Community Service Update

Welcome to the Community Service Update – your weekly source for the latest updates for cross-sectoral services in our community!

Just a friendly reminder that this isn't an exhaustive resource guide; consider it a resource for quick changes. Please continue to utilize and update places like ConnexOntario, Find Help | 211, HealthLinks, AccessMHA, and the like.

In partnership with The Gap Committee, we aim to bring you timely updates and an effective way to keep up to date on our ever-changing system.

How to Use:

CLICK: You can click on the table of contents on the next page to jump to the section you're interested in.

SAVE: Keep any flyers attached to the email for future reference—they're handy!

ADD, DELETE, or CHANGE: Your participation matters! The information in this update is only as good as the information I am provided with. If you have updates, corrections, or suggestions for your service/agency, please share them at communityserviceupdate@lh.ca.

OPT-OUT: If you wish to stop receiving these updates, feel free to let me know at the same email address.

Get to Know Series

The **Get to Know Series** is a virtual webinar series featuring local programs, services, and community organizations supporting people across Durham Region.

Each session provides an opportunity to **learn more about a service, hear directly from the people who deliver it, ask questions, and connect with other service providers**. Our goal is to help community partners stay informed and better understand the resources available to support the people we work with.

Upcoming Presenters

- November 12 | Lakeridge Health Emergency Mental Health Services
- December 9 | Durham Community Health Centre (DCHC) Indigenous Health and Wellness
- January 13 | Diversity, Equity and Inclusion at The Regional Municipality of Durham
- February 10 | Supporting the Journey. Indigenous Navigator- Cancer Care Ontario

To register to attend one or all of these sessions, please visit Get to Know Series Registration.

Interested in sharing your story or expertise? The Get to Know series is a great platform!

To sign up your organization as a presenter please email me at sbowie@lh.ca.

Community Service Update

Contents

****New Programs, Updates and Alerts**** **14**

Ajax Library 14

Age-Friendly Ajax Living Library – Applications Open for 2027 14

Durham Region Non-Profit Housing 14

Community Support & Volunteer Opportunities – New Transitional Housing Community in Bowmanville 14

Region of Durham 15

Winter Warming Plan 15

Region of Durham Supportive and Alternate Housing 16

High Notes Avante 16

High Notes Avante – Free Music Lessons 16

ICONIC 17

Community Meals Calendar November - December 17

Lakeridge Health 17

Pinewood Addiction Support Services (PASS) November Calendar 17

Built for Zero Report Card 17

November Report Card 17

Program Events and Fundraising **18**

Get to Know Series register to attend 18

Lakeridge Health Emergency Mental Health Services 18

Bethesda House 18

Bethesda House's Cold Plunge for Resilience 18

Canadian ADHD Resource Alliance 19

2026 CADDRA Annual ADHD Conference 19

DCHC 20

Indigenous Ribbon Apron Workshop 20

City of Pickering 20

Rabies & Microchip Clinic 20

Resource Sharing: Needs & Surplus **22**

Community Service Update

Service Navigation and Database Tools 22
211 | Find Help 22
Social Service & Community Program Navigation and Referrals 22
311 | Homeless Help Line 22
Durham Region Street Outreach Team 22
Central East Health Line 22
ConnexOntario 23
Call Lines 23
National Suicide Helpline 23
National Hope for Wellness Helpline 23
Distress Centre Durham Distress Line 23
Durham Mental Health Services' Crisis Access and Linkage Line 23
Durham Rape Crisis Centre Crisis and Support Line 23
National Overdose Response Service (NORS) Overdose Prevention Hotline 24
The Ontario Caregiver Organization Support Line 24
Pinewood's Addiction Support Line 24
Health, Mental Health, Addiction and Harm Reduction 25
Health811 25
Aids Committee of Durham Region 25
Harm Reduction 25
Education 25
Support 25
Back Door Mission 27
Brock Community Health Centre (BCHC) 27
Primary Health Care Program 27
Community Development and Health Promotion 27
Healthy Connections – Support Group for Mothers 28
Canadian Addiction Treatment Centres 28
- Change Health Care 29
- Ontario Addiction Treatment Centre 29

Community Service Update

- Way Street Centre 29

Community Care Durham (CCD) 29

Services 29

How to Access Services: 30

Contact 30

Community Living Ajax-Pickering and Whitby 30

DARS 31

DUO 32

Do Unto Others 32

Durham College 32

Dental Hygiene and Dental Assisting programs 32

Dental Assisting Preventive Clinic for children and youth ages 6–21 33

Durham Doctor House Call Service 33

East Region Virtual Care Clinic 33

East Region Virtual Care Clinic 33

Good Doctors Beaverton 33

Telemedicine Clinic 33

Durham Community Health Centre 34

Primary Care Mobile Clinic 34

Black Health and Wellness Clinic 35

Hepatitis C Team 35

Canadian Mental Health Association Durham (CMHA) 36

Nurse Practitioner Led Clinic 36

Durham Ontario Health Team 37

HART Hub Whitby 37

What We Offer 37

HART Hub Whitby Mobile Medical Clinic 38

Who Can Access The HART Hub 38

Emergency and Crisis Services 38

What Programs and Services are Currently Offered 39

Community Service Update

How the HART Hub Works 39
Looking For Support? 39
HART Hub Oshawa 39
What We Offer 40
Who Can Access the HART Hub 40
Program Features 40
Transitional Support Services 41
Looking for Support? 41
Heart and Soul Anxiety Group Support 41
Free Weekly Anxiety Support Group 41
High Notes Avante – Music and Arts for Mental Wellness 42
Programs 42
How to access services 42
Contact: 42
H.O.P.E (Helping Other Parents Everywhere) 42
John Howard Society Durham 43
Harm Reduction Outreach (HRO) 43
Project X-Change 44
On Point Program 44
Lakeridge Health 45
Central Connect (Central Intake) 45
Durham Mental Health Services 46
Peer Support Groups 46
Virtual Group Series 46
Family Support Program 47
Indigenous Addiction and Mental Health Outreach Worker 48
Crisis Beds 48
Mobile Crisis Team 48
Child Youth and Family Program 49
Adult Mental Health 49

Community Service Update

Bridging Clinic 49
Hospital to Home (H2H) 50
Seniors Program 50
Pinewood Centre 51
Pinewood Community Outreach Scheduled Locations 51
Pinewood Addiction Psychotherapy Program 52
Rapid Access Addiction Medicine Clinic (RAAM) 54
Redpath Addiction Treatment Program 55
National Overdose Response Service (NORS) 55
Ontario Health atHome 55
Ontario Shores Centre for Mental Health Sciences 56
Ontario Structured Psychotherapy Program 56
Pharmacies providing harm reduction supplies 56
Parkwood Pharmacy 56
Scotts Drug Mart 56
Walter's Pharmacy 56
Region of Durham 56
Family Services Durham (FSD) Counselling 56
Here and Now Counselling 57
Multi-Session Counselling 57
Men's Counselling Link 57
Wellness Workshops 58
Durham Region Opioid Heat Map Update 58
Redemption House of Recovery (RHOR) 58
Renascent 59
Addiction Treatment & Recovery 59
Programs and Services 59
Who Can Access Services 60
Referral Information 60
Self-Management Program – Central East 61

Community Service Update

Support for People with Health Conditions 61
Support for Caregivers 61
Training for Health Care Professionals 61
TAMI Coalition 62
VHA: Home HealthCare 63
Extreme Cleaning and Hoarding Support – Durham Region 63
Service Overview 63
Programs in Durham Region 64
How to Access Services 64
Cost 65
Contact 65
Housing and Homeless Supports 65
By-Name List Community Access Points 65
Town of Ajax 66
Shower Program & Hygiene Hubs (For Unsheltered Residents) 66
Ajax Public Library 66
Back Door Mission 67
Bethesda House 69
Blue Door 69
Municipality of Clarington 70
Free Shower Program 70
Clarington Library, Museums & Archives (CLMA) 70
CFOC - Doors of Compassion 71
Shelter Program 71
Compassion Community Presentations 72
Roll-Out The Rack 72
Community Development Council Durham 73
Community Living Ajax-Pickering and Whitby 74
Community Living Durham North 75
Housing and Homelessness Support Program 75

Community Service Update

Cornerstone 76
Emergency Shelter Programs 76
Community Residential Facility 76
Transitional Housing 77
Community Outreach Program 77
Community Kitchen Program 77
Housing Help Workshop 77
SMART Recovery 77
DARS (Dedicated Advocacy Resource Support) 78
Support & Outreach Showers 78
Region of Durham 78
Housing and Homeless Help 78
Affordable Housing Rent Program 78
Renter's Toolkit – Region of Durham 81
Durham Region Street Outreach Team 81
Primary Care Outreach Program (PCOP) 82
Mental Health Outreach Program (MHOP) 82
Durham Region Non-Profit Housing Corporation 82
Community Support Pilot Program 82
Durham Youth Services 83
Joanne's House Emergency Shelter 83
Host Home Program *Coming Soon* 83
Durham Youth Services Nightstop Program 83
Kinnect Program at Durham Youth Services 84
The Gap Committee 85
ICONIC 85
John Howard Society Durham 86
Lakeridge Health 86
Durham Mental Health Services Residential Program 86
Muslim Welfare Canada (MWC) 87

Community Service Update

MWC Emergency Shelter 87
MWC Transitional Housing 88
Niijkiwendidaa Anishnaabekwewag Services Circle (NASC) 88
Indigenous Housing Support Program 88
North House 88
Programs and services 88
City of Oshawa 89
Oshawa Public Libraries 89
City of Pickering 91
Support & Outreach Showers 91
Pickering Public Library 91
The Refuge 92
The Salvation Army 93
TSA HOPE 93
Town of Whitby 93
Whitby Public Library 93
People Experiencing or Fleeing Violence or Abuse 95
Durham Rape Crisis Centre 95
Sex Trafficking and Sexual Exploitation Counselling Support Services 95
Bethesda House 96
The Denise House 96
Herizon House 96
Y's WISH Shelter 97
SafeHope Home 97
Programs and services 97
Residential Program Eligibility: 98
Safety Network Durham 99
Programs and Services 99
Who Can Access Services 99
Referral Information 99

Community Service Update

Victim Services of Durham Region 99
Programs and Services 100
Who Can Access Services 100
Contact 101
Supportive Housing 101
BIAD (Brain Injury Association of Durham Region) 101
Supported Independent Living Program 101
CMHA 101
Community Homes for Opportunity (CHO) 101
Community Living Ajax-Pickering and Whitby 102
DMHS (Durham Mental Health Services) 103
Residential and Supportive Housing Programs 103
Participation House 104
Supported Residential And Independent Living Options 104
Friendly Neighbour Program 105
Employment & Income Supports 106
Community Employment Services 106
Community Living Ajax-Pickering and Whitby 106
Durham College 107
Essential Skills Training 107
Durham Region Unemployed Help Centre 108
Durham Workforce Authority 108
John Howard Society Durham 109
The Lakeview Hub 109
New Life Neighbourhood Centre (NLNC) 110
The NLNC Productivity HUB 110
Region of Durham 111
Employment Services 111
Income Employment and Homeless Supports Durham (IEHSD) Workshops 111
Financial and Legal Services 112

Community Service Update

Durham Community Legal Clinic (DCLC) 112
John Howard Society Durham 113
Luke's Place 113
Region of Durham 114
Tax Clinics 114
The Salvation Army 114
TSA HOPE 114
Victim Services of Durham Region 114
Programs and Services 115
Who Can Access Services 115
Contact 116
Food Services 116
Town of Ajax 116
Ajax Food Access Update 116
Brock Community Food Bank 116
Operation Scugog 116
The Nourish and Develop Foundation 117
The Food Services programs 117
Family Services Durham 117
North House 118
Programs and services 118
Salvation Army Ajax 118
TOA HOPE 118
Simcoe Hall 119
St. Paul's On-the-Hill 119
Uxbridge Loaves & Fishes Food Bank 120
Services include: 120
Accessing the Food Bank: 120
Community Services 121
Brain Injury Association Durham (BIAD) 121

Community Service Update

Community Development Council Durham 121
Durham Community Health Centre 121
Indigenous Health & Wellness 121
Durham Deaf Services (DDS) 122
Durham Family and Cultural Centre 122
Programs and Services 122
Durham Immigration Portal 123
Durham Region Transit 124
John Howard Society Durham 124
The King Street Cooperative Community Garden 125
Laundry Haven 125
New Life Neighbourhood Centre (NLNC) 125
Healthy Happy Adults Project (HHAP) 125
Niijkiwendidaa Anishnaabekwewag Services Circle (NASC) 126
North Durham Social Development Council 126
The Ontario Caregiver Organization 127
Oshawa Public Libraries 127
Region of Durham 127
Guide to Community Resources for Seniors and Older Adults 127
Age-Friendly Durham 128
Revitaled Reintegration Services 128
Rogers 129
Program Updates and New Offerings 129
Salvation Army Ajax 130
TOA HOPE 130
Service Canada 131
Pet Services 132
City of Pickering 132
SafePet Ontario 132
Spay Neuter Initiatives Association 133

Community Service Update

Spay/Neuter Clinic (SNIP) 133
Drug Alerts 133
Durham Region Public Health 133
Durham Region Opioid Heat Map Update 133
Drug Alert Update 133
Durham Region Health Department 134
Drug Alert 134

Community Service Update

New Programs, Updates and Alerts	
Ajax Library	**Age-Friendly Ajax Living Library – Applications Open for 2027** The Town of Ajax is inviting applications for its **2027 Living Library**, an initiative that brings people together through conversations that challenge stereotypes, reduce prejudice, and promote understanding. Living Books volunteer to share their personal stories and lived experiences in a welcoming, respectful environment. No public speaking experience is required—just a willingness to share your story. **Who can be a Living Book?** Anyone with a lived experience they are willing to share in an honest, thoughtful way. You don't need to be a public speaker, you just need to be YOU! Some examples of Living Book titles might include: • Neurodivergent and Proud • Living with Anxiety • Moving to Canada: New Journey in a New Culture Learn more at Age-Friendly Ajax Living Library | In My Opinion **Application deadline:** November 24, 2026, at 4:00 p.m. *28 October 2026*
Durham Region Non-Profit Housing	**Community Support & Volunteer Opportunities – New Transitional Housing Community in Bowmanville** **Opening February 2027 | Bowmanville, Durham Region** A new micro modular transitional housing community is preparing to open in Bowmanville in February 2027, providing safe, stable transitional housing for approximately 50 individuals currently experiencing homelessness as they work toward securing permanent housing. As we prepare to welcome future residents, we are reaching out to community members, local businesses, service providers and community organizations to help us build a strong network of support. An important part of creating a welcoming and supportive environment will be ensuring residents have access to daily, nutritious food. Our goal is to provide continental breakfast items that residents can prepare themselves, snacks throughout the day and a warm, nourishing dinner each evening.

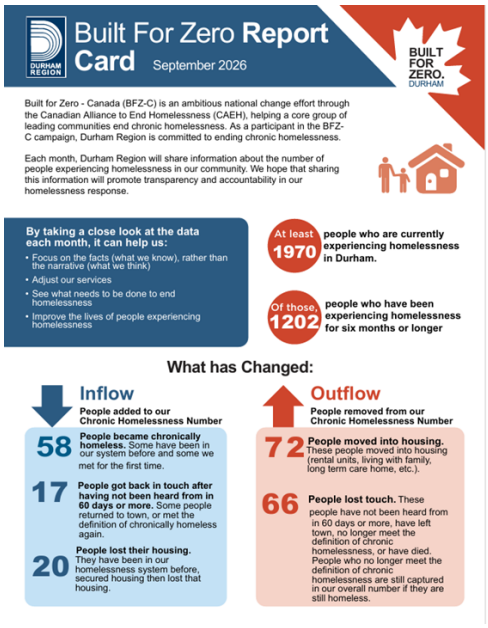
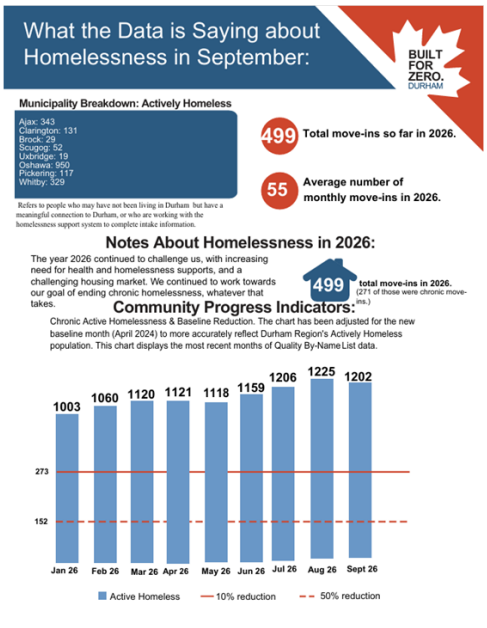
Community Service Update

	We are currently seeking volunteers and community partners to help make this possible! **How You Can Help** We are looking for support in several areas: • **Volunteer Meal Preparation:** Individuals or small groups willing to volunteer onsite weekly, biweekly or monthly to prepare evening meals and assist with kitchen and dining area cleanup. • **Food Donations:** Local businesses, grocery stores, bakeries, restaurants and community members interested in donating food, ingredients or prepared meals. • **Food Pickup and Delivery:** Volunteers who can assist with collecting and delivering food donations from participating local businesses. • **Community Connections:** Help connecting us with other businesses, organizations, groups or individuals who may be interested in supporting this initiative. **An Opportunity to Make a Difference** One of our immediate priorities is building a consistent volunteer calendar to ensure that residents have a warm, nourishing dinner each evening. We hope to create a schedule where individuals or small groups can sign up for a weekly, biweekly or monthly shift that works for them. Volunteers would help prepare the evening meal and clean up the kitchen and meal area afterward. Whether you can commit to a regular volunteer shift, contribute food donations, help with food deliveries or connect us with others who may be interested, every contribution will make a meaningful difference! **Would you, your organization or someone in your network be interested in getting involved?** We would love to hear from you! Those interested in volunteering, making food donations or learning more about partnership opportunities are encouraged to reach out. Together, we can help create a welcoming community where residents feel supported, valued and cared for. **For more information or to express your interest in supporting this initiative, please contact:** Ashley Featherstone, Durham Region Non-Profit Housing ashley.featherstone@durham-housing.com | (905) 436-6610 x 236 *3 November 2026*
Region of Durham	**Winter Warming Plan**

Community Service Update

	The Region of Durham operates a Winter Warming Plan from **December 1 to March 31** to provide safe, temporary overnight and daytime shelter from the cold for individuals experiencing homelessness or lacking adequate housing. Learn more at Shelters, Warming Centres and Cooling Locations | Region of Durham
	Region of Durham Supportive and Alternate Housing For people who need additional support to live independently, supportive and alternative housing options are available in Durham Region. **Supportive housing** is available through community housing providers that have agreements with support agencies. Eligibility and rent arrangements vary depending on the agreement, and may include rent-geared-to-income (RGI) or market rent. **Alternative housing** is intended for people who have experienced homelessness or have had difficulty finding or maintaining a tenancy. Providers offer housing along with supports to help people move back into the community after periods of homelessness or unstable housing. Alternative housing is RGI, and applications are made directly to the provider. For more information, including housing providers and how to apply, visit the Region of Durham's **Supportive and Alternative Housing** page. *14 October 2026*
High Notes Avante	**High Notes Avante – Free Music Lessons** **High Notes Avante** is a registered charity that uses music and artistic expression to support mental well-being, inspire hope, and build connections for people affected by mental illness. The program offers free and subsidized music lessons, including piano, guitar, group singing, and instrumental ensemble. Students of all ages are welcome, with a particular focus on youth who have not previously received individual music instruction, including those affected by mental illness or supporting loved ones. Lessons are provided by skilled musicians with mental health first aid training or equivalent experience. Students are matched with an available teacher in their area, and loaner instruments may be available through the instrument lending bank. **Spots are limited.** **How to apply:** Complete the application form online at highnotesavante.ca/free-music-lessons.

Community Service Update

	Contact: 416-605-8915 | highnotesavante@gmail.com | highnotesavante.ca *13 October 2026*
ICONIC	**Community Meals Calendar November - December** ICONIC is Clarington's network of care. *flyer attached* *28 October 2026*
Lakeridge Health	**Pinewood Addiction Support Services (PASS) November Calendar** Since 1967, Pinewood Centre has provided addiction treatment and counselling services for individuals affected by substance use, gambling, gaming, and technology use. Using a collaborative, client-centred approach, Pinewood works with individuals to develop realistic goals and personalized treatment plans that support lasting change and recovery. *flyer attached*
Built for Zero Report Card	**November Report Card**  

Community Service Update

Program Events and Fundraising	
Get to Know Series register to attend	**Lakeridge Health Emergency Mental Health Services** Learn more about what happens when someone presents to the Emergency Department with a mental health concern, including assessment, treatment, admission and discharge processes, and how hospital and community services can work together to support individuals in crisis. This session is a great opportunity for community service providers to ask questions, build understanding, and strengthen collaboration to better support the people we serve. • **November 12, 2026** • **Virtual via MS TEAMS** To register to attend this webinar please click here **Upcoming Presenters** • **Durham Community Health Centre (DCHC) Indigenous Health and Wellness** December 9, 2026 | **Virtual via MS TEAMS** • **Diversity, Equity and Inclusion at The Regional Municipality of Durham** January 13, 2027 | **Virtual via MS TEAMS** • **Supporting the Journey. Indigenous Navigator- Cancer Care Ontario**, February 10, 2027 | **Virtual via MS TEAMS** To register to attend the Get to Know webinars please click here **Interested in sharing your story or expertise? The Get to Know series is a great platform!** To sign up your organization as a presenter please email me at sbowie@lh.ca.
Bethesda House	**Bethesda House's Cold Plunge for Resilience** **Splash into Advocacy, Dive into awareness, and Swim for Change!** Join us for Bethesda House's Cold Plunge for Resilience 2026, an event that promises an unforgettable experience while making a significant impact on breaking the cycle of abuse. By participating, you'll help provide survivors of

Community Service Update

	gender-based violence with a safe haven, helpful resources, and essential supports they need to rebuild their lives.
	
	Event Highlights: Your involvement not only supports Bethesda House's vital work but also fosters a sense of community and solidarity. Together, we can make a difference in the lives of those we serve, offering hope and healing to survivors.
	
	• **When - November 7th 2026 11:00 am - 1:00 pm**
	• **Where - Bond Head Beach in Newcastle**
	• **What to Bring: swimming attire, yoga mat, towel, water bottle, and warm clothes (for after)!**
	• **Why Participate?**
	  • **Raise Awareness:** Be a part of a powerful movement to shine a light on gender-based violence in our community.
	  • **Unforgettable Experience:** Participants will embark on a journey that challenges their limits and symbolizes the resilience of survivors.
	  • **Symbol of Strength:** The cold plunge represents the immense inner strength required by survivors to overcome emotional and psychological challenges.
	
	Take the plunge and stand with us in this inspiring event. Your courage and commitment will help us continue our essential work and create lasting change.
	
	Tickets are $25/each but we got you covered if you are experiencing financial hardship!
	
