



## COVID-19 SUPPORTS in DURHAM REGION

A Community Collaboration  
distributed in partnership with

The Gap Committee Prevent and End  
Homelessness  
in Durham Region  
Together We Can

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### Service Updates January 25, 2023

Thank you for subscribing to the COVID-19 Service Updates. If you have updates for your service/agency or if you are aware of any errors, omissions or discrepancies, please provide them to [dhumemckenna@lh.ca](mailto:dhumemckenna@lh.ca) before 3:00 pm on Tuesday of each week. The Service Update will be updated weekly. Exceptions will be made if necessary.

The current Service Update will include everything from the previous version plus new items at the beginning. This will enable you to have one comprehensive document to work with. Please delete or discard the previous versions to avoid confusion.

There are often flyers attached with additional information. Please save these flyers as you receive them, if you wish, for your future reference.

If you would not like to receive this service update please let me know at the same email address as above. Thank you for everyone's efforts and collaboration as we work together as a community to serve individuals who are most vulnerable. If you are aware of any unmet basic needs for the people you are serving please let me know.

Contact: Doreen Hume McKenna at 905-439-0353.

*Durham Mental Health Services recognizes that many Indigenous Nations have longstanding relationships, both historic and modern, with the territories upon which our programs/ agency are located. Today, this area is home to many Indigenous peoples from across Turtle Island (North America). We acknowledge that Durham Region forms a part of the traditional and treaty territory of the Mississaugas of Scugog Island First Nation, the Mississauga Peoples and the treaty territory of the Chippewas of Georgina Island First Nation. It is on these ancestral and treaty lands that we support and live.*

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**NEW UPDATES**

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| <p><b>COVID-19 SERVICE UPDATE</b><br/><b>User Survey</b></p>  | <p><b><i>Wait....this is about this Service Update!</i></b></p> <p>The COVID-19 Service Update started rolling out shortly after the COVID-19 pandemic was declared in March of 2020. Since then it has grown exponentially in distribution reach and content.</p> <p>Now It’s time to take stock of how ‘the Service Update’ is being used by you; and for you to provide some thoughts about what you would like to see in the future.</p> <p><i>We would like to invite you to complete the User Survey by clicking on this link.</i></p> <p><a href="https://www.surveymonkey.com/r/B7YVMTJ">https://www.surveymonkey.com/r/B7YVMTJ</a></p> <p>The link will be available for the next three weeks. When you are completing the survey please note that in order to go to “next”, answers are required for each question. All survey responses are anonymous.</p> <p>Thank you to CDCD for leading the survey process and to 211 FindHelp and John Howard Society for assisting.</p>   |
| <p><b>ENDING VETERAN HOMELESS IN DURHAM REGION</b></p> <p><b>Operation Leave The Streets Behind</b></p> <p>Please save these related attachments from January 25<sup>th</sup> Service Update for your use.</p> <ul style="list-style-type: none"> <li>• <b>Veteran Verification Guide</b></li> <li>• <b>Updating Veteran Status in HIFIS</b></li> <li>• <b>Durham Veteran Process</b></li> <li>• <b>RCL Operation Leave the Streets Behind</b></li> <li>• <b>RCL Claim Form 2020</b></li> </ul> | <p><i>An important message for anyone who wants to see an end to veteran homelessness in Durham Region. The Built for Zero Team in Durham Region is launching a new program in collaboration with the Royal Canadian Legion’s: Operation Leave the Streets Behind.</i></p> <p><b>See attached documents for a new veteran identification and confirmation process in partnership with the Royal Canadian Legion (RCL), including how to ask about veteran identity, forms to use so that RCL can help confirm status and assess eligible supports, and how to track this in HIFIS.</b></p> <p>Identifying veterans experiencing homelessness is critical for 3 main reasons:</p> <ol style="list-style-type: none"> <li>1. We need to be able to confirm status and assess eligibility for housing supports so we need to know that a client is a veteran</li> <li>2. We need an accurate picture in HIFIS to know how best to reduce veteran homelessness, and to track our progress toward ending veteran homelessness</li> <li>3. It helps our system to continue learning how to best serve those who have served for us, and connect veterans to housing supports that are often underutilized</li> </ol> |

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|   | <p>A veteran includes: Any former member of the Canadian Armed Forces along with former members of an Allied Forces (e.g., U.S./U.K veteran), former members of the RCMP, former Reservists, Veteran Civilians, and former Canadian Rangers.</p> <p><b>All Hands on Deck!</b><br/>         We've learned that veterans may be hesitant to share that they've served or may not consider themselves as a veteran. To launch the veteran process, we're asking staff to re-ask whether their current client's have served over the next few weeks, in addition to using this process for new intakes moving forward.</p> <p><b>Who:</b> Staff asking new and current clients if they've served<br/> <b>What:</b> Staff use the new process on existing clients and new clients<br/> <b>When:</b> Jan 24 to Feb 10, 2023 for asking existing clients, and on an ongoing basis for asking upon intake<br/> <b>Where:</b> At all access points and homelessness support agencies<br/> <b>Why:</b> For the 3 main reasons above</p> <p>Helpful presentations from the Royal Canadian Legion's <b>Operation Leave the Streets Behind Program</b> and the <b>Built for Zero – Canada Veteran Cohort</b> are attached as overviews of why we collect this information as well as what resources and supports are available to Veterans.</p> <p>Various agencies can also expect to receive information via mail including Posters and Brochures from the Operation Leave the Streets Behind program to put up at their offices and provide to clients to assist with identifying Veterans.</p> <p>Please share with all appropriate staff. If you have any questions, please do not hesitate to reach out!</p> <p><a href="mailto:Alyxandra.Riddell@durham.ca">Alyxandra.Riddell@durham.ca</a>   905-666-6239 extension 2473</p> |
| <p><b>THE CREDIT COUNSELLING SOCIETY</b></p>  | <p>The Credit Counselling Society (CCS) is a <b>non-profit, charitable organization</b> that was established in 1996 to help educate Canadians in personal money management and the wise use of credit, and to help individuals and families <b>find solutions to their financial challenges</b> through objective counselling and debt repayment solutions.</p> <p>We serve Canadians in person, over the phone and online. We have offices in each province and are available to the public 6 days a week.</p> <p><b>SERVICES WE OFFER:</b></p>   |

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|  | <p>We offer 3 types of services to consumers:</p> <ol style="list-style-type: none"> <li>1. <b>FREE</b>, confidential credit counselling and budgeting guidance where we conduct a full financial analysis of a client’s situation and offer them unbiased, objective options and information.</li> <li>2. Debt repayment programs; and</li> <li>3. Educational programs via workshops, webinars, lunch ‘n’ learns, and in-services.</li> </ol> <p><b>HOW TO REACH US:</b><br/>Get help – Speak to an accredited Credit Counsellor about your finances, credit, debt, or budget for FREE:</p> <ul style="list-style-type: none"> <li>• <b>1-888-527-8999</b></li> <li>• <a href="http://nomoredebts.org">Debt Help Canada: Non-Profit Debt Solutions (nomoredebts.org)</a></li> </ul> <p>Register for <b>FREE</b> financial webinars on a variety of relatable money topics:</p> <ul style="list-style-type: none"> <li>• <a href="http://nomoredebts.org">Free Online Financial Education Workshops   Webinars - Credit Counselling Society (nomoredebts.org)</a></li> </ul> <p>Financial Tools, Calculators, and Resources to help with spending plans, budgeting, expense tracking, and more:</p> <ul style="list-style-type: none"> <li>• <a href="http://nomoredebts.org">Debt Payment, Interest &amp; Expense Calculators (nomoredebts.org)</a></li> </ul> <p>To learn more about our financial literacy workshops, webinars, professional development and award-winning Certificate programs for community agencies, employers, and associations, contact:</p> <ul style="list-style-type: none"> <li>• <a href="mailto:Education@nomoredebts.org">Education@nomoredebts.org</a> or <a href="mailto:amanda.martin@nomoredebts.org">amanda.martin@nomoredebts.org</a></li> </ul> |
| <p><b>FOOD COST SAVING OPTIONS</b></p> | <p>Thank you to the Durham College led Building Bridges Together project for connecting us with these resources as a way to save significantly on food purchases.</p> <p><b>FLASHFOOD APP</b></p> <p>It works on both android and iphones and operates in conjunction with Loblaw's owned/affiliated stores. Experienced users report very significant savings.</p> <p>Availability fluctuates throughout the day as participating stores make surplus food (not just food nearing expiry date) available that would otherwise be thrown out.</p> <p>Process to Use:</p> <ul style="list-style-type: none"> <li>• Download the app</li> <li>• Check participating grocery store locations</li> <li>• Choose from available food and order</li> </ul>   |

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|                                | <ul style="list-style-type: none"> <li>• Pay through app</li> <li>• Pick up food that will be set aside at store for pick up.</li> </ul> <p>The Flashfood app can be found at <a href="https://www.flashfood.com/en/download">https://www.flashfood.com/en/download</a></p> <p><b>FLIPP APP</b></p> <ul style="list-style-type: none"> <li>• Will search all flyers in your area which is identified by entered postal code</li> <li>• Enter what you’re looking for and browse</li> </ul> <p>The flipp app can be found at <a href="https://flipp.com/en-ca">https://flipp.com/en-ca</a></p> <p><b>COUPONS</b></p> <ul style="list-style-type: none"> <li>• Look for coupons beside items – can be applied to purchase</li> <li>• Coupons are replaced every 2-3 weeks.</li> </ul> <p>For information or support using any of these strategies, please contact <a href="mailto:amanda.platts@msn.com">amanda.platts@msn.com</a></p>  |
| <p><b>TAX CLINICS 2023</b></p> | <p><b>OSHAWA PUBLIC LIBRARIES</b></p> <p>Tax Clinic available March 1 to April 30, 2023. Appointments taken as of February 6, 2023. Please call a clinic coordinator to book an appointment:</p> <p><b>Clinic Coordinators:</b></p> <ul style="list-style-type: none"> <li>• Celeste Ramnarine: 905-579-6111, ext. 4237</li> <li>• Richard Fallis: 905-579-6111, ext. 5242</li> <li>• Jennifer Gardner: 905-579-6111, ext. 5264</li> </ul> <p><b>Tax Clinic Hours and Locations (branches are wheelchair accessible)</b></p> <p><b>McLaughlin Branch</b><br/>65 Bagot Street, Oshawa</p> <ul style="list-style-type: none"> <li>• Monday - Thursday 10 a.m. to 6:30 p.m.</li> <li>• Friday - Saturday 10 a.m. to 3 p.m.</li> </ul> <p><b>Jess Hann Branch</b><br/>199 Wentworth Street West (Lake Vista Square Plaza)</p> <ul style="list-style-type: none"> <li>• Monday, Wednesday 10 a.m. to 6:30 p.m.</li> <li>• Tuesday, Thursday 10 a.m. to 4 p.m.</li> <li>• Friday - Saturday 10 a.m. to 3 p.m.</li> <li>• Sunday 1 to 3 p.m.</li> </ul> <p>We have this advertised now on the Region of Durham website (link below) and on our website as well at <a href="https://oshawalibrary.ca/tax-clinics/">https://oshawalibrary.ca/tax-clinics/</a></p> <p><b>JOHN HOWARD SOCIETY</b></p> <p>Individuals are invited to call 905-579-8482 and ask for an appointment for taxes. Appointments start in March.</p> |

