

## Quick Reference Telephone Numbers

Emergency – Ambulance, Fire, Police.....	911
Gas Emergency.....	1-877-969-0999
Kids Help Phone.....	1-800-668-6868
Ontario Poison Centre.....	1-800-268-9017
Sexual Assault Crisis Line.....	519-741-8633
Waterloo Fire Rescue.....	519-884-2121
Waterloo Region Police Department.....	519-653-7700

### Local Government

#### City of Waterloo Council

[www.waterloo.ca/council](http://www.waterloo.ca/council)

Mayor's Office.....	519-747-8700	<a href="mailto:brenda.halloran@waterloo.ca">brenda.halloran@waterloo.ca</a>
Councillor's Offices .....	519-747-8784	
Ward 1 – Southwest: Scott Witmer.....		<a href="mailto:scott.witmer@waterloo.ca">scott.witmer@waterloo.ca</a>
Ward 2 – Northwest: Karen Scian.....		<a href="mailto:karen.scian@waterloo.ca">karen.scian@waterloo.ca</a>
Ward 3 – Lakeshore: Angela Vieth.....		<a href="mailto:angela.vieth@waterloo.ca">angela.vieth@waterloo.ca</a>
Ward 4 – Northeast: Diane Freeman.....		<a href="mailto:diane.freeman@waterloo.ca">diane.freeman@waterloo.ca</a>
Ward 5 – Southeast: Mark Whaley.....		<a href="mailto:mark.whaley@waterloo.ca">mark.whaley@waterloo.ca</a>
Ward 6 – Central/Columbia: Jeff Henry.....		<a href="mailto:jeff.henry@waterloo.ca">jeff.henry@waterloo.ca</a>
Ward 7 – Uptown: Melissa Durrell.....		<a href="mailto:melissa.durrell@waterloo.ca">melissa.durrell@waterloo.ca</a>

#### Region of Waterloo Council

[www.region.waterloo.on.ca](http://www.region.waterloo.on.ca) > Regional Council

Regional Chair: Ken Seiling.....	519-575-4585	<a href="mailto:KSeiling@regionofwaterloo.ca">KSeiling@regionofwaterloo.ca</a>
Waterloo Counselors:		
Mayor Brenda Halloran.....		<a href="mailto:brenda.halloran@waterloo.ca">brenda.halloran@waterloo.ca</a>
Jane Mitchell.....		<a href="mailto:JMitchell@regionofwaterloo.ca">JMitchell@regionofwaterloo.ca</a>
Sean Strickland.....		<a href="mailto:SStrickland@regionofwaterloo.ca">SStrickland@regionofwaterloo.ca</a>

#### Member of Provincial Parliament

Elizabeth Witmer.....	519-725-3477	<a href="mailto:elizabeth.witmer@pc.ola.org">elizabeth.witmer@pc.ola.org</a>
<a href="http://www.elizabethwitmermpp.ca">www.elizabethwitmermpp.ca</a>		

#### Member of Parliament

Hon. Peter Braid.....	519-746-1573	<a href="mailto:peter@peterbraid.ca">peter@peterbraid.ca</a>
<a href="http://www.peterbraid.ca">www.peterbraid.ca</a>		

# City of Waterloo

[www.waterloo.ca](http://www.waterloo.ca)

Waterloo City Hall..... 519-886-1550

## Office of the C.A.O.

Chief Administrative Officer (Tim Anderson)..... 519-747-8702

Communications..... 519-747-8731

## Community, Culture & Recreation Services

Community, Culture & Recreation Services..... 519-747-8733

Arts & Culture..... 519-886-1177 x 227

Festivals & Events..... 519-747-8769

Booking Facilities & Parks..... 519-886-1177

Camp..... 519-886-1177 x 280

[www.waterloo.ca/camp](http://www.waterloo.ca/camp)

Community Adult Recreation League (CARL)..... 519-884-5363

[www.waterloo.ca/CARL](http://www.waterloo.ca/CARL)

Fee Assistance..... 519-747-8512

[www.waterloo.ca/feeassistance](http://www.waterloo.ca/feeassistance)

Heritage Services & City of Waterloo Museum..... 519-885-8828

Neighbourhood Associations..... 519-886-1177 x253

Personal Attendant for Leisure (PAL) Card..... 519-747-8512

[www.waterloo.ca/pal](http://www.waterloo.ca/pal)