	For more information visit Cold Plunge for Resilience 2026
	
	flyer attached

Canadian ADHD Resource Alliance	**2026 CADDRA Annual ADHD Conference** The **2026 CADDRA Annual ADHD Conference** takes place **November 7–8 at The Westin Hotel in Ottawa**, bringing together experts and professionals to explore current research and practical approaches to ADHD assessment, treatment, complex presentations, and care across the lifespan. The conference may be particularly relevant for community service providers supporting individuals with **concurrent disorders/ADHD** or providing ADHD assessment, treatment, and support services. **Pre-conference options:** November 6 • 13th Annual ADHD Research Day • ADHD Primer

Community Service Update

	Early-bird registration: Available until **October 3**. Register for the 2026 CADDRA Annual ADHD Conference
DCHC	**Indigenous Ribbon Apron Workshop** Learn how to make your own Ribbon Apron at this Indigenous Ribbon Apron Workshop! Supplies will be provided, and a light lunch will be served. • **Date:** Saturday, November 28, 2026 • **Time:** 10:00 a.m. – 2:00 p.m. • **Location:** 115 Grassmere Avenue, Oshawa Priority registration is available for First Nations, Inuit and Métis community members who have not previously had the opportunity to attend a ribbon-making apparel workshop. **Registration is required and space is limited.** Registration opens November 2, 2026. For more information or to register, contact Xavier Anderson at xanderson@durhamchc.ca. *flyer attached*
City of Pickering	**Rabies & Microchip Clinic** The Pickering Animal Services is offering a low cost rabies and microchip clinic • **Saturday, November 14, 2026** • 11:00 am to 12:00 pm (cats) *New: To reduce stress for cats, 11 am - 12 pm reserved for cats only.* • 12:00 pm to 3:00 pm (dogs and cats) • Chestnut Hill Developments Recreation Complex (O'Brien Room) 1867 Valley Farm Road • Cost: $30 per service (cash preferred) First come first served (no appointments necessary) Dogs must be on a leash and cats in carriers. Dogs that have characteristics like a Pit Bull (under the Dog Owners Liability Act) must wear a muzzle. Thank you to the Durham Region Health Department and our participating veterinary clinic Millennium City. Visit https://www.pickering.ca/property-roads-safety/animal-services/wildlife/rabies-prevention/

Community Service Update

	flyer attached

Community Service Update

Resource Sharing: Needs & Surplus	
	To support one another and make the most of limited resources, we're inviting service providers to share: • **Items you are currently in need of**, and • **Items you have in surplus** that you're willing to share with other organizations. If you'd like to participate, please send a brief list (including quantities and any conditions) and **contact name/email**. The information will be circulated to help connect needs with available resources. Together, we can stretch our dollars further and better support our communities.
Service Navigation and Database Tools	
211 | Find Help	**Social Service & Community Program Navigation and Referrals** 211 connects people to social services and community programs across Ontario. 211 is answered by real people 24/7. Service is available in 200+ languages. Free and Confidential. Text is available Monday to Friday from 7am – 9pm ET. Live chat service is available Monday to Friday from 7am – 9pm ET To search online, click here: 211 Central 211 will also advocate on behalf of a caller who is eligible but not able to access services. To update your agency and program information on 211, please go to Contact Us | 211 Central
311 | Homeless Help Line	**Durham Region Street Outreach Team** Phone: 311 - extension 5510 | 905-668-4113 extension 5510 Toll free: 1-800-372-1102 extension 5510 Email: Homelesshelp@Durham.ca
Central East Health Line	***Community Service Tool*** (Health and Social Services Information) CentralEasthealthline.ca, administered by Ontario Health atHome, is a community service tool that provides easy access to health and social services information.

Community Service Update

	Over 1700 service listings describe organizations and programs serving people who live in Scarborough North, Scarborough South, Durham West, Durham North East, Northumberland County, Haliburton County and City of Kawartha Lakes and Peterborough City and County. Users can choose to receive local information first or search the entire Central East region. Health Services for Central East - centraleasthealthline.ca
ConnexOntario	***Mental Health, Gambling and Addiction*** System Navigation and Referrals ConnexOntario is a free and confidential service offering support through phone, chat, text, and email for people in Ontario. Our team are trained professionals who listen with compassion, share information about the mental health, gambling and addictions system, and recommend or refer you to programs and services to meet your needs. How can you access Connex? Call 1-866-531-2600 Text Text "CONNEX" to 247247 (std msg & data rates may apply) Live Chat or Email Visit Their Website at https://connexontario.ca/ Download the ConnexGO mobile app (available on android and apple) ConnexGO on Google Play ConnexGO on the App Store

Call Lines

call lines are assumed to be available 24/7 unless otherwise stated

National Suicide Helpline	call or text 988
National Hope for Wellness Helpline (Indigenous Helpline)	call 1 855 242 3310
Distress Centre Durham Distress Line	call 905 430 2522 or 1 800 452 0688
Durham Mental Health Services' Crisis Access and Linkage Line	call 905 666 0483 or 1 800 742 1890
Durham Rape Crisis Centre Crisis and Support Line	call 905 668 9200

Community Service Update

National Overdose Response Service (NORS) Overdose Prevention Hotline NORS is an overdose prevention hotline for Canadians providing loving, confidential, nonjudgmental support for you, whenever and wherever you use drugs.	call or text before using substances 1 888 688 NORS (6677)
The Ontario Caregiver Organization Support Line	Call 1 833 416 2273 (CARE)
Pinewood's Addiction Support Line	9am-5pm, 7 days/week Call 905 721 4747 or 1 888 881 8878 Extension: 31208

Community Service Update

Health, Mental Health, Addiction and Harm Reduction	
Health811	Non-Emergency Health Advice 811 is a free, secure and confidential service you can call or access online 24 hours a day, seven days a week to get health advice from a registered nurse or find health services or information. This is not for medical emergencies. For medical emergencies, call 911. Call 811 or 1-866-797-0007 Start an online chat Health811 - Chat online ***Symptom Assessment Tool*** Use Health811's online assessment tool to check your symptoms! Learn more about your symptoms and get advice on next steps. This is not for medical emergencies. For medical emergencies, call 911 or visit the nearest emergency room. Health811 - Symptom assessment
Aids Committee of Durham Region **(ACDR)**	**Harm Reduction** Harm reduction is a philosophy that defines interventions, programs and policies that seek to reduce the health, social and economic harms of risk behaviour. It makes no assumptions or judgements about the moral or legal nature of risk behaviour. **Education** Providing resources and factual information that encourages fun, pleasurable and safer options around sex to protect everyone from HIV and end stigma and discrimination. **Support** Connecting people living with and affected by HIV/AIDS in Durham Region to supports, services and resources. **ACDR offers harm reduction services at the following locations and hours:** • ACDR - Monday - Friday | 10am - 5pm 115 Simcoe Street South, Oshawa

Community Service Update

- The Backdoor Mission - Tuesday - Thursday, Saturday - Sunday | 10am - 3pm
  66 Simcoe Street South, Oshawa

Harm reduction supplies are available on-site, and ACDR staff and volunteers also provide street outreach.

The services we provide:

- Safer Use Drug and Sex Kits - Our safer use kits have all the sterile supplies needed for your form of substance use and also includes our hours of operation and safety tips. (Short & Long injection kits, stem kits, bulb kits, snorting kits, condom kits, etc.)

- Naloxone & Naloxone Training (Narcan) - Naloxone is a drug used on someone who is having an opioid overdose and it helps revive them out of their overdose state. Naloxone is not a permanent solution and 911/EMS should be called when you have to administer it to someone. ACDR provides free naloxone as well as free naloxone trainings for anyone who is interested.

- Fentanyl Drug Test Kits - You can test your drugs and substances for traces of any form of fentanyl. ACDR also provides training on how to use fentanyl test kits.

- Formal and Informal Counselling - ACDR provides informal substance use counselling, crisis intervention and brief-solution based counselling

- Outreach Van - ACDR uses the outreach van to meet people where they are at in the community to provide harm reduction support and services

- Peer Support Program - ACDR's Peer program allows street-involved individuals with lived experiences to be a part of the harm reduction team by helping assemble the safer use kits and distributing them into the community

- Equipment/supply clean up - You can get different sizes of Biohazard bins (Bio bins) at all of our harm reduction locations

- If you are a business or resident in Durham region (Oshawa) and would like ACDR to come and clean up the paraphernalia on/round your property please call our office at 905-567-1445

Address: 115 Simcoe Street South, Oshawa

Community Service Update

	Telephone: 905.576.1445 Website: www.aidsdurham.com
Back Door Mission	***Mission United Clinic*** The Back Door Mission facilitates Mission United, a collaborative social service and primary health care HUB for those experiencing homelessness. This program seeks to assist those with high acuity and tri morbidity achieve long term stabilization by providing low barrier, wrap around supports with a point in time model. Through partnerships with various community agencies, we provide specialized person-centered services for our community through a singular access point. Mission United Clinic open from 10am-3pm, Monday-Friday. Please note that the clinic closes at 3pm. Attending before 2pm is best to be seen. See the healthcare team for any physical or mental health concerns. Patients are seen on a first come first serve basis. Address: 66 Simcoe Street South, Oshawa Telephone: Monday - Friday: 905-728-4664 | Saturday – Sunday: 289-979-9428 Website: www.backdoormission.ca
Brock Community Health Centre (BCHC)	The Brock Community Health Centre (BCHC) is a non-profit organization providing a range of comprehensive primary care services and health promotion programs for individuals, families and communities. **Primary Health Care Program** • Cannington ○ 64 Cameron Street East, Cannington, ○ Telephone: 705-432-3322, Ext. 1 • Beaverton Beaverton-Thorah Health Centre ○ 468 Main Street East, Beaverton ○ Telephone: 705-432-3322, Ext. 2 **Community Development and Health Promotion** ○ 720 Simcoe Street, Beaverton ○ Telephone: 705-432-3322, Ext. 3 **Diabetes Education Program** • Beaverton Thorah Health Centre

Community Service Update

	○ 468 Main Street East, Beaverton ○ Telephone : 705-432-3322, Ext. 2 **Geriatric Assessment Program** • Beaverton Thorah Health Centre ○ 468 Main Street East, Beaverton ○ Telephone : 705-432-3322, Ext. 2 **Administration** ○ 720 Simcoe Street, Beaverton ○ Telephone : 705-432-3322, Ext. 4 **Healthy Connections – Support Group for Mothers** Healthy Connections program is a supportive group for mothers who have experienced violence in relationships. This program is designed for women parenting children aged 0–6 years, offering a safe space to reflect on past and present experiences and explore their impact on parenting, wellness, and child development. • Brock Community Health Centre, 39 Cameron St W, Cannington, ON L0E 1E0 • Tuesdays, January 13 – March 10, 2026 | 1:00 PM – 2:30 PM Child minding and light refreshments provided Topics Covered: • Learning About Healthy Relationships • What Happened When We Were Kids Matters Now • Recovering From My Past • Child Development and Behaviour • Building Self-esteem • Positive Parenting—Building Self-esteem in Our Children Contact our facilitators: • Barb Westerbaan – 905-259-3271 | Barb.Westerbaan@ymcagta.org • Shannon Shearer – 289-404-8743 | Shannon.Shearer@ymcagta.org
Canadian Addiction Treatment Centres	Canadian Addiction Treatment Centres (CATC) is Canada's largest provider of recovery programs and supports for substance use disorder and addictions.

Community Service Update

	With over 80 outpatient and inpatient facilities across Canada, we offer comprehensive evidence-based care that meets people where they are in recovery, with compassion and respect. • **Change Health Care** 350 Simcoe Street, Beaverton | 705-426-2362 Tuesday and Friday | 9:00am - 1:30 pm • **Ontario Addiction Treatment Centre** 45 Bloor Street East, Unit 2, Oshawa | 905-443-0223 Monday, Tuesday, Thursday, Friday | 6:00 am – 2:00 pm Wednesday | 6:00 am – 12:00 noon Saturday 9:00 am – 12:00 noon • **Way Street Centre** 72 Baldwin St unit 106, Whitby | (905) 655-9898 Monday - Friday: 9:00 am – 4:00 pm Saturday: 10:00 am – 12:00 pm Founded in 1995 in response to an immediate need for expanded access to accessible opioid use disorder treatment in Ontario, CATC has quickly become Canada's leading community care partner supporting people experiencing substance use disorder and behavioural addictions, as well concurrent underlying mental health conditions. Today, we help thousands of people every day live their best quality of life, at any stage of recovery. Within our rapid access outpatient treatment centres, we offer a comprehensive care model designed to meet the broader health care needs of our patients. In addition to providing Methadone and Suboxone® assisted therapy, we offer harm reduction services, basic primary care, Hepatitis C and HIV Treatment, and counselling/case management. **Get Help Now**
Community Care Durham (CCD)	**Community Care Durham (CCD)** provides a broad range of community support services for **individuals aged 16 and older and their caregivers**, with a focus on supporting independence, health, well-being, and the ability to remain safely at home. **Services include:**

Community Service Update

	• Adult Day Programs • Assisted Living and Supportive Housing • Community Food Box • Exercise and Falls Prevention • Foot Care Clinics • Friendly Visiting and Telephone Reassurance • Meals on Wheels • In-home Respite and Personal Support • Transportation, including accessible transportation • **WeConnect Mental Health & Wellness**, offering support groups, social wellness groups, workshops, and self-development programs for adults 16+ **How to Access Services:** CCD's **Intake Team** is available **Monday–Friday, 8:00 a.m.–4:30 p.m.** Individuals, caregivers, family members, hospitals, and community organizations can request services by calling **1-888-255-6680** or completing the online **Request Service** form. Request Community Care Durham Services Community Care Durham – Services **Contact** **Community Care Durham (CCD)** offices are open **Monday to Friday, 8:30 a.m.–4:30 p.m.** For new service inquiries, contact the **Intake Department at 1-888-255-6680**. For other inquiries, contact the appropriate local office. **Administration Office:** 20 Sunray Street, Unit #1, Whitby, ON L1N 8Y3. **Local Offices:** • **Ajax & Pickering:** 905-837-0017 | ajaxpickering@communitycaredurham.on.ca • **Whitby & Oshawa:** 905-668-6223 | oshawa@communitycaredurham.on.ca / whitby@communitycaredurham.on.ca • **Clarington:** 905-623-2261 | clarington@communitycaredurham.on.ca • **Port Perry & Uxbridge:** 905-985-8461 / 905-852-7222 | northdurham@communitycaredurham.on.ca
Community Living Ajax-Pickering and Whitby	Community Living Ajax-Pickering and Whitby (CLAPW) provides supports that promote overall wellness and stability for individuals with developmental disabilities, including those with concurrent mental health needs.

Community Service Update

	Services include: • Medication administration and health monitoring in staffed residential settings • Support attending medical, dental, and psychiatric appointments • Health advocacy and coordination with primary care and specialists • Dual-diagnosis supports (developmental disability + mental health needs) • Behavioural support within residential and intensive treatment settings (e.g., Forest View Treatment Home) • Crisis stabilization and short-term behavioural intervention (where applicable) Supports are individualized and may include collaboration with community partners such as specialized mental health agencies and clinical services. **Head Office**: 36 Emperor Street, Ajax **Telephone:** (905) 427-3300 **Fax:** (905) 427-3310 **Email:** info@clapw.org Hours of operation: Monday to Friday – 8:30am – 4:30pm **Day Services**: 177 Dowty Rd, Ajax **Telephone:** (905) 683-6732 **Website:** https://www.cl-apw.org/site/home **Service Type:** Developmental Services Agency (Residential, Community Participation, Employment Supports) **Geographic Area Served:** Ajax, Pickering, Whitby (Durham Region) **Eligibility:** Adults (primarily 18+) with developmental disabilities; intake typically through Developmental Services Ontario (DSO)
DARS	**Dedicated Advocacy Resource Support (DARS)** embeds an evidence-based harm reduction approach across its programs and services to prioritize community health and client safety. To meet individuals where they are at, DARS integrates the distribution of essential harm reduction supplies directly within its service locations. Monday –Thursday | 8:30 am – 2:30 pm • 690 Third Concession Road **|** 905-492-9337 Wednesday | 11:00 am – 1:00 pm • 1 Esplanade, Central Library Auditorium **|** 905-492-9337

Community Service Update

	Thursday | 4:30 – 6:30 pm • 928 Liverpool Road, Peace Lutheran Church| 905-492-9337
DUO	**Do Unto Others** DUO is a grassroots, non-profit organization founded by that provides critical, low-barrier support for people experiencing homelessness, addiction, and poverty. To meet individuals where they are at, DUO integrates the distribution of essential harm reduction supplies directly within its service locations. **Oshawa** 454 Simcoe St S, | 905-213-9580 Monday – Sunday | 2:00 pm – 7:00 am **Bowmanville** 181 Liberty St S | 905-213-9580 Monday – Sunday | 8:00 pm – 8:00 am
Durham College	**Dental Hygiene and Dental Assisting programs** Our on-campus Dental Hygiene Clinic offers professional preventive oral health services for individuals aged 5 and older in a welcoming teaching environment. Services are provided by Dental Hygiene students under the close supervision of experienced registered dental hygienists and licensed dentists, ensuring high-quality care. Services include: • Dental cleanings for children and adults • Dental X-rays • Oral cancer screenings • Fluoride treatments • Mouth guards • Professional whitening • Oral health education and more. Clinic fees are designed to be affordable: • Adults: $40 • Youth (13–16): $25 • Children (12 and under): $15

Community Service Update

	• Whitening: $45 **Dental Assisting Preventive Clinic for children and youth ages 6–21** For just **$10**, patients receive preventive dental services such as oral screenings, polishing, fluoride application, oral hygiene instruction, and additional services when clinically indicated. Appointments are available Monday through Friday, including evening appointments. To book an appointment, call **905.721.3074** or visit **durhamcollege.ca/dentalclinic**. *flyers attached*
Durham Doctor House Call Service ***In-Home Primary Care***	Durham Doctor House Call Service provides doctor house calls for people who are unable to leave their homes or their family doctor isn't available. The service is free with OHIP Card. • Schedule changes daily. Call the office (daily 10am-7pm) for the current schedule. • Doctors start their house calls Mon-Fri at 4pm and Sat-Sun at 10am. • Doctors are available to see more than one person per house. • This service is for Pickering, Ajax, Whitby and Oshawa Call 905-619-6641
East Region Virtual Care Clinic	**East Region Virtual Care Clinic** The East Region Virtual Care Clinic is a Nurse Practitioner-led virtual-care clinic that works with local health-care providers to ensure patients can access more timely care. Register Online: www.virtualcareontario.ca Call: 1-888-684-1999
Good Doctors Beaverton	**Telemedicine Clinic** Open 9am-5pm Mondays, Wednesdays and Fridays, the Good Doctors Beaverton Telemedicine clinic offers non-urgent, medical services that are covered by OHIP.

Community Service Update

	Staffed with a registered practical nurse or registered nurse who meets with patients; documents their medical concerns and history; and connects them with a licensed Ontario physician via a video telemedicine platform. The nurse remains with the patient during the video consultation and assists the doctor with any necessary physical assessments. The clinic provides services by appointment only. To book an appointment at Good Doctors telemedicine, visit https://gooddoctors.as.me/beaverton or call 705-798-3439 Please ensure that the person with the appointment brings their Ontario Health Insurance Plan (OHIP) card to the appointment; There is a $70 fee if they do not bring their OHIP card or bring an expired card. Phone: 705-798-3439 Email: beaverton@gooddoctors.ca Find us on Facebook! https://www.facebook.com/gooddoctorsbeaverton
Durham Community Health Centre	DCHC provides integrated, accessible, and equitable community-based primary care, wellness services, and health education to Durham community members. Integrated Clinical & Wellness Care Services include: • Clinical Care • Mental Health • Wellness Care • Chronic Disease Management and Prevention • Health Education https://www.durhamchc.ca/ **Primary Care Mobile Clinic** Our Mobile Clinic Team, led by Nurse Practitioners, provide clinical, wellness and health education services to priority populations throughout Durham Region. The Primary Care Mobile Clinic provides services including: • Registration for ongoing primary care • Routine physicals and diagnostic requisitions • Disease prevention and health promotion screenings

Community Service Update

- Vaccinations and immunizations
- Baby and child wellness checks
- Cancer screening
- STI testing
- Mental health consultations
- Prescription refills (excluding narcotics)
- Form completion with no charge (if eligible)
- Wound care
- Referrals to specialists needed
- And much more!

To book an appointment:

- Call 905-723-0036
- Visit:https://outlook.office365.com/owa/calendar/IsmailiCentrePrimaryCare@DURHAMCHC.onmicrosoft.com/bookings/

Black Health and Wellness Clinic

DCHC's Black Health & Wellness Clinic is open and available to the community on TUESDAYs from 12-7pm at the Pickering location, 1450 Kingston Rd., Unit 17.

Providing access for Durham community members who identify as African, Caribbean, or Black (ACB) to receive primary care support and culturally affirming care.

The clinic will provide care to all ages - children, youth, adults, and seniors for the following:

- Diabetes, high blood pressure, chronic diseases
- Cold/flu symptoms
- Prescription renewals
- Women's health matters

and much more!

Call ahead to book an appointment to receive care during clinic hours: 905-420-0333 or walk ins are welcome!!

Telephone: 1 877 227 3217
Website: Durham Community Health Centre (durhamchc.ca)

Hepatitis C Team

Community Service Update

	The Hepatitis C Team Program provides viral Hepatitis C (HCV) Risk assessment, Screening Treatment, Care and Support for those living with, at risk for and those affected by HCV. We are working at eradicating viral Hepatitis by 2030 (World Hepatitis Organization, 2016). The Hepatitis C Team Program offers the services of an inter-professional team, which consists of a consulting Hepatologist, Hepatitis C Treatment Nurse, Outreach Worker, Case Manager and Program Coordinator. The members of the HCV team work collaboratively to provide seamless multidisciplinary care and treatment for priority population members with HCV. The team offers support to clients at risk of acquiring, living with, or affected by Hep C. They also offer post-treatment for Hep C, and comprehensive medical-and psycho-social support and treatment, in collaboration and consultation with the team-treating physician. **Services Provided by our Hepatitis C Team include:** • Hepatitis C Education and Awareness • Point of Care Screening and Dry Blood Spot Screening • Treatment Options • Counselling support services providing case management, advocacy and emotional support • Harm reduction supplies and Naloxone • Hep C Support and Peer Support Groups • Outreach services bridging at risk groups to clinical and community services For more information, call our free and confidential number 1-855-808-6242.
Canadian Mental Health Association Durham (CMHA)	**Nurse Practitioner Led Clinic** Whether you're seeking mental health support or medical services, our Nurse Practitioner-Led Clinic (NPLC) offers services for both your long-term and short-term wellness needs. Our NPLC allows you to be proactive about your health with prevention services like screenings, tests, and immunizations. We support you in navigating ongoing health challenges with coordinated care planning and disease management. Our clinic also delivers specialized mental health care at every step, from diagnosis to treatment. • Nurse Practitioner • Clozapine Monitoring Services • Depot Injection Services

Community Service Update

	Go to CMHA Durham's website or walk in for more information! Canadian Mental Health Association Durham
Durham Ontario Health Team	What is an Ontario Health Team (OHT)? An OHT, also known as an Integrated Care Delivery System in the People's Healthcare Act, 2019, is a group of health care providers who work together to design a system for their population and deliver care to allow for a seamless transition for patients accessing health care. The central premise is based on continuous improvement of the patient experience. The Durham Ontario Health Team (OHT) is a collaborative group of organizations, and patient, family and care partner advisors working in partnership to improve access and delivery of coordinated health services. The group is comprised of partners from across the care continuum, including primary care providers, hospitals, mental health and addiction services, social support services, home and community care support services and long-term care. Visit their website for more information https://www.doht.ca/
HART Hub Whitby	The Homelessness, Addiction, Recovery Treatment (HART) Hub Whitby (in partnership with DCHC) provides welcoming, wrap-around care for adults in Durham Region who are experiencing homelessness, housing instability, mental health challenges, and/or substance use concerns. As part of Ontario's Homelessness and Addiction Recovery Treatment (HART) initiative, the Whitby HART Hub is designed to support people who may find it difficult to access the right services when they need them most. Many individuals facing homelessness and complex health needs encounter barriers to care. The HART Hub brings essential supports together in one place to make care easier, more coordinated, and more responsive. **What We Offer** At HART Hub Whitby, clients can access integrated, person-centered services that may include: • Primary health care • Mental health and substance use supports • Harm reduction services

Community Service Update

- Case management and navigation
- Connections to housing and community resources

Our team works alongside each client to understand their unique goals and provide compassionate, low-barrier care. The HART Hub is committed to helping people improve health, build stability, and access the resources they need, without judgement and without the requirement for appointments or referrals.

HART Hub Whitby Mobile Medical Clinic

Offering safe, confidential healthcare services. If you have health concerns, see one of our nurses.

- Monday | 10-1 Ajax Hub 158 Harwood Avenue South, Ajax
- Tuesday | 9-12 Bowmanville 178 Church Street, Bowmanville
- Wednesday | 9-12 DUO Oshawa 454 Simcoe Street South, Oshawa
- Wednesday | 9-12 BIAD Biweekly Unit 24 - 850 King St. W., Oshawa
- Thursday | 12-3 DARS Pickering 928 Liverpool Road, Pickering
- Friday | 10-1 The GATE 300 Court St, Oshawa

What our nurses can do:

- Wellness and Vital Checks
- Physical Assessments
- General Wound Care
- General Foot Assessments

We provide safe, confidential healthcare services. No appointment necessary.