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|  | <p><b>WELCOME CENTRES</b><br/>         The Welcome Centres will start their tax clinics at the end of February until the end of April. We'll be sharing the dates/times with the Region to put on their website <a href="https://www.durham.ca/en/living-here/file-your-taxes.aspx#TaxClinics">https://www.durham.ca/en/living-here/file-your-taxes.aspx#TaxClinics</a></p> <p><b>REGION OF DURHAM WEBSITE – TAX INFORMATION</b><br/> <a href="https://www.durham.ca/en/living-here/file-your-taxes.aspx#TaxClinics">https://www.durham.ca/en/living-here/file-your-taxes.aspx#TaxClinics</a></p>   |
| <p><b>211 SNAPSHOT<br/>         DURHAM REGION<br/>         DECEMBER 2023</b></p> | <p>Here is the December 2022 snapshot for Durham Region. All Central Region snapshots from April 2020 to December 2022 for Peel, Toronto, York and Durham can be found here <a href="https://211central.ca/covid19snapshots/">https://211central.ca/covid19snapshots/</a></p> <p><b><u>DECEMBER SUMMARY:</u></b></p> <ul style="list-style-type: none"> <li>• <b>Top Unmet Needs:</b> Involuntary Psychiatric Intervention, Christmas Programs, Food Banks</li> <li>• <b>System Impact (211 Service):</b> Since previous month - Satisfaction <b>up</b> 3%, Issues Resolved <b>down</b> 4%, Better Prepared <b>up</b> 9%</li> <li>• <b>Service Navigator Reflections:</b> Food Security needs remain high as people continue to struggle with inflation and grocery costs; Utility Assistance needs remain high; many callers have exhausted LEAP funds; Calls for assistance with Christmas programs, food hampers and toys; Mental Health Support: long wait times for warmlines and and distress centres, parents seeking mental health and counseling supports for children/youth, more calls directly through 211 for Toronto Community Crisis Service (TCCS) <a href="https://www.toronto.ca/community-people/public-safety-alerts/community-safety-programs/toronto-community-crisis-service/">https://www.toronto.ca/community-people/public-safety-alerts/community-safety-programs/toronto-community-crisis-service/</a></li> </ul> |
| <p><b>BACKDOOR MISSION –<br/>         MISSION UNITED</b></p>                     | <p>The Back Door Mission-Mission United will be closed at 2:30 on January 26<sup>th</sup>.</p>  |

## Built for Zero Monthly Report Card – for December 2022



**16** people were **HOUSED** from Durham Region's By-Name List,

A total of **218** people were housed in 2022



At least **273** people are Actively Homeless on Durham's By-Name List, **180** of whom are Chronically Homeless **15** people became chronically homeless. **19** people got back in touch. **3** people returned to homelessness

*Everyone we support has been housed before and they can be housed again.*

## ENVIRONMENTAL CHALLENGES & WINTER WARMING RESOURCES

### DURHAM REGION HEALTH DEPARTMENT

### COLD Warning Information System

We wanted to take a moment and thank you for all the work that your agency has continued to do to help the priority populations in Durham Region, and to notify you that the Durham Region Health Department started our Cold Warning and Information System (CWIS) as of November 15<sup>th</sup> 2022 and will conclude on March 31<sup>st</sup> 2023.

There are no changes to the CWIS from last year. We will continue to monitor and provide cold event related notifications during our regular business hours from Monday to Friday; 8:30am - 4:30pm. In the event of an anticipated cold event over the weekend, a notification email will be sent to you on Friday afternoon advising you to check local weather forecasts. Social media posts and website changes will be set in advance to reflect any anticipated cold events outside of our regular business hours.

The following resources are also available for community partners and the public:

- Durham Region Health Department Extreme Cold webpage - <https://www.durham.ca/en/health-and-wellness/extreme-cold.aspx>
- Durham Region's Social Services Department provides emergency shelter information - <https://www.durham.ca/en/living-here/emergency-shelters.aspx>
- Municipal webpages – Municipalities that offer warming centres will provide site locations and hours of operation on their websites
- Social media messaging - follow us on [Facebook](#), [Twitter](#) and [Instagram](#)



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|  | <p>We thank you for working together with the DRHD to ensure the safety of Durham Region residents while offering reprieve from the cold, especially for our vulnerable populations.</p> <p>Please consider forwarding this message to other community partners that provide services and care for the cold-vulnerable populations. Community partners can request to receive cold alert notifications by visiting our <a href="#">website</a>.</p>  |
| <p><b>COLD WARNING INFORMATION SYSTEM</b></p> <p><b>Additional Information</b></p> | <p>Durham Region Health Department has created a <a href="#">Fact About Infection Control Guideline for Warming Centres</a>. This document is also applicable to cooling centres in the summer months.</p> <p>Secondly, the Health Department will be incorporating a <b>Weekend Weather Notice</b> into the Cold Weather Information Warning program. This is to account for weekends when temperatures don't reach criteria for an extreme cold event but are expected to feel like at least -10. Our hope is that this will help community partners determine whether they need to initiate their cold response plans ahead of the weekend if temperatures are nearing criteria or if the populations they serve require the additional support.</p>  |
| <p><b>DURHAM REGION WINTER WARMING</b></p> <p><b>2022-23 Winter Season</b></p>     | <p>Below is a summary of additional capacity to support warming spaces for the 2022/2023 winter season. This information will be updated shortly on Durham.ca for sharing purposes.</p> <p style="text-align: center;"><b>Durham Region Winter Warming</b></p> <p>In collaboration with the Durham Region Health Department and homelessness support agencies across our community, Durham Region implements a Winter Warming Plan to support unsheltered residents over the winter. The Durham Region Health Department issues Extreme Cold Weather Alerts when temperatures are forecasted to reach -15 degrees Celsius or colder, and/ or when the wind chill is forecasted to reach -20 degree Celsius or colder. When this alert is initiated, all housing-focused emergency shelters must expand their services by adding additional mats/ cots and using hotel space as needed to ensure no one is turned away. Shelters also remain open during the day so that people can stay inside.</p> <p>More information on health risks associated with exposure to cold weather and how you can protect yourself can be found at <a href="#">Extreme Cold - Region of Durham</a>.</p> <p>Housing-focused Shelter programs are part of the process of helping people end their homelessness while helping to meet their basic needs. In housing-focused shelters and outreach programs, all supports, services and strategies lead to housing, as opposed to just managing the symptoms of homelessness.</p> |

## Housing-Focused Shelter Programs

### Single Men

#### Cornerstone Shelter Program

**Address:** 133 Simcoe St. S., Oshawa

**Phone:** 905-433-0254 or 1-844-433-024

**Capacity:** 40 beds

### Male Sole Support Parents and Couples with Children

#### Family Motel Program

Capacity: 20 beds (Cornerstone uses an additional motel program to support male sole support parents and couples with children)

Address: 121 Simcoe Street S, Oshawa

Phone: 289-979-7871

### Single Females and Female Sole Support Parents

#### Muslim Welfare Home

**Address:** 425 Dundas St. E., Whitby

**Phone:** 905-665-0424 or 1-866-666-1115

**Capacity:** 45 beds

### Youth (Ages 16-24)

#### Durham Youth Services

**Address:** 82 Kings Cres., Ajax

**Phone:** 905-239-9477

**Capacity:** 8 beds

### Co-Ed Adults

#### Christian Faith Outreach Centre

**Address:** 158 Harwood Ave. S., Ajax

**Phone:** 905-619-1109 or 289-988-0171

**Capacity:** 20 beds

## Additional Warming Programs

Durham Region is implementing warming centres and temporary shelter programs support to provide additional space for people experiencing homelessness:

### Expanding Family Motel Spaces

Family motel programs in Durham Region are expanding the number of available rooms to support the increase in families experiencing homelessness.

### Female Sole Support Parents

#### Muslim Welfare Home

**Phone:** 905-665-0424 or 1-866-666-1115

**Male Sole Support Parents and Couples with Children**

Cornerstone will be working with Salvation Army

**Phone:** 905-433-0254 or 1-844-433-024

**Ajax and Pickering**

Christian Faith Outreach Centre (CFOC) Temporary Shelter – open 24/7

**Address:** Sales Pavilion at Ajax Plaza – 27 Station St. (Southwest corner of Harwood Ave. S and Station St. – across from the library)

**Phone:** 289-200-8209 or 905-619-2670

**Criteria:** Both men and women, no pets

**Capacity:** 22 beds

\*CFOC will also add 8 additional warming spaces in their shelter location during extreme cold weather

The Christian Faith Outreach Centre (CFOC) Respite location is opening on December 12 at 3 pm.

The Ajax Public Library is also open during its regular hours. Please see [www.ajaxlibrary.ca](http://www.ajaxlibrary.ca) for hours and contact information and more information.

East Shore Community Centre - During Cold Weather Alerts 10pm to 7am

**Address:** 910 Liverpool Road, Pickering

**Phone:** 905-619-2670

**Whitby**

Salvation Army – open 9:30pm to 8:30am (opening Monday November 21<sup>st</sup>)

**Whitby Overnight Warming (WOW)**

**Address:** 117 King St., Whitby (across from the Whitby Library)

**Phone:** 905-809-7186

**Criteria:** Both men and women, no pets

**Capacity:** 10 beds

For any questions/intake please feel free to reach out to WOW staff between the hours of 9pm – 9 am at 905-809-7186 or outside of those hours feel free to reach to Freddy Alphonsus, Programs Coordinator, at 905-806-2730.

Daytime drop-in services will be available on Mondays, Wednesdays, & Fridays, from 12:00pm to 4:00pm (opening Monday November 21<sup>st</sup>). Clients can come in, access food supports, and meet with members of our housing team for housing related supports.

The Whitby Public Library is also open during it's regular hours.

**Oshawa**

**Do Unto Others (DUO) – warming station open**

Mon to Fri 6pm-8am

Sat, Sun & holidays noon-8am (closed 8am to noon)

**Address:** 446 Simcoe St. S., Unit D, Oshawa

**Phone:** 905-213-9580

**Criteria:** Men and women, pets allowed

**Capacity:** space for 20 people for warming (not beds)

**Backdoor Mission Overnight Program – open 10 pm to 6 am beginning Dec 5, 2022**

**Address:** 66 Simcoe St. S., Oshawa – Bagot St. Door

**Criteria:** Clinic Clients of Mission United. The Overnight Program is admission based and will be determined daily by the Mission United Medical Team

**Capacity:** 10 beds

**Back Door Mission – Mission United Out of the Cold Daytime Warming Centre– effective now**

Mon – Friday 10 am – 3 pm

Sanctuary Space

**Address:** 66 Simcoe St. South – Bagot St. Door

**Criteria:** Men and Women. Drop-In. Bag and coat check is required.


For any program questions at the Back Door Mission-Mission United, please feel free to contact Caitlin Rae, Programs Manager, Back Door Mission, at (905) 243-1485.

