



## IAC LIST OF HARDSHIP AND SOCIAL SUPPORT SERVICES

(v2 Updated October 28 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](mailto:dorabaker67@gmail.com) 🌐 [communityservicesfederationbda@gmail.com](mailto: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](mailto:director@ageconcern.bm) 🌐 [www.ageconcern.bm](http://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](mailto:info@diabetes.bm) 🌐 [www.diabetes.bm](http://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](mailto:cpc@coalition.bm) 🌐 [www.coalition.bm](http://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](mailto:mary@openairways.com) 🌐 [www.openairways.com](http://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](mailto:chandra-lee.bascome@salvationarmy.bm)

🌐 [www.salvationarmy.ca/bermuda/home/locations\\_contact](http://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](mailto:zanzcaf@ibl.bm) 🌐 [www.anglican.bm](http://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](mailto:christchurch@logic.bm) 🌐 [www.christchurch.bm](http://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](mailto:info.focus@focus.bm) 🌐 [www.focus.bm](http://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](mailto:secretary@fbc.bm) 🌐 [www.firstbaptistbermuda.com](http://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](mailto:dorabaker67@gmail.com) 🌐 [www.hamiltonsda.org](http://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](mailto:dorabaker67@gmail.com)

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

**St. Vincent de Paul Society** (Charity #173) St. Theresa's Hall, Laffan Street.

**Contact:** Karen Leseur 📞 232.4175 ✉️ [svdp@northrock.bm](mailto:svdp@northrock.bm)

**Service: Food** - Take-out Hot Meal every Sunday btw 5:00-6:00pm served from St. Theresa's Hall, Laffan Street. Food Vouchers and hardship assistance when available.

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

**Contact:** Tannika Rodrigues 📞 236.1815 ✉️ [mowadmin@logiic.bm](mailto:mowadmin@logiic.bm) 🌐 [www.mealsonwheels.bm/mow](http://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](mailto:teds.director@gmail.com) 🌐 [www.theelizadolittlesociety.bm](http://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](mailto:chandra-lee.bascome@salvationarmy.bm)

🌐 [www.salvationarmy.ca/bermuda/home/locations\\_contact](http://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 1<sup>st</sup> 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](mailto:chandra-lee_bascome@can.salvationarmy.org)

🌐 [www.salvationarmy.ca/bermuda/home/locations\\_contact](http://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](mailto:alzbermuda@yahoo.com) 🌐 [www.alzbermuda.com](http://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](mailto:director@ageconcern.bm) 🌐 [www.ageconcern.bm](http://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](mailto:info@chc.bm) 🌐 [www.chc.bm](http://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](mailto:info@diabetes.bm) 🌐 [www.diabetes.bm](http://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](mailto:director@bermudaredcross.com) or Diane Gordon at [disaster@bermudaredcross.com](mailto:disaster@bermudaredcross.com) 🌐 [www.bermudaredcross.com](http://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](http://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](mailto:info@eap.bm) 🌐 [www.eap.bm](http://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](mailto:info@tfc.bm) 🌐 [www.tfc.bm](http://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](http://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](mailto:mary@openairways.com) 🌐 [www.openairways.com](http://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](mailto:info@pals.bm) 🌐 [www.pals.bm](http://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 ✉ [bermudaprojectaction@gmail.com](mailto:bermudaprojectaction@gmail.com)

🌐 [www.facebook.com/ProjectActionBermuda](http://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](mailto:info@solstice.bm) 🌐 [www.solstice.bm](http://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](mailto: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](mailto:executivedirector@visionbermuda.bm)

🌐 [www.visionbermuda.bm](http://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](mailto:wrc@wrcbermuda.com) 🌐 [www.wrcbermuda.com](http://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](mailto:info@centreagainstabuse.bm) 🌐 [www.centreagainstabuse.bm](http://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](mailto:bermudaintergroup101@hotmail.com) 🌐 [www.aa.bm](http://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](mailto:info.focus@focus.bm) 🌐 [www.focus.bm](http://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](mailto:gbsaltus@pathwaysbermuda.bm)

- [info@pathwaysbermuda.bm](mailto:info@pathwaysbermuda.bm) 🌐 [www.pathways.bm](http://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](mailto:info@solstice.bm) 🌐 [www.solstice.bm](http://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](mailto:shirley.place@bhb.bm)

🌐 [www.bermudahospitals.bm/services-listing/mental-health/substance-abuse](http://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.