home/locations_contact

Service: Foodbank and Emergency Housing Services (see Food Section for details of hot food services available) North Street Hall Foodbank- Tuesday to Friday between 9.30am - 1.00pm

*At the Food Bank, you are required to have 1 photo ID (work permit or driver's license) **and** 1 document (bill, bank statement, etc.)

ADDITIONAL FOOD SERVICES

These are agencies providing a regular schedule of prepared meals and meals-to-go.

Cathedral of the Most Holy Trinity (Charity #306) 29 Church Street, Hamilton

Contact: Susannah Frith 📞 331.6449 ✉️ zanzcaf@ibl.bm 🌐 www.anglican.bm

Service: Food - Boxed Dinner - Seven Days a Week between 12:15-12:45pm or until meals run out

Christ Church 96 Middle Road, Warwick

Contact: David Thompson 📞 705.4600 ✉️ christchurch@logic.bm 🌐 www.christchurch.bm

Service: Food - Lunch - Six Days a week (not open Sundays) between 12.30pm - 2.00pm and Breakfast on Saturdays @ 8.30am- 10:00am; and laundry and shower facilities Saturdays 8:00am -12:00pm

Focus Counselling Services (Charity #371) 36 Union Street, Hamilton

Contact: Leslie Grant 📞 296.2196/705.4991 ✉️ info.focus@focus.bm 🌐 www.focus.bm

Service: Food-Breakfast, Lunch, and showers five days a week (M-F 8:00-10am and 12-1:30pm).

Providing telephone and online addiction counselling and support - please call. - responding to critical cases in person, no appointment necessary.

First Baptist Church 134 Middle Road, Devonshire

Contact: Rev. Gordon Shaw 📞 236.7414 ✉️ secretary@fbc.bm 🌐 www.firstbaptistbermuda.com

Service: Dinner - Wednesdays between 3:30-5:00pm, or until supplies last. First come, first served

Hamilton Seventh-day Adventist Church (Charity #110) 43 King Street, Hamilton

Contact: Marva Trott 📞 535.5546 ✉️ dorabaker67@gmail.com 🌐 www.hamiltonsda.org

Service: Food - Takeout meal - Wednesdays between 4.00pm - 5.30pm

St. David's Seventh-day Adventist Church (Charity #110) #113 Building, Southside Road, St. Georges DD03

Contact: Dora Baker 📞 704.5066 ✉️ dorabaker67@gmail.com

Service: Food - Takeout meal - Wednesdays between 5.00pm - 6.30pm

Meals on Wheels (Charity #109) 103 South Road, Paget

Contact: Tannika Rodrigues 📞 236.1815 ✉️ mowadmin@logiic.bm 🌐 www.mealsonwheels.bm/mow

Service: Food delivery – 5 meals weekly, 2 delivered on Monday and Wednesday and 1 on Friday to qualified recipients. Qualified recipients are primarily seniors who are unable to prepare meals for themselves and have no dependable person who can do so. Diets include renal, diabetic, and other dietary requirements.

The Eliza Dolittle Society (Charity #567) 64 Middle Road, Warwick

Contact: Clare Mello 📞 333.4483 ✉️ teds.director@gmail.com 🌐 www.theelizadolittlesociety.bm

Service: Food - Grocery bags for pick up from location Tuesdays, Wednesdays & Thursdays between 10.00am – 2.00pm. and Saturdays between 10.00am – 12:30pm.

The Salvation Army (Charity #93) 44 King Street, Hamilton

Contact: Chandra-Lee Bascome 📞 292.2586 ✉️ chandra-lee.bascome@salvationarmy.bm

🌐 www.salvationarmy.ca/bermuda/home/locations_contact

Service: Hot Meals / Meals-to-go

- 1) Takeout - North Street Feeding Programme - Mondays, Tuesdays, Thursdays, Fridays & Saturdays @ 5.15pm - 5.45pm
- 2) Street Ministry Van (Hamilton) - Monday to Saturday @ 5.15pm - 6.30pm

- 3) St. George's Church, 6 Governor's Alley, St. George's - Wednesdays & Fridays from 9.00am - 12.00pm
- 4) West End Community Church, 15 Cambridge Road, Somerset - Wednesdays from 4.00pm - 5.45pm

DEPARTMENT OF FINANCIAL ASSISTANCE

First step in the process to obtain government Financial Assistance is to collect and complete the Department of Financial Assistance's application process. Application must be collected in person from 1st floor Global house Monday-Thursday 10-11:45am and 2-3:45pm. Third Sector Hardship Support Providers can assist in the application process.