**North Durham – Brock, Scugog, Uxbridge**

The Community Homelessness Prevention Initiative (CHPI) Outreach Workers from **Community Living Durham North** will be coordinating hotel assistance directly for people residing in the North who cannot be accommodated through the housing-focused emergency shelters or overnight warming spaces. Their office line is 905-852-5919 and they can also be emailed at [cbranchaud@cldn.ca](mailto:cbranchaud@cldn.ca) or [ddesouza@cldn.ca](mailto:dde Souza@cldn.ca).

**North House** can provide transportation help (i.e. bus tickets, etc.) for people residing in the North to access housing-focused emergency shelters or overnight warming programs. They can be reached at 705-432-8654 or 1-877-406-8723. Offices are only open during business hours, Monday to Friday. If you need help after hours, you can contact the shelter program directly for assistance.

**Transportation**

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|   | <p><a href="#">Housing outreach agencies</a> can provide transportation help (bus tickets, etc.) for people who need help to get to a shelter program. Offices are only open during business hours, Monday to Friday. If you need help after hours, you can contact the shelter program directly for help.</p> <p>*A contingency plan is in place should further space be needed and will be reviewed on a regular basis.</p>   |
| <h2 style="color: #4F81BD;">SYSTEM NAVIGATION</h2>  |   |
| <p><b>211 INFORMATION</b></p>  | <p>Call, text, chat with 211 or search online <a href="http://durham.211central.ca">durham.211central.ca</a></p> <ul style="list-style-type: none"> <li>* For information and referral to government, health, community and social services</li> <li>* Free, confidential, available by phone 24/7/365 in 150+ languages</li> <li>* Refer clients or call yourself to be connected to information serving Durham Region / Central (Toronto, Peel and York) / Ontario</li> <li>* <a href="mailto:mwatson@findhelp.ca">mwatson@findhelp.ca</a> Michele Watson, Partnership and Outreach Coordinator (CRS)</li> </ul>  |
| <p><b>211 CENTRAL REGION SNAPSHOTS</b></p>  | <p>Contacts with 211 can be helpful and important to the work you do, for your clients and for evidence based decision making.</p> <p>Here is the December 2022 snapshot for Durham Region. All Central Region snapshots from April 2020 to December 2022 for Peel, Toronto, York and Durham can be found here <a href="https://211central.ca/covid19snapshots/">https://211central.ca/covid19snapshots/</a></p> <p><b><u>DECEMBER SUMMARY:</u></b></p> <ul style="list-style-type: none"> <li>• <b>Top Unmet Needs:</b> Involuntary Psychiatric Intervention, Christmas Programs, Food Banks</li> <li>• <b>System Impact (211 Service):</b> Since previous month - Satisfaction <b>up</b> 3%, Issues Resolved <b>down</b> 4%, Better Prepared <b>up</b> 9%</li> <li>• <b>Service Navigator Reflections:</b> Food Security needs remain high as people continue to struggle with inflation and grocery costs; Utility Assistance needs remain high; many callers have exhausted LEAP funds; Calls for assistance with Christmas programs, food hampers and toys; Mental Health Support: long wait times for warmlines and and distress centres, parents seeking mental health and counseling supports for children/youth, more calls directly through 211 for Toronto Community Crisis Service (TCCS) <a href="https://www.toronto.ca/community-people/public-safety-alerts/community-safety-programs/toronto-community-crisis-service/">https://www.toronto.ca/community-people/public-safety-alerts/community-safety-programs/toronto-community-crisis-service/</a></li> </ul> <p>If you have feedback or questions I would be pleased to assist you.<br/> <b>Michele Watson</b>   (pronouns:She/Her)</p> |

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|   | <p>Partnerships and Outreach Coordinator (CRS)<br/>         Phone # 905-436-7377 ext.112   <a href="mailto:mwatson@findhelp.ca">mwatson@findhelp.ca</a></p>  |
| <p><b>Region Of Durham<br/>         Employment And<br/>         Income Support<br/>         RESOURCE CENTRE</b></p> | <p>The <b>Resource Centre is open</b> and eager to assist and support current OW and ODSP clients. The Resource Centre is at 200 John St. Oshawa – Upper Level (employment supports office). Hours are Monday to Friday 9:00-4:00pm on a walk in/drop in basis.</p> <p>The Resource Centre supports include system navigation and community referrals. Please see below for other services and supports offered.</p>   |
| <p><b>CELL PHONE CHARGING, COMPUTER ACCESS, and INTERNET and OFFICE SUPPORT</b></p>                                 |  |
| <p><b>Region Of Durham<br/>         Employment And<br/>         Income Support<br/>         RESOURCE CENTRE</b></p> | <p>The <b>Resource Centre is open</b> and eager to assist and support current OW and ODSP clients. The Resource Centre is at 200 John St. Oshawa – Upper Level (employment supports office). Hours are Monday to Friday 9:00-4:00pm on a walk in/drop in basis.</p> <p>The Resource Centre supports include:</p> <ul style="list-style-type: none"> <li>• In person service to support clients with their individual needs</li> <li>• Access to computers and public Wifi</li> <li>• Access to phones, faxes and photocopiers</li> <li>• System navigation and community referrals</li> </ul> <div data-bbox="521 1203 826 1432" data-label="Image"> </div> <p><b>Attached (June 8) please find our Employment Supports workshop calendar for the month of July.</b> Workshops are for OW clients by appointments through their caseworkers.<br/>         It will be posted in the HUB as well on the durham.ca website.</p> <p>If you wish to learn more about any of our workshops please feel free to speak with your Supervisor first and then reach out to me to get connected.<br/> <a href="mailto:Trevor.Langille@durham.ca">Trevor.Langille@durham.ca</a></p> |

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| <p><b>CELL PHONE CHARGING LOCATIONS</b></p>                            | <p>These locations are available for cellphone charging depending on availability. Please let staff know that you would like to charge before plugging in.</p> <ul style="list-style-type: none"> <li>• Christian Faith Outreach Centre – Doors of Compassion (Ajax);</li> <li>• Ajax Hub (also has Wi-Fi)</li> <li>• The Refuge</li> <li>• Gate 3:16 (please speak to manager first)</li> <li>• Backdoor Mission (Mission United)</li> <li>• First Light Foundation of Hope (during open hours)</li> <li>• All 4 of Oshawa Public Libraries branches have cell phone charging stations available for free to the public – customers are encouraged to keep their visit to 1 hour.</li> </ul>  |
| <p><b>OSHAWA PUBLIC LIBRARIES</b></p>                                  | <p>Oshawa Public Libraries – Public Access computers, free wi-fi, print services, cell phone charging services are available at all 4 branch locations. No appointment necessary.</p> <p>As of Tuesday, September 6<sup>th</sup> we are expanding our hours:</p> <p>Monday-Thursday 9:30-8pm McLaughlin/Delpark/Northview<br/>         Friday-Saturday 9:30-5:00 – All Branches<br/>         Sundays 9:30-5:00 – Delpark Branch only<br/>         Sundays 1-5 – Northview and Jess Hann Branches</p> <p>We are open on September 30<sup>th</sup> this year. (National Truth and Reconciliation Day)</p> <p>For more information on our Open Hours visit our website <a href="https://oshawalibrary.ca/">https://oshawalibrary.ca/</a> or free programs open to the public see our <a href="#">Event Guide here</a></p> |
| <p><b>AJAX PUBLIC LIBRARY<br/>MAIN BRANCH<br/>Public Computers</b></p> | <p>All 3 of the Ajax Public Library’s branches (Audley, Main &amp; McLean) are open for regular use including in-person computer access, printing, photocopying and faxing services as well as study space. Proof of vaccine printing is free.</p> <p>Computers (Chromebooks/iPADs) and hotspots (wifi) are available to borrow with a library card along with all other Library collections.</p> <p>Consumption of food and beverages is permitted. For more information including open hours (Sunday-Saturday), check <a href="http://www.ajaxlibrary.ca">www.ajaxlibrary.ca</a></p>   |

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| <p><b>WHITBY PUBLIC LIBRARY</b></p>          | <p>The Whitby Public Library provides secure cell phone charging at all three of our branches during normal business hours. Our charging lockers are available to the public and include access to USB-C, Apple lightning and micro USB cables for charging.</p> <p>WiFi access and public computers are available at all locations. In addition to Internet access, workstations have Microsoft® Office® 2010 (Word, Excel, Publisher and PowerPoint).</p> <p>Legal or letter sized printing and photocopying are available at all locations. \$0.50 for colour, \$0.20 for black and white. No charge for proof of vaccination. Scanning is available at no charge at all locations. The PrintMe® Cloud Service allows you to print from anywhere.</p> <p>Staff are available for assistance.</p>   |
| <p><b>JOHN HOWARD SOCIETY</b></p>            | <p>John Howard Society Resource Rooms are open for walk-ins.</p> <p>Our <b>Whitby</b> (114 Dundas St. E #200), <b>Oshawa</b> (75 Richmond St. West) and <b>Bowmanville</b> 132 Church St.) locations all have computers available for use for housing and employment related needs.</p>   |
| <p><b>ROGERS – CONNECTED FOR SUCCESS</b></p> | <p>We bring more Canadians online.</p> <p>Connected for Success offers high-speed, low-cost internet across Ontario, New Brunswick and Newfoundland to subsidized tenants, seniors, families with children and to individuals receiving disability and income support. Monthly plans start at \$9.99.</p> <p>For more information here is the link for the Connected For Success program through Rogers: <a href="#">Connected For Success Ontario - About Rogers</a></p> <p>To apply on behalf of a client email <a href="mailto:cfsapplication@rci.rogers.com">cfsapplication@rci.rogers.com</a> and include the applicants first and last name, their email address, and their phone number. Rogers requires written confirmation that the person is in receipt of government assistance (OW, ODSP, RGI, etc.). Rogers will then contact the client and set up a date and time to come set-up their internet for them.</p> |




| <p><b>Service</b></p>  | <p><b>Current Status</b></p>   |
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| <p><b>FUNDING &amp; COMMUNITY BUILDING OPPORTUNITIES</b></p> |  |
| <p><b>UNITED WAY DURHAM COVID-</b></p>                       | <p><a href="#">Donate to the United Way Durham COVID-19 Emergency Relief Fund</a>. Every dollar will stay in Durham Region and assist those most vulnerable in our community. The United Way in Durham is uniquely positioned to work with existing agency and community partners to ensure that your dollars are utilized efficiently and with scale. As we work through this, we thank you for helping us return to a healthier and more prosperous Durham Region for all.</p> |