Program and Activities Guide..... 519-884-7422 x240

[www.waterloo.ca/programguide](http://www.waterloo.ca/programguide)

Registration..... 519-747-8585

[expressreg.waterloo.ca](http://expressreg.waterloo.ca)

Senior Outing Day Program & Home Support Services..... 519-579-6930

[www.waterloo.ca/seniors](http://www.waterloo.ca/seniors)

Youth Programs..... 519-886-1177 x280

[www.waterloo.ca/youth](http://www.waterloo.ca/youth)

Cemeteries..... 519-725-9280

Trails and Outdoor Spaces..... 519-884-5363 x232

[www.waterloo.ca/trails](http://www.waterloo.ca/trails)

Waterloo Public Library..... 519-886-1310

[www.wpl.ca](http://www.wpl.ca)

## Recreation Facilities

Adult Recreation Centre.....	519-579-1020
Albert McCormick Community Centre.....	519-885-1700
Manulife Financial Soccer & Sports Centre (Bechtel Park).....	519-576-2420
Moses Springer Community Centre and Pool.....	519-885-4530
RIM Park & Manulife Financial Sportsplex & Healthy Living Centre.....	519-884-5363
<a href="http://www.waterloo.ca/RIMpark">www.waterloo.ca/RIMpark</a>	
Waterloo Park & Lions Lagoon.....	519-725-0511
<a href="http://www.waterloo.ca/waterloopark">www.waterloo.ca/waterloopark</a>	
Waterloo Public Square.....	519-886-1177 x271
<a href="http://www.waterloo.ca/publicsquare">www.waterloo.ca/publicsquare</a>	
Waterloo Memorial Recreation Complex.....	519-886-1177
<a href="http://www.thecomplex.ca">www.thecomplex.ca</a>	
Swimplex Indoor Pool.....	519-886-3844
<a href="http://www.waterloo.ca/swim">www.waterloo.ca/swim</a>	
Wing 404 RCAFA Rotary Adult Centre.....	519-888-6356

## Corporate Services

Clerk's Division.....	519-747-8549
Economic Development.....	519-747-8706

## Development Services

Building Standards.....	519-747-8712
<a href="http://www.waterloo.ca/buildingpermits">www.waterloo.ca/buildingpermits</a>	
Planning.....	519-747-8752
Zoning Inquiries.....	519-747-8796

## Finance

[www.waterloo.ca/finance](http://www.waterloo.ca/finance)

Finance.....	519-747-8774
Taxes.....	519-747-8760

## Human Resources

Employment.....	519-747-8709
<a href="http://www.waterloo.ca/employment">www.waterloo.ca/employment</a>	
Volunteer Services.....	519-888-6488
<a href="http://www.waterloo.ca/volunteer">www.waterloo.ca/volunteer</a>	

## Protective Services

By-Law Enforcement.....	519-747-8785
<a href="http://www.waterloo.ca/by-law">www.waterloo.ca/by-law</a>	
Community Relations & Neighbours Program.....	519-747-8716
Student Outreach.....	519-747-8716
<a href="http://www.waterloo.ca/students">www.waterloo.ca/students</a>	
Lot Maintenance By-Law.....	519-747-8714
Overnight Parking Vehicle Registry.....	519-747-8559
<a href="http://www.waterloo.ca/online">www.waterloo.ca/online</a>	
Permanent Signs.....	519-747-8714
Portable Signs.....	519-747-8714
Property Standards.....	519-747-8714
Residential Rental Licensing.....	591-747-8587
<a href="http://www.waterloo.ca/rhlr">www.waterloo.ca/rhlr</a>	
Snow & Ice Removal – Sidewalks.....	519-747-6280
Waterloo Fire Rescue & Fire Prevention.....	519-884-2121
<a href="http://www.waterloo.ca/fire">www.waterloo.ca/fire</a>	
Zoning Complaints.....	519-747-8714

## Public Works Services

Parks Services.....	519-886-2310
Public Works Services.....	519-886-2310
Snow & Ice Removal – City Streets.....	519-886-2310
Traffic Section.....	519-747-8629
Water Services.....	519-886-2310
<a href="http://www.waterloo.ca/waterservices">www.waterloo.ca/waterservices</a>	