SHELTER

The Salvation Army (Charity #93) 44 King Street, Hamilton

Contact: Chandra-Lee Bascome 📞 📧 chandra-lee_bascome@can.salvationarmy.org

🌐 www.salvationarmy.ca/bermuda/home/locations_contact

Service: Call for availability

HEALTH AND WELLBEING SERVICES/MEDICATION DISTRIBUTION

Action on Alzheimer's and Dementia (Charity #929) 16 Burnaby Street, Hamilton

Contact: Liz Stewart or Marie Fay 📞 707.0600/704.0387 📧 alzbermuda@yahoo.com 🌐 www.alzbermuda.com

Service: Caregiving and mental telehealth services for people living with Dementia - Please call for services

Age Concern (Charity #137) 17A Brunswick Street, Hamilton

Contact: Dr. Claudette Fleming 📞 238.7525 📧 director@ageconcern.bm 🌐 www.ageconcern.bm

Service: Call service to provide information, advise and referrals for Seniors and Caregivers needing general assistance.

Bermuda Cancer & Health Centre (Charity #70) 46 Point Finger Road, Paget

Contact: Lynne Woolridge 📞 236.1001 📧 info@chc.bm 🌐 www.chc.bm

Service: During Shelter in Place, all Diagnostic Imaging patients are being schedule by physician referral. Radiation therapy continues to provide treatment for patients Monday to Friday, support will also be provided via telemedicine. 📞 **Diagnostic Imaging** 236.1001 ext. 1010 📞 **Radiation Therapy** 236.7035/236.1001 ext. 3000

Bermuda Diabetes Association (Charity #143) Hilton Hill Diabetes Centre, 22 Princess Street, Hamilton

Contact: Kim Day 📞 297.8427 📧 info@diabetes.bm 🌐 www.diabetes.bm

Service: Assistance with affordable medication. Pharmacy and medication advice and support available onsite Monday to Friday between 8:30am and 3:30pm.

Bermuda Red Cross (Charity #419) Charleswood, 9 Berry Hill Road, Paget

Contact: Ann Spencer Arscott 📞 236.8253 📧 director@bermudaredcross.com or Diane Gordon at disaster@bermudaredcross.com 🌐 www.bermudaredcross.com

Service: Psycho-social first aid support for individuals in quarantine, first responders and the community

Child and Adolescent Services (MAWI) 44 Devon Springs Road, Devonshire

Contact: 📞 249.3370

Contact: **24-HOUR EMERGENCY HOTLINE** 📞 **239.1111**

🌐 www.bermudahospitals.bm/services-listing/mental-health/child-amp-adolescent-services

Service: The CAS team offers telephone support services for parents and children who may be struggling with fears and worries about illness, being isolated or about coping with all the changes. Monday to Friday between 9.00am - 5.00pm. CAS offers mental health services for children up to 18 years old.

Emotional Wellbeing Hotline

Contact: **24-HOUR EMERGENCY HOTLINE** 📞 543.1111

Service: Anxious, sad, overwhelmed, stressed? During this difficult time, the Emotional Wellbeing Hotline is here for you. Experienced mental health practitioners are available to speak with you and to offer support, 5.00pm - 9.00pm, Monday, Wednesday and Friday. Call 543.1111.

Employee Assistance Programme Washington Mall, 20 Church Street, Third Floor, Unit 311, Hamilton

Contact: Latisha Lister-Burgess 📞 292.9000 ✉️ info@eap.bm 🌐 www.eap.bm

Service: Virtual (Tele-Medicine) Counselling on Monday to Thursday 9.00am - 7.00pm, Fridays 9.00am - 5.00pm - available to employees of member agencies

Family Centre (Charity #378) Sunshine League House, 27 King Street, Pembroke

Contact: 📞 232.1116 📧 info@tfc.bm 🌐 www.tfc.bm

Service: Mental health and behavioural support, crisis counselling and group support for families with children aged 4-18 years old, Monday to Friday between 9:00am – 6:00pm via telehealth during mandatory work from home guidance. In person services resume as government guidelines allow with all safety precautions in place. Please reach out and ask to speak with a screener to access our services.

Mid-Atlantic Wellness Institute 44 Devon Springs Road, Devonshire

Contact: **24-HOUR EMERGENCY HOTLINE** 📞 239.1111

🌐 www.bermudahospitals.bm/services-listing/mental-health/acute-care

Service: The service operates a crisis intervention team, which responds to after-hours mental health crises, and features crisis resolution and early intervention care approaches. Liaison psychiatric services are provided to patients in KEMH.

Open Airways Bermuda (Charity #458) (no physical address)

Contact: Mary Ellen Ewles 📞 238.3261 ✉️ mary@openairways.com 🌐 www.openairways.com

Service: Assistance with affordable Asthma/COPD inhalers and medications. Information, advice and assistance with asthma/COPD and other breathing concerns provided FREE of charge (in-person, over the phone, online, etc.)