| Service   | Current Status  |
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| <b>19 EMERGENCY RELIEF FUND</b>   |   |
| <b>DURHAM OUTLOOK</b>   | <p>We are currently in need of volunteers – in particular Monday and Wednesday afternoons from 3:30 to 6:30.</p> <p>Please click on the link and fill out the application if you are able to give some of your time to help us help others.</p> <p>The volunteer application will assist us in placing you where your volunteering experience is rewarding to both you and the volunteers we serve.</p> <p style="text-align: center;"><b>Volunteer Application Form</b></p>  |
| <p><b>ESSENTIAL SERVICES CONTINGENCY RESERVE</b></p> <p><b>Government of Canada</b></p> | <p><b>Expansion of the Government of Canada’s Essential Services Contingency Reserve to the Social Service Sectors</b></p> <p>Organizations in the social service sectors can now request personal protective equipment (PPE) and critical supplies at no cost through Stream 3 of the Government of Canada's <a href="#">Essential Services Contingency Reserve</a> (ESCR).</p> <p>The ESCR provides eligible businesses or organizations with access to PPE and critical supplies to address urgent, short-term needs and protect frontline workers. PPE and critical supplies are provided at no cost to businesses and organizations in essential service sectors on a cost recovery-basis and to organizations serving Indigenous communities, the social service sector, and provincial or territorial governments.</p> <p>Organizations eligible for the ESCR’s <b>Stream 3: Social service sectors</b> are those who provide services-based social programs in support of personal, social and emotional well-being. These include health care, housing and social development programming provided by organizations such as:</p> <ul style="list-style-type: none"> <li>• registered charitable organizations and qualified donees;</li> <li>• non-government organizations; and,</li> <li>• not-for-profit organizations.</li> </ul> <p>Organizations in the social service sector may access short-term supply of PPE at no cost and reorder based on the availability of requested supplies. To apply to Stream 3: Social service sectors of the ESCR:</p> <ul style="list-style-type: none"> <li>• <b>Step 1:</b> <u>Register your organization</u> by completing the <a href="#">online registration form</a>.</li> <li>• <b>Step 2:</b> Once you are notified that your registration has been approved, you will also receive login credentials to access the online catalogue and <u>request the critical supplies</u> your organization requires.</li> <li>• <b>Step 3:</b> You will receive the <u>status of your request</u> by email and be asked to <u>confirm</u> that you are ordering the approved supplies.</li> </ul> |

| Service  | Current Status   |
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|  | <p>Once your organization's application is accepted, your request may be accepted in full or in part based on the availability of requested supplies. Please note that the Government of Canada reserves the right to limit quantities if necessary. Supplies are available on a “first-come, first-served” basis.</p> <p>For more information on the ESCR’s Stream 3: Social service sectors, please visit: <a href="http://www.canada.ca/en/public-services-procurement/services/escr-stream3.html#a2">www.canada.ca/en/public-services-procurement/services/escr-stream3.html#a2</a>.</p>   |
| <p><b>THE RAINY DAY FUND</b></p> <p><b>Shine Through the Rain Foundation</b></p> <p><b>(application &amp; flyer included with previous Service Update)</b></p> | <p>Shine Through the Rain Foundation aims to help individuals and families affected by life threatening illness, working hard to improve and enrich the lives of those who approach us in their time of need. We support adults, children and families from all walks of life, providing advice, guidance and financial support as they try to navigate emotional, physical and financial challenges that arise from a health crisis. Our organization offers care, comfort and compassion as we endeavor to shine a light on the devastating impact of life threatening illness.</p> <p>A maximum funding award of \$1500.00 may be considered per family per year. The deadline for all applications is the 15<sup>th</sup> of every month, unless the 15<sup>th</sup> falls on a weekend, in which case the deadline will be a Friday.</p> <p>For more information phone 905-477-7743 or 1-866-753-0303 or<br/>Email: <a href="mailto:info@shinethroughtherain.ca">info@shinethroughtherain.ca</a><br/><a href="http://www.shinethroughtherain.ca">www.shinethroughtherain.ca</a></p>   |
| <p><b>RAINY DAY FUND</b></p> <p><b>Shine Through the Rain</b></p>  | <p><b>For Social Workers:</b></p> <p>Please log into our social workers portal to fill out your application form.</p> <p><a href="#">Click Here to Login</a></p> <p><b>Please note:</b> Shine Through the Rain will no longer be sending out emails at the end of our funding period to notify social workers of the final status of applications. Due to the high volume of emails we send out during that time, our servers have recognized us as spam which causes issues sending out emails.</p> <p>From now on, social workers can individually check the status of your patients’ applications by logging on to the portal and checking for an approved or declined status. This will occur after the 15<sup>th</sup> of each month when our monthly funding period comes to a close. The status of your application will change from “Reviewing” to “Approved” or “Declined”. Please check the “Outcome” tab for information on items approved or declined and the reasons why.</p> <p>Thank you for understanding and we appreciate your continued support of Shine Through the Rain at this time.</p> <p><b>Shine Through the Rain is going digital!</b></p> <p><b>Please note applications for Rainy Day Fund are no longer accepted via fax, email or mail.</b></p> |

| Service | Current Status   |
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|         | <p>All applications are to be submitted by your social worker through our new online portal. We <b>NO</b> longer accept applications directly from the patient. If a Social Worker requires or has not received their new login information, you can contact us at <a href="mailto:program.services@shinethroughtherain.ca">program.services@shinethroughtherain.ca</a> to obtain the link to the portal with user name and password.</p> <p>If you have any questions or concerns regarding this new procedure, please email <a href="mailto:program.services@shinethroughtherain.ca">program.services@shinethroughtherain.ca</a></p> <p>People suffering illness often face financial difficulties. Suddenly, household bills become overwhelming; utilities are in jeopardy of being shut-off or an eviction notice is received. The Rainy Day Fund provides emergency payments directly to the utility companies and landlords, ensuring that each patient has a warm, safe place to call home while recovering.</p> <p>The Rainy Day Fund also provides grocery gift cards &amp; hospital transportation and parking costs. Shine Through The Rain also reviews special requests for consideration above and beyond the scope of services already covered.</p> <p><b>Program Guidelines</b></p> <p>The Rainy Day Fund is a monthly program that works directly with your social worker. They will work with you and your family to complete the application and to include the additional documentation needed.</p> <p><b>*All Applications are due on the 15th of each month.</b></p> <p>If you are interested in applying for funding through the Rainy Day Fund, here are a few guidelines to consider. A full set of instructions will accompany the actual application. The Rainy Day Fund is a monthly distribution program.</p> <p>The deadline for all applications is the 15<sup>th</sup> of every month, unless the 15<sup>th</sup> falls on a weekend, in which case the deadline will be Friday. Any applications submitted to STTRF after the 15<sup>th</sup>, will only be considered for that month IF remaining funding exists. Therefore we highly recommend that applications be submitted between the 1<sup>st</sup> – 15<sup>th</sup> of every month.</p> <p>All patients must be currently receiving active treatment to qualify for consideration. Financial assistance program for Canadian citizens who are currently in treatment at a maximum of \$1500 per person per year. Admission criterion: annual income of less than \$60,000 annually.</p> <p>You can apply for funding to help with transportation, rent, utility, phone costs, and to get a grocery card.</p> <p>Transportation is defined as parking, taxi, bus, and train expenses. You can also apply for gas gift cards. For all transportation requests, please provide proof of original receipts and record of appointments which must correspond to the date on the original receipts. STTRF reserves the right to reimburse for transportation expenses for the current year and up to January of the following year.</p> <p>Only utility and rental fee bills 30 days overdue will be considered. A utility request is defined as a heating, electrical or water bill.</p> <p>Utility, rent and transportation expenses must be a minimum of \$100 to be considered for funding.</p> <p>Cell phone bills are NOT eligible for funding unless it is the ONLY phone being used in the home. Cable payments, mortgage payments, car payments, insurance or tax bills and medical payments are not eligible for funding.</p> <p>Copies of all bills or rental agreements being requested must be submitted with application.</p> |

| Service  | Current Status  |
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|  | <p>A brief narrative describing the patient’s situation and the family’s need must be included and written by the social worker or hospital personnel.<br/>If the application is approved, cheque(s) will be made payable to each utility company and mailed directly to the family on or before the last day of each month.</p> <div data-bbox="407 449 1187 569" style="background-color: #2e5496; color: white; padding: 10px; text-align: center;">  <span style="font-size: 1.2em; font-weight: bold;">Download English Application</span> </div> <p style="font-size: 1.2em; font-weight: bold; color: #2e5496;">Get Help Today</p> <p style="color: #2e5496;">Rainy Day Fund<br/>Camp Scholarship<br/>Contact Us</p> <p style="font-size: 1.2em; font-weight: bold; color: #2e5496;">Support Us</p> <p style="color: #2e5496;">See Up Coming Events</p> <p style="font-size: 1.2em; font-weight: bold; color: #2e5496;">Newsletter Signup</p> <div data-bbox="407 932 1057 1052" style="background-color: #2e5496; color: white; padding: 10px; text-align: center;">  <span style="font-size: 1.2em; font-weight: bold;">Subscribe Now</span> </div> <p style="font-size: 1.2em; font-weight: bold; color: #2e5496;">Connect With Us</p> |
| <p style="font-weight: bold; color: #2e5496;">RESEARCH and KNOWLEDGE SHARING</p>   |   |
| <div data-bbox="110 1318 386 1415" style="background-color: #2e5496; color: white; padding: 5px;">  <span style="font-size: 0.8em;">homelessness learning hub</span> </div> <p style="font-weight: bold; color: #2e5496; margin-top: 10px;">New Training –<br/>Harm Reduction<br/>for the<br/>Homelessness<br/>Sector</p> | <p style="color: #2e5496;"><i>Homelessness Learning Hub</i></p> <p>The <a href="#">Homelessness Learning Hub</a> (HLHUB) launched a NEW online training on harm reduction and substance use for service providers in the housing and homelessness sector! The training is entirely self-paced and 100% free.</p> <p><b>The training covers:</b></p> <ul style="list-style-type: none"> <li>Goals and benefits of harm reduction</li> <li>Principles of harm reduction</li> <li>Harm reduction practices and policies for shelters and housing programs</li> <li>Equity-based approaches to working with people who use substances and people experiencing homelessness</li> <li>Challenges of implementing harm reduction</li> </ul> <p style="color: #2e5496; margin-top: 10px;"><u><a href="#">Sign up</a></u> to get started!</p>  |

| Service   | Current Status  |
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|   | <div data-bbox="808 289 1105 384" style="background-color: #c00000; color: white; padding: 5px; display: inline-block; border-radius: 5px;"> <a href="#" style="color: white; text-decoration: none;">Take the training</a> </div>  |
| <p><b>SERVICE CANADA WEBINARS</b></p>   | <p>Do your clients ask frequent questions about Government of Canada programs or services? Are you unsure about the next steps they should take to get the government assistance they need?</p> <p>Service Canada is offering monthly webinars to provide information to Service Delivery Partners about federal government programs and services that could benefit their clients - including Indigenous peoples, seniors, persons with disabilities, families, youth, workers (including self-employed individuals), employers and newcomers.</p> <p>Use the link below or click <a href="#">here</a> to view a list of upcoming dates and to register for a session. The webinars are delivered via Webex.</p> <div data-bbox="776 1003 1138 1098" style="background-color: #c00000; color: white; padding: 10px; display: inline-block; border-radius: 15px; text-align: center; margin: 10px 0;"> <b>REGISTER NOW</b> </div> <p>For information about Service Canada programs and services:</p> <ul style="list-style-type: none"> <li> Visit <a href="https://Canada.ca">Canada.ca</a></li> <li> Call <b>1 800 O-Canada</b></li> <li> Follow Service Canada on Twitter <a href="#">@ServiceCanada_E</a></li> <li> Follow Service Canada on <a href="#">LinkedIn</a></li> <li> Watch our videos on <a href="#">YouTube</a></li> </ul> |
| <p><b>From Durham Elder Abuse Network:</b></p> <p><b>A NEW STATISTICS CANADA REPORT ON VIOLENCE</b></p> | <p>A new Statistics Canada report on violence against seniors and their perceptions of safety in Canada came out last week: <a href="https://lnkd.in/gfhwwWiz">https://lnkd.in/gfhwwWiz</a></p> <p>Some highlights:</p> <ul style="list-style-type: none"> <li>- Overall, three-quarters (76%) of seniors who reported experiencing violent victimization in 2019 were physically assaulted.</li> <li>- Police-reported senior victimization increased in every P/T (22%) between 2015 and 20</li> <li>- The largest increase observed in the past 5 years is among older men</li> <li>- Older women were twice as likely to have been victimized by an intimate partner compared with senior men (16% versus 7%).</li> </ul>   |