Who Can Access The HART Hub

HART Hub Whitby welcomes adults (18+) who are experiencing:

- Homelessness or housing instability for 6 months or longer
  and
- Multiple health challenges
  and
- Substance use concerns including individuals seeking coordinated supports to make changes to their substance use
  and
- Barriers to accessing health and social services

No referral or health card, or appointment required.

Emergency and Crisis Services

Whitby HART Hub does not provide emergency response or emergency access to shelters or crisis services. For emergencies, please call 911 immediately.

Community Service Update

	What Programs and Services are Currently Offered Through coordinated partnerships, the HART Hub provides: • System navigation and case management • Connection to low-barrier community services • Access to primary care • Mental health support and addiction referrals • Transitional shelter and housing navigation **How the HART Hub Works** The HART Hub connects individuals to coordinated care through a structured and supportive pathway: 1. Request received 2. Intake and eligibility assessment completed by System Navigator 3. Stabilization and care coordination 4. Transition to housing and ongoing supports Each client is supported by a dedicated System Navigator who coordinates services across healthcare, housing, and community partners. The HART Hub is designed to: • Reduce emergency department use • Improve housing stability • Enhance continuity of care • Support long-term health outcomes **Looking For Support?** If you, or someone you know would benefit from HART Hub services or programs, please contact us by phone or by email at: **harthub.systemnavigators@durhamchc.ca.** or call one our system navigators directly: Kristen: **289-830-6815** Linda: **905-213-7127** https://www.durhamchc.ca/hart-hub/
HART Hub Oshawa	The Homelessness and Addiction Recovery Treatment (HART) Hub Oshawa, operated in partnership with Canadian Mental Health Association Durham, provides integrated, low-barrier support for adults experiencing homelessness, housing instability, mental health challenges, and substance use concerns in Durham Region.

Community Service Update

As part of Ontario's Homelessness and Addiction Recovery Treatment (HART) initiative, HART Hub Oshawa was created to improve access to coordinated health and social services for individuals with complex needs. The Hub brings together healthcare, housing, mental health, addictions treatment, and community supports in one location to help individuals improve stability, health, and long-term well-being.

The HART Hub uses a trauma-informed, culturally responsive, and person-centered approach to care. The program works closely with community partners, municipalities, hospitals, police services, and local agencies to provide coordinated and compassionate support.

What We Offer

HART Hub Oshawa provides access to integrated services that may include:

- Primary health care
- Mental health and addictions support
- Substance use treatment and symptom management
- Medication support and monitoring
- Trauma-informed interventions
- Case management and systems navigation
- Recreation and daily living supports
- Peer support services
- Indigenous support workers
- Connections to housing, employment, and community resources
- Supportive transitional housing opportunities

Clients are supported by an interdisciplinary team that may include nurses, physicians, mental health and addictions workers, case managers, recreation staff, peer support workers, and Indigenous service providers.

Who Can Access the HART Hub

HART Hub Oshawa supports adults experiencing:

- Homelessness or housing instability
- Mental health and/or substance use concerns
- Complex health or social service needs
- Barriers to accessing healthcare, housing, or community supports

The Hub is designed to provide welcoming, low-barrier care and support for individuals who may have difficulty accessing traditional services.

Program Features

HART Hub Oshawa is designed to:

- Improve access to coordinated care
- Reduce barriers to healthcare and social services

Community Service Update

	• Support recovery and housing stability • Enhance long-term health outcomes • Provide culturally responsive and trauma-informed care • Strengthen collaboration between community partners **Transitional Support Services** HART Hub Oshawa operates from 78 Richmond Street West in Oshawa and includes up to 10 supportive beds with 24-hour staffing and support, seven days a week. **Looking for Support?** Individuals seeking support or more information about HART Hub Oshawa are encouraged to contact CMHA Durham or local community partners for assistance and referral information.
Heart and Soul Anxiety Group Support	**Free Weekly Anxiety Support Group** • **Every Wednesday evening, 6:30–8:30 p.m.** • **178 Church Street, Bowmanville** | Enter through the left side of the building connected to **St. Paul United Church**. Join us for a **free, casual weekly support group** for people experiencing anxiety, stress, depression, or related challenges and for family members who want to better understand and support someone they care about. Philosophical support where we help you also manage ADHD, OCD, Schizophrenia, Bi-Polar, BPD, Childhood trauma, PTSD, abuse and stress. Our group provides a welcoming environment where participants can: • Share experiences and receive encouragement from others who understand. • Learn practical strategies for managing anxiety and stress. • Develop greater self-awareness and self-understanding. • Explore ways to improve mood, wellness, and emotional stability. An anxiety support group brings together people who meet regularly to share their experiences, learn coping strategies, and encourage one another. Connecting with others can help reduce the isolation and shame that often accompany anxiety. Our goal is to provide tools and supportive conversation that can help people build healthier, more stable, and more productive lives. **Join our Facebook Group "Heart and Soul Anxiety Group Support", with over 40 videos to watch.**

Community Service Update

	Everyone is welcome. Come as you are. *flyer attached* *23 September 2026*
High Notes Avante – Music and Arts for Mental Wellness	**High Notes Avante** is a registered charity that uses music and artistic expression to inspire hope, reduce isolation, and build connections for people affected by mental illness. The organization offers free creative programs designed to support mental well-being, encourage self-expression, and help participants build confidence and community. **Programs include:** • **Free Music Lessons:** Ten individual lessons in piano, guitar, and select other instruments, including harp, saxophone, and clarinet. Lessons are primarily offered in person in Richmond Hill, with some online opportunities available. • **High Notes Ensemble:** An opportunity to make music and connect with others. • **Music Wellness Class:** An online group program exploring music through improvisation, singing, and discussion. • **WE ALL HAVE A STORY Workshops:** Free creative arts workshops for people aged 12 and older, offering opportunities to explore different art forms and connect with others. • **High Notes Movie Club:** A group activity offering another opportunity for connection. Programs prioritize people who have been touched by mental illness. Music lesson applicants are initially considered for ten lessons, with eligibility for additional lessons depending on individual circumstances and program availability. **How to access services:** Visit highnotesavante.ca to explore programs, eligibility, and registration details. Applications for free music lessons are available at highnotesavante.ca/free-music-lessons. **Contact:** 416-605-8915 | highnotesavante@gmail.com *13 October 2026*
H.O.P.E (Helping Other Parents Everywhere)	HOPE is an Ontario-based network of support groups for parents and guardians who are troubled by parenting-related challenges concerning their teen or young adult children.

Community Service Update

	HOPE is a registered Canadian charity run by trained volunteers who know firsthand the power of parent-to-parent peer support. Our peer support groups help parents and guardians in addressing the challenges they face with their young people, all within a non-judgemental, confidential, and supportive environment. Mental health concerns are one of the biggest issues that parents bring to HOPE. We have helped families who are supporting a young person dealing with: • Anxiety and depression • Substance misuse • Self-harm and suicidal ideation • Behavioural issues • School-related concerns (e.g. truancy, suspensions, etc.) We operate virtually throughout Ontario. With the pandemic subsiding, in 2025 we are phasing in the re-opening of our in-person groups in Ajax-Pickering, Oshawa, Toronto North, and Toronto Downtown. All our groups hold weekly meetings. Parents who attend also have access to peer-to-peer phone support between meetings and educational resources. Our groups operate year-round, and parents can join anytime, ensuring they receive timely support. https://www.hope4parents.ca
John Howard Society Durham	John Howard Society of Durham Harm Reduction Services work to create safer spaces and provide support for individuals and the community affected by substance use. Our goal is to reduce harm, protect health, and offer services that support individuals in making informed and safer choices. Through outreach programs, educational opportunities, and community partnerships, we strive to reduce risks associated with substance use and to promote safer practices for all. Our services include needle recovery programs, access to sterile injection supplies, and educational resources on safer drug use, overdose prevention, and community safety. Whether it's help for individuals or help for the community, we are here to provide support with compassion and respect. **Harm Reduction Outreach (HRO)** Our program works at reducing the public health risks associated with substance use. Our team works in high-priority areas of Durham Region, educating the community about harm reduction and distributing resources for safer drug use.

Community Service Update

	This includes outreach to provide necessary supplies and to support individuals in making safer choices regarding substance use. **Project X-Change** Project X-Change is a harm reduction program designed to support health and well-being. Our goal is to reduce the risks associated with drug use by providing access to sterile equipment and accurate, non-judgmental information. Through our services, clean, single-use supplies such as needles, alcohol swabs, Vitamin C, cookers, filters, sterile water, latex-free tourniquets, and safer smoking and snorting kits are available. We also offer condoms and safer sex supplies to help you protect sexual health. Safe disposal of used equipment is available to help prevent the spread of infections and maintain community safety. We have free Naloxone kits—available in both injectable and nasal spray forms—along with refills. Naloxone is a medication that can temporarily reverse the effects of an opioid overdose, potentially saving lives by providing critical time for emergency intervention. In addition to harm reduction supplies, we also connect to a wide range of supports, including health care services, mental health resources, housing options, and addiction treatment programs. Our team offers confidential, respectful guidance on safer drug use, overdose prevention, and safer sex practices—without judgment or pressure. Our services are anonymous, easily accessible, and available to anyone in need. We work from a harm reduction approach, which means we respect choices and focus on supporting safety and well-being. Funding is provided by the Region of Durham Health Department. Contact: 905-440-5410 **On Point Program** Our On-Point Program is dedicated to reducing the risks associated with used syringes and substance use paraphernalia in public spaces. Our team works regularly in key areas of Durham Region, safely recovering syringes and other

Community Service Update

	items to protect the community from needle-stick injuries and related exposures. In addition, the program provides meaningful employment opportunities for individuals with lived experiences of homelessness, addiction, or mental illness, while also educating the public on the safe disposal of these items. Contact Information to report substance use paraphernalia and safe disposal (parks and public spaces): email: onpoint@jhsd.ca **Locations & Hours:** Oshawa 75 Richmond Street West | 905-579-8482 Monday – Friday | 8:00 am – 4:00 pm *(closed 12:00 noon – 1:00 pm)* Email: jhsdurham@jhsd.ca Whitby 114 Dundas Street East - Suite 200 | 905-666-8847 Monday – Friday | 8:30 am – 4:30 pm *(closed 12:00 noon – 1:00 pm)* Email: jhsdurham@jhsd.ca Bowmanville 132 Church Street | 905-623-6814 Monday – Friday | 8:00 am – 4:00 pm *(closed 12:00 noon – 1:00 pm)* Email: jhsdurham@jhsd.ca
Lakeridge Health	**Central Connect (Central Intake)** Durham Mental Health Services, Pinewood Centre and Lakeridge Health Outpatient Mental Health Clinics are all part of Lakeridge Health's Mental Health and Addictions Programs. These programs have come together to have one central intake called Central Connect. Health-care providers and individuals can refer to the MHA programs: Call: 905-440-7534 (or toll-free at 1-833-392-7363). Fax: 905-440-7560. Email: CentralConnectMHA@lh.ca. Use the patient self-referral form found online Use the health care provider e-referral form found online

Community Service Update

For more information or the online referral forms, see: Mental Health and Addictions - Lakeridge Health

Durham Mental Health Services

Peer Support Groups

DMHS believes that individuals with lived experience of mental illness can vitally contribute to the recovery process for people who are experiencing mental health problems. The client/peer support relationship can promote resilience and help buffer stressors or adversity. Clients benefit from the empathy and encouragement that a person who has lived their struggles can offer. It is support "by peers for peers" – a positive, inspiring, and equal relationship that promotes health, self-acceptance, and progress towards recovery.

DHMS Peer Support Specialists can offer:

- Assistance setting recovery goals
- Life-skills training and coaching
- Psycho-educational programming
- Social networking and support
- Linkage to services

Our Peer Support Specialists also work in the community to raise awareness of mental illness and stigma, provide education, and coordinate Peer Support programming with other organizations. In this capacity.
DMHS is a proud sponsor of the consumer advocacy group V.A.S.E. – Voices Against Stigma Everywhere.

If you have any questions, please let us know at DMHSpeer@lh.ca

For new registrants contact:
Central Connect at CentralConnectMHA@lh.ca or 905-440-7534.
For existing DMHS/Lakeridge Health peer support members Contact: Peer Support at DMHSpeer@lh.ca.

Virtual Group Series

VASE (Voices Against Stigma Everywhere) is a consumer survivor initiative (peer) advocacy group who are dedicated and successful people with lived experience, aiming to create a world without stigma by sharing our stories.

Community Service Update

Operating in Durham Region for approximately 13 years, VASE runs a weekly virtual series on monthly topics of interest, offers public speakers, and more.

Virtual Group
Thursday's 6:00pm – 7:30pm

VASE invites you to join!
This series is hosted on ZOOM and is open to drop in
https://zoom.us/j/93811786238?pwd=QW95NWcyYUdrVnBTOXVLWTlLYitnUT09
Meeting ID: 938 1178 6238 Passcode: 237206

Schedule a Speaker: To schedule a speaker or for more information, contact Lynn Moulds at lmoulds@lh.ca

Become a Speaker: To be a VASE speaker you must complete the My Story, My Voice at Ontario Shores.

Once you have completed My Story, My Voice, you can contact Durham Mental Health Services Peer Support Specialist Lynn Moulds lmoulds@lh.ca for next steps on being a speaker.

Family Support Program

Offers services to the family caregivers of adults with mental health concerns. This program provides individual support sessions, psychoeducational and support groups, as well as workshops on a variety of caregiving related topics. We also have group Mindfulness Practice sessions for our clients on a monthly basis.

Our goal is to reduce stress by providing meaningful help to supporters. Education and support for family members - are powerful tools for healing and recovery.

- Support and understanding for the challenges faced by the family caregiver
- Information and education regarding mental health issues
- Signs and symptoms of mental illness
- Information on medications and treatment options
- Crisis management skills and relapse prevention information
- Help developing healthy boundaries and self-care for family members

Community Service Update

- Coping and stress management strategies to protect the well-being of the family

Services available to Family Caregivers in Durham Region 16 years of age or older referrals to Central Connect can be made to CentralConnectMHA@lh.ca or calling 905-440-7534 or 1-833-392-7363.

Indigenous Addiction and Mental Health Outreach Worker

The Indigenous Addiction and Mental Health outreach worker provides support and community service navigation to self-identified First Nation, Metis, and Inuit (FNIM) members of the community who require assistance with mental health recovery.

The Indigenous addiction and mental health outreach worker is committed to providing holistic healing, by promoting the spiritual, emotional, mental, and physical well-being of Indigenous individuals and their families by fostering traditional values and beliefs that encourage healing and mental stability.

The Indigenous outreach worker will collaborate with colleagues and community services to build and promote respect, understanding, compassion, and knowledge of FNIM cultural perspectives.

For further information, please contact Connie Spencer by calling DMHS Admin at 905-666-0831

Crisis Beds

DMHS offers short-term (3-5 day) stays in our Crisis Beds Programs in Ajax and Oshawa. These are available for individuals who are experiencing a crisis and need individualized support in a safe, supportive setting away from their present situation.

Accessing a crisis bed is available on a first come basis by calling the Crisis Access and Linkage Line (C.A.L.L) 905-666-0483 or 1-800-742-1890 on the day you are looking to access.

Calling after 11am daily provides you with the most up to date bed availability. Please remember to leave a message with a call back number if leaving a voicemail for the team to be able to connect back as soon as possible

Mobile Crisis Team

Community Service Update

The DMHS mental health mobile crisis team is available for face-to-face crisis support for anyone aged 16+ in their preferred environment and/or their supports.

Follow up crisis support, community linkages and referrals are also available. To schedule a visit with our mobile crisis team, please call our Crisis Access and Linkage Line (C.A.L.L) 905-666-0483 or 1-800-742-1890 on the day you are hoping to meet with the team.
Calling in the morning provides you with the most open availability as visits are scheduled on a first come basis.

Mobile Crisis Visits can be requested between Monday-Friday from 7am-7pm

Please remember to leave a message with a call back number if leaving a voicemail for the team to be able to connect back as soon as possible.

Child Youth and Family Program

The Child, Youth and Family Program (CYFP) provides services for children and adolescents, aged 5 to 18, who are struggling with serious mental health issues. We offer crisis intervention, an inpatient unit and outpatient services.

For more information on the Child Youth & Family Program please contact our main office at 905-576-8711 ext. 34345.

Adult Mental Health

The Adult Mental Health program at Lakeridge Health provides support for adults 18 and over who are struggling with serious mental health issues. Through a variety of programs and services, we focus on you and your journey. We offer crisis intervention, an inpatient unit and outpatient services at our Lakeridge Health Oshawa site and many community locations.

Bridging Clinic

The Lakeridge Health Bridging Clinic is designed to provide continuous, short-term support to individuals who have received mental health and addiction care in the Emergency Department and are experiencing a gap in follow-up services. The clinic aims to facilitate community reintegration, support recovery, and prevent relapse. Low-barrier, drop-in model offering in-person care for up to three months; comprised of an Interprofessional team.

Community Service Update

Eligibility criteria:

- Referred from the Emergency Department
- Residents of Durham Region
- 5 years old and up
- Experiencing mental health and/or addiction concerns
- Interpretation services as needed

Hospital to Home (H2H)

The Hospital to Home (H2H) program supports patients transitioning safely from hospital to home by coordinating discharge planning and connecting them with community-based health and social services.

Working in partnership with hospital teams, Ontario Health atHome, primary care, and community agencies, the program helps ensure patients receive the supports they need following discharge, reducing avoidable hospital readmissions and improving continuity of care.

For mental health and addictions, Hospital to Home staff also assist with connections to community mental health, addiction, housing, and other recovery-oriented services to support successful community reintegration.

Seniors Program

Seniors Program provides holistic, wrap-around supports to adults **55 years and older** living in designated Durham Region non-profit, municipal, and local housing sites. Using a multidisciplinary team approach, the program helps seniors maintain their independence, improve their health and well-being, and remain safely in their own homes for as long as possible.

Programs and Services
Services are provided by **Community Mental Health Workers (CMHWs), Registered Practical Nurses (RPNs), Personal Support Workers (PSWs), and a**

Recreation Therapist (RT) and may include:

- Intensive case management and care coordination
- Mental health and addictions counselling and support
- Medication management and health teaching
- Personal care and activities of daily living
- Light housekeeping, laundry, meal preparation, and shopping
- Crisis intervention, safety planning, and wellness checks

Community Service Update

- Recreation and social engagement
- Housing support, eviction prevention, and hoarding referrals
- Assistance with finances, benefits, applications, and system navigation
- Referrals to community services, transportation, Long-Term Care, and other health supports
- Caregiver support and end-of-life planning

Eligibility
Services are available to **adults aged 55 and older** living in designated Durham Region housing sites who are experiencing one or more of the following:

- Mental health and/or substance use concerns
- Social isolation
- Difficulty managing activities of daily living
- Need for caregiver support or relief
- Physical health, housing, or wellness challenges

The program works collaboratively with clients and community partners to provide the right support at the right time, promoting recovery, independence, and aging safely at home.

Pinewood Centre

Pinewood Centre of Lakeridge Health provides a variety of services to help people with alcohol, drug, concurrent mental health and gambling related concerns. Our wide range of treatment services includes residential withdrawal management services, residential treatment services, structured community based individual and group services, and walk-in and telephone support.

Direct Phone Number - Residential Withdrawal Management (Detox Beds) – 905-440-7568

Pinewood Community Outreach Scheduled Locations

- Mondays | 9am – 12pm
  Ajax HUB 158 Harwood Ave. S., Ajax with HART Hub Whitby

- Tuesdays | 9am – 12pm
  178 Church Street, Bowmanville with HART Hub Whitby

- Tuesdays | 1pm - 2:30pm
  DUO Oshawa, 454 Simcoe Street North with HART Hub Whitby

Community Service Update

- Wednesdays | 8:30am – 4:30pm
  Residential Withdrawal Management Services, 300 Centre Street South, Oshawa

- Thursdays | 9am - 1pm
  The Mission, 66 Simcoe Street South, Oshawa

- Fridays | 8:30am – 9:30am
  Residential Withdrawal Management Services, 300 Centre Street South, Oshawa

- Fridays|10am – 12pm
  The GATE, 300 Court Street, with HART Hub Whitby

Pinewood Addiction Psychotherapy Program

A structured psychotherapy program for Pinewood Centre's Community Treatment clients who have been identified to need additional clinical intervention, beyond the core Community Treatment programming, to meet their substance use and/or problem gambling, gaming and technology goals (PGGT). This program offers a continuity of care and reduce barriers to clients who are excluded from psychotherapy and other therapeutic programming because of active substance use.

All clients referred to the program are invited to participate in an assessment to better understand psychotherapy goals and support treatment planning and model of care: the program offers both Acceptance and Commitment Therapy (ACT) and Cognitive Processing Therapy (CPT) for the treatment of Post-Traumatic Stress Disorder (PTSD).

Clients can access up to 12 individual psychotherapy sessions (group therapy services currently in development and can be a component of a client's treatment plan).

Program Goals

- Increase Successful Outcomes
- Reduce Admission Length
- Reduce future re-admission to the CT program

Inclusion criteria

- Client is able and willing to participate in insight-oriented therapy

Community Service Update

- Client has demonstrated ability to regularly attend programming
- The main treatment goal of the client is focused on substance use or GGT, or how other areas are impacting the person's substance use or GGT
- Not better served by another program – either internal to LH or a community resource (ex. EPI, Eating Disorders, CDDT, OSPP etc)
- Client has completed core addictions counselling program (or has been engaged in CT service for at least 3 months)

Referrals into the program

- Internal referral from Community Treatment only at this time

Therapeutic Models Offered

Acceptance and Commitment Therapy (ACT)
Acceptance and Commitment Therapy (ACT) focuses on helping individuals accept their thoughts and feelings, commit to actions aligned with their values, and build psychological flexibility. The goal is not to eliminate distressing thoughts or emotions but to help people develop a different relationship with them so that these experiences don't control their behavior.
ACT incorporates elements of mindfulness, acceptance, and behavior change, and is based on six core processes:

1. **Cognitive Defusion**: Learning to detach from thoughts and see them as just thoughts, rather than truths or commands.
2. **Acceptance**: Allowing painful thoughts and emotions to exist without trying to change or avoid them, which reduces their power over time.
3. **Present Moment Awareness**: Being mindful of the present rather than getting lost in past memories or future worries.
4. **Self-as-Context**: The ability to observe one's thoughts and feelings from a broader perspective, helping people see themselves as more than just their experiences.
5. **Values Clarification**: Identifying what is truly important to a person in life (their values), which can guide behavior and decision-making.
6. **Committed Action**: Taking steps toward living in line with one's values, even in the presence of difficult thoughts or emotions.

Cognitive Processing Therapy (CPT) for Trauma
Recognizing the concurrent nature of substance use and trauma, and the barriers faced by our clients who are actively using substances to access trauma treatment, the program will also be offering CPT for trauma to clients who meet specific criteria (defined by the CPT model).

Community Service Update

Cognitive Processing Therapy (CPT) is a type of cognitive-behavioral therapy (CBT) that is specifically designed to treat individuals with post-traumatic stress disorder (PTSD). It helps people understand and change the way they think about a traumatic event and its impact on their thoughts, feelings, and behaviors.

CPT focuses on identifying and challenging distorted thoughts or beliefs related to the trauma, such as feelings of guilt, shame, or fear. The therapy aims to help individuals process the trauma in a healthier way, reducing the emotional distress that comes with it.

Under the umbrella of these treatment models, the program will offer both individual and group services to meet the diverse needs of CT clients.

Pinewood Psychotherapy Program Team

Jacqueline Koeslag jkoeslag@lh.ca
Salomi Williams swilliams@lh.ca
Adam Agueci aagueci@lh.ca
Miranda McCormack mimccormack@lh.ca
Stephanie Venneri svenneri@lh.ca
Stacey Leger sleger@lh.ca
Sarah Mogg smogg@lh.ca
Julie-Anne Nayler (Manager) janayler@lh.ca

updated 31 October 2025

Rapid Access Addiction Medicine Clinic (RAAM)

The Rapid Access Addiction Medicine (RAAM) clinic provides quick access to quality care for individuals with alcohol and opioid addictions and can also support those on prescription opioids seeking information or withdrawal management help. The experienced RAAM team understands the challenges in seeking assistance and offers medical treatment and counseling services without needing a doctor's referral.