P.A.L.S. Cancer Care in Bermuda (Charity #171) 18 Point Finder Road, Paget

Contact: Colleen English DeGrilla 📞 236.7257 ✉️ info@pals.bm 🌐 www.pals.bm

Service: Nursing, palliative care, physician, medical equipment and medical supplies for cancer patients. During Shelter in Place period, the office hours will be 9am-1pm for essential face to face appointments and supply/equipment collection. Support will also be provided via telemedicine. After 1pm, services are provided on a medical emergency basis.

Project Action (Charity #561) Rosehill, St. George's

Contact: Cindy Swan 📞 735.1955/292.0445 ✉️ bermudaprojection@gmail.com

🌐 www.facebook.com/ProjectActionBermuda

Service: Provides free transportation for Seniors, and the physically challenged daily. Call to arrange for pickup.

Solstice Vallis Building 3rd Floor, 58 Par La Ville Road, Hamilton Bermuda HM11

Contact: Ann Paul ☎ 292.3456 ✉ info@solstice.bm 🌐 www.solstice.bm

Service: Solstice provides comprehensive mental health services for children, adults, couples and families with counselors, therapists, psychologists and a psychiatrist. Currently offering telehealth sessions and in person for those that are unable to do telehealth sessions. Limited detox services available. Online therapeutic groups for children are ongoing.

The Bermuda Legion (Charity #809)

Contact: Carol Everson ☎ 293.3975/234.1880 ✉ nosoldierleftbehind@hotmail.com

Service: Range of support for War Veterans and Veterans of conflict and their widows, families and caregivers.

Vision Bermuda (Charity #90) Beacon House, 3 Beacon Street, Hamilton

Contact: Theresa Hall ☎ 292.3231/335.0040 ✉ executivedirector@visionbermuda.bm

🌐 www.visionbermuda.bm

Service: Needs-based support for visually impaired

Women's Resource Centre (Charity #267) Sofia House, 48 Church Street, Hamilton

Contact: Tina Laws ☎ 533.3882 ✉ wrc@wrcbermuda.com 🌐 www.wrcbermuda.com

Call Service: Providing Counselling, Community Driven Education and Supportive Services and Advocacy (information, referrals, guidance, warning letter, etc)

SAFETY: DOMESTIC/CHILD ABUSE

Centre Against Abuse 3 Brooklyn Lane, Pembroke

Contact: Laurie Sheill ☎ 292.4366 ✉ info@centreagainstabuse.bm 🌐 www.centreagainstabuse.bm

EMERGENCY HOTLINE ☎ **297.8278**

Service: Providing adult male and female survivors of domestic abuse and sexual assault, access to Hotline, telephone counselling, safe housing and protection orders.

Department of Child and Family Services Custom House, 131 Front Street, Hamilton

Contact: ☎ To report any child protection matters to the Department, please call **278-9111 - available 24-hours a day**

DRUG ABUSE/USE

Alcoholics Anonymous (no physical address)

Contact: ☎ 297.0965 ✉ bermudaintergroup101@hotmail.com 🌐 www.aa.bm

Service: Due to the Covid-19 global pandemic, **ALL** Bermuda AA meetings are now available online via ZOOM. Please visit their website for days and times.

Focus Counselling Services (Charity #371) 36 Union Street, Hamilton

Contact: Leslie Grant ☎ 296.2196/705.4991 ✉ info.focus@focus.bm 🌐 www.focus.bm

Service: Providing telephone and online addiction counselling and support - please call. - responding to critical cases in person, no appointment necessary.

Pathways Bermuda (Charity #806) 61 Verdmont Road, Smith's

Contact: Gita Blakeney-Saltus ☎ 236.0823/534.9882 ✉ gbsaltus@pathwaysbermuda.bm

- info@pathwaysbermuda.bm 🌐 www.pathways.bm

Service: Addiction related counselling via telemedicine. Monday to Friday between 9.00am - 5.00pm for new clients. Call for services.

Solstice Vallis Building 3rd Floor, 58 Par La Ville Road, Hamilton Bermuda HM11

Contact: Ann Paul ☎ 292.3456 ✉ info@solstice.bm 🌐 www.solstice.bm

Service: Currently offering sessions on telehealth and in person for those that are unable to do telehealth sessions and detox services available. Online and small therapeutic groups for children are ongoing

Turning Point Substance Abuse Programme (MAWI) 44 Devon Springs Road, Devonshire

Contact: Shirley Place ☎ 239.2038 ✉ or shirley.place@bhb.bm

🌐 www.bermudahospitals.bm/services-listing/mental-health/substance-abuse

Service: Requests for Detox Services and Opioid Treatment Programme will be assessed by the Clinical Team on an as needed basis. Urgent cases will be assessed based on medical need. For assessment, please contact the main office to be connected with one of the Counsellors. While assessments will take place, new admissions will depend on medical necessity. Therapy through telephone contact and tele-medicine options for existing clients. Any persons not currently in services who are seeking to schedule an intake should call the main office.