## Region of Waterloo

[www.region.waterloo.on.ca](http://www.region.waterloo.on.ca)

Region of Waterloo.....	519-575-4400
Grand River Transit.....	519-585-7555
<a href="http://www.grt.ca">www.grt.ca</a>	
Mobility Plus Same Day Inquiry Line.....	519-744-8570
Mobility Plus Future Bookings.....	519-744-2241
Waste Management (Garbage, Recycling, Green Bin).....	519-883-5100
<a href="http://www.region.waterloo.on.ca/waste">www.region.waterloo.on.ca/waste</a>	
Waterloo Regional Police.....	519-653-7700
<a href="http://www.wrps.on.ca">www.wrps.on.ca</a>	
Crime Stoppers.....	1-800-222-8477
Neighbourhood Watch.....	519-653-7700 x3380

## Community Health

[www.chd.region.waterloo.on.ca](http://www.chd.region.waterloo.on.ca)

Region of Waterloo Public Health.....	519-883-2000
Grand River Hospital.....	519-749-4300
<a href="http://www.grandriverhospital.on.ca">www.grandriverhospital.on.ca</a>	
KW Counselling Services.....	519-884-0000
<a href="http://www.kwcounselling.com">www.kwcounselling.com</a>	
Mosaic Counselling and Family Services.....	519-743-6333
<a href="http://www.mosaiconline.ca">www.mosaiconline.ca</a>	
Sexual Assault & Domestic Violence Treatment Centre.....	519-749-6994
<a href="http://www.keepingssafe.ca">www.keepingssafe.ca</a>	
St. Mary's Hospital.....	519-744-3311
<a href="http://www.smgh.ca">www.smgh.ca</a>	
Telehealth Ontario.....	1-866-797-0000

## Telephone Crisis Services

Community Links.....	519-744-5594
Crisis Line & Mobile Crisis Team.....	1-866-366-4566
Distress Line.....	519-745-1166
Kids Help Phone.....	1-800-668-6868
<a href="http://www.kidshelpphone.ca">www.kidshelpphone.ca</a>	
Sexual Assault Crisis Line.....	519-741-8633
<a href="http://www.sascwr.org">www.sascwr.org</a>	
Youth Line.....	519-745-9909

## Housing

Canadian Mortgage and Housing Corporation.....	1-866-389-1742
<a href="http://www.cmhc.gc.ca">www.cmhc.gc.ca</a>	
Community Housing Access Centre.....	519-575-4833
<a href="http://www.region.waterloo.on.ca/chac">www.region.waterloo.on.ca/chac</a>	
Landlord and Tenant Board.....	1-888-332-3234
<a href="http://www.ltb.gov.on.ca">www.ltb.gov.on.ca</a>	
Waterloo Region Housing.....	519-575-4800
<a href="http://www.region.waterloo.on.ca/housing">www.region.waterloo.on.ca/housing</a>	

## Legal Services

Legal Aid Ontario.....	519-743-4306
<a href="http://www.legalaid.on.ca">www.legalaid.on.ca</a>	
Region of Waterloo Provincial Offences Court.....	519-745-9446
Ministry of the Attorney General General Inquiries.....	1-800-518-7901
<a href="http://www.attorneygeneral.jus.gov.on.ca">www.attorneygeneral.jus.gov.on.ca</a>	
Waterloo Region Community Legal Services.....	519-743-0254
<a href="http://www.wrcls.ca">www.wrcls.ca</a>	

## Education

### School Boards

Waterloo Region District School Board.....	519-570-0300
<a href="http://www.wrdsb.on.ca">www.wrdsb.on.ca</a>	
Waterloo Catholic District School Board.....	519-578-3660
<a href="http://www.wcdsb.ca">www.wcdsb.ca</a>	

### Post Secondary Schools

<b>Conestoga College</b> .....	519-748-5220
<a href="http://www.conestogac.on.ca">www.conestogac.on.ca</a>	
Waterloo Campus.....	519-885-0300
Conestoga Students Inc. ....	519-748-5131
<a href="http://www.conestogastudents.com">www.conestogastudents.com</a>	
Registrar.....	519-748-5220 x3656
Security & Parking (Waterloo Campus).....	519-885-0300 x6357
<a href="http://www.conestogac.on.ca/security">www.conestogac.on.ca/security</a>	