The Virtual RAAM is open Monday to Friday from 9:00 a.m. to 11:00 a.m. No appointment is necessary. Through this online portal, an Addictions Counsellor will assess a client's needs and goals and coordinate a service plan. This may include referrals to counselling and withdrawal management programs or in-

Community Service Update

	person appointments. The Virtual RAAM complements the traditional, in-person clinic at Pinewood Centre. **Redpath Addiction Treatment Program** **Rooted in culture, connection, and wellness**, Redpath Addiction Treatment offers a safe space for Indigenous community members to explore their healing journey. This 20-session program focuses on self-discovery, building connection, and creating lasting wellness. • **Beginning September 28, 2026: Mondays & Fridays |** 12:30–2:30 p.m. • **Location:** 300 Centre St., Oshawa • **Facilitated by:** Connie Spencer **To register:** Contact Connie Spencer at **289-385-6927** or **cspencer@lh.ca**, or speak with your counsellor. *16 September 2026*
National Overdose Response Service (NORS)	24/7 Peer Led Overdose Prevention Hotline NORS is a peer-run, peer-led, overdose prevention hotline that individuals can call or text from anywhere in Canada before using substances. Confidential support is available 24 hours a day, 7 days a week, 365 days a year. For more information: https://www.nors.ca/about
Ontario Health atHome	Ontario Health atHome coordinates in-home and community-based care for thousands of patients across the province every day. We assess patient care needs, and deliver in-home and community-based services to support your health and well-being. We also provide access and referrals to other community services, and manage Ontario's long-term care home placement process. We collaborate with primary care providers, hospitals, Ontario Health Teams and many other health system partners to support high-quality, integrated care planning and delivery. Home and Community Care Support Services (ontariohealthathome.ca)

Community Service Update

Ontario Shores Centre for Mental Health Sciences	**Ontario Structured Psychotherapy Program** Ontario Shores Centre for Mental Health Sciences is responsible for coordinating all referrals into the OSP program and will help direct you to services that best meet your needs. These services may be offered in person, by telephone, or virtually, and may be offered out of a community service organization, such as a community mental health agency or a family doctor's office. To participate in the program, you can sign up for the program yourself, or you can have a referral submitted by a psychiatrist, primary care provider (family doctor, nurse practitioner) or other health care professional. To begin the referral process, you will first need to complete the referral form on Ontario Shores' website. You will then be contacted by someone from Ontario Shores to get you started. If you have any questions, please contact: Ontario Shores at 1-877-767-9642 or email them at: CentralizedReferral@ontarioshores.ca
Pharmacies providing harm reduction supplies	**Parkwood Pharmacy** 117 Simcoe Street North, Oshawa | 905-728-1668 **Scotts Drug Mart** 1000 Simcoe Street North, Oshawa | 905-576-7000 **Walter's Pharmacy** 140 Simcoe Street South, Oshawa | 905-240-1616
Region of Durham	**Family Services Durham (FSD) Counselling** Family Services Durham is pleased to share that we have recently expanded our professional counselling and psychotherapy services. Support is available for a wide range of mild to moderate mental health challenges, including anxiety, depression, relationship difficulties, emotion management, past or current abuse, stress and life transitions.

Community Service Update

	Services are provided by social workers registered with the Ontario College of Social Workers and Social Service Workers (OCSWSSW) and psychotherapists registered with the College of Registered Psychotherapists of Ontario (CRPO). Sessions are offered in-person in various locations across Durham Region, as well as by phone or video. Daytime and evening appointments are available. Fees for FSD counselling services are based on a sliding scale according to household income. **Recipients of Ontario Works or Ontario Disability Support Program benefits are *not* charged a fee.** **Accessing services** Those who wish to request counselling can fill out FSD's online Counselling Request Form or call 311 or 1-888-721-0622 (Monday to Friday, 9 a.m. to 5 p.m.). When the request is received, FSD staff will contact the individual to schedule a telephone intake. Upon completion of the intake, the client will be offered service via the appropriate pathway based on the needs and concerns shared. **Here and Now Counselling** Here and Now Counselling (HNC) is a "one at a time" counselling service that provides individuals 12 years and older with timely access to mental health support when and as it is needed. Clients can access up to two sessions per month. Each session focuses on one issue at a time, offering practical strategies, support and referrals to other services when indicated. **Multi-Session Counselling** FSD continues to offer Multi-Session Counselling (MSC) to couples and families; MSC may be offered to those seeking individual counselling based on the needs shared during the Intake or during an HNC session. Up to eight sessions are available through MSC. Goals, session frequency, total number of sessions and treatment modalities are determined by the client and therapist. **Men's Counselling Link** Family Services Durham is now providing counselling and mental health support through the Men's Counselling Link (MCL). This is a province-wide initiative to improve access to mental health supports for male-identifying individuals aged 16 and older.

Community Service Update

	MCL was developed in response to ongoing high rates of intimate partner violence (IPV) across the province, coupled with significant and long-standing gaps in men's mental health services and a lack of IPV prevention and early-intervention services. Men often face unique challenges and stigma when seeking help, and cultural expectations around masculinity, fear of judgment, and limited awareness of supportive services all contribute to lower rates of help-seeking. Men in Durham Region can request MCL service at FSD by calling 211. **There is no cost to the client.** **Wellness Workshops** FSD offers psychoeducational Wellness Workshops on a range of mental health and wellness topics. Pre-registration is required, and the fee is $20 (those who receive Ontario Works or Ontario Disability Support Program benefits are not charged a fee). For information about upcoming workshops, see FSD's Counselling webpage. To register for a workshop, email FSD_Intake@durham.ca or call 311 or 1-888-721-0622. You can access more information about our services at: Counselling - Region of Durham **Durham Region Opioid Heat Map Update** An updated **Durham Region Opioid Heat Map** is now available, providing a visual representation of **2025 suspected opioid overdose paramedic calls across Durham Region**. The map can help community partners understand geographic patterns in suspected opioid overdose responses. View the 2025 Suspected Opioid Overdose Calls Heat Map Durham Region Opioid Information System
Redemption House of Recovery (RHOR)	At Redemption House of Recovery, we support men and women experiencing homelessness who are seeking treatment for substance use and addiction. Our organization is designed to walk alongside participants, providing a safe and supportive space as they begin their recovery journey.

Community Service Update

	We believe that a peer support approach leads to the best outcomes. As such, our live-in pre-treatment facilities are staffed 24/7 by individuals with lived experience in addiction who are currently in recovery. The program offers a safe environment where participants receive structured programming based on proven recovery principles, helping to prepare them for the demands of licensed treatment programs. Additional supports include access to physical health outlets such as local gym visits, and the constant availability of peer support from individuals who truly understand the recovery process. We also offer a transitional housing program for individuals in the post-treatment phase. This program provides a stable and supportive environment for participants to reintegrate into the community while maintaining sobriety. Each participant works closely with a Redemption House staff member to achieve everyday living goals, supporting successful reintegration and the pursuit of affordable, long-term housing. Application for residence: www.redemptionhouse.ca/our-program Website: www.redemptionhouse.ca
Renascent	**Addiction Treatment & Recovery** Renascent Treatment Centre is a not-for-profit addiction treatment provider offering evidence-informed, abstinence-based services for individuals experiencing alcohol and substance use disorders. With more than 50 years of experience, Renascent provides comprehensive treatment that combines 12-step facilitation with clinical, medical, and therapeutic approaches to support long-term recovery. **Programs and Services** **Residential (Inpatient) Treatment** – Gender-specific live-in treatment programs in a home-like setting, including assessment, individual and group counselling, relapse prevention, and medical support. Publicly funded and fee-for-service options are available. **Virtual Intensive Treatment Program** At Renascent, we help change lives by providing high-quality addiction treatment and mental health support. Using the latest, secure virtual technologies, clients can access Renascent's government-funded Virtual Intensive Treatment Program from anywhere. Our evidence based program is trauma-informed and concurrent capable for those with co-existing mental health conditions.

Community Service Update

Program features:
- Six weeks of intensive treatment from Monday to Friday
- Daily Group counselling sessions with expert clinicians and therapists
- Weekly therapeutic assessments
- Daily recovery-based assignments
- Daily 12-step meetings and access to other peer support programs
- Extensive post-treatment planning
- Six months of follow-up Continuing Care
- Alumni Care to support long-term recovery

For an immediate referral, call our Client Care and Access Centre at 1-866-232-1212 or email **info@renascent.ca**

Continuing Care (Aftercare)
Ongoing virtual counselling and recovery support following completion of intensive treatment to promote sustained recovery.

Family Programs – Education, counselling, and support for spouses, parents, children, and other family members affected by a loved one's substance use.

Alumni Program – Lifetime recovery support through peer meetings, workshops, social events, mentorship, and community connections.

Corporate Care – Addiction consultation, treatment planning, and return-to-work support for employers, employees, healthcare professionals, and insurers.

Who Can Access Services

Services are available to adults seeking treatment for alcohol or drug addiction. Individuals may self-refer by contacting Renascent directly for a free, confidential assessment to determine the most appropriate level of care. Publicly funded and fee-for-service treatment options are available, and financial assistance may be available through the Renascent Foundation for eligible clients.

Referral Information

Self-referrals accepted
Free confidential consultation and intake
24/7 Telephone: 1-866-232-1212
Website: Renascent Addiction Treatment & Recovery
www.renascent.ca

Renascent Paul J. Sullivan Centre

Community Service Update

	• 90 Colston Avenue, Brooklin, ON L1M 1C1 | 905-655-5651 • This is an inpatient treatment house for people who identify as male, located about an hour away from downtown Toronto. **Renascent Graham Munro Centre** • 356 Dundas Street West, Toronto, ON M5T 1G5 | 416-847-6441 • This is our residential treatment house for people who identify as female, located in downtown Toronto. **Renascent Lillian & Don Wright Family Health Centre** • 38 Isabella Street, Toronto, ON M4Y 1N1 | 1-866-232-1212 • This centre is the location of Renascent's head office and our Essential Family Care Programs. **Renascent Madison Avenue Centre** • 54 Madison Avenue, Toronto, ON M5R 2S4 | 416-847-6443 • For people who identify as male, we have two homes for inpatient treatment. This one is located in the Annex neighbourhood in Toronto.
Self-Management Program – Central East	**Support for People with Health Conditions** The Self-Management Program Central East offers free self-management workshops to empower people to take charge of their health, while living with health conditions like diabetes, heart disease, arthritis, lung disease, and other chronic health issues. These workshops are free and available on the phone, online or in person. Self-Management Program Central East - What is Self-Management? **Support for Caregivers** Self-Management Program Central East - Support for Caregivers offers workshops to help support caregivers. **Training for Health Care Professionals** Health care professionals understand the importance of encouraging patients to make healthy lifestyle choices, however, to support lifestyle and behaviour change, additional training regarding specific self-management support interventions can be helpful. The Self-Management Program Central East offers a variety of Self-Management Training for health care professionals. Training courses are free but do require pre-registration.

Community Service Update

	All training and workshops are: • Focused on developing communication skills to motivate patients to make health behaviour changes • Evidence-based, interactive with opportunities to practice skills in a supportive learning environment • Funded through the Ministry of Health Introductory training workshops include Choices and Changes: Motivating Healthy Behaviours, Brief Action Planning, The Empathy Effect: Countering Bias to Improve Health Outcomes, Treating Patients with C.A.R.E., Informed Decision-Making Overview, Health Literacy and Foundations of Motivational Interviewing. Ongoing training opportunities include Motivational Interviewing workshops, Webinars, Facilitator Training Courses, and Customized Self-Management Training.
TAMI Coalition	The TAMI (Talking About Mental Illness) Coalition is a group of community partners with a shared mission and purpose. Our purpose is to bring together community agencies, schools, youth, people with mental illness and other community members to develop and deliver awareness programs for intermediate level elementary school students, and secondary school students in Durham Region. This program was originally created by the Mood Disorders Association of Ontario, the Centre for Addiction and Mental Health and the Canadian Mental Health Association. In 2002, a local TAMI coalition was formed in Durham Region, and since then, it has been working on addressing the issues associated with stigma and mental illness. TAMI's mission is to increase the knowledge of, and decrease the stigma associated with mental illness. TAMI's goals include: • eliminating or reducing the stigma associated with mental illness • providing teachers with the appropriate support and materials to implement an in-class awareness program

Community Service Update

	• providing students and teachers with the appropriate support and materials to develop school wide, student driven awareness programs • providing an opportunity for students to learn from people who have experienced mental illness firsthand • helping students to understand where and how they can access help for themselves and their peers Becoming a Speaker As the demand for in-class presentations continues to increase, we are on the look-out for engaging speakers with lived experience to share their story of recovery and hope with students and community members. Our speakers need to be committed to empowering youth to 'stomp out' the stigma associated with mental illness and seeking help. TAMI Speakers complete an application and in-depth training process. We review each application and provide ongoing support to speakers during the training process and as they continue as active Speakers. If you are interested in becoming a TAMI Speaker, please complete the form below Becoming a Speaker - TAMI Durham at https://tamidurham.ca/speakers/becoming-a-speaker
VHA: Home HealthCare	**Extreme Cleaning and Hoarding Support – Durham Region** VHA Home HealthCare's RCC (Responsive Community Care) Programs provide specialized support for individuals living in environments impacted by severe clutter, hoarding behaviours, unsanitary conditions, and extreme cleaning needs. Our goal is to help clients safely maintain or regain access to their homes while supporting health, well-being, and community living. **Service Overview** VHA Home HealthCare (VHA) is a not-for-profit organization that provides in-home support services to people of all ages. In Durham Region, VHA offers programs focused on helping individuals remain safely housed, especially those at risk due to the condition of their home. **Key Services** VHA provides practical, in-home support to improve safety, health, and housing stability, including: • Comprehensive assessment of environmental and safety concerns • Hoarding intervention and decluttering support

Community Service Update

- Extreme cleaning surfaces and appliances in many living spaces
- Harm reduction and client-centered care planning
- Collaboration with healthcare providers, community agencies, landlords, and family members
- Education, coaching, and resource navigation to support long-term independence

VHA uses a **harm reduction approach**, meaning clients are supported to make gradual, realistic changes that align with their goals.

Key Notes for Service Providers

- Services are **in-home and client-centered**
- Focus is on **housing stabilization and safety**
- VHA staff are experienced in working with **complex situations**, including hoarding and extreme

Programs in Durham Region

1. Safer Spaces: Hoarding Support

This program helps individuals who are experiencing hoarding behaviours to remain safely housed.

Services include:

- In-home sorting and organizing support
- Goal setting based on client priorities
- Skill-building to manage belongings and maintain safer living conditions

2. Restored Home: Extreme Cleaning

This program supports individuals whose housing is at risk due to unsafe or unhealthy living conditions.

Services include:

- Removal of clutter and unwanted items
- Deep cleaning of the home
- Preparation for pest control or other treatments
- Support to improve overall home safety and health

How to Access Services

Referral Process For VHA: Referrals are completed online on VHA's website at Restored Home: Extreme Cleaning - VHA Home HealthCare.

Visit Responsive Community Care - VHA Home HealthCare for direct access to our online referral portal!

Community Service Update

	Eligibility Criteria Clients must: • Be 18 years of age or older • Meet low-income criteria • Be at risk of housing loss (Extreme Cleaning program) or experiencing hoarding challenges (Hoarding Support program) • Be willing to participate and make changes • Be willing to part with some belongings • Provide consent for services **Cost** Services are **free for eligible clients**, funded by the Region of Durham. **Contact** **VHA Social Worker** 416-489-2500 (select 2-2-2) Additional information: • Hoarding Support: www.vha.ca/services/hoarding-support • Extreme Cleaning: www.vha.ca/services/extreme-cleaning Website: www.vha.ca/contact/durham/ *10 June 2026*
Housing and Homeless Supports	
By-Name List Community Access Points	If you are facing homelessness you can be connected through the following Community Access Points in order to complete a vulnerability assessment and be added to the Durham Region By-Name List: • BGC Durham • Community Development Council Durham (CDCD) • Christian Faith Outreach Centre (CFOC) – Ajax Hub • Community Living Durham North • Cornerstone Community Association • Dedicated Advocacy Resource Support (DARS) • Durham Community Health Centre • Durham Youth Services • John Howard Society Durham • Mental Health Outreach Program (MHOP) • Muslim Welfare Centre

Community Service Update

	• North House • Oshawa Mission United Hub • Primary Care Outreach Program (PCOP) • Redemption House of Recovery (RHOR) • Region of Durham Outreach Team • The Denise House • The Nourish & Develop Foundation (TNDF) • The Refuge • 1635 Dundas
Town of Ajax	**Shower Program & Hygiene Hubs (For Unsheltered Residents)** The Town of Ajax and the Region of Durham offer free drop-in shower access for at-risk individuals at designated locations: • Ajax Community Centre: 75 Centennial Rd. (Fridays, 3:00 p.m. – 4:00 p.m.). • Ajax Memorial Pool: 55 Harwood Ave. S. (Mondays and Wednesdays, 4:15 p.m. – 4:45 p.m.). • Audley Recreation Centre: 1955 Audley Rd. N. (Tuesdays, 3:00 p.m. – 4:00 p.m.). • McLean Community Centre: 95 Magill Dr. (Mondays and Fridays, 3:00 p.m. – 4:00 p.m.). **Ajax Public Library** The Ajax Public Library helps support people who are experiencing homelessness, housing instability, poverty, or social isolation. The library offers: • **Access to washrooms:** Public washrooms are available during library hours, which is an important resource for people who may not have consistent access elsewhere. • **Free internet and computers:** These can be used to look for housing, apply for jobs, access benefits, and stay in touch with family or support workers. • **A safe and welcoming space:** People can stay in the library during open hours without needing to buy anything. There is seating, washrooms, and heating or air conditioning. • **Information and referrals:** Staff can help connect people to community services, housing supports, and financial assistance.

Community Service Update

	• **Support from partner agencies:** Outreach workers from a variety of providers visit the library and provide free, confidential help, including:
	  ○ Crisis counselling
	  ○ Safety planning
	  ○ Help finding housing
	  ○ Referrals to other services
	  ○ Help applying for Ontario Works and ODSP
	  ○ Budgeting support
	  ○ Help with family law issues
	
	Main Branch | 55 Harwood Ave. S. | Phone: 905-683-4000 ext. 8840 | Fax: 905-683-6944
	Monday – Friday | 9:00 a.m. to 9:00 p.m.
	Saturday – Sunday |: 9:00 a.m. to 5:00 p.m.
	
	Audley Branch | 1955 Audley Rd. N. | Phone: 905-683-4000 ext. 8899
	Monday – Friday | 9:00 a.m. to 9:00 p.m.
	Saturday – Sunday | 9:00 a.m. to 5:00 p.m.
	
	McLean Branch & Makerspace | 95 Magill Dr. | Phone: 905-683-4000 ext. 7550
	Monday – Friday | 9:00 a.m. to 9:00 p.m.
	Saturday – Sunday | 9:00 a.m. to 5:00 p.m.

Back Door Mission	***Mission United HUB*** The Back Door Mission facilitates Mission United, a collaborative social service and primary health care HUB for those experiencing homelessness. This program seeks to assist those with high acuity and tri morbidity achieve long term stabilization by providing low barrier, wrap around supports with a point in time model. Through partnerships with various community agencies, we provide specialized person-centered services for our community through a singular access point. **Discover free community programs at Back Door Mission** designed to support healing, connection, and personal growth. From social groups to wellness-focused groups, there's something for everyone. All programs are welcoming and held on-site at Back Door Mission. **Living Well Series:** Looking to build confidence, life skills, and emotional wellness? Join Jeff for our Living Well Series, featuring two powerful group workshops designed to support your personal growth.

Community Service Update

	Good Vibes Group – Tuesdays, 1:30–3:00 PM Learn tools to manage emotions and negative thoughts, explore healing from hardship, and build a more balanced mindset. **Games Club – Tuesdays, 2:30 – 4:00 PM** Looking for a fun way to spend your afternoon? Join Kenydee for Games Club, a laid-back social group where laughter, friendly competition, and connection take center stage. • Play classic board games • Meet new people • Enjoy a relaxed, welcoming vibe Whether you're a strategy master or just in it for fun, there's a seat at the table for you. **Foundations of Recovery–Wednesdays, 1:30–3:00 PM** Looking for healing, growth, or a fresh start? Join Jeff to explore meaningful topics like: • Healthy thinking & emotional wellness • Mindfulness & balance • Acceptance & self-forgiveness Whether you're navigating addiction recovery or healing from life's challenges, this group offers a safe, supportive space to learn and grow together. Let's build a recovery lifestyle rooted in compassion, clarity, and connection. **Craft & Chat – Thursdays 1:30 – 3:00 PM** Looking for a cozy space to unwind, get creative, and connect with others? Join us for Craft & Chat, a relaxed group where conversation flows and creativity shines. Make something with your hands **Housing Readiness Group – Thursdays, 1:30 – 3:00 PM** Discover practical strategies for getting housed and living independently. Topics include tenant rights, budgeting, time management, and accessing community resources. **Sound Healing – Thursdays, 3:00 – 4:00 PM** Join Anne for a calming, restorative group sound healing session. Sound healing is an ancient wellness practice that uses vibrations from instruments like chimes, gongs, and singing bowls to help relax the body and soothe the mind. These sessions — often called sound baths — may support: • Anxiety & stress relief • Improved cognition and memory • Better sleep and digestion • Emotional and spiritual well-being

Community Service Update

	Each session is a unique experience. You'll sit or lie down on a yoga mat or meditation carpet, and Anne will guide you through a peaceful journey of sound. Eye masks, cushions, and blankets are available to help you get cozy. **Men's Group– Fridays, 1:30–3:00 PM** Join Terry for a welcoming, supportive space where men come together to share, grow, and connect. This group is all about: • Deep listening and honest conversation • Respecting different perspectives • Navigating challenges with empathy and openness Whether you're facing personal struggles or simply looking to build stronger connections, this group offers a place to be heard, understood, and supported. • Address: 66 Simcoe Street South, Oshawa • Telephone: 905-728-4664 • www.backdoormission.caCommunity Programs • Contact info@backdoormission.ca to learn more *Flyer attached*
Bethesda House	Bethesda House is committed to supporting women, their children, and their pets who are impacted by gender-based violence, including intimate partner violence, human trafficking, sexual assault, elder abuse, family violence, and more. 24 Hour Support & Crisis Line: 905-623-6050 or toll free at 1-800-338-3397 Website: www.bethesdahouse.ca
Blue Door	Blue Door is a leader in preventing and ending homelessness. Founded in 1982 and the largest emergency housing provider in York Region, Blue Door is a registered charity that offers more than 10 innovative and collaborative housing, employment, and health programs aimed at addressing the root causes of homelessness. Blue Door is the operator of our newest transitional housing program in Durham Region, Beaverton Heights! Learn more about Blue Door at their website www.bluedoor.ca. ***Beaverton Heights*** Beaverton Transitional Supportive Housing is a 47-unit modular housing development providing accommodation and access to wraparound services.