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| <p><b>AGAINST SENIORS AND THEIR PERCEPTION OF SAFETY IN CANADA</b></p>             | <p>- Among senior women who were homicide victims, 2/3 (67%) were killed by an intimate partner (32%) or family member (35%).</p>  |
| <p><b>2021 POINT IN TIME COUNT REPORT IS NOW AVAILABLE</b></p>                     | <p>The full PiT Count report has been released today via all CDCD social media handles.</p> <p><b>The Point-In-Time (PiT) Count Report is now available!</b></p> <div data-bbox="669 743 1247 1073" data-label="Image"> </div> <p>The PiT Count is a snapshot of individuals experiencing homelessness in the Durham Region. The Count was conducted within a 24-hour period from October 20-21, 2021.</p> <p>Visit <a href="http://www.cdcd.org/projects/point-in-time-count">www.cdcd.org/projects/point-in-time-count</a> to view the full report.</p>  |
| <p><b>REGION OF DURHAM</b><br/><b>Diversity, Equity and Inclusion Division</b></p> | <p>The <a href="#">Durham Immigration Portal</a> is updated regularly with information regarding refugee and vulnerable immigrant movements – namely, Afghans and Ukrainians seeking refuge in Canada. These movements are in addition to other immigrants and refugees from across the globe that settle in Durham.</p> <p>Durham is a welcoming community. Local residents and community groups are convening with the goals of supporting Afghan refugees and Ukrainians. Refugees to Canada present with many essential needs – from accommodation and housing, food, clothing and other basic needs. Durham’s Community Partners in Diversity is robust – with representation across multiple sectors and systems. Let’s work together to share information and support one another as we continue to serve newcomers to the region.</p> <p><b><i>Please share with me any information you have about refugee resettlement in Durham and about community organization (fundraisers, donation drives, refugee sponsorship and other initiatives) to support.</i></b></p> <p style="text-align: right;"><b>Sarah Hickman   Policy Advisor</b><br/><b>Diversity, Equity and Inclusion Division</b></p> |

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|         | <p style="text-align: right;"><b>The Regional Municipality of Durham</b><br/><b><a href="mailto:Sarah.Hickman@durham.ca">Sarah.Hickman@durham.ca</a>   905-431-4873</b></p> <p>We'll endeavour to connect with participating residents and organizations, and disseminate reliable and up-to-date information through Regional communications channels. I'll collate this information and share with Community Partners in Diversity.</p> <p>Please continue to refer newcomers – immigrants and refugees – to <a href="#">Durham Welcome Centres - Immigrant Services</a> for settlement services and other supports.</p> <p><b>Background:</b></p> <ul style="list-style-type: none"> <li>• In 2021, Canada committed to accepting 40,000 Afghan refugees. Since September 2021, approximately 8,000 Afghan refugees have entered Canada. We understand that 65 Afghan refugees have sought support through Durham's Settlement Program (Community Development Council of Durham). Government of Canada data indicates that Durham is the destination community for 90 privately sponsored Afghan refugees. We can expect that government assisted and privately sponsored refugees will continue to arrive in Durham region.</li> <li>• The war in Ukraine is sending millions of people fleeing the country. Canada has introduced several immigration measures, including prioritized entry for citizens and permanent residents of Canada fleeing Ukraine, and has opened two special immigration programs for Ukrainians seeking to immigrate to Canada.</li> </ul> |

## BUILT FOR ZERO – Coordinated Access to Housing in Durham Region

### WHAT IS BUILT FOR ZERO

The Region of Durham was invited to join the Built for Zero Canada (BFZ-C) campaign in July 2019. The Region was one of the nine communities selected from a pool of 16 candidates. The BFZ-C campaign is led by the Canadian Alliance to End Homelessness (CAEH).

**The Mission of the Canadian Alliance to End Homelessness is to prevent and end homelessness in Canada.**

**“Built for Zero Canada** is an ambitious national change effort helping a core group of leading communities end chronic homelessness and veteran homelessness - a first step on the path to eliminating all homelessness in Canada.”

Work has been ongoing with housing and housing support providers, a range of community partners, and the Region of Durham to work towards ending chronic homelessness in Durham Region.

Coordinated Access and the By-Name List are key elements of a Built For Zero community.

### COORDINATED ACCESS TO HOUSING IN DURHAM REGION

**Coordinated Access** is a standardized way of connecting people experiencing homelessness to available resources. Coordinated Access assesses people’s housing-related needs, prioritizes them for resources, and links those in need to a range of services. Community Access Points are trained to identify and assess people who are homeless or at-risk of homelessness. Access Points use a common intake and assessment tool to assess the needs of individuals and families experiencing homelessness. Access Points are also able to provide referrals to the By-Name List.

The **By-Name List** is a real-time list of all people experiencing homelessness. It allows communities to know every person experiencing homelessness by name, understand their unique needs, and prioritize them for the most appropriate and available housing resource. Individuals and families can be added to the By-Name List through intake and assessment at a Community Access Point that are listed below.

Durham achieved an 11/11 on our BNL Scorecard in June 2020. This means that Durham has implemented the steps needed to effectively operate our By-Name List. Durham Region is also the 12<sup>th</sup> community in Canada to achieve a Reaching Home and Basic Quality Coordinated Access System. Having a quality Coordinated Access System is considered one of the essential elements for having a local system that is built for zero and designated to end homelessness. In Durham Region we are now tracking monthly trends against our baseline to measure progress towards ending chronic homelessness.



## BUILT FOR ZERO – Coordinated Access to Housing in Durham Region

### BY-NAME LIST ELIGIBILITY AND ACCESS POINTS

Eligibility requirements for addition to the By-Name List include:

- Experiencing homelessness for at least 14 days
- Residing in Durham Region for 90 days, or have a meaningful connection to Durham Region
- Consent to participate
- VI-SPDAT completed score

### DURHAM BY-NAME LIST COMMUNITY ACCESS POINTS

|                              |                       |                                      |
|------------------------------|-----------------------|--------------------------------------|
| Ajax Hub                     | Cornerstone           | Back Door Mission – Mission United   |
| Durham Youth Services        | Muslim Welfare Home   | Salvation Army                       |
| North House                  | Oshawa Mission United | Primary Care Outreach Program (PCOP) |
| Boys and Girls Club – Durham | The Refuge            |                                      |

Durham Region’s Coordinated Access Guide has been developed and is available at [www.durham.ca/BNL](http://www.durham.ca/BNL).

### BY-NAME LIST REFERRAL PROCESS

**Process Maps have been added at the end of the Service Update for ongoing reference.**

The **By-Name List Referral Process Map** outlines the process for agencies and Community Access Points who would like to refer an individual or family to the BNL. The **Housing Provider By-Name List Process Map** is for Housing Providers who have a vacancy and need to receive the top 3 names from the By-Name List.

We also have a new online form called the **Durham Region By-Name List Vacancy Form**. This is located on our website [www.durham.ca/bnl](http://www.durham.ca/bnl) under the first tab – “Homelessness Coordinated Access System & By-Name List”. If you are a Housing Provider and have a vacancy, please complete this form and the BNL Coordinator will follow-up with you and provide the top 3 names from the BNL.

### COMMUNICATING ABOUT THE BY NAME LIST

It is important that community partners are all using the same language when talking to clients about the By-Name List. It is also important that clients know exactly what the BNL is when they are added to it and how they can remain active on the list. In collaboration with the GAP Committee, we have developed the attached ‘By-Name List – Frequently Asked Questions’ document that can be distributed to clients or posted publicly for those who have questions related to the BNL.

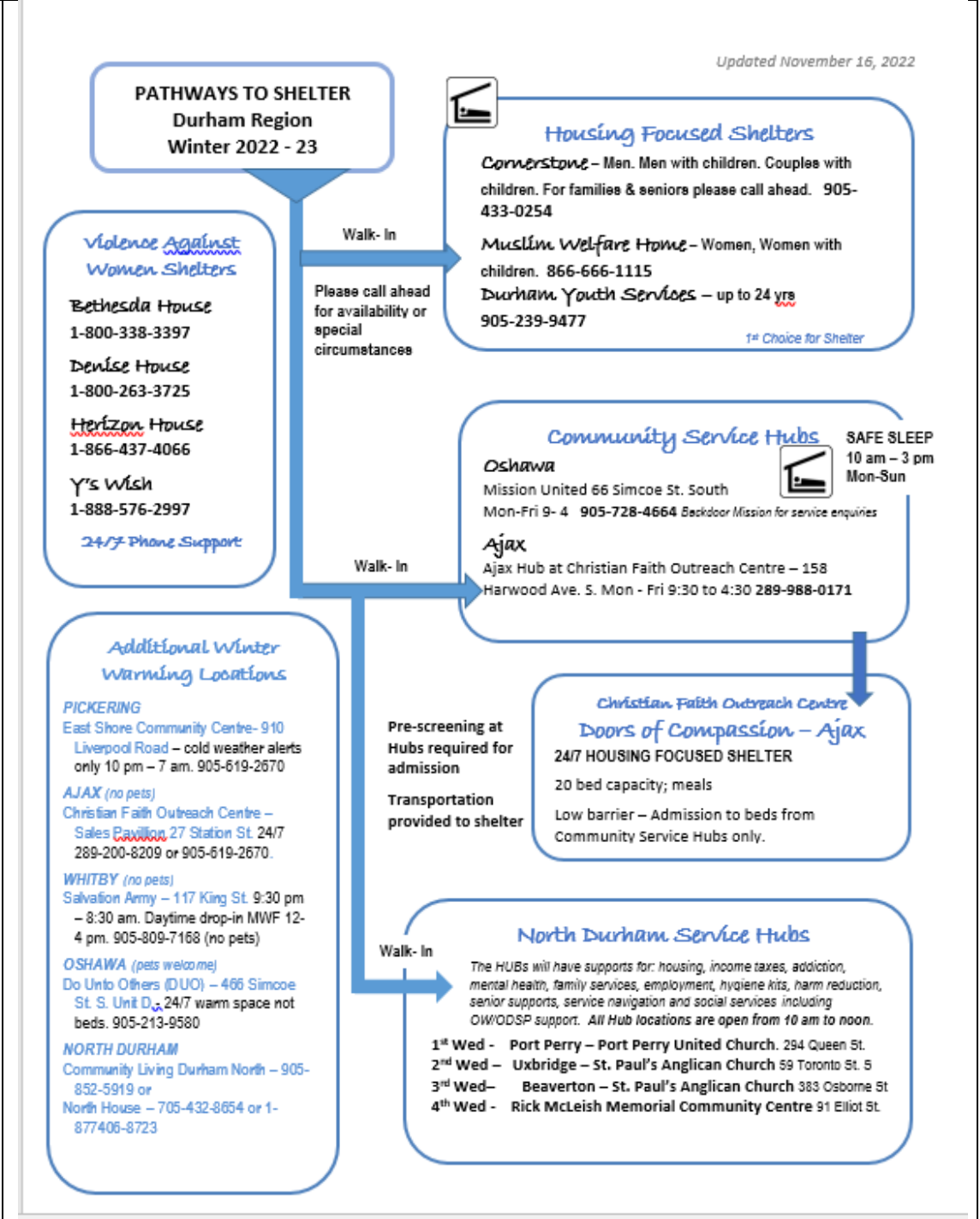
It is also important that clients know what types of housing/ program opportunities they could be offered through the BNL. This BNL-FAQ document directly links to our [Connecting Durham’s Coordinated Access System with Housing Opportunities](#) Infographic which can also be provided to clients regularly. We also have our [Coordinated Access and Durham’s By-Name List](#) Infographic that provides more information on the system.