<b>University of Waterloo</b> .....	519-888-4567
<a href="http://www.uwaterloo.ca">www.uwaterloo.ca</a>	
Federation of Students (FEDS).....	519-888-4567 x84042
<a href="http://www.feds.ca">www.feds.ca</a>	
Housing and Residences.....	519-888-4567 x32679
<a href="http://www.housing.uwaterloo.ca">www.housing.uwaterloo.ca</a>	
Off-Campus Housing.....	519-888-4567 x35725
<a href="http://www.och.uwaterloo.ca">www.och.uwaterloo.ca</a>	
Registrar.....	519-888-4567 x35378
<a href="http://www.registrar.uwaterloo.ca">www.registrar.uwaterloo.ca</a>	
UW Police.....	519-888-4911
<a href="http://www.police.uwaterloo.ca">www.police.uwaterloo.ca</a>	

<b>Wilfrid Laurier University</b> .....	519-884-1970
<a href="http://www.wlu.ca">www.wlu.ca</a>	
Off-Campus Housing.....	519-884-0710 x3236
<a href="http://www.mylaurier.ca/offcampus">www.mylaurier.ca/offcampus</a>	
Registrar.....	519-884-0710
<a href="http://www.wlu.ca/registrar">www.wlu.ca/registrar</a>	
Residential Services.....	519-884-0710 x3236
<a href="http://www.mylaurier.ca/residence">www.mylaurier.ca/residence</a>	
Special Constable Services.....	519-885-3333
<a href="http://www.wlu.ca/specialconstableservice">www.wlu.ca/specialconstableservice</a>	
Wilfrid Laurier Undergraduate Student Union (WLUSU).....	519-884-0710 x3335
<a href="http://www.wlusu.com">www.wlusu.com</a>	

## Utilities

Hydro One.....	1-888-664-9376
<a href="http://www.hydroone.com">www.hydroone.com</a>	
To report a power outage or emergency.....	1-800-434-1235
Ontario 1 Call (Utility Locate Service).....	1-800-400-2255
<a href="http://www.on1call.com">www.on1call.com</a>	
Union Gas.....	519-885-7400
<a href="http://www.uniongas.com">www.uniongas.com</a>	
Waterloo North Hydro.....	519-886-5090
<a href="http://www.wnhydro.com">www.wnhydro.com</a>	
Waterloo Water Services.....	519-886-2310
<a href="http://www.waterloo.ca/waterservices">www.waterloo.ca/waterservices</a>	

## Provincial Government

Government of Ontario.....	1-866-532-3161
<a href="http://www.ontario.ca">www.ontario.ca</a>	
Human Rights Tribunal of Ontario.....	1-866-598-0322
<a href="http://www.hrto.ca">www.hrto.ca</a>	
Legislative Assembly of Ontario	416-325-7500
<a href="http://www.ontla.on.ca">www.ontla.on.ca</a>	
Ministry of Education & Ministry of Training, Colleges and Universities.....	1-800-387-5514
<a href="http://www.edu.gov.on.ca">www.edu.gov.on.ca</a>	
Ministry of Economic Development and Trade.....	1-866-668-4249
<a href="http://www.ontariocanada.com">www.ontariocanada.com</a>	
Ministry of Finance & Revenue.....	1-866-668-8297
<a href="http://www.fin.gov.on.ca">www.fin.gov.on.ca</a>	
Ministry of Health & Long Term Care.....	1-800-268-1153
<a href="http://www.health.gov.on.ca">www.health.gov.on.ca</a>	
OHIP Office.....	519-893-3966
Ministry of Labour.....	1-800-265-2468
<a href="http://www.labour.gov.on.ca">www.labour.gov.on.ca</a>	
Employment Standards Information.....	1-800-531-5551
Occupational Health & Safety.....	1-877-202-0008
Ministry of Transportation.....	1-800-268-4686
<a href="http://www.mto.gov.on.ca">www.mto.gov.on.ca</a>	
Waterloo Service Ontario.....	519-746-8332
Ontario Works – Social Assistance.....	519-883-2100
<a href="http://www.mcass.gov.on.ca">www.mcass.gov.on.ca</a>	
Ontario Student Assistance Program (OSAP) General Inquiries.....	1-877-672-7411
<a href="http://www.osap.gov.on.ca">www.osap.gov.on.ca</a>	
Service Ontario.....	1-800-267-8097
<a href="http://www.serviceontario.ca">www.serviceontario.ca</a>	
Workplace Safety and Insurance Board.....	519-576-4130
<a href="http://www.wsib.on.ca">www.wsib.on.ca</a>	