Community Service Update

	Transitional supportive housing helps residents physically and mentally, providing the life skills necessary to successfully transition into permanent housing.
Municipality of Clarington	**Free Shower Program** Offering a safe and welcoming space for anyone who needs access to a shower. Clean clothing, towels, soap, snacks, and referrals to other supports will be available as needed. • **Garnet B. Rickard Recreation Complex (Pad B):** Partners with Durham Region to offer a safe, welcoming space for showers, clean clothing, towels, soap, and snacks.
	Clarington Library, Museums & Archives (CLMA) Clarington Public Library, Museums and Archives is an important community resource for residents experiencing housing instability, poverty, social isolation, or other challenges. Key supports include: • **A safe and welcoming public space** where individuals can spend time during operating hours without needing to purchase anything. Library branches provide seating, washrooms, climate-controlled environments, and a place to connect with others. • **Free access to computers, Wi-Fi, and technology**, allowing people to search for housing, apply for jobs, access government services and benefits, communicate with support workers, and complete online applications. • **Information and referrals to community services.** Library staff help connect patrons with local resources, including housing supports, food programs, mental health services, newcomer services, and other community agencies. • **Partnerships with community organizations.** The library regularly hosts community groups, service providers, and information sessions that help residents access support and navigate available resources. • **Programs that reduce social isolation and build community connection.** Free programs, workshops, and community events provide opportunities for residents to learn, connect, and engage in community life regardless of income or housing status. • **Access to government and community information.** For individuals without reliable internet access or a fixed address, libraries can be an

Community Service Update

	essential point of access for forms, applications, and information about available supports. **Bowmanville Library**, 163 Church Street | Phone: 905-623-7322 Monday – Thursday | 9:30am - 8:00pm Friday | 9:30am - 6:00pm Saturday | 9:30am - 5:00pm Sunday |12:30pm - 5:00pm **Courtice Library,** 2950 Courtice Road, Phone: 905-404-0707 Monday – Thursday | 10:00am - 8:00pm Friday | 10:00am - 6:00pm Saturday | 10:00am - 5:00pm Sunday | 12:30pm - 5:00pm **Newcastle Library,** 150 King Ave E. | Phone: 905-987-4844 Monday – Thursday | 10:00am - 8:00pm Friday | 10:00am - 6:00pm Saturday | 10:00am - 5:00pm Sunday | 12:30pm - 5:00pm **Orono Library,** 127 Church Street **|** Phone: 905-983-5507 Monday & Wednesday | 3:00pm - 7:30pm Tuesday, Thursday, Friday, Saturday | 10:00am - 2:30pm Sunday Closed
CFOC - Doors of Compassion	**Shelter Program** CFOC - DOC Shelter Intake: 365-885-3173 (8 AM–11 PM) DOC currently operates three accessible and low-barrier emergency shelters in Ajax and Whitby, with 95 beds for unsheltered people 18 and older. Each shelter provides housing-focused support, helping clients achieve their goals of exiting homelessness. • **Ajax Shelter:** 158 Harwood Ave S, Ajax, ON • **Ajax Shelter:** 27 Station St, Ajax, ON • **Whitby Shelter:** 1635 Dundas St E, Whitby, ON **1635 Dundas St E Shelter — Whitby operates under a first-come, first-served intake model**.

Community Service Update

1635 Dundas operates as an emergency shelter without personal care supports on-site. Intake includes a thorough assessment to ensure the shelter can meet each person's needs. People accessing the shelter should be able to independently manage their own daily living activities, including eating, personal hygiene, and moving around the shelter.

Contact information:
Shelter intake is open daily from 9:00 AM to 9:00 PM across all CFOC-DOC sites. Intake can be contacted by calling 365-885-3173 or by email at docintake@cfoc.ca.

https://www.cfoc.ca/doc

Services available at CFOC - DOC Shelters:

- Housing Success Team program
- Peer Support Program
- By-Name List and Coordinated Access — Community Access Points at CFOC - DOC shelters

Referral contacts:

- CFOC - DOC Shelter Intake: 365-885-3173 (8 AM–11 PM)
- Durham Region Outreach: 289-830-2089 | HomelessHelp@durham.ca (24 hours)
- Primary Care Outreach: 289-979-9428 (Mon–Sun, 8 AM–6 PM)
- Mental Health Outreach: 289-927-1979 (Mon–Fri, 8 AM–4 PM)
- Durham Employment and Newcomer Centre: 905-420-3008 (Mon–Fri, 8:30 AM–4:30 PM)

Update 28 October 2026

Compassion Community Presentations

CFOC–Doors of Compassion is now offering *free*, tailored presentations for community groups, agencies, workplaces, schools, and faith organizations. These sessions explore the realities of homelessness in Durham Region, current challenges, our programs and impact, and how we can work together to create change.

Booking is simple through our online form:
https://forms.gle/hgt4yy7nXn1rtPzS9

Roll-Out The Rack

Community Service Update

	Roll-Out The Rack is a market-style clothing bank designed to restore dignity and choice to Ajax HUB patrons allowing individuals to browse and select clothing and accessories that reflect their own style and needs. By offering choice, we empower patrons to take control over the small things that can make a big difference—reigniting confidence, restoring hope, and supporting self-worth. More than just clothing, Roll-Out The Rack creates opportunities for staff to connect meaningfully with patrons, opening up conversations around personal value, self-image, and healing. It's a compassionate, human-centered approach to care—one that reminds every person they are seen, valued, and deserving of respect. **We need your support.** To keep the racks stocked and meaningful, we're seeking donations of gently used or new clothing, shoes, and accessories for all genders and sizes. Every item you give helps someone feel seen and supported. **Donations can be dropped off at the Ajax HUB.** To schedule a donation, please call 905-619-1918. Thank you for helping us roll out compassion—one outfit at a time. Telephone : 905.619.1918 Website: https://www.cfoc.ca/theajaxhub
Community Development Council Durham (CDCD)	CDCD works to identify regional community development needs and inform relevant policy and programming while supporting and delivering effective services. CDCD offers assistance with housing, utility bills, and eviction prevention. Support is available if you are experiencing homelessness and seeking housing. Additionally, you can access resources if you are facing eviction, concerned about potential eviction, or struggling with overdue utility or rent payments. Services and programs include • Low-Income Energy Assistance Program (LEAP) • Ontario Electricity Support Program (OESP) • Outreach • Landlord Engagement and Support • Opening Doors in Durham Region Telephone: 905 686 2661 https://www.cdcd.org

Community Service Update

Community Living Ajax-Pickering and Whitby	Community Living Ajax-Pickering and Whitby (CLAPW) provides supports that promote overall wellness and stability for individuals with developmental disabilities, including those with concurrent mental health needs.
	
	CL-APW provides **permanent supportive housing and limited transitional-style treatment housing**, focused on developmental disability supports.
	
	Services include:
	• **Residential Group Living**
	  ○ 24-hour staffed group homes (Durham Region)
	  ○ Structured living environments for adults requiring ongoing support
	  ○ Support with daily living, safety, and community integration
	• **Supported Independent Living (SIL)**
	  ○ Support for individuals living independently or semi-independently
	  ○ Time-limited or ongoing support based on assessed need
	  ○ Skill development for independent living (budgeting, meals, routines)
	  ○ Small-scale supported settings (including limited-bed SIL models)
	• **Specialized Residential Treatment (Forest View)**
	  ○ Short-term residential treatment for individuals with:
	  ○ Dual diagnosis
	  ○ Complex behavioural needs
	  ○ Multidisciplinary assessment and stabilization
	  ○ Transition planning back to community or residential placements
	
	Supports are individualized and may include collaboration with community partners such as specialized mental health agencies and clinical services.
	
	Head Office: 36 Emperor Street, Ajax
	Telephone: (905) 427-3300
	Fax: (905) 427-3310
	Email: info@clapw.org
	Hours of operation: Monday to Friday – 8:30am – 4:30pm
	
	Day Services: 177 Dowty Rd, Ajax
	Telephone: (905) 683-6732

Community Service Update

	Website: https://www.cl-apw.org/site/home **Service Type:** Developmental Services Agency (Residential, Community Participation, Employment Supports) **Geographic Area Served:** Ajax, Pickering, Whitby (Durham Region) **Eligibility:** Adults (primarily 18+) with developmental disabilities; intake typically through Developmental Services Ontario (DSO)
Community Living Durham North	Community Living Durham North (CLDN) offers quality services and supports built on choice and advocacy, while fostering the community's capacity to value all members. **Housing and Homelessness Support Program** The Housing and Homelessness Support Program: Housing with Related Supports is a program with a focus on assisting people who are homeless or at risk of becoming homeless to find and/or maintain their housing throughout Uxbridge, Scugog, and Brock townships. We work with individuals and families to ensure safe and sustainable housing support to those in need. • Refer to agency partners to develop a support network that reduces the risk of future homelessness. • Provide advocacy with landlords or the Landlord Tenant Board • Locate and secure affordable housing • Support individuals to access government funded programs • Emergency assistance by providing food and gas cards • Provide a harm reduction program • Operates a winter warming initiative that offers financial supports for winter shelter, food and supplies • Explore and apply for subsidized housing benefits • Informal counseling for clients in financial or housing crisis • Provide access to stability funds for rent arrears, utility arrears and last month's rent • Connect individuals to shelters • Develop working relationships with landlords and many agencies and facilitate open communication to lead to success

Community Service Update

Cornerstone	Cornerstone offers individualized support services, food, shelter and transitional housing to men 16+, women and families throughout Durham region. **Emergency Shelter Programs** The Shelter Program on Simcoe Street provides 24-hour emergency shelter to men aged 16 years and above who are currently homeless. While residing in the shelter, guests are provided with all their basic needs including: a bed and linens, 3 meals a day plus an evening snack, hygiene supplies, laundry services, housing and transportation assistance. **Emergency Shelter And Support For Families** Households requiring temporary/emergency accommodation may be referred to the emergency shelter and support program for families. Eligibility for this program includes: • Single fathers with dependent children without a "dwelling place" and who cannot be accommodated by area hostel/shelter operators • Couples with dependent children and/or Expecting couples • Two person households/couples who are living together and who cannot be separated due to health or other extenuating circumstances • Single person household with extraordinary medical circumstances, whose confirmed medical condition would place the individual or other hostel residents at risk if referred to a shared living environment (i.e. confirmed contagious health condition) **Emergency Shelter And Support For Seniors** Seniors over the age of 55 without a "dwelling place" with extenuating medical needs that cannot be accommodated within a communal setting. This program provides temporary/emergency accommodations to seniors. **Community Residential Facility** Cornerstone's Community Residential Facility (CRF) has 20 beds for male federal offenders post-incarceration. It offers 24-hour supervision and general counseling, providing rehabilitative care and tailored programming to aid reintegration into the community. Guided by a CRF Coordinator and Senior Case Worker, the facility aims to help residents transition back into their home communities.

Community Service Update

Transitional Housing

Transitional Housing is a residential program providing an alternative to traditional living, aimed at helping residents gain autonomy in a safe, recovery-oriented environment. It offers general rehabilitative support with 24-hour on-site staff and lasts for one year.

Phone: 905-433-0254, ext. 3440 or ext. 3490, and after business hours call 905-433-0254 ext. 2280 or 2380.

Community Outreach Program

The Community Outreach Program supports individuals transitioning from homelessness to stable housing. Located at 121 Simcoe St. South, it offers voluntary long-term case management, advocacy, and referrals. Case managers assist clients with self-determined goals, host bi-weekly workshops on chosen topics, and organize monthly social events.

Community Kitchen Program

The Community Kitchen program teaches essential food-related life skills, including shopping, budgeting, cooking, and menu planning. Participants meet weekly in small groups to practice these skills, covering topics like the Canada Food Guide, budget-friendly meals, and safe food handling. This hands-on approach builds confidence and knowledge that extends beyond the program. Additionally, the program fosters socialization, helping individuals who have experienced homelessness connect with others and combat isolation through shared meal preparation, ultimately enhancing community and potentially aiding employment in the food industry.

Housing Help Workshop

Mondays | 2:00 – 3:00 pm
121 Simcoe Street South
Contact: Ray Cameron – 289-404-0178

SMART Recovery

Tuesdays | 2:00 – 3:00 pm
121 Simcoe Street South
Contact: Ray Cameron – 289-404-0178

Community Service Update

DARS (Dedicated Advocacy Resource Support)	DARS is a grassroots organization helping those residing in West Durham who are experiencing housing, income and food insecurity by providing community outreach: • meals • clothing and other necessities as available • pantry • housing worker on-site; Ontario Works (OW) worker on-site • harm reduction supplies • community visits • transitional housing • pet friendly **Support & Outreach Showers** The City of Pickering partners with DARS (Dedicated Advocacy Resource Support) to provide unsheltered and vulnerable residents with access to arena dressing room showers. This program typically runs on **Wednesdays from 1:00 pm to 3:00 pm**, where staff also provide towels and hygiene kits. Telephone: 289-314-2261 Visit the DARS Facebook page to learn more. Facebook page: www.facebook.com/DarsGiftsFromTheHeart/
Region of Durham	**Housing and Homeless Help** Durham Region is home to more than 650,000 residents. The Regional Municipality of Durham works with various partners on new approaches and innovative solutions to encourage the creation of affordable housing in Durham Region. • At Home in Durham, the Durham Region Housing Plan 2014-2024, reinforces the Region's commitment to ending homelessness in Durham; and ensuring affordable rent and greater housing choice for everyone. • Durham Access to Social Housing (DASH) runs the wait list for rent-geared-to-income (RGI) and modified units in Durham Region. • Ontario Non-Profit Housing Association (ONPHA) does annual surveys to learn how many households are waiting for rent-geared-to-income (RGI) housing in Ontario. **Affordable Housing Rent Program**

Community Service Update

The DAHR Program is a new program that partners with landlords to provide affordable housing units in the community. These partnerships provide increased availability of affordable housing in Durham. The Region of Durham will bridge the affordability gap between market rent set by the landlord and a more affordable rent for tenants.

This is not a rent-geared-to-income program.

Location of units being offered:

- 80 Bond Street East, Oshawa – Hydro & Water Excluded, Parking & Storage Excluded, Mandatory Internet Charge
- 100 Bond Street East, Oshawa – Hydro & Water Included, Parking & Storage Excluded

Key Features:

Available Units:

- 10 one-bedroom units
- 10 two-bedroom units

Eligibility:

- Must meet Durham Affordable Housing Rent Program income eligibility requirements below
- Must be a resident of Durham Region

Affordability Support:

- This is not a Rent Geared to Income program
- The Region of Durham only provides the difference between market rent and the affordable rent paid by tenants

Limited Availability:

- Units are offered on a first-come, first-served basis
- Priority is based on the order of registration submission
- Only eligible registrants will be notified

Bedroom size	Affordable monthly rent	Minimum net household income per year	Maximum net household income limit per year

Community Service Update

One-bedroom	$1309	$45,000	$64,000
Two-bedroom	$1357	$45,000	$67,000

Register at:
https://forms.office.com/Pages/ResponsePage.aspx?id=wsnXUknVtkGbH52hmNw_FoZH2atqvcFKhFs9rRWioCJUM1NRRlNDRkM4QlgySkxVMTc3UkFNRjJaRy4u

Contact 311 for questions

updated 22 July 2026

Housing Stability Program

The **Housing Stability Program (HSP)** provides one-time financial assistance to eligible Durham Region residents who are experiencing a temporary financial crisis and need help maintaining or securing stable housing.

Assistance May Include

- Rental arrears
- Utility arrears
- Last month's rent
- Moving costs to more affordable housing

Eligibility

Applicants must:

- Be a Durham Region resident for at least **3 months**
- Meet the program's low-income eligibility requirements
- Demonstrate they are unable to cover housing-related costs due to unforeseen circumstances

Assistance is generally available **once every three years** for each type of eligible benefit and is subject to funding availability.

How to Apply

Applications can be completed online or by contacting the **Housing Stability Program** at **905-666-6239 ext. 3474**. Supporting documentation and proof of income, residency, and expenses are required. Service providers may assist clients with completing the application.

Community Service Update

updated 29 July 2026

Renter's Toolkit – Region of Durham

The **Renter's Toolkit** is a free online resource developed by the Region of Durham to help individuals successfully find, secure, and maintain rental housing. The toolkit provides practical information, worksheets, videos, and links to community resources for every stage of the rental process—from preparing for a housing search to preventing eviction and planning a move.

Resources Include

- Preparing for a housing search (budgeting, identification, references, and housing planning)
- Tips for finding and comparing rental housing
- Guidance on working with landlords and understanding tenant rights and responsibilities
- Information on leases, tenant insurance, and move-in planning
- Resources for preventing eviction, resolving tenancy issues, and maintaining housing
- Information on roommates, shared accommodations, and notice requirements
- Links to housing outreach services, eviction prevention supports, affordable housing programs, and the Housing Stability Program (HSP)

Who Can Access

The toolkit is available to **anyone looking for rental housing or seeking information to maintain their tenancy in Durham Region**, including tenants, prospective renters, service providers, and landlords. It is designed as a self-help resource and includes referrals to housing workers for individuals requiring additional support.

Visit Renter's Toolkit | Region of Durham to learn more.

updated 29 July 2026

Durham Region Street Outreach Team

The goal of housing-focused street outreach is to help people accept offers of help with housing while meeting basic needs to ensure people can move from unsheltered homelessness to housing. Operating 24 hours a day, 7 days a week.

Phone: 311 ext 5510 or
905-668-4113 ext 5510 or toll free: 1-800-372-1102 ext 5510

Community Service Update

	For general housing inquiries and for those who are precariously housed or facing eviction, email: Homelesshelp@Durham.ca or you can call 905-666-6239 or 1 888-721-0622 extension 5510. **Primary Care Outreach Program (PCOP)** The Primary Care Outreach Program (PCOP) provides outreach services year-round to vulnerable populations in Durham Region. The PCOP is a partnership between Durham's Health and Social Services departments and consists of an advanced care paramedic and social worker. The advanced care paramedic provides physical assessments, vital signs, wound care and blood sugar monitoring, while the social worker provides assessment and service navigation. Together, they coordinate referrals to community supports. Available seven days a week from 8:00 am to 6:00 pm. Phone: 289-979-9428 Email: RMD.PCOP@durham.ca **Mental Health Outreach Program (MHOP)** Outreach counselling/psychotherapy across Durham, MHOP consists of two Social Workers who provide outreach mental health and addiction assessment and counselling, and service navigation. Available Monday to Friday from 8:00 am to 4:00 pm. Phone: 289- 927-1979 Email: RMD.MHOP@durham.ca
Durham Region Non-Profit Housing Corporation	**Community Support Pilot Program** The mission of Durham Region Non-Profit Housing Corporation (DRNPCH) is to help meet the housing needs of the Region's diverse population through the provision of a practical, well-maintained and affordable housing portfolio integrated within the community. The Corporation assists with related services to support residents in their housing. Are you a service provider looking for more information or a copy of the calendar for a specific location? Contact the DRNPHC Manager of Housing and Tenant Services, Katie Sansom katherine.sansom@durham-housing.com Telephone: 905-668-9200

Community Service Update

	Website: www.durham-housing.com
Durham Youth Services	**Joanne's House Emergency Shelter** Since 2008 Durham Youth Service (DYS) has operated Joanne's House to provide safe shelter for youth experiencing homelessness **Community members/partners looking to secure a bed for a youth in need should encourage the youth to call. We will need to speak directly to the young person before confirming bed availability.** Telephone**:** 905-239-9477 or email contact@durhamyouth.com. And, while we remain Durham's only youth-focused emergency shelter, today we offer so much more! • Housing Support • Shelter Diversion • Family Reconnect • Community Outreach • Mental Health Supports • Emergency Shelter • Transitional Housing • Housing First For Youth • Fresh Start Kits We are dedicated to preventing youth homelessness and providing rapid rehousing and housing stabilization support. Our goal is to help youth find lasting solutions to their housing crises, as everyone deserves a safe and stable home. Contact Information: Call (905) 239-9477 or email contact@durhamyouth.com. **Host Home Program *Coming Soon*** DYS is looking for compassionate community members to become Host Home Providers for youth aged 16-24 who are at risk of homelessness. • Share your home for 12 months • Help youth build life skills and independence • Receive training, support, and a monthly stipend This isn't charity – it's community in action! Be part of the solution. *(Flyer attached)* Contact Leah Wall 289-387-1373 **Durham Youth Services Nightstop Program**

Community Service Update

This community-driven initiative provides a compassionate and safe alternative to shelters for young people experiencing housing instability. Our program aims to protect youth from the risks associated with street involvement and offers a welcoming, non-institutional space through community engagement.

Program Goals:

- Engage the Community: Encourage individuals to become hosts for youth in crisis.
- Safe Environment: Provide a non-institutional, welcoming space.
- Wrap-Around Support: Assist youth in reconnecting with family or moving towards independent living.
- Accessibility: Connect youth with essential services.
- Positive Mentorship: Offer guidance from trusted adult role models.
- Basic Needs: Supply essentials like food, clothing, and hygiene products.
- Through personalized case management, we help youth navigate their crises, rebuild relationships, and access long-term housing and support.

Who Can Refer?
We welcome referrals from high schools, social services, police, community partners, and youth themselves.

Kinnect Program at Durham Youth Services

Are you a youth aged 16-24 or know someone who is? If reconnecting with estranged family members or building meaningful relationships is on your mind, our Family Search Advocate (FSA) is here to help!

The Kinnect Program is dedicated to supporting youth at risk of or experiencing homelessness, including those aging out of care. We offer a range of personalized services to help you find and reconnect with family, and build a supportive network.

🔍 What We Offer:

- Personalized Support: Tailored assistance in searching for and reconnecting with family.
- DNA Testing & Search Tools: Explore and confirm family connections.
- Counselling & Therapy Referrals: Get the support you need.
- Advocacy & Support: Guidance in early communication with new family contacts.
- Strengthening Ties: Enhance connections with family, natural supports, and the community.

Community Service Update

	Our Goals: • Reduce Isolation: Foster a sense of belonging. • Boost Confidence: Enhance self-esteem and build meaningful relationships. • Promote Safety: Increase boundary awareness and protective factors. • Encourage Stability: Support long-term, stable relationships and potential permanency. This program is voluntary, cost-free, and tailored to your needs. Let's work together to rebuild family ties and empower youth on their journey to adulthood. Looking for support through the Kinnect Program? Referrals can be made directly to our Family Search Advocate! **Who can refer?** High schools, community partners, social service agencies, police services & even youth self-referrals! Have questions? Contact our Lead Family Search Advocate, Kelly Jackson, at (289) 387-3715 or via email at **kelly.jackson@durhamyouth.com**. Contact Information: Call (905) 239-9477 or email contact@durhamyouth.com.
The Gap Committee ***Nothing about us without us.***	The Gap Committee builds community by bringing together the expertise of people with lived experience of homelessness, service providers, and other caring partners. Together as equal partners we work to fill the gaps in services and find shared solutions to prevent and end homelessness in Durham Region. Join us for our monthly GAP Committee meetings the first Monday of the month. www.gapcommittee.ca
ICONIC	ICONIC (Integrated Community Outreach Network in Clarington) is a vital collaborative effort in Clarington, Ontario, uniting local groups to support people experiencing homelessness, addiction, and poverty, providing essential services like warm meals, clothing, and safe shelter, particularly through its Winter Warming Centre, and building stronger community networks to address complex needs. They partner with the Municipality, the Region of Durham, and local organizations like the Gathering Place to offer resources, host educational

Community Service Update

	events (like film screenings on homelessness), and foster understanding and compassion for vulnerable resident *Clarington Library Museums & Archives (CLMA) :* **Bowmanville Library 163 Church St**, *nonperishable food cupboard stocked by Feed the Need, free computers, Wi-Fi, climate controlled space, washrooms.* ***9:30-8pm M-Th, Fri 9: 30-6pm, Sat 9:30-5, Sun 12:30-5pm,***
John Howard Society Durham	The John Howard Society of Durham is a not-for-profit organization dedicated to just, humane, and effective responses to crime. For over 90 years, we've supported individuals and communities affected by the justice system through more than 80 prevention, intervention, and reintegration programs. • Oshawa (Main Office), 75 Richmond St. West, Oshawa, On L1G 1E3 t: 905-579-8482 | Email: jhsd@jhsd.ca • Whitby Office, #200-114 Dundas St. East, Whitby, ON L1N 2H7 t: 905-666-8847 • Clarington Office, 132 Church Street, Bowmanville, ON L1C 1T5 t: 905-623-6814 • The Loft (Youth Centre), 1595 Prestonvale Road, Courtice, ON L1E 2P1 t: 905-623-6814 ext. 452 • Newcastle Youth Centre, 1780 Rudell Rd, Newcastle, ON L1B 1G8 t: 905-623-6814 ext. 454 Our services include: • Counselling • Employment • Extrajudicial Measures (EJM) • Housing Services • On Point Program • Ontario Electricity Support Program • Record Suspensions • Women's Drop-In • Youth in Transition (YIT) • Youth Residence Programs For more information visit their website https://johnhoward.on.ca/durham/us/
Lakeridge Health	**Durham Mental Health Services Residential Program**

Community Service Update

	Durham Mental Health Services Residential Programs provide supportive housing for adults (16+) living with serious and persistent mental illness who require varying levels of support to live successfully in the community. Programs are designed to promote recovery, independence, and life skills while offering safe, affordable housing in a supportive environment. **Programs and Services** DMHS offers a continuum of supportive housing options based on individual needs: • **High Support Housing** – 24-hour staffed supportive housing with intensive assistance for daily living, problem-solving, coping skills, and accessing community services. • **Medium Support Housing** – 24-hour staffed housing that promotes greater independence through shared household responsibilities and skill development. • **Minimal Support Housing** – Independent supportive housing with scheduled on-site support, life skills assistance, and after-hours crisis support. • **Rent Supplement Program** – Financial assistance and housing support to help individuals secure and maintain safe, affordable housing in the community. **Eligibility** Applicants must: • Be **16 years of age or older**. • Have a serious, long-standing mental illness. • Be willing and able to live cooperatively with others. • Require supportive housing services to live successfully in the community. The program is not intended for individuals whose primary diagnosis is a significant cognitive/intellectual impairment or who require ongoing medical care. **Referrals** Referrals are accepted through Durham Mental Health Services intake and other healthcare or community service providers. Eligibility is determined through an assessment of housing and support needs.
Muslim Welfare Canada (MWC)	**MWC Emergency Shelter** MCW Homes helps women of all backgrounds and their children make the transition from experiencing homelessness and marginalization to safety and peace. We offer shelter, food, support and more for women. Phone: 905-665-0424

Community Service Update

	MWC Transitional Housing MWC Residences is located in Whitby, Ontario and is open to lodging for women of all backgrounds facing homelessness, offering shelter for up to three years. Each room is fully equipped with modern amenities. Residents benefit from three daily meals, comprehensive support services like mental health counseling, and life skills training. Phone: 905 668-3860 or Toll Free: 1-866-666-1115 https://mwcanada.org/
Niijkiwendidaa Anishnaabekwewag Services Circle (NASC)	**Indigenous Housing Support Program** NASC offers healing support to Indigenous Peoples in all life stages. Beginning with the healthy development of infants and children, youth who are experiencing the Canadian child welfare system, and through to adulthood. NASC also supports those experiencing housing troubles, homelessness, and provides counselling services through the Indigenous Housing Support Program. For more information visit the website http://www.niijki.com/
North House	**North House** provides a range of services designed to prevent homelessness, support housing stability, and help individuals and families access basic needs and community resources across **north Durham**. Services include housing assistance, homelessness prevention, harm reduction, financial supports, tenant support, and practical resources. North House provides services in **Brock, Uxbridge and Scugog**. • Address: 2 Elgin Park Dr. Unit B, Uxbridge • **Brock:** 705-432-8654 **Uxbridge/Scugog:** 289-640-1929 • Website: https://northhouse.ca/ **Programs and services include:** • **Accessing Affordable Housing:** Assistance locating available rental units, completing rental applications and standard leases, and connecting with housing providers. • **Harm Reduction:** Access to harm reduction supplies and education to support safer use and healthier living.