If you have any questions, please do not hesitate to contact Alyx Riddell at [Alyxandra.Riddell@durham.ca](mailto:Alyxandra.Riddell@durham.ca).

| Service | Current Status |
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**SHELTER and OVERNIGHT SUPPORTS**

**PATHWAYS TO SHELTER**  
November 2022



**EMERGENCY SHELTERS AND**

Homeless shelters in Durham Region are housing focused and will also help people look for housing.

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| <p><b>SUPPORT SERVICES</b></p>                                     | <p>Housing-Focused shelter programs usually have space available and are open 24/7. To enquire about available space call:</p> <p><b>Cornerstone</b> (Oshawa - men) : 905-433-0254. Please see Bridges Program under Street Outreach.</p> <p><b>Muslim Welfare Home</b> (Whitby - women): 866-666-1115</p> <p><b>Durham Youth Services</b> (Ajax - youth up to 24 yrs): 905-239-9477</p>  |
| <p><b>CORNERSTONE FAMILY MOTEL PROGRAM</b></p>                     | <p>Eligibility for the family shelter program through Cornerstone has expanded to accommodate couples.</p> <p>Eligibility below:</p> <ul style="list-style-type: none"> <li>➤ A couple with demonstrated co-residency (on the same OW/ODSP benefit unit or prior shared lease) who:</li> <li>➤ Has a demonstrated extenuating situation where the male person is medically dependent on their partner or caregiver for their daily living needs. This dependency must be medical in nature and cannot be tasks that can be accommodated within a Shelter setting.</li> <li>➤ Expecting couples.</li> </ul> <p>Contact Information: 289-979-7871</p> |
| <p><b>CORNERSTONE SENIOR MOTEL PROGRAM</b></p>                     | <p>Eligibility below:</p> <ul style="list-style-type: none"> <li>➤ Seniors over the age of 55 with a medical condition that prevents them from utilizing a shelter setting based on their medical needs. Examples of these seniors would be seniors that require minimal PSW support for their daily living tasks.</li> <li>➤ Must be able to live independently.</li> <li>➤ All referrals must complete an independent living Needs Assessment prior to Intake.</li> </ul> <p>Note: Program participants are required to meet all program requirements.</p> <p>Contact Information: 365-688-8171</p>   |
| <p><b>CHRISTIAN FAITH OUTREACH CENTRE -DOORS OF COMPASSION</b></p> | <p><b>CHRISTIAN FAITH OUTREACH CENTRE</b><br/>         158 Harwood Ave. S, Ajax -<br/>         Starting Dec 1, 2022 - NEW ENTRANCE - 125 Commercial Ave for Ajax Hub</p> <p><b>Meal support</b><br/>         Ajax Hub 8:30 am - 4pm<br/>         Temporary Respite Centre (27 Station St.) outside of hub hours for snack / warm drink</p> <p><b>Intake</b><br/>         24/7 Respite Warming Centre is 24/7.<br/>         First come first serve.<br/>         Curfew (to keep cot, 10pm) otherwise bed given up to next in line.</p>  |

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|  | <p><b>Doors of Compassion</b><br/> Remains 20 bed low barrier shelter<br/> intake through Ajax or Oshawa Hubs<br/> no meal support for outside patrons - must access Ajax Hub or Temp Respite Warming Centre</p> <p><b>Oshawa Hub Hours:</b><br/> Monday – Friday: 9am – 4pm<br/> Weekends : 10 am – 1 pm<br/> Back Door Mission: 66 Simcoe Street South<br/> 905-728-4664</p> <p>For more information please contact:<br/> <a href="mailto:doc@cfoc.ca">doc@cfoc.ca</a> or call 905-619-2670</p> |
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**HARM REDUCTION and OVERDOSE PREVENTION**

One of the main ways to reduce the risk of overdoses is not to use alone. Consider using with a buddy or calling a friend. If you are alone, contact the [National Overdose Response Service \(NORS\)](#) virtual safe consumption at 1-888-668-NORS (6677). NORS is an overdose prevention hotline for Canadians providing loving, confidential, nonjudgmental support for you, whenever and wherever you use drugs.

The HKPR Health Unit also provides these additional safety tips:

- Test a small amount of drug before you use.
- Call 9-1-1 in the event of an overdose.
- Avoid mixing your drugs.
- Keep a naloxone kit on hand. You can get a naloxone kit at most pharmacies and needle exchange sites.

Naloxone is an emergency medicine that temporarily reverses the effects of an opioid overdose until the victim can get to hospital for treatment. Naloxone is recommended to be used in all suspected drug overdoses, due to the possibility of opioid contamination or poisoning. Local community partners are enhancing their naloxone distribution efforts in the wake of the alert. Free kits are also available for people who use opioids, as well as their family and friends, and can be picked up at Health Unit offices, local pharmacies and other locations ([www.ontario.ca/naloxone](http://www.ontario.ca/naloxone)).

The Health Unit also encourages people to intervene if they see someone who is overdosing. Call 9-1-1 and give the person naloxone. The *Good Samaritan Act* protects anyone trying to help in an emergency from possible legal repercussions. The *Good Samaritan Drug Overdose Act* also protects people on the scene of an overdose from being charged for possessing or using drugs.

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| <p><b>NATIONAL OVERDOSE RESPONSE SERVICE</b></p> | <p>NORS is an overdose prevention hotline for Canadians providing loving, confidential, nonjudgmental support for you, whenever and wherever you use drugs.</p> <p>Call (<b>Canada only</b>): <a href="tel:1-888-688-NORS(6677)">1-888-688-NORS(6677)</a></p> <p>Mobile App (<b>Global</b>): <a href="#">The Brave App</a></p> <p>Call NORS before you use drugs to connect with people who want to help you stay safe. NORS is an initiative between <a href="#">Grenfell Ministries</a>, the <a href="#">Brave Technology Coop</a> and Dr. Monty Ghosh. You can reach us by emailing <a href="mailto:weloveyou@nors.ca">weloveyou@nors.ca</a> - and we mean it.</p> |
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| <p><b>CAREA<br/>COMMUNITY<br/>HEALTH CENTRE</b></p>                                       | <p>At this time the Outreach Teams don't have a set schedule. They operate as on-call/mobile outreach for Durham Region at the numbers below.</p> <p><b>Carea's Harm Reduction Team (Mon – Fri 8:30 – 4:30) Durham Region wide</b><br/>Melissa Lauria and Leah Wall (Outreach Workers)</p> <p><b>Carea's Hep C Team (Mon – Fri 8:30 – 4:30) Durham Region wide</b><br/>RN: Linda Simmons<br/>Outreach Workers: Adam Kelly Colyer and Lindsay Hannah<br/>Coordinator: Teresa DiMartino</p> <p><b>1-855-808-6242</b></p> <p>We are also driving around in the van and offering services as necessary. Look for the dark blue van with Carea labelling and flag us down!</p>   |
| <p><b>MISSION UNITED<br/>HARM<br/>REDUCTION</b></p>                                       | <p>Harm Reduction is on-site from 10:00 am to 5:00 pm 7 days per week</p>   |
| <p><b>CHPI Program</b></p> <p><b>Harm<br/>Reduction<br/>Supplies and<br/>Supports</b></p> | <p><b>CHPI</b> at Community Living Durham North is now providing and offering <b>Harm Reduction supplies &amp; supports</b> to people in North Durham.</p> <p>Effective now, we have both Smoke and Injection kits available. The CHPI program acknowledges that many aspects can lead to homelessness including substance use and works with members of the North Durham community no matter their status of usage and that abstinence is not a requirement for our services. By including harm reduction supports and supplies as part of our services, we acknowledge that each client's relationship with substance use is different. Providing harm reduction supports and supplies allows our clients who use substances to have increased choice and control over their health, lives and enables them to take protective measures for not only themselves but also their families and our North Durham community.</p> <p><b>Contact our office 905-852-5919</b> – Chantal and Dawn would be happy to help you any way we can.</p> |
| <p><b>OVERDOSE<br/>PREVENTION<br/>LINE</b></p>  | <p style="text-align: center;"><b>1-888-853-8542</b></p> <p>Grenfell Ministries Overdose Prevention Line (O.P.L) is a number you can call if you are about to use drugs and are located in Ontario.</p> <p>This is a peer development initiative, and your call will be answered without judgment. You will be asked for your code (which is comprised of the first 2 letters of your first name, the first 2 letters of your last name, and the last two digits of your date of birth), your location and a few questions in relation to anonymous data collection, no personal data that can be used to identify you will be collected or stored.</p> <p>The operator will stay with you on the phone line while you use drugs, in the event that they receive no response after administration of narcotics the operator will call 911 and alert them to a possible overdose at the location you had given.</p>  |