## Federal Government

Government of Canada.....	1-800-622-6232
<a href="http://www.canada.ca">www.canada.ca</a>	
Canada Revenue Agency.....	1-800-959-8281
<a href="http://www.cra-arc.gc.ca">www.cra-arc.gc.ca</a>	
National Student Loans Service Centre.....	1-888-815-4514
<a href="http://www.canlearn.ca">www.canlearn.ca</a>	
Citizenship and Immigration Canada.....	1-888-242-2100
<a href="http://www.cic.gc.ca">www.cic.gc.ca</a>	
Elections Canada.....	1-800-463-6868
<a href="http://www.elections.ca">www.elections.ca</a>	
Employment Insurance.....	1-800-206-7218
<a href="http://www.servicecanada.gc.ca/eng/sc/ei/benefits/regular.shtml">www.servicecanada.gc.ca/eng/sc/ei/benefits/regular.shtml</a>	
Human Resource Centre (HRDC) Employment Services.....	1-800-622-6231
<a href="http://www.hrdc.gc.ca">www.hrdc.gc.ca</a>	
Passport Office.....	1-800-567-6868
<a href="http://www.ppt.gc.ca">www.ppt.gc.ca</a>	

## Other Helpful Contacts

Alcoholics Anonymous.....	519-742-6183
<a href="http://www.aa.org">www.aa.org</a>	
Bell Canada.....	519-310-2355
<a href="http://www.bell.ca">www.bell.ca</a>	
Better Business Bureau.....	519-579-3080
<a href="http://www.mwco.bbb.org">www.mwco.bbb.org</a>	
Canada Post.....	1-866-607-6301
<a href="http://www.canadapost.ca">www.canadapost.ca</a>	
Chamber of Commerce.....	519-576-5000
<a href="http://www.greaterkwchamber.com">www.greaterkwchamber.com</a>	
Community Information Centre.....	519-579-3800
<a href="http://www.waterlooregion.org">www.waterlooregion.org</a>	
Family and Children's Services.....	519-576-0540
<a href="http://www.facswaterloo.org">www.facswaterloo.org</a>	
Food Bank of Waterloo Region.....	519-743-5576
<a href="http://www.thefoodbank.ca">www.thefoodbank.ca</a>	
GO Transit.....	1-888-438-6646
<a href="http://www.gotransit.com">www.gotransit.com</a>	
Grand River Conservation Authority.....	519-621-2761
<a href="http://www.grandriver.ca">www.grandriver.ca</a>	
KW Humane Society.....	519-745-5615
<a href="http://www.kwhumane.com">www.kwhumane.com</a>	
KW Multicultural Centre.....	519-745-2531
<a href="http://www.kwmc.on.ca">www.kwmc.on.ca</a>	



KW Oktoberfest Advisory Council..... 519-570-4267  
[www.oktoberfest.ca](http://www.oktoberfest.ca)

KW Record..... 519-894-2231  
[www.therecord.com](http://www.therecord.com)

Rogers..... 1-888-764-3771  
[www.rogers.com](http://www.rogers.com)

Uptown Waterloo Business Improvement Area (BIA)..... 519-885-1921  
[www.uptownwaterloobia.com](http://www.uptownwaterloobia.com)

Volunteer Action Centre..... 519-742-8610  
[www.volunteerkw.ca](http://www.volunteerkw.ca)

Waterloo Chronicle..... 519-886-2830  
[www.waterloochronicle.ca](http://www.waterloochronicle.ca)

Women's Crisis Services of Waterloo Region..... 1-800-410-4482  
[www.wcswr.org](http://www.wcswr.org)

YMCA (A.R. Kaufman)..... 519-743-5201  
[www.ymcacambridgekw.ca](http://www.ymcacambridgekw.ca)