Community Service Update

	• **Housing First Program:** A recovery-oriented approach that supports people experiencing homelessness in moving into independent, permanent housing. • **Housing Stability Program:** Support for low-income households who are at risk of homelessness or currently homeless, including assistance to secure housing or prevent eviction. • **ID Replacement:** Assistance navigating the process of replacing lost or stolen identification, including help with replacement costs where applicable. • **Income Tax:** Appointment-based assistance completing current and previous years' income tax returns. • **Landlord & Tenant Board Support:** Assistance with tenancy concerns and navigating forms and processes related to the Landlord and Tenant Board. • **Low-Income Energy Assistance:** Support for individuals behind on electricity or gas bills who may be at risk of disconnection through the LEAP program. • **Market Pantry:** A free grocery store-style choice-based food pantry designed to provide clients and their families with access to healthy, nutritious food in an environment that promotes dignity and choice. • **North Toy Box:** Toys and gifts for low-income families in north Durham, including birthday gifts. • **Ontario Electricity Support Program (OESP):** North House is an authorized agency assisting eligible individuals with the OESP. • **RentSmart:** Education and skills development to build knowledge and confidence to find and maintain housing. • **Shower, Laundry and Kitchen:** Access to shower, laundry, and kitchen facilities for individuals and families who do not have access to these basic amenities. • **Landlord Engagement:** The Opening Doors in Durham Region benefit program supports landlords through signing bonuses and risk-mitigation funds to help cover eligible repair costs. *23 September 2026*
City of Oshawa	**Oshawa Public Libraries** Oshawa Public Libraries has developed partnerships and programs that help connect community members with housing, social, and community supports while maintaining a welcoming environment for all patrons. Like all public spaces, library users are expected to follow the Library Use Guidelines to ensure the library remains safe, respectful, and accessible for everyone. Key supports include:

Community Service Update

- Free access to computers, Wi-Fi, printing, and technology, enabling people to search for housing, apply for jobs, access benefits, communicate with support workers, and complete government forms.
- Community and social service outreach through partnerships with local agencies that provide access to support workers and community resources. These partnerships have included housing support, income assistance navigation, mental health and social service referrals, and assistance accessing community programs.
- Social Worker in the Library initiatives that bring social service expertise into library settings, helping patrons connect with housing, income, health, and community supports.
- Community resource navigation, with library staff assisting patrons in locating information about shelters, food programs, housing resources, crisis services, and other community supports.
- Inclusive programming and community-building opportunities that reduce social isolation and foster a sense of belonging, particularly for people who may be marginalized or experiencing housing instability.
- A safe and welcoming indoor space where people can spend time without needing to make a purchase. The library provides seating, washrooms, climate-controlled space, and opportunities for social connection.

Delpark Homes Centre Branch, 1661 Harmony Road N. | (905) 579-6111 ext. 5800
Monday – Friday | 9:30AM - 8:00PM
Saturday – Sunday | 9:30AM - 5:00PM

Jess Hann Branch, 199 Wentworth Street W. | (905) 579-6111 ext. 5861
Monday | 9:30AM - 5:00PM
Tuesday – Wednesday | 9:30AM - 8:00PM
Thursday – Saturday | 9:30AM - 5:00PM
Sunday | Closed

John Aker Northview Branch Phone, 250 Beatrice Street E. | (905) 579-6111 ext. 5871
Monday – Thursday | 9:30AM - 8:00PM
Friday – Saturday | 9:30AM - 5:00PM
Sunday | 12:00PM - 5:00PM

Community Service Update

	MCLAUGHLIN BRANCH, 65 Debwewin Miikan (formerly Bagot Street) | Phone: (905) 579-6111 ext. 5200 Monday | 9:30AM - 5:00PM Tuesday – Thursday | 9:30AM - 8:00PM Friday – Saturday | 9:30AM - 5:00PM Sunday | Closed

City of Pickering	**Support & Outreach Showers**
	
	The City partners with DARS (Dedicated Advocacy Resource Support) to provide unsheltered and vulnerable residents with access to arena dressing room showers. This program typically runs on **Wednesdays from 1:00 pm to 3:00 pm**, where staff also provide towels and hygiene kits.
	
	Pickering Public Library
	
	The Pickering Public Library helps support people who are experiencing homelessness, housing instability, poverty, or social isolation.
	
	The library offers:
	• Access to washrooms: Public washrooms are available during library hours, which is an important service for people who may not have regular access elsewhere.
	• Free internet and computers: These can be used to look for housing, apply for jobs, access benefits, complete online forms, and stay in touch with family or support workers.
	• A safe and welcoming space: People can stay in the library during open hours without needing to buy anything. There is seating, washrooms, and heating or air conditioning.
	• Information and referrals: Staff can help connect people to housing supports, financial assistance, food programs, counselling, children's services, and other community resources.
	• On-site outreach support: At the Central Branch, service providers are able to help with
	  ○ Housing support
	  ○ Financial assistance
	  ○ Food security resources
	  ○ Counselling referrals
	  ○ Children's services
	  ○ Replacing government-issued ID
	  ○ Completing online government applications

Community Service Update

	○ Connecting to community agencies ○ Partner programs (e.g., DARS): Community partners provide additional supports, including: ○ A safe and inclusive space ○ Social connection opportunities ○ Warm meals and pantry items ○ Clothing ○ Access to showers ○ Help with housing and income applications • Programs and activities: These help reduce isolation and give people opportunities to connect with others and community services. **Central Library** One the Esplanade | 905-831-6265 Monday – Friday |9:30AM - 9:00PM Saturday | 9:30AM - 5:00PM Sunday | 12:00PM - 5:00PM **Claremont Library** 4941 Old Brock Road Monday – Friday | 10:00AM - 8:00PM Saturday | 10:00AM - 5:00PM Sunday | CLOSED **George Ashe Library** 470 Kingston Road Monday – Friday | 9:30AM - 9:00PM Saturday | 9:30AM - 5:00PM Sunday | 12:00PM - 5:00PM **Greenwood Heritage Library & Dorsay Community and Heritage Centre** 2365 Sixth Concession Road | 905.420.4660 Monday – Friday | 9:00AM - 9:00PM Saturday – Sunday | 9:00AM - 5:00 PM
The Refuge	At The Refuge you will find access to food, housing help, laundry facilities, and fun activities. Our services are for youth aged 16-26. We hope that you will find a non-judgemental, warm and caring place. Check out some of the ways below that we can help you. • Housing Help • Housing First for Youth • Meals • 2nd Chance Drop In • Wellness • Kaleidoscope Art • Wilderness Rocks

Community Service Update

	○ Breakfast (Monday – Friday) ○ Lunch Monday – Friday ○ Dinner Friday during Family Night • Rec Room • Family Night **Address:** 357 Simcoe Street South, Oshawa, ON L1H 4J2 **Telephone:** 905-404-2420 www.refugeoutreach.com/for-youth/
The Salvation Army	**TSA HOPE** TSA Hope provides practical supports for individuals experiencing housing instability and homelessness in Ajax, Pickering, and Uxbridge. Through its Client Advocacy program, staff assist individuals in accessing housing referrals and connecting with local housing services and supports throughout Durham Region. In partnership with the Town of Ajax, TSA Hope also administers a Lockers Program that offers secure storage for personal belongings, important documents, mail delivery, and cell phone charging for individuals who have not secured permanent housing. The program operates 12 lockers located on municipal property across from the TSA Hope building. Monday – Thursday | 10am – 12pm and 1pm – 3pm *(closed for lunch between 12noon – 1pm)* 35 Kings Crescent, Ajax, ON | Phone: 905-427-7123 Community Services Coordinator, James Dark at 905-427-7123 or email: james.dark@salvationarmy.ca
Town of Whitby	**Whitby Public Library** The Whitby Public Library helps people who are experiencing homelessness, housing instability, poverty, or social isolation. The library offers: • **Access to washrooms:** Public washrooms are available during library hours, which is an important service for people who may not have regular access elsewhere. • **Free internet and computers:** These can be used to look for housing, apply for jobs, access benefits, complete forms, and stay in touch with support workers and family.

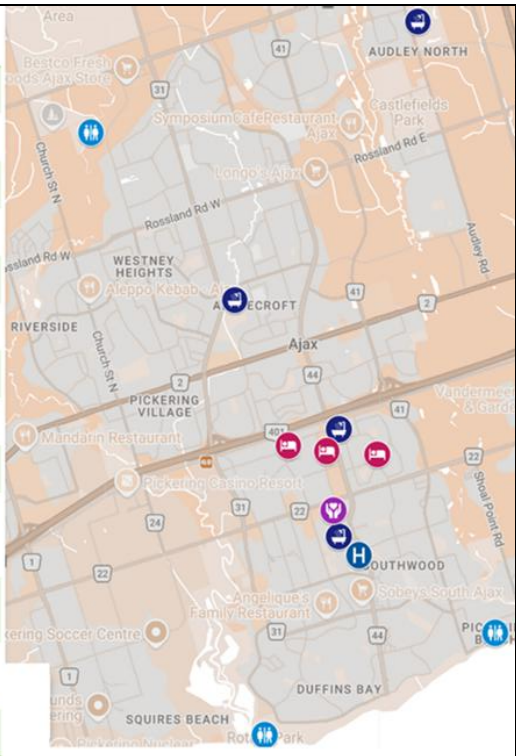
Community Service Update

	• **Information and referrals:** The library provides information about community services, including housing, food, health, and social supports. Staff can help connect people to resources such as 211 and other local services.
	• **A safe and welcoming space:** People can stay in the library during open hours without needing to buy anything. There is seating, washrooms, and heating or air conditioning.
	• **Community outreach and programs:** The library works with local organizations to offer programs and services that help people feel connected and supported.
	• **Support from partner agencies:** The library works with community partners, such as the Community Development Council Durham providing support services such as:
	  ○ Housing support
	  ○ Government applications
	  ○ Employment support
	  ○ Connecting to community services
	
	Central Library, 405 Dundas Street West | 905-668-6531
	Monday–Friday | 9:30 a.m.–9:00 p.m.
	Saturday | 9:00 a.m.–5:00 p.m.
	Sunday | 1:00 p.m.–5:00 p.m.
	
	Brooklin Branch, 8 Vipond Road | 905-655-3191
	Monday–Thursday | 10:00 a.m.–9:00 p.m.
	Friday | 10:00 a.m.–6:00 p.m.
	Saturday | 9:00 a.m.–5:00 p.m.
	Sunday | 1:00 p.m.–5:00 p.m.
	
	Rossland Branch 701 Rossland Road East | 905-668-1886
	Tuesday - Thursday | 10:00 a.m.–8:00 p.m.
	Friday | 10:00 a.m.–6:00 p.m.
	Saturday | 9:00 a.m.–5:00 p.m.
	Sunday, Monday Closed

Community Service Update

Ajax Services

	Audley Recreation Centre 1955 Audley Rd. N.	Shower Program Tuesday 3:00 – 4:00 pm Library and Washroom Access
	McLean Community Centre 95 Magill Dr.	Shower Program Monday & Friday 3:00 – 4:00 pm Library and Washroom Access
	Memorial Park Outdoor Pool 55 Harwood Ave. S.	Shower Program Monday & Wednesday 4:15 – 4:45 pm
	Ajax Public Library 55 Harwood Ave. S.	Library and Washroom Access
	Ajax Community Centre 75 Centennial Rd.	Shower Program Friday 3:00 – 4:00 pm Washroom Access
	Rotary Park 177 Lake Driveway W	Washroom Access Seasonal
	Paradise Park 3044 Lakeview Blvd	Washroom Access Seasonal
	Paulynn Park 1571 Ravenscroft Rd	Washroom Access Seasonal
	Caruthers Marsh Pavilion 55 Ashbury Blvd	Washroom Access Seasonal
	Pinewood Centre of Lakeridge Health 95 Bayly Street West, Suite 406	Harm Reduction Supplies Monday – Friday | 8:30 am – 4:30 pm (closed 12:00 noon – 1:00 pm) 905-721-4747
	CFOC DOC 158 Harwood Avenue South	Co-ed, no pets, 18+ Intake daily from 9:00 AM to 9:00 PM by calling 365-885-3173 or email at docintake@cfoc.ca.
	CFOC DOC 27 Station Street	Co-ed, dog friendly, 18+ Intake daily from 9:00 AM to 9:00 PM by calling 365-885-3173 or email at docintake@cfoc.ca.
	Durham Youth Services 82 Kings Crescent	Youth ages 16 to 24 years old, no pets Contact 905-239-9477 or email contact@durhamyouth.com.



People Experiencing or Fleeing Violence or Abuse

Durham Rape Crisis Centre
DRCC

Sex Trafficking and Sexual Exploitation Counselling Support Services *(STECSS)*

The Durham Rape Crisis Centre's Sex Trafficking and Sexual Exploitation Counselling Support Services (STECSS) is dedicated to providing support to recent and historical survivors of sex trafficking and/or sexual exploitation, aged 16 and above.

STECSS offers two distinct counselling options tailored to meet the diverse needs of survivors: the Guided Support Stream and the Quick Access Stream.

Currently, there is no wait time to access STECSS services, though this is subject to change based on service demand.

If you would like any more information, or would like to send over a referral, you can reach out to Kelsey at kelsey@drcc.ca or by calling 905-904-2981 for more information

About DRCC

Community Service Update

	DRCC provides counselling/psychotherapy and support services to recent and historical/childhood survivors of sexual violence and their friends, families, support person, and varying community members. • 24/7 crisis and support line • free and confidential service • individual and group counselling - by phone and secure video (Zoom) and in-person • accompaniment (police, legal, and medical, etc.) • advocacy • public education • volunteer opportunities and crisis line training Wait time for individual counselling is currently 6-9 months DRCC has a great newsletter as well! 211: Durham Rape Crisis Centre - Durham Rape Crisis Centre | 211 Central Website: www.drcc.ca
Bethesda House	Bethesda House is committed to supporting women, their children, and their pets who are impacted by gender-based violence, including intimate partner violence, human trafficking, sexual assault, elder abuse, family violence, and more. Phone 1-800-338-3397 or visit https://www.bethesdahouse.ca/home
The Denise House	The Denise House provides a safe shelter and supportive programs for women, with or without children, experiencing gender-based violence. 24 Hour Support and Crisis Line – Counsellors are available 24 hours a day/7 days a week. Phone 905-728-7311 or toll free: 1-800-263-3725 https://thedenisehouse.com/
Herizon House	Herizon House is a 30-bed shelter for women and children fleeing abuse and violence. Offering free confidential services 24 hours a day and provide a place of safety, support and empowerment for abused women and their children. • Secure emergency shelter for women and children • Transportation can be provided to get to the shelter in emergency situations • 24 hour staff available for support

Community Service Update

	• Basic needs, some personal items and food are all provided during stay • Children's program available • Interpreters can be provided on site and over the phone Phone Help Line: 866-437-4066 **Herizon House Outreach Support** Staff from Herizon House will be onsite at the Main Branch of the Ajax Public Library, 55 Harwood Street, Ajax on a monthly basis to offer services to women including: • Crisis counselling • Safety planning • Referrals to community agencies • Support with securing and maintaining safe housing • Assistance applying for Ontario Works, ODSP, and budgeting • Support navigating the family law system All services are free and confidential. To book an appointment, please contact Julia Campbell at 905-683-4000 x8809 or Julia.Campbell@ajaxlibrary.ca . https://www.herizonhouse.com/
Y's WISH Shelter	Y's WISH Shelter offers a safe and secure temporary home in our 15 bed shelter. Women and their children are welcome regardless of age, ethnicity or sexual orientation. They provide healthy meals and snacks, a comfortable room to sleep, clean washrooms, play room and family room – all in a secure setting. Phone 905-576-2997 or 1-888-576-2997 or visit https://ywcadurham.org/services/wish-shelter/
SafeHope Home	**SafeHope Home** provides long-term, trauma-informed recovery and support for young women who have experienced human trafficking or sexual exploitation, or who are at risk of being trafficked. Based in Ajax, SafeHope Home focuses on safety, recovery, independence, education, employment readiness, and community reintegration through a comprehensive program that may include housing, counselling, education, life-skills development, and community supports. **SafeHope Home is not a treatment facility or emergency shelter.** **Programs and services include:**

Community Service Update

	• **Residential Program:** Safe, supportive housing where participants can focus on recovery while developing independent living and life skills. Participants have access to the SafeHope day program and support from residential staff. • **Day Program:** A structured, long-term recovery program offered Monday–Friday, including courses focused on relationships, self-esteem, nutrition, family patterns, budgeting, art therapy, emotional wellness, and other recovery-related skills. Education and employment-readiness planning are also supported. • **Outreach Program:** Support for survivors or individuals at risk of trafficking who do not enter the residential program or have adequate outside supports. Outreach includes ongoing support, trauma therapy, medical care, peer mentorship, court support, housing assistance, help accessing OW/ODSP, groceries and necessities, employment readiness, education planning, and connections to community services. The website states there are **no referral criteria** for the outreach program. • **Follow-Care:** Continued support for participants who have completed or transitioned from the residential program, including assistance with the transition to independent living and continued access to health and therapeutic supports. • **Trauma Therapy:** Trauma therapy is available at no cost to participants in the residential, outreach, and follow-care programs. • **Peer and Healing Groups:** Group opportunities include women's healing, healing through art, bibliotherapy, swimming/walking, and a peer-led addictions group. • **Support and System Navigation:** Participants may receive assistance with parenting, budgeting, transportation, housing, benefits, employment, education, mental health and addiction services, and other community resources. **Residential Program Eligibility:** The residential program is intended for women **16–29 years old** who have been sexually exploited or are at identifiable risk of sexual exploitation and who are prepared to participate in the recovery program. Specific entry requirements include being detoxed from alcohol and drugs, providing a recent drug/alcohol test, not currently being involved in the sex trade, and agreeing to participate in the day and residential programs. **SafeHope Home is not a treatment facility or emergency shelter.** **Referrals:** Residential program/referral inquiries: **referral@safehopehome.com** Outreach: **outreach@safehopehome.com** **SafeHope Home:** Ajax, Ontario | **info@safehopehome.com**

Community Service Update

Safety Network Durham	Safety Network Durham is a centralized, trauma-informed service that supports women experiencing gender-based violence by providing confidential access to multiple community services through one coordinated point of contact. The program helps clients navigate the system, develop personalized safety plans, and connect with the services they choose—all at no cost. **Programs and Services** • **Community Coordination** – One-on-one support to assess needs, develop safety plans, coordinate services, and connect clients with partner agencies. • **Counselling and Emotional Support** – Access to counselling and trauma-informed support through on-site partner agencies. • **Family Law and Legal Supports** – Information on family law, Legal Aid Ontario certificates, and referrals to legal services. • **Housing and Emergency Shelter** – Connections to emergency shelter, housing support, safety planning, and exit planning. • **Financial and Practical Assistance** – Support accessing government financial assistance, emergency funding (where eligible), food supports, clothing, hygiene essentials, and transportation assistance. • **Health and Community Connections** – Referrals to settlement services, employment supports, parenting services, sexual health and addictions services, children's services, and community policing. • **Interpretation Services** – Language interpreters are available to improve access to services. **Who Can Access Services** Services are available to **women experiencing any form of gender-based violence** in Durham Region. All services are free, confidential, client-directed, and available in person, virtually, or by telephone. Childcare and transportation assistance may also be available for eligible clients. **Referral Information** • **Self-referrals and professional referrals accepted** • **Hours:** Monday–Friday, 9:00 a.m.–5:00 p.m. • **Location:** 707 Simcoe Street South, Oshawa • **Phone:** 1-877-723-3905 • **Email:** info@safetynetworkdurham.ca • **Website:** www.safetynetworkdurham.ca
Victim Services of Durham Region	

Community Service Update

	Victim Services of Durham Region (VSDR) provides free, confidential, trauma-informed support to individuals affected by crime, sudden tragedy, abuse, exploitation, and historical victimization. Services are available regardless of whether the incident has been reported to police and are offered in over 300 languages. VSDR provides community-based support Monday to Friday (8:00 a.m.–5:00 p.m.) and 24/7 on-call crisis response through police referrals. **Programs and Services** **Crisis Response** – Immediate emotional support, safety planning, practical assistance, and crisis intervention following crime or tragedy. Available by self-referral during business hours and 24/7 through police referrals. **System Navigation** – Emotional support, advocacy, referrals, assistance accessing financial supports, and help navigating services such as housing, social assistance, healthcare, and the justice system. **Victim Quick Response Program+ (VQRP+)** – Assistance applying for emergency financial supports, including counselling, funeral expenses for homicide victims, transportation to safety, home security measures, and basic necessities. **Prevention Programming** – Education and awareness sessions for youth, educators, caregivers, and service providers on topics including healthy relationships, consent, intimate partner violence, human trafficking, cyber safety, bullying, and gang awareness. **Human Trafficking Prevention and Intervention** – Prevention workshops for youth and specialized training for service providers, educators, law enforcement, Crown Attorneys, and hotel staff. **Missing Persons Project** – Trauma-informed support for missing persons and their families, including emotional support, safety planning, and system navigation. Police involvement is not required to access services. **Child and Youth Advocacy Centre (CYAC)** – A multidisciplinary, child-friendly service for children and youth who have experienced abuse or violence, providing coordinated support through disclosure, medical care, mental health services, and the court process. Referrals are made through police or child protection services. **Who Can Access Services**

Community Service Update

	Services are available to anyone in Durham Region who identifies as a victim or survivor of crime, abuse, exploitation, or sudden tragedy. Police involvement or a police report is not required to receive support. **Contact** Address: 605 Rossland Rd. E., Box 911 Whitby ON L1N 0B8 Phone: (905) 721-4226 | 1 (888) 579-1520 ext. 3400 Email: victimservices@drps.ca Website: www.victimservicesdurham.ca
Supportive Housing	
BIAD (Brain Injury Association of Durham Region)	**Supported Independent Living Program** BIAD's **Supported Independent Living Program** provides tailored, non-medical support for individuals living with an acquired brain injury who require assistance to live independently. **Supports may include:** • Grocery shopping and budgeting assistance • Help with driver's license reinstatement • Establishing and maintaining daily routines • Goal setting and life-skills coaching • Appointment reminders and organization support The program focuses on enhancing daily living skills, promoting independence, and improving overall quality of life. **Application Process:** • Open to self-referrals and professional referrals. • Complete the Application for Services Form (PDF). • Applications are accepted **by fax, mail, or in-person** (not by email, to protect confidentiality). • For a paper copy or assistance, contact **intake@ceabi.ca** or call **905-723-2732**. Website: www.biad.ca/sil/
CMHA	**Community Homes for Opportunity (CHO)** CHO is a recovery-oriented, person-centered supportive housing program for adults with serious mental illness who may require up to 24-hour support. The

Community Service Update

	program offers both in-home and community-based services tailored to individual needs and schedules. **Eligibility:** • Adults (16+) diagnosed with a serious mental illness • Experiencing or at risk of homelessness • Require housing and supports to live independently **Access Details:** Offered through CMHA Durham with housing located across Durham Region and the GTA. **Next Steps:** • Complete the Community Homes for Opportunity Application Form (available on the CMHA Durham website). • ID, income verification, housing information, and medical history are required. For more information or assistance with the application, contact: Phone: 905-666-0483 Email: info@cmhadurham.ca Website & Application: cmhadurham.ca Office: 905 King Street West, Oshawa, ON L1J 2K5

Community Living Ajax-Pickering and Whitby	Community Living Ajax-Pickering and Whitby (CLAPW) provides supports that promote overall wellness and stability for individuals with developmental disabilities, including those with concurrent mental health needs.
	