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|  | <p style="text-align: center;"><b>The Line is now open 24/7</b></p> <p>You can call us if you are about to use drugs or if you are in need of harm reduction supplies or assistance with at home detoxing.</p> <p>For more information :<br/> <a href="https://www.grenfellministries.org/overdose-prevention-line">https://www.grenfellministries.org/overdose-prevention-line</a></p>  |
| <p><b>DURHAM HARM REDUCTION COALITION</b></p> <p><b>Resources to learn more...</b></p> | <p>The Durham Harm Reduction Coalition (DHRC) is a regional advocacy and capacity-building organization that promotes the health and dignity of individuals and communities. The DHRC advances policies and programs that help address the risks and stigma associated with substance use, unsafe sex practices and mental health issues. Such risks include, but are not limited to, overdose, HIV, hepatitis C, addiction, and incarceration. We recognize that the structures of the social inequality impact the lives and options of the affected communities differently, and work to uphold every individual’s right to health and well-being, as well as in their ability to protect themselves, their loved ones, and their communities. Please visit these websites for more information.</p> <p><a href="https://whatstheharm.ca">https://whatstheharm.ca</a></p> |
| <p><b>DURHAM REGION HEALTH DEPARTMENT</b></p> <p><b>Resources to learn more...</b></p> | <p>Durham Region Health Department, in partnership with the Durham Region Opioid Task Force is promoting their anti-stigma campaign entitled, "People Who Use Drugs are Real People. Get Informed. Get Involved. Get Help.", to help increase the importance of addressing the damaging effects that stigma can have for members of our community. The campaign and accompanying video series can be seen here: <a href="http://www.durham.ca/opioids">www.durham.ca/opioids</a></p> <p>Durham Region Health Department's Opioid Information System provides the latest opioid overdose-related statistics, including Region of Durham Paramedic Services calls, emergency department visits and opioid-related deaths. <a href="http://www.durham.ca/opioidstats">www.durham.ca/opioidstats</a></p>   |
| <p><b>ADDICTION SERVICES AND RECOVERY SUPPORT</b></p>                                  |  |
| <p><b>24 HOUR MENTAL HEALTH AND ADDICTIONS PHONE SUPPORT</b></p>                       | <ul style="list-style-type: none"> <li>• <a href="#">Distress Center Durham</a> 1-800-452-0688 or 905-430-2522</li> <li>• <a href="#">Durham Mental Health Services</a> 1-800-742-1890</li> <li>• <a href="#">Kids Help Phone</a> 1-800-668-6868</li> <li>• <b>Pinewood’s 24/7 Addictions Support Line for substance use:</b><br/> 905-721-4747 press 1 for 300 Centre St. then press 2 or toll free 1-888- 881-8878 extension 31208</li> </ul>  |
| <p><b>PINEWOOD ADDICTION SUPPORT SERVICES</b></p>                                      | <p>The PASS (Pinewood Addiction Support Services) is reopening our Walk-in services at <b>300 Centre St South Oshawa.</b></p> <p>Walk-in hours will be available as of <i>31/10/22</i>, <b>Monday, Wednesday, and Fridays, 2-4pm</b> with a plan to increase gradually.</p>  |

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| <p><b>Flyer attached November 2/22</b></p>  | <p>PASS counsellors provide information, referrals and short-term support to those concerned with or affected by substance use and/or gambling issues. We recognize the importance in keeping with a Harm Reduction Model and support individual goals of reducing use of substances or abstinence.</p> <p>Please see the attached flyer for more detailed information regarding PASS services and please stay tuned for further updates.</p>   |
| <p><b>BREAKING FREE ONLINE</b></p>  | <p>Breaking Free Online is an evidence based wellbeing and recovery support platform people with substance use concerns can access for free and anonymously.</p> <p><b>Use service code Lakeridge21 to access. <a href="http://www.breakingfreeonline.ca">www.breakingfreeonline.ca</a></b></p> <p>Alternately, people may access the online program directly without the service code by using their postal code.</p>  |
| <p><b>LAKERIDGE HEALTH MENTAL HEALTH AND PINEWOOD CENTRE</b></p>                          | <p>Please note that Pinewood Community Treatment offices remain closed and Pinewood's support line is available 24/7.</p> <ul style="list-style-type: none"> <li>• Outpatient mental health services, Pinewood Centre and Child Youth and Family Program services are provided virtually, through telephone and Microsoft Teams.</li> <li>• Residential withdrawal management program are now re-opened with limited capacity for safety during the pandemic. There will be 8 beds open at this time and priority will be given to individuals who are medically stable and experiencing active withdrawal.</li> <li>• New clients are being admitted into all outpatient services.</li> <li>• <b>Reminder of our new centralized access line for community mental health and Pinewood Centre: 905-721-4747.</b></li> <li>• Rapid Access Addiction Medicine (RAAM) is re-opening for in-person new client assessments on May 7 2020 at the 300 Centre Street location. Appointments only. Please call 905-721-4747 ext 37226 to leave a message and calls to returned same day. Follow up remains virtual.</li> </ul> |
| <p><b>BACK DOOR MISSION RECOVERY GROUPS</b></p>   | <p>Alcoholics Anonymous Mon 3 pm<br/>         Women's Support Group Wed 3:30 pm<br/>         Bible Study Fri 3 pm<br/>         Cocaine Anonymous Sun 2 pm</p>   |
| <p><b>ADDICTION SUPPORT</b><br/><br/> <b>Central Lake Ontario Narcotics Anonymous</b></p> | <p>This website is offering addictions support via online meetings. Many in-person meetings are beginning to take place at various locations across Durham Region and information and guidelines for them may be found at the following website <a href="http://cloana.org">http://cloana.org</a></p> <p>Please visit the above website and select the option called <i>Printable Meeting List</i>. It is important to check this website often as there are frequent changes.</p>  |



| <b>ID REPLACEMENT</b>  |   |
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| <b>JOHN HOWARD SOCIETY ID CLINICS</b>  | <p>Clinics are held once per month at the beginning of each month. Some preparation is required prior to attending the clinics.</p> <p>Please pick up the required application at the John Howard Society office at 75 Richmond St. West Oshawa. It is open from 8:00 am to 12 noon and 1:00 pm to 4:00 pm. More specific information about when and where to return will be provided when applications are picked up.</p>  |
| <b>INCOME SECURITY</b>   |   |
| <ul style="list-style-type: none"> <li>• If you are worried about paying a utility bill, contact your utility company for information about relief and other options. There are ongoing services in place that are no longer COVID-19 related.</li> <li>• Hydro and water disconnects are no longer suspended.</li> <li>• The moratorium on evictions was lifted as of late July 2020. This means that the tenant eviction process is able to move ahead now. The Advocacy Centre for Tenants Ontario website at <a href="https://www.acto.ca/">https://www.acto.ca/</a> has several Tip Sheets for tenants about their rights and responsibilities</li> </ul> |   |
| <b>THE CREDIT COUNSELLING SOCIETY</b>  | <p>The Credit Counselling Society (CCS) is a <b>non-profit, charitable organization</b> that was established in 1996 to help educate Canadians in personal money management and the wise use of credit, and to help individuals and families <b>find solutions to their financial challenges</b> through objective counselling and debt repayment solutions.</p> <p>We serve Canadians in person, over the phone and online. We have offices in each province and are available to the public 6 days a week.</p> <p><b>SERVICES WE OFFER:</b><br/>We offer 3 types of services to consumers:</p> <ol style="list-style-type: none"> <li>4. <b>FREE</b>, confidential credit counselling and budgeting guidance where we conduct a full financial analysis of a client’s situation and offer them unbiased, objective options and information.</li> <li>5. Debt repayment programs; and</li> <li>6. Educational programs via workshops, webinars, lunch ‘n’ learns, and in-services.</li> </ol> <p><b>HOW TO REACH US:</b><br/>Get help – Speak to an accredited Credit Counsellor about your finances, credit, debt, or budget for FREE:</p> <ul style="list-style-type: none"> <li>• <b>1-888-527-8999</b></li> <li>• <a href="http://nomoredebts.org">Debt Help Canada: Non-Profit Debt Solutions (nomoredebts.org)</a></li> </ul> <p>Register for <b>FREE</b> financial webinars on a variety of relatable money topics:</p> |

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|  | <ul style="list-style-type: none"> <li>• <a href="https://www.nomoredebts.org">Free Online Financial Education Workshops   Webinars - Credit Counselling Society (nomoredebts.org)</a></li> </ul> <p>Financial Tools, Calculators, and Resources to help with spending plans, budgeting, expense tracking, and more:</p> <ul style="list-style-type: none"> <li>• <a href="https://www.nomoredebts.org">Debt Payment, Interest &amp; Expense Calculators (nomoredebts.org)</a></li> </ul> <p>To learn more about our financial literacy workshops, webinars, professional development and award-winning Certificate programs for community agencies, employers, and associations, contact:</p> <ul style="list-style-type: none"> <li>• <a href="mailto:Education@nomoredebts.org">Education@nomoredebts.org</a> or <a href="mailto:amanda.martin@nomoredebts.org">amanda.martin@nomoredebts.org</a></li> </ul> |
| <p><b>CANADA-ONTARIO HOUSING BENEFIT PROGRAM – Annual Eligibility Renewals</b></p> | <p>Updated information for the current year will be coming in May.</p> <p>If you have any questions, please feel free to reach out to <a href="mailto:Lori.Barber@durham.ca">Lori.Barber@durham.ca</a> 905-668-7711 x2461 or have your client contact the Ministry directly at 1-888-544-5101.</p>  |
| <p><b>ONTARIO WORKS LIBRARY OUTREACH</b></p>                                       | <p>Newcastle: Monday 1-3 pm<br/> Orono: Fridays 10 am to noon<br/> Bowmanville: Tuesdays and Thursdays 10 am – 3 pm<br/> Courtice: Wednesdays<br/> Northview Oshawa: Wednesdays 10 am – 3 pm<br/> Jess Hahn Oshawa: Thursdays<br/> Whitby Main Branch: Tuesdays, Wednesdays, and Thursdays 1- 4:30 pm</p>   |
| <p><b>ONTARIO WORKS</b></p>  | <p>All Ontario Works offices are reopening to the public effective Tuesday April 19<sup>th</sup> :</p> <p>Ajax office - 140 Commercial Ave - Monday to Friday - 8:30 a.m. to 4:30 p.m.<br/> Oshawa office - C1A – 200 John St - Monday to Friday - 8:30 a.m. to 4:30 p.m.<br/> Whitby office - 605 Rossland Rd E - Monday to Friday - 8:30 a.m. to 4:30 p.m.</p> <p>Employment Resource Centre - upper level 200 John St - Monday to Friday - 8:30 a.m. to 4:30 p.m. by appointment only. The drop-in resource centre will reopen to the public Monday May 2<sup>nd</sup>, 2022.</p> <p>The Uxbridge office located at 2 Campbell Dr will be open to the public <b>Mondays and Thursdays only</b> from 8:30 a.m. to 4:30 p.m.</p>   |

Our offices are now open to the public so we no longer need to do specific dates and times for cheque pick up for people with no fixed address.

**FOR OW AND ODSP CLIENTS WHEN WANTING TO ACCESS THE NEW ON DEMAND SERVICE THROUGH DURHAM REGION TRANSIT**

On September 28, Durham Region Transit is launching new services, including On Demand in areas where bus routes continue to experience low ridership. For more information on the new transit network and help to plan your trip, please visit [durhamregiontransit.com](http://durhamregiontransit.com) or call 1-866-247-0055.