	CL-APW provides **permanent supportive housing and limited transitional-style treatment housing**, focused on developmental disability supports.
	
	Services include:
	• **Residential Group Living**
	  ○ 24-hour staffed group homes (Durham Region)
	  ○ Structured living environments for adults requiring ongoing support
	  ○ Support with daily living, safety, and community integration
	• **Supported Independent Living (SIL)**

Community Service Update

	○ Support for individuals living independently or semi-independently ○ Time-limited or ongoing support based on assessed need ○ Skill development for independent living (budgeting, meals, routines) ○ Small-scale supported settings (including limited-bed SIL models) • **Specialized Residential Treatment (Forest View)** ○ Short-term residential treatment for individuals with: ○ Dual diagnosis ○ Complex behavioural needs ○ Multidisciplinary assessment and stabilization ○ Transition planning back to community or residential placements Supports are individualized and may include collaboration with community partners such as specialized mental health agencies and clinical services. **Head Office**: 36 Emperor Street, Ajax **Telephone:** (905) 427-3300 **Fax:** (905) 427-3310 **Email:** info@clapw.org Hours of operation: Monday to Friday – 8:30am – 4:30pm **Day Services**: 177 Dowty Rd, Ajax **Telephone:** (905) 683-6732 **Website:** https://www.cl-apw.org/site/home **Service Type:** Developmental Services Agency (Residential, Community Participation, Employment Supports) **Geographic Area Served:** Ajax, Pickering, Whitby (Durham Region) **Eligibility:** Adults (primarily 18+) with developmental disabilities; intake typically through Developmental Services Ontario (DSO)
DMHS (Durham Mental Health Services)	**Residential and Supportive Housing Programs** DMHS provides **residential and supportive housing programs** for adults living with long-term mental health challenges. Programs offer varying levels of support, including high, medium, and minimal assistance, tailored to individual needs.

Community Service Update

	Eligibility: • Adults (18+) with long-term mental health conditions • Require supportive housing to maintain independence **Access Details:** • Housing and supports are available at multiple locations across Durham Region. **Next Steps:** Contact DMHS directly for intake, waitlist status, and referral procedures. • **Phone:** 905-576-8700 • **Email:** info@dmhs.ca • **Website:** dmhs.ca • **Office:** 905 King Street West, Oshawa, ON L1J 2K5
Participation House	**Supported Residential And Independent Living Options** Participation House provides a spectrum of **supported residential and independent living options** tailored to individual needs. Supports are designed to **promote independence, life skills, and community inclusion**. Participation House emphasizes **independence, personal growth, and empowerment**, supporting individuals to become active members of their communities. **Models of Support:** • **24-hour / weekly Group Living** – fully accessible homes with 24-hour support for varying independence levels • **Community-Based Residential Support** – up to 24 hours/week • **Supported Independent Living (SIL)** – up to 16 hours/week, focusing on self-directed support and skill development • **Transitional Support** – short-term (up to 3 months) to support moving to independent living • **Long-term customized fee-for-service options**

Community Service Update

Supported Transition to Independent Living:

- Participants progress through the **Up-Skills Learning Continuum** to acquire skills for healthy, independent living.
- In-class group learning includes meal planning, budgeting, banking, home maintenance, safety, and transit orientation.
- Residential Life Coaches provide **daily house visits** that gradually decrease, helping participants apply skills and build community support networks.

Key Supports:

- **Health & Daily Living:** meal preparation, personal care, hygiene, medical appointments, household maintenance
- **Financial:** banking, budgeting, bill management, goal tracking
- **Community & Social Inclusion:** access to agency vehicles, transit training, volunteering, and social events
- **Lifestyle Planning / Person-Centered Planning:** individualized annual plans to set and track personal goals, assess support needs, and promote independence
- **Safety & Security:** 24-hour support, emergency management, regular safety inspections, fire drills, and staff training.

Friendly Neighbour Program

The program supports inclusive community living by matching a tenant with a person with a developmental disability to encourage companionship, community connection, and a supportive home environment. This opportunity is designed to foster meaningful relationships, shared learning, and increased community involvement for both individuals.

Individuals interested in learning more or determining suitability for this opportunity are encouraged to contact Participation House Project Durham Region directly.

Contact:

- **Lisa Johnson, Service Manager – Community Outreach & Service Coordination**
- **Email:** ljohnson@phdurham.com
- **Website:** www.phdurham.com/independent-living

Community Service Update

Employment & Income Supports	
Community Employment Services	Community Employment Services (CES) provide job seekers and employers a variety of free services related to: • Employment research and support • Job development • Training and community planning Each CES location has a collection of local, regional and provincial employment and job search information; workshops, computers, photocopiers and fax machines necessary for job search. CES also offers assistance with the application process to programs such as Better Jobs Ontario; Career and Employment counseling, Youth Job Connection and Youth Job Connection Summer. Locations: • **Oshawa:** 300 Taunton Road, East, Unit 18, Oshawa, ON | 905.438.1041 • **Bowmanville**: 219 King St East, Unit 4, Bowmanville, ON | 905.697.4472 • **Port Perry**: Scugog Memorial Public Library, 231 Water Street, Port Perry, ON • **Beaverton:** Old Town Hall – 397 Simcoe St., Beaverton, ON | 705.426.1587 • **Uxbridge:** 29 Toronto St., Unit #2, Uxbridge, ON | 905.852.7848 Website: www.employmenthelp.ca
Community Living Ajax-Pickering and Whitby	Community Living Ajax-Pickering and Whitby (CLAPW) provides supports that promote overall wellness and stability for individuals with developmental disabilities, including those with concurrent mental health needs. CL-APW provides **structured vocational and employment supports** designed to increase independence and community participation. **Employment Supports** • Job development and placement assistance • Job coaching and workplace retention supports • Employer engagement and community-based job matching • Supported Employment Program

Community Service Update

	Community Participation / Pre-Employment • Day programs and structured community activities • Volunteer placements and skill-building opportunities • Work readiness training (attendance, communication, routines) **Financial Literacy / Income Support Navigation** • Budgeting and money management supports • Assistance with accessing ODSP and developmental funding programs (e.g., Passport funding) • Financial skill-building within residential and SIL programs **Head Office**: 36 Emperor Street, Ajax **Telephone:** (905) 427-3300 **Fax:** (905) 427-3310 **Email:** info@clapw.org Hours of operation: Monday to Friday – 8:30am – 4:30pm **Day Services**: 177 Dowty Rd, Ajax **Telephone:** (905) 683-6732 **Website:** https://www.cl-apw.org/site/home **Service Type:** Developmental Services Agency (Residential, Community Participation, Employment Supports) **Geographic Area Served:** Ajax, Pickering, Whitby (Durham Region) **Eligibility:** Adults (primarily 18+) with developmental disabilities; intake typically through Developmental Services Ontario (DSO)
Durham College	**Essential Skills Training** Durham College's Essential Skills training is short-term targeted training to assist you in gaining the necessary skills to obtain employment for jobs in demand in Durham Region. This training is flexible, personalized, and supportive to help you prepare to meet the needs and challenges of your future employment goals. Funded by the Ministry of Labour, Immigration, Training and Skills Development of Ontario (MLITSD) as part of Employment Ontario's Literacy and Basic Skills (LBS) program, all training is completely **free of charge** and designed to align with the Ontario Adult Literacy Curriculum Framework (OALCF) while providing learning opportunities that are task-based and applicable to real-world situations. To apply, participants must: • Be 18 years of age or older.

Community Service Update

	• Canadian Citizens, Permanent Residents, or Refugees, residing in Ontario. • Have a valid Social Insurance Number. • Have the necessary English Literacy & Numeracy skills to succeed in a classroom learning environment. **To Apply to a Workshop:** People who are interested in taking one of the workshops are required to apply by filling out the application at this link: Essential Skills Application Form. **To Book a Workshop:** If you would like us to bring one of our workshops to your location, please send us an e-mail and **let us know by July 31, 2025**. Feel free to contact either Kelly.Hayes@durhamcollege.ca or Mike.Brannan@durhamcollege.ca to book a workshop. **To Find Out More:** Find out more information about the workshops we offer and current training schedule, please go to this link: Essential Skills Training | Durham College.
Durham Region Unemployed Help Centre	The Durham Region Unemployed Help Centre (DRUHC) is a non-profit organization established in 1983 with locations in Oshawa and Pickering. DRUHC is dedicated to assisting unemployed or underemployed individuals to meet their employment goals, and assisting employers in meeting their hiring and training needs. Three locations to serve you: • Oshawa 272 King St. E, Oshawa ON | 905-579-1821 • Pickering Unit 4 – 1410 Bayly St., Pickering ON | 905-420-4010 • Pickering Welcome Centre Unit 3 – 1410 Bayly St., Pickering ON | 905-420-3008 Or visit the website: https://unemployedhelp.on.ca/
Durham Workforce Authority	The Durham Workforce Authority (DWA) aims to bring together the perspectives of various sectors while delivering dependable research centered on local labor market information. The DWA collaborates with community stakeholders, including businesses, labor organizations, educational and training institutions, community services, and municipal, provincial, and federal governments.

Community Service Update

	Address: 27-1300 King Street, East, PMB #114, Oshawa, ON Telephone: 905-438 – 8916 Website: https://durhamworkforceauthority.ca/
John Howard Society Durham	The John Howard Society of Durham is a not-for-profit organization dedicated to just, humane, and effective responses to crime. For over 90 years, we've supported individuals and communities affected by the justice system through more than 80 prevention, intervention, and reintegration programs. Our services include: Anger Management Clarington Youth Centres The Loft, The Firehouse and Newcastle Youth Centre Community Alternatives to School Suspension (CASS) Counselling Dads Aiming for Direction & Support (DADS) Direct Accountability Program (DAP) Employment Extrajudicial Measures (EJM) Housing Services John School Learning Alternatives On Point Program Ontario Electricity Support Program Parenting Programs Project X-Change Record Suspensions Women's Drop-In Youth in Transition (YIT) Youth Residence Programs For more information visit their website https://johnhoward.on.ca/durham/us/
The Lakeview Hub	The Lakeview Hub is dedicated to empowering the community by providing accessible support services that address employment, personal development, and emotional well-being. We know that real support means more than just helping with job searches—it's about helping people thrive in every part of their lives.

Community Service Update

	Our vision is simple: a Lakeview where everyone has access to the support, services and opportunities they need to grow. It's a welcoming space where residents could access employment assistance, personal development, and emotional well-being resources. **Services and events include:** • Employment Assistance • Housing Support • VR Skills Training • Assistance filling in forms • Kitchen Safety Workshop • Smart Shopping & Easy Cooking • Save Money, Waste Less • Hygiene Kits Join us as we create a stronger Lakeview—a place where everyone has the chance to succeed and feel at home. We are open Wednesdays from 10 until 3 at Harmon Park Community Centre 799 Douglas St., Oshawa. **Please check out https://www.lakeviewhub.ca for more information.**
New Life Neighbourhood Centre (NLNC)	The New Life Neighbourhood Centre (NLNC) aims to pursue its mission of advocating for the community's economically vulnerable by providing wrap-around and sustained support services to individuals who aim to rebuild their lives. **The NLNC Productivity HUB** Helping individuals in our community move from survival to stability and self-sufficiency. Productivity HUB offers integrated, wrap-around supports to help individuals facing economic hardship gain the skills, confidence, and resources they need to move forward in life. Available Supports at the Productivity HUB: We invite service agencies across Durham Region to connect with us and refer clients who may benefit from the following supports: • **Self-Empowerment Workshop (FRESH START)** - An 8-week group workshop designed to help participants rebuild confidence, identify life goals, and develop a renewed sense of purpose.

Community Service Update

	• **One-on-One Coaching & Life Planning**- Individualized coaching that supports goal setting, action planning, and navigating resources for employment, education, and wellness. • **Skills & Employability Training**- In partnership with Durham College and other local agencies and service providers, participants receive essential training in employment readiness. • **Entrepreneurship Support**- In collaboration with the Business Advisory Centre Durham (BACD), participants explore small business development through training and mentorship. • **Community Resource Navigation**- Participants receive help accessing vital community resources, including mental health services, housing support, and financial assistance. **Who We Serve** Adults in Durham Region who are facing or recovering from poverty and are ready to take the next step toward stability, employment, or personal development. For program info or client referral, contact: Eduardo Flores at 365-873-0347 or eduardorflores.ca@gmail.com https://neighbourhoodcentre.newlifeadventistchurch.com
Region of Durham	**Employment Services** The Region of Durham has a list of all the employment services providers in the region. Look at our Durham Region Employment Services for more information: https://www.durham.ca/en/employment-services/index **Income Employment and Homeless Supports Durham (IEHSD) Workshops** The IEHSD workshops are designed to support low-income residents of Durham Region. Topic categories include • Educational Information • Financial Literacy • Life Skills and Wellness. Facilitators provide an inclusive and non-judgemental space for participants to learn about community resources, develop resilience, explore future thinking, and build relationships. Workshops are free and offered in multiple formats including in person, virtual and hybrid platforms.

Community Service Update

	Visit the calendar to see what is offered this month at https://calendar.durham.ca/IEHSDWorkshops
Financial and Legal Services	
Durham Community Legal Clinic (DCLC)	The Durham Community Legal Clinic provides free legal services to Durham Region residents. We promote social justice through advocacy, partnerships, outreach, and public legal education. **Intake Process** To access services, contact the Clinic by phone, referral, walk-in, or appointment. After intake, clients may receive: • Summary advice • A self-help kit • Full client representation • A referral to a community partner Areas of Law • Tenant Rights (tenants only) • ODSP, OW, CPP • Employment Law (temporarily suspended) • Human Rights (temporarily suspended) • Notarizing & Commissioning Services • Sexual Harassment in the Workplace • Legal Aid Certificates (Domestic Violence) • Intimate Partner Violence & Sexual Assault • Provincial Offences • Immigration • Power of Attorney & Guardianship *Note: DCLC does not handle criminal or family law. Referrals are available on our Partners & Projects page on our website.* Summary advice is available to all. Full services are for Durham residents funded by Legal Aid Ontario.

Community Service Update

	Automatic eligibility applies if income comes from OW, ODSP, OAS + GIS, War Veterans' Allowance, CPP (primary income), or temporary/threatened WSIB. To qualify, bring: • Proof of income • Photo ID • Most recent claim letter and any related documents Website: www.durhamcommunitylegalclinic.ca
John Howard Society Durham	The John Howard Society of Durham is a not-for-profit organization dedicated to just, humane, and effective responses to crime. For over 90 years, we've supported individuals and communities affected by the justice system through more than 80 prevention, intervention, and reintegration programs. Our services include: Community Alternatives to School Suspension (CASS) Counselling Dads Aiming for Direction & Support (DADS) Direct Accountability Program (DAP) Extrajudicial Measures (EJM) John School On Point Program Parenting Programs Project X-Change Record Suspensions Women's Drop-In For more information visit their website https://johnhoward.on.ca/durham/us/
Luke's Place	Luke's Place envisions a family law system that promotes healthy, safe families, living free from abuse and the threat of abuse. Luke's Place works with women who have been subjected to abuse to support them and their children through the family law process. We provide women, their children and their communities with specialized services, resources and information about family law and woman abuse. Legal services & intake: intake@lukesplace.ca Telephone: 905-728-0978 Toll Free: 1-866-516-3116

Community Service Update

	website: www.lukesplace.ca
Region of Durham	**Tax Clinics** If you are living with low income and have a simple tax situation, you can file your income tax for free, year-round We know filing taxes may feel overwhelming, which is why free tax clinics – including in-person, drop-off, and virtual formats – are available across Durham Region. Residents who have a simple tax situation and low or no income can receive help with filing their income tax for free. Ontario Works recipients can book an appointment in any of our offices, they just need to speak with their Caseworker. For more information see: https://www.durham.ca/en/living-here/file-your-taxes.aspx
The Salvation Army	**TSA HOPE** Through its Client Advocacy program, TSA Hope assists individuals in navigating community systems and accessing legal, medical, housing, and other essential supports. While not providing direct legal representation or financial counselling, staff help connect individuals to appropriate community resources and services that can address financial, legal, and related challenges. Monday – Thursday | 10am – 12pm and 1pm – 3pm *(closed for lunch between 12noon – 1pm)* 35 Kings Crescent, Ajax | Phone: 905-427-7123 Community Services Coordinator, James Dark at 905-427-7123 or email: james.dark@salvationarmy.ca
Victim Services of Durham Region	Victim Services of Durham Region (VSDR) provides free, confidential, trauma-informed support to individuals affected by crime, sudden tragedy, abuse, exploitation, and historical victimization. Services are available regardless of

Community Service Update

whether the incident has been reported to police and are offered in over 300 languages.

VSDR provides community-based support Monday to Friday (8:00 a.m.–5:00 p.m.) and 24/7 on-call crisis response through police referrals.

Programs and Services

Crisis Response – Immediate emotional support, safety planning, practical assistance, and crisis intervention following crime or tragedy. Available by self-referral during business hours and 24/7 through police referrals.

System Navigation – Emotional support, advocacy, referrals, assistance accessing financial supports, and help navigating services such as housing, social assistance, healthcare, and the justice system.

Victim Quick Response Program+ (VQRP+) – Assistance applying for emergency financial supports, including counselling, funeral expenses for homicide victims, transportation to safety, home security measures, and basic necessities.

Prevention Programming – Education and awareness sessions for youth, educators, caregivers, and service providers on topics including healthy relationships, consent, intimate partner violence, human trafficking, cyber safety, bullying, and gang awareness.

Human Trafficking Prevention and Intervention – Prevention workshops for youth and specialized training for service providers, educators, law enforcement, Crown Attorneys, and hotel staff.

Missing Persons Project – Trauma-informed support for missing persons and their families, including emotional support, safety planning, and system navigation. Police involvement is not required to access services.

Child and Youth Advocacy Centre (CYAC) – A multidisciplinary, child-friendly service for children and youth who have experienced abuse or violence, providing coordinated support through disclosure, medical care, mental health services, and the court process. Referrals are made through police or child protection services.

Who Can Access Services

Services are available to anyone in Durham Region who identifies as a victim or survivor of crime, abuse, exploitation, or sudden tragedy. Police involvement or a police report is not required to receive support.

Community Service Update

	Contact Address: 605 Rossland Rd. E., Box 911 Whitby ON L1N 0B8 Phone: (905) 721-4226 | 1 (888) 579-1520 ext. 3400 Email: victimservices@drps.ca Website: www.victimservicesdurham.ca
Food Services	
Town of Ajax	**Ajax Food Access Update** Following the closure of the Ajax HUB, community partners have implemented an interim food access plan to help ensure continued meal service in Ajax. Effective **July 13 – November 30, 2026,** in partnership with the **Salvation Army and the Town of Ajax**, meal distribution has been aligned with the existing community shower program. The Salvation Army food truck will provide meals at: • Mondays | 2:00–3:00 p.m. – McLean Community Centre (95 Magill Dr., Ajax) • Fridays | 2:00–3:00 p.m. – Ajax Community Centre (75 Centennial Rd., Ajax) Partners are actively exploring opportunities to expand meal service by adding three additional days each week. Further updates will be shared as they become available.
Brock Community Food Bank	Food bank for individuals and families struggling to make ends meet and need food assistance. • **Beaverton Site** In a portable behind St. Andrew's United Church – 523 Simcoe St., Beaverton, ON • **Sunderland Site** Behind the United Church – 10 Church St., Sunderland, ON • **Open Fridays 10 a.m. - 1 p.m.** **705-426-1771** **brockcommunityfoodbank1@gmail.com**
Operation Scugog	Victory Christian Centre, 593 Alma St., Port Perry, ON Open Wednesdays 12 noon - 4 p.m.

Community Service Update

	905-985-3087
The Nourish and Develop Foundation	The Nourish and Develop Foundation connects people to nourishing food and supportive resources, empowering the community to come together to develop lasting change. Rooted in curiosity, connection, advocacy, responsiveness, and equity, we are a multi-service agency with two pivotal branches—food services and social services. **The Food Services programs** include: • The Nourish House Food Bank • Mobile Food Market • Community Lunch • Community Breakfast • Food Literacy Workshops Social Services programs include: • Life Skills Workshops • Social Service Access Points • Transitional Housing Across these two service branches, in deep collaboration, we provide low-barrier support to those in need, working toward our vision of a thriving community where everyone is food secure, safely housed, and well supported. **Family Services Durham** Interested in accessing individual, couple, or family counselling? You can meet with a counsellor from Family Services Durham at The Nourish and Develop Foundation on Tuesdays. Our counselling services are provided by registered psychotherapists and/or social workers, and are provincially regulated and accredited. We support children 6 to 11 years old in a family therapy context. You will complete an intake by phone and be scheduled to meet with a counsellor at The Nourish and Develop Foundation. Please contact Tierney Scott, (705)-432-2444, tierney.scott@tndf.ca, for more information about counselling services. Hours of Operation

Community Service Update

	Hub: Monday to Friday 9:00 to 4:00 **Foodbank:** (SUBJECT TO HOLIDAY HOURS!) • Mondays: 10 AM - 4PM • Wednesdays: 3 PM - 7 PM • Thursdays: 10 AM - 4 PM • Fridays: 10 AM - 4 PM Address: 16 York Street, Cannington, ON Telephone: 705-432-2444 Website: https://tndf.ca/
North House	**North House** provides a range of services designed to prevent homelessness, support housing stability, and help individuals and families access basic needs and community resources across **north Durham**. Services include housing assistance, homelessness prevention, harm reduction, financial supports, tenant support, and practical resources. North House provides services in **Brock, Uxbridge and Scugog**. • Address: 2 Elgin Park Dr. Unit B, Uxbridge • **Brock:** 705-432-8654 **Uxbridge/Scugog:** 289-640-1929 • Website: https://northhouse.ca/ **Programs and services include:** • **Market Pantry:** A free grocery store-style choice-based food pantry designed to provide clients and their families with access to healthy, nutritious food in an environment that promotes dignity and choice. *23 September 2026*
Salvation Army Ajax	**TOA HOPE** Our Community Services programs exist to provide a safe place for those in the Ajax and Pickering communities to access emergency food and other assistance, receive a hot meal and engage in the many programs and services offered by TSAHope at 35 Kings Cres in Ajax. Services and programs include: • Food Bank & Seasonal Assistance • Client Advocacy • Kitchen Connections

Community Service Update

	• Community Meals • Café Church • Hope on Wheels • Lockers Program For more information, including partnerships and donations, please call our Community Services Coordinator, James Dark at 905-427-7123 or email: james.dark@salvationarmy.ca Address: 35 Kings Cres, Ajax Telephone: 905-427-7123
Simcoe Hall	Simcoe Hall is home to the largest food bank in Durham Region, providing food and essential hygiene products to thousands of people in need annually. Our team offers information on healthy eating, easy to make recipes and facilitates referrals to other community supports. The Food Bank is open • Tuesday 10:00 – 11:30 am and 1:00 – 3:00 pm • Wednesday 9:00 – 11:30 am (seniors 55+ only) and 1:00 – 3:00 pm • Friday 9:00 – 11:30 am and 1:00 – 3:00 pm Address: 387 Simcoe Street South, Oshawa, ON Telephone: 905-728-7525 Website: www.simcoehall.com/
St. Paul's On-the-Hill	Community Food Bank 1535 Pickering Parkway Pickering, ON L1V 7E9 | 905-839-9537 www.stpaulsonthehillfoodbank.ca In the heart of Pickering, St. Paul's on-the-Hill Community Food Bank stands as a beacon of hope and support for low-income families in Ajax and Pickering. Founded in 1990 as an outreach initiative of St. Paul's on-the-Hill Church, it has grown into the largest food bank in Pickering, now serving an average of 3,000 individuals each month. Our mission is simple yet profound: to alleviate hunger and provide essential food support to those in need. With the cost of living soaring and new client registrations hitting record highs, our role in the community has never been more critical. We operate solely on donations from our generous community and are powered by a dedicated team of volunteers.