Please note that Specialized Transit and On Demand trips may be served by a DRT taxi partner and are not equipped for PRESTO payments. In these cases Ontario Works and Ontario Disability Support Program clients using PRESTO through the Transit Assistance Program (TAP) must show their PRESTO card and proof of assistance. Acceptable verification of proof of assistance includes a paper copy of the client’s Statement of Assistance or their active MyBenefits social assistance status (see image below) either on their mobile device or as a print out with their PRESTO card when boarding.

Showing proof of assistance is not required when boarding DRT buses or other PRESTO equipped vehicles as part of your trip. Simply tap your PRESTO card when boarding.

[Acceptable proof of assistance examples](#)

**MyBenefits - Proof of social assistance/household members**

You can expect proof of social assistance status and household members to look like this image:

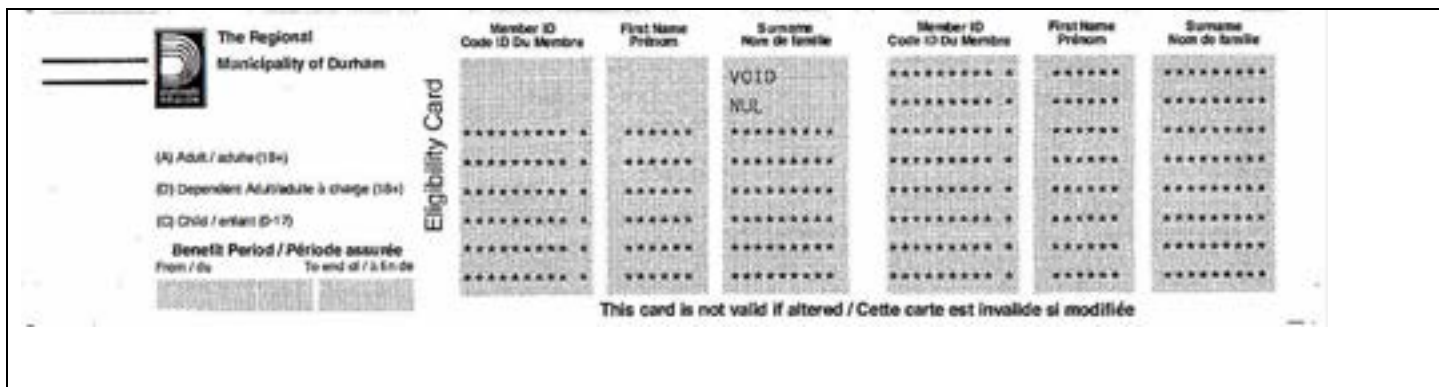
**What to look for:**

- **Benefit programs(s):** to identify if a client is receiving financial support from Ontario Works or ODSP
- **Date:** to identify when this information was downloaded or printed. You can expect to see today’s date if viewing this information live on a mobile device
- **Who’s covered:** check the list of benefit unit members
- **Address:** to identify the current place of residence on file



If the client is no longer receiving any form of social assistance support, only the following message will display on the page





**ONTARIO  
DISABILITY  
SUPPORT  
PROGRAM  
(ODSP)**

**KEY  
INFORMATION**

ODSP office hours are now back to normal 8:30 – 5 pm at all ODSP offices.

Clients may still connect with their case worker through email at [oshawa.odsp@ontario.ca](mailto:oshawa.odsp@ontario.ca).

We strongly encourage clients to register for MyBenefits. <https://mybenefits.mcsc.gov.on.ca/>. You can use this service to report changes or get information about your Ontario Works or Ontario Disability Support Program case.

**ODSP Appeals and reviews**

If you disagree with a decision and want to appeal it, you can appeal to the Social Benefits Tribunal (SBT) after seeking internal review. You must request an internal review to appeal. For questions about an SBT appeal, contact the SBT at 1-800-753-3895 (toll free), 1-800-855-0511 (TTY), or visit [sjto.gov.on.ca/sbt](http://sjto.gov.on.ca/sbt)

**Additional resources**

- **Receiving payments by cheque?** Consider switching to direct bank deposit (DBD) payment or a reloadable payment card (RPC). [Contact your ODSP office](#) to ask about this.
- **Want to know more about your ODSP payment or benefits?** Visit [Ontario.ca/mybenefits](https://ontario.ca/mybenefits) or use the [Interactive Voice Response \(IVR\) system](#). Contact your ODSP office for help getting set up.

**SERVICE CANADA**

Check to see if your local office is open. Due to physical distancing, space is limited. Please make a request for an appointment by filling out the [service request form](#) . A Service Canada officer will call you back within 2 business days.

<https://www.canada.ca/en/employment-social-development>

Canadians will still be able to access their benefits. The best way to apply remains online at: <https://www.canada.ca/en/services/benefits/ei.html>.

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| <p><b>CANADA RECOVERY BENEFIT (CRB)</b></p>                        | <p>The CRB is no longer available. For the most up-to-date information about CRB please visit <a href="https://www.canada.ca/en/canada-recovery-benefit/crb">Canada Recovery Benefit (CRB) - Canada.ca</a></p> <p>The CLEO (Community Legal Education Ontario) links below may be helpful for additional information. Live chat is on this website for further assistance. <a href="https://www.stepstojustice.ca">www.stepstojustice.ca</a>.</p>   |
| <p><b>ONTARIO HEALTH CARDS</b></p>                                 | <p>The Ontario government extended validation periods for Ontario Health Cards to September 30, 2022. There is no requirement to accept expired Ontario Health Cards after September 30<sup>th</sup>. There may be some variation between providers at the health care provider's discretion.</p>   |
| <p><b>SERVICE ONTARIO</b></p>                                      | <p>To help ensure your safety and the safety of others, we urge Ontarians not to visit a ServiceOntario centre unless completely necessary. Please consider:</p> <ul style="list-style-type: none"> <li>• completing your transactions online (if available)</li> <li>• staying home if you are sick</li> <li>• please do wear a mask and observe COVID-19 precautions when in the building</li> </ul> <p>Please note that some ServiceOntario centres are operating with reduced hours, please check the times for your location. Information about open locations and hours is at: <a href="https://www.ontario.ca/page/serviceontario">https://www.ontario.ca/page/serviceontario</a></p> <p>Continue to monitor Service Ontario extensions by googling 'Service Ontario extensions' for a current list of extensions.</p> <p>Service Ontario General Enquiry: 416-235-2999.</p> |
| <p><b>INCOME TAX</b></p>   |   |
| <p><b>Region of Durham</b></p> <p><b>INCOME TAX ASSISTANCE</b></p> | <p><a href="https://durham.ca/fileyourtaxes">Durham.ca/fileyourtaxes</a></p> <p>We are happy to share information about your tax clinics on this page, please forward to <a href="mailto:Samantha.billingham@durham.ca">Samantha.billingham@durham.ca</a> and please feel free to share this page with your networks.</p>   |
| <p><b>TAX CLINICS 2023</b></p>                                     | <p><b>OSHAWA PUBLIC LIBRARIES</b></p> <p>Tax Clinic available March 1 to April 30, 2023. Appointments taken as of February 6, 2023. Please call a clinic coordinator to book an appointment:</p> <p><b>Clinic Coordinators:</b></p> <ul style="list-style-type: none"> <li>• Celeste Ramnarine: 905-579-6111, ext. 4237</li> <li>• Richard Fallis: 905-579-6111, ext. 5242</li> <li>• Jennifer Gardner: 905-579-6111, ext. 5264</li> </ul> <p><b>Tax Clinic Hours and Locations (branches are wheelchair accessible)</b></p> <p><b>McLaughlin Branch</b><br/>65 Bagot Street, Oshawa</p>  |

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|  | <ul style="list-style-type: none"> <li>Monday - Thursday 10 a.m. to 6:30 p.m.</li> <li>Friday - Saturday 10 a.m. to 3 p.m.</li> </ul> <p><b>Jess Hann Branch</b><br/>199 Wentworth Street West (Lake Vista Square Plaza)</p> <ul style="list-style-type: none"> <li>Monday, Wednesday 10 a.m. to 6:30 p.m.</li> <li>Tuesday, Thursday 10 a.m. to 4 p.m.</li> <li>Friday - Saturday 10 a.m. to 3 p.m.</li> <li>Sunday 1 to 3 p.m.</li> </ul> <p>We have this advertised now on the Region of Durham website (link below) and on our website as well at <a href="https://oshawalibrary.ca/tax-clinics/">https://oshawalibrary.ca/tax-clinics/</a></p> <p><b>JOHN HOWARD SOCIETY</b><br/>Individuals are invited to call 905-579-8482 and ask for an appointment for taxes. Appointments start in March.</p> <p><b>WELCOME CENTRES</b><br/>the Welcome Centres will start their tax clinics at the end of February until the end of April. We'll be sharing the dates/times with the Region to put on their website <a href="https://www.durham.ca/en/living-here/file-your-taxes.aspx#TaxClinics">https://www.durham.ca/en/living-here/file-your-taxes.aspx#TaxClinics</a></p> <p><b>BACK DOOR MISSION</b><br/>Please note the Back Door Mission <b>WILL NOT</b> be assisting with income tax returns this year.</p> <p><b>REGION OF DURHAM WEBSITE – TAX INFORMATION</b><br/><a href="https://www.durham.ca/en/living-here/file-your-taxes.aspx#TaxClinics">https://www.durham.ca/en/living-here/file-your-taxes.aspx#TaxClinics</a></p> |
| <p><b>INCOME TAX SUPPORT</b></p>   | <ul style="list-style-type: none"> <li><b>Ontario Works</b> offices continue to offer virtual tax filing through all our offices. This is for OW clients only.</li> <li><b>The Refuge</b> is still offering free tax help for current and former patrons. If anyone is interested they can call or email and we can pick a time that works for them.</li> </ul>   |
| <p><b>SELF-FILING TAX PROGRAM</b><br/><b>Welcome Centre Immigrant Services</b></p> | <p><i>Do you know people who may be interested in learning how to do their own taxes?</i></p> <p><b>Our Supported Self-Filing Tax Program can help you with FREE Coaching and Support!</b></p> <p>We'll supply you with these resources:</p> <ul style="list-style-type: none"> <li>Connect you to one of our trained volunteers for one on one support. Volunteers will answer any questions you may have and review your return before you file.</li> <li>FREE Turbo Tax software (special version that will not ask you to sign up for upgrades)</li> <li>How-To Videos and Guides</li> </ul>  |

|   | <p><b>TO QUALIFY YOU MUST:</b></p> <ul style="list-style-type: none"> <li>• Have access to a device with reliable internet</li> <li>• Be comfortable with technology</li> <li>• Have a desire to do your own taxes</li> <li>• Annual income is no greater than:</li> </ul> <table border="0"> <thead> <tr> <th><b>Family Size</b></th> <th><b>Total Family Income</b></th> </tr> </thead> <tbody> <tr> <td>1 person</td> <td>\$35,000</td> </tr> <tr> <td>2 persons</td> <td>\$45,000</td> </tr> <tr> <td>3 persons</td> <td>\$47,500</td> </tr> <tr> <