Community Service Update

	At St. Paul's on-the-Hill Community Food Bank, we serve low-income families who can visit us twice a month to receive assistance with their groceries. Our offerings include: • Canned food items and non-perishables • Fresh produce, milk, and eggs • Baby food and diapers for families with infants • Frozen meats, dairy, and other perishable items through partnerships with local grocery stores like Derek's Your Independent Grocer, Sobeys Ajax, Food Basics and Metro. **Client Food Pick Up Hours:** • Tuesday 10:00am - 12:00pm • Tuesday 4:00pm - 6:00pm • Friday 10:00am - 12:00pm Donation Hours: Donations can be dropped off at 1535 Pickering Parkway (in the Parkway Storage Facility) • Monday 9:00am - 12:00pm • Tuesday 9:00am - 5:00pm • Wednesday 9:00am - 12:00pm • Friday 9:00am - 1:00pm
Uxbridge Loaves & Fishes Food Bank	**Uxbridge Loaves & Fishes Food Bank** is a community-based, charitable organization providing healthy and nutritious food support to individuals and families in **Uxbridge Township** who are experiencing food insecurity or are in crisis. The Food Bank aims to provide assistance in a respectful, confidential, and dignified manner while raising awareness of poverty and food insecurity in the community. **Services include:** • **Food support** for individuals and families experiencing food insecurity. • Support for a range of community members, including **singles, couples, families with children, seniors, and people receiving disability benefits or living on limited resources**. • Confidential registration and access to food assistance during regular operating hours. **Accessing the Food Bank:** New clients can register **in person during operating hours; no appointment is required**. Clients are asked to provide photo identification, proof of residency in Uxbridge, and identification for household members registering.

Community Service Update

	• **Hours:** Wednesdays, **1:00–4:00 p.m.** (clients only) • **Location:** St. Andrew's-Chalmers Presbyterian Church, **40B Toronto Street South, Uxbridge** (access through the Church Street door) • **Phone:** 905-852-0392 • **Email:** uxbridgeloavesandfishes@hotmail.com *23 September 2026*
Community Services	
Brain Injury Association Durham (BIAD)	Brain Injury Association of Durham Region (BIAD) is a registered, not-for-profit charitable organization, whose members are people who have experienced brain injuries and their caregivers. We serve the Durham Region by providing non-medical resources and supports. Stay connected with us on our website or social media for updates on our latest events and activities! Telephone: 905 723 2732 Website: www.biad.ca
Community Development Council Durham **(CDCD)**	CDCD works to identify regional community development needs and inform relevant policy and programming while supporting and delivering effective services. Services and programs include housing, research, and newcomer services. Telephone: 905 686 2661 https://www.cdcd.org
Durham Community Health Centre **(DCHC)**	**Indigenous Health & Wellness** DCHC works with leaders in the Indigenous Community to guide in hosting workshops, events and activities that bring community members together and promote hope, belonging, meaning and purpose for Indigenous Peoples. **Activities, Events & Workshops** The Indigenous Team at DCHC hosts a wide variety of activities, events, and workshops for community members from the quarterly Big Drum Socials to Family Nights, Youth Groups, and Full Moon and Sunrise Ceremonies. Visit their website for current and upcoming activities and events for Indigenous Health & Wellness Program. Telephone: 905-723-0036 ext. 1072

Community Service Update

	Website: www.durhamchc.ca
Durham Deaf Services (DDS)	Durham Deaf Services is a non-profit organization that offers services and programs that promote self-reliance within the Deaf, Deafened, and Hard of Hearing Community. DDS hosts various workshops throughout the year. These workshops are made available to the Deaf community through ASL interpretation. ***Long-Term Volunteers Needed*** Durham Deaf Services is looking for long-term volunteers! This requires a Vulnerable Sector Check (VSC) to be completed before starting, but we sign off for volunteer hours as needed. If volunteers need a letter from DDS indicating the reason for the VSC please email info@durhamdeaf.org. Address: 900 King St E, Oshawa Telephone: 905-579-3328 Website: www.durhamdeaf.org
Durham Family and Cultural Centre	**Programs and Services** **Durham Family & Cultural Centre (DFCC)** is a Durham Region charitable organization providing culturally focused programs and supports for members of the **Black and racialized communities**. DFCC works to address systemic barriers related to education, employment, housing, food security, and culturally sensitive mental health support through counselling, mentoring, family and youth programs, workshops, advocacy, and community-building activities. • **Location:** Unit 18, 570 Westney Rd. S., Ajax, ON L1S 6V6 • **Phone:** 905-409-0299 • **Email:** info@durhamfcc.com **Programs and services include:** • **Together We Are (TWA):** Parenting conversations and culturally based family activities for parents/caregivers of Black children ages 6–11, focusing on culture and identity, parent-child relationships, communication, self-care, and parenting strategies.

Community Service Update

	• **Pamoja:** Outreach support for families and children experiencing systemic challenges, with a focus on building connections and support. • **Student & Family Advocate (SFA):** Advocacy for Black students ages 6–18 and their families to help navigate the school system, including support related to anti-Black racism, Individual Education Plans, school disciplinary concerns, communication between home and school, and education pathway planning. • **Restore, Reclaim & Rebuild (R3):** Support for Black and racialized families and youth navigating the youth justice system, including family counselling, access to legal navigation support, free legal advice sessions, and opportunities for youth to complete community-based sentences. • **Youth Hub and Youth Programs:** Youth-focused opportunities for connection, mentorship, skill development, employment readiness, entrepreneurship, career planning, life skills, leadership, mental health and wellness, and financial literacy. Programs include **Pathways to Success**, **And Still I Rise**, and **Together We Can** for youth transitioning out of the child welfare system. • **LGBTQ2S+ Heart 2 Heart:** A safe and supportive space for youth, offering counselling, advocacy, mentoring, workshops, and group events. • **Counselling, workshops, mentoring and community programs:** DFCC also offers culturally responsive mental health support, empowerment programs, social and arts-based activities, and skills and training workshops for children, youth, parents, and seniors. Website: Durham Family & Cultural Centre Durham Family and Cultural Centre *16 September 2026*
Durham Immigration Portal	Navigating the housing market in a new country can be overwhelming, which is why this tool has been created. The Newcomer Housing Journey Map is a guide created by the Durham Local Immigration Partnership (DLIP) for newcomers looking to find rental housing in Durham Region, Ontario, Canada, with limited financial resources. This tool is user-friendly and crafted specifically for newcomers. Learn about: • How to find housing and get identification • Where to find resources that can support you in your employment and housing search • Your rights as a tenant.

Community Service Update

	New Comer Housing Journey Map (durhamimmigration.ca) Learn more at: www.DurhamImmigration.ca/NewcomerHousingJourney
Durham Region Transit	Durham Region Transit (DRT) is proud to share that their recently launched a **FREE Travel Training Program** for all Durham Region residents and community groups. This program is for individuals and/or groups who want to learn how to use and navigate DRT, which can enhance independence and confidence! DRT can provide 1-on-1 and group presentations and training on how reliability and conveniently use transit, that increases residents' ability to participate in community programs/activities and provide flexibility in their lives. For more information please contact Deborah Daniel, Program Manager, Community Engagement and Change Management at 289-404-5490 or deborah.daniel@durham.ca.
John Howard Society Durham	The John Howard Society of Durham is a not-for-profit organization dedicated to just, humane, and effective responses to crime. For over 90 years, we've supported individuals and communities affected by the justice system through more than 80 prevention, intervention, and reintegration programs. Our services include: • Anger Management • Clarington Youth Centres • The Loft, The Firehouse and Newcastle Youth Centre • Community Alternatives to School Suspension (CASS) • Counselling • Dads Aiming for Direction & Support (DADS) • Direct Accountability Program (DAP) • Employment • Extrajudicial Measures (EJM) • Housing Services • John School • Learning Alternatives • On Point Program • Ontario Electricity Support Program • Parenting Programs • Project X-Change

Community Service Update

	• Record Suspensions • Women's Drop-In • Youth in Transition (YIT) • Youth Residence Programs For more information visit their website https://johnhoward.on.ca/durham/us/
The King Street Cooperative Community Garden	The KSCCG is incorporated into a parkette at 390 King Street in Whitby, ON. This parkette is just south of the former R.A. Sennett Public School, which is now the headquarters of tech company 360insights. 360insights has granted the KSCCG access to their water supply. KSCCG is a place to grow, learn, create and connect.
Laundry Haven	***Two-Fifty Thursday Laundry Day*** Laundry Haven, located at 217 Nonquon Rd. Oshawa, hosts Two-Fifty Thursday! That means that all of their 35lb washers are set to $2.50 all day! They welcome any questions or suggestions. They have a Facebook account, and you can call them! https://laundryhaven.ca/index.php/services/
New Life Neighbourhood Centre (NLNC)	The New Life Neighbourhood Centre (NLNC) aims to pursue its mission of advocating for the community's economically vulnerable by providing wrap-around and sustained support services to individuals who aim to rebuild their lives. **Healthy Happy Adults Project (HHAP)** The Healthy Happy Adults Project (HHAP) is a community initiative under the NLNC Productivity HUB, designed to enhance the well-being of seniors across Durham Region. By fostering social connection, intergenerational exchange, and community engagement, the program combats isolation and abuse while celebrating the unique contributions of older adults. Held every third Sunday of the month, HHAP offers a vibrant space where seniors are empowered through interactive activities and educational sessions, including targeted workshops to raise awareness and resilience against financial fraud and other forms of elder abuse. HHAP activities start on Sunday May 18, 2025, from 10 a.m. to 12 pm in the Fellowship Hall at 33 Olive Avenue Street,

Community Service Update

	Oshawa, L1H2N7 Please Contact Monica at monica.efrancis1@gmail.com with any questions or to register via email at happyhealthyadultplace@gmail.com or via phone at 647 239-1509. https://neighbourhoodcentre.newlifeadventistchurch.com
Niijkiwendidaa Anishnaabekwewag Services Circle (NASC)	NASC offers healing support to Indigenous Peoples in all life stages. Beginning with the healthy development of infants and children, youth who are experiencing the Canadian child welfare system, and through to adulthood. NASC is dedicated to the development and delivery of healing services for Anishnaabe'ikawag (Indigenous women) and their families who have experienced violence or are at risk of experiencing violence. Therapeutic healing work is conducted through the use of Anishnaabe cultural practices, blended with community-centred and client-centred methods of healing. Programs Offered • Indigenous Healthy Babies Health Children Support Program • Indigenous Counselling for Women Support Program • Indigenous Child Witness to Violence Support Program • Indigenous Housing Support Program • Indigenous Youth in Transition Support Program For more information on these programs, see the website below http://www.niijki.com/
North Durham Social Development Council	North Durham Social Development Council (NDSDC) is a network of service organizations that collaborate to identify social issues, service delivery gaps, develop strategies and take action for advocacy, education and knowledge sharing to improve the quality of life for residents in North Durham. NDSDC's signature program is our Inter-agency meetings, where Northern service providers share experiences and programs with Southern-based agencies that focus on rural issues in our communities. For more information, please contact proberts@cdcd.org.

Community Service Update

The Ontario Caregiver Organization	The Ontario Caregiver Organization is a non-profit focusing on improving the lives of caregivers. The OCO has information and resources, support services, education and training, advocacy and awareness and community connections. The OCO aims to ensure caregivers are recognized, valued and supported in their vital roles. **Support line for caregivers** 1-833-416-2273. www.ontariocaregiver.ca
Oshawa Public Libraries	Oshawa Public Libraries (OPL) is the public library system serving the city of Oshawa, Ontario with four branches providing a full range of library services. • McLaughlin Branch 65 Debwewin Miikan • Jess Hann Branch 199 Wentworth St. W. • John Aker Northview 250 Beatrice St. E. • Delpark Homes Centre 1661 Harmony Rd. N. www.oshawalibrary.ca
Region of Durham	**Guide to Community Resources for Seniors and Older Adults** The Region of Durham has released its 2025 version of the Guide to Community Resources for Seniors and Older Adults. The online version is available on the Region of Durham's Age-Friendly webpage at **durham.ca/AgeFriendly**. The content in the guide is for information purposes only and is not an exhaustive list of resources. The guide offers links to websites operated by external providers that are not maintained or monitored by the Region of Durham and are accessed solely at your own discretion. Download your copy here Guide to Community Resources for Seniors and Older Adults If you require this information in an accessible format, please contact the Accessibility Coordinator at accessibility@durham.ca or 905-668-4113 extension 2009.

Community Service Update

	Age-Friendly Durham Age-friendly is a concept developed by the World Health Organization, which created a framework to measure how effectively a community supports quality of life as people age. The goal of age-friendly planning is to build communities that encourage good health and allow people to participate fully throughout their lives. Learn more at the website https://www.durham.ca/en/living-here/age-friendly-durham.aspx.
Revitaled Reintegration Services	Revitaled Reintegration Services is a non-profit organization committed to building healthy communities inclusive of marginalized populations through interdependent care, education and advocacy. In 2024, the team at Revitaled Reintegration Services turned stories into change through our nationally recognized storytelling program, Your Story Matters. Your Story Matters gave Black youth in Durham Region the space to share their truths through comic creation, and the impact has been incredible. • ✸ Hundreds have downloaded our youth-created comic book. • ✸ Our comic book is being used nationally to advocate for safer communities and better youth supports We're excited to share that registration is officially open for **Your Story Matters 2025**, a free and empowering summer program for Black and racialized youth in Durham Region and the Greater Toronto Area, and we'd love your support in spreading the word. **From July 7–25, 2025, youth ages 10–17 will come together to:** • 🖋 Write and publish their own comic book • 🗣 Share their lived experiences through multiple forms of creative storytelling • 🍽 Enjoy free dinner at every session • 🎁 Receive a printed comic, certificate of completion, and custom camp t-shirt This unique opportunity supports literacy, identity development, and self-expression in a safe, culturally-informed, and uplifting space. The program runs Monday, Wednesday, and Friday evenings from 6:00–7:30 PM at the Ajax Public Library (55 Harwood Ave S).

Community Service Update

	We kindly ask you to help us reach youth and families by sharing this opportunity with your networks, communities, and social platforms. 🔗 Registration Form: https://forms.gle/fWqKsibtPK49ufVP6 📅 Deadline to register: June 30, 2025 📖 Read the 2024 comic here: https://revitaled.ca/wp-content/uploads/2024/11/your-story-matters-2024_final-c-version.pdf For more information, please feel free to connect with us directly: email info@revitaled.ca or call (289) 302-4094 Thank you for standing with us in creating spaces where youth feel seen, heard, and celebrated.
Rogers	**Program Updates and New Offerings** As a quick reminder, the Rogers Connected for Success program is dedicated to bridging the digital divide by providing affordable rates on wireless and internet services for eligible individuals and families. Our goal is to ensure that everyone has access to reliable connectivity, empowering them to thrive in an increasingly digital world. ***Expanded Wireless Plan Benefits:*** As a reminder, our Connected for Success Wireless Plan now allows for up to 4 lines per household. This includes two lines eligible for the Moto G 5G at $0 on a two-year hardware agreement, and two additional Bring Your Own Device (BYOD) lines. This flexibility helps families stay connected with options tailored to their needs. ***Introducing 5G Home Internet:*** We're thrilled to announce the launch of our 5G Home Internet plan at the same affordable price as our traditional Wireline Internet plan. This new service is designed for households outside our standard coverage footprint, providing a dependable internet connection powered by our cellular towers. If you have tenants or clients outside our footprint that are interested and already a Connected for Success customer or are residing in one of your RGI units, they can connect with our team at our direct number 1-866-689-0758 to take advantage. ***Materials for Your Organization:*** If you need additional flyers or promotional materials to share with your community, please feel free to reply to this email—we're happy to provide whatever you need.

Community Service Update

	Updated Hours of Operation in the East: To better serve our Eastern provinces, we've modified our Hours of Operation to 9:00 AM - 7:00 PM, adjusted to local time. [This is specific to ON, QC, NB, NS, PEI + NL – Hours of Operations for BC, AB, MB + SK remain the same] ***Help Us Connect:*** Lastly, if you know of any other organizations that could benefit from our program, we would greatly appreciate any referrals. We're always looking to connect with new potential partners to extend our reach and impact. CFS.General@rci.rogers.com *Does this require a credit check and a home address?* Only the Wireless service, if a device is taken, requires a credit check. Now that being said, we still do require 2 pieces of ID to set up the account – we just do not perform a credit check against the IDs provided. For our products to be activated in the system, we do require a billing address. What some who are unhoused have done is worked with their case worker to make use of their address, and then once housed, they updated their account to their new address. For the Internet, however, we do require a fixed address, just based on the nature of the technology.
Salvation Army Ajax	**TOA HOPE** TSA Hope serves as a community hub offering a range of programs designed to meet immediate needs while fostering connection and inclusion. Services include community meals, Kitchen Connections cooking and life-skills programming, client advocacy, seasonal assistance programs, volunteer opportunities, spiritual care, and community food drives. Programs are designed to provide a safe and welcoming environment where individuals and families can access support, build relationships, and strengthen community connections. For more information, including partnerships and donations, please call our Community Services Coordinator, James Dark at 905-427-7123 or email: james.dark@salvationarmy.ca Monday – Thursday | 10am – 12pm and 1pm – 3pm *(closed for lunch between 12noon – 1pm)* 35 Kings Crescent, Ajax | Phone: 905-427-7123

Community Service Update

	Community Services Coordinator, James Dark at 905-427-7123 or email: james.dark@salvationarmy.ca
Service Canada	New Online Tool – What to do when someone dies As part of an effort to improve the online experience, work is underway to offer organizations and individuals online tools based on life events. The new 'What to do when someone dies' online tool has been added to Canada.ca as of October 23, 2024. The 'What to do when someone dies' hub is a new online tool on Canada.ca, where families, caregivers, friends, veterans, First Nations, Métis and Inuit Peoples, legal and administrative representatives, estate trustees and executors can learn about Canada's death benefit system and the digital tools to help locate services and benefits available based on their specific situation. With user-friendly navigation, the tool provides individuals with simplified guidance on what to do when someone dies, mental health support information and the option to start a 'Guidance after death questionnaire'. The tool offers information on: • The steps to take for those preparing for death, • Services relevant to navigating a death, • Survivor benefits and how to access them in a timely manner, • How to notify the federal government of a death. • To help raise awareness about the new tool, Service Canada, can provide more information to your staff/volunteers or to your clients. ***Information Sessions on Service Canada by Outreach Services*** As part of outreach services, we offer Information sessions (virtual or in person): • Customized presentations for your organization's staff/volunteers to provide them with information on the new tool as well as information on Canada Pension Plan Survivor Benefits, Canada Pension Plan Death • Benefits and Canada Pension Plan Children's Benefits, as well as information on other Service Canada programs and benefits, and how to access them. • Tailored presentations for your clients, to provide them with information on the tool and on other Government of Canada programs,

Community Service Update

	services, and benefits that they may be eligible for, and how to access them. If you have any questions, would like more information on Service Canada programs, services and benefits, or if you would like to plan an outreach activity with us, please contact Geoff James, Citizen Services Specialist / Citizen Services Branch (CSB) / Ontario Region, Service Canada / Government of Canada geoff.james@servicecanada.gc.ca
Pet Services	
City of Pickering	Pickering Animal Services recognizes that a deep connection with pets transcends socio-economic, racial and geographic boundaries and that no one should be denied the opportunity to experience the benefits and joy that come from the human-animal bond. The Community Pet Support Services Program consists of 4 major components all with a goal to help keep the people and pets of Pickering together: Community Pet Pantry for Pet Food and Pet Supplies • Safe Pets Victim Support • Accessible Veterinary Care • Petcademy – Free Online Behavioural Support for Pet Owners https://www.pickering.ca/property-roads-safety/animal-services/pet-support-services/
SafePet Ontario	SafePet Ontario helps people escape violence by providing a safe haven for the animals they love. 47% of domestic abuse survivors delay leaving, or will not leave at all, if they can't take their pet with them. But most shelters do not accept pets. This critical gap leaves families in harm's way. SafePet bridges the gap, placing pets with carefully chosen foster families while survivors access the safe housing and support they need, sooner. Safe pets mean safe families. It's that simple. https://www.safepet.ca/

Community Service Update

Spay Neuter Initiatives Association	***Spay/Neuter Clinic (SNIP)*** Working to bring Accessible Spay/Neuter services to Durham Region. Every pet deserves a chance at a healthy and happy life. It is this belief that drives Spay Neuter Initiatives Association to offer our accessible, low-cost spay/neuter veterinary program. Our volunteer-driven program proudly provides low-cost and/or subsidized spaying and neutering services for the beloved animals of our lower-income residents.

Drug Alerts	
Durham Region Public Health	**Durham Region Opioid Heat Map Update** An updated **Durham Region Opioid Heat Map** is now available, providing a visual representation of **2025 suspected opioid overdose paramedic calls across Durham Region**. The map can help community partners understand geographic patterns in suspected opioid overdose responses. View the 2025 Suspected Opioid Overdose Calls Heat Map Durham Region Opioid Information System
	Drug Alert Update **Alert Updated: May 6, 2026 Issued By: Durham Region Health Department** **Drug Alert:** From April 26 to May 2, 2026, paramedics responded to 44 suspected overdose calls. This is the highest number in one week so far. During the same time, 20 people went to Durham Region hospitals for suspected overdoses. **Drug Description:** No mention of any unusual substances or colours **Other Information:** Fentanyl was mentioned most often. **We request that the attached updated drug alert be posted for clients.** **Report an overdose or an unexpected drug reaction** Anonymously report a bad or unexpected reaction to street drugs by completing the Drug Reporting Tool. The information you provide will help Durham Region Health Department and community partners in responding to and preventing drug poisonings in Durham Region. We appreciate you sharing this information and for helping us keep our community safe.

Community Service Update

	Opioids and Overdose Prevention Visit for access to information on • Opioids • Overdose prevention and response • Naloxone Kits **Durham Region Opioid Information System** Subscribe to this webpage for access to local statistics, including paramedic data regarding suspected opioid overdoses, Emergency Department visits, and opioid overdose deaths. **Alert Updated May 6, 2026.**
Durham Region Health Department	**Drug Alert** **Date Issued:** Feb 27, 2026 **Issued By**: Durham Region Health Department On February 27, 2026, DRHD was informed by first responders of a sharp rise in suspected overdose calls, currently totaling approximately 25 in a single day. **Drug Description:** No details available on substances or colours. **Other Information:** Majority of suspected overdose calls occurred in Oshawa, with clusters noted near Midtown Mall on John Street and in Ajax on Commercial Ave. *flyer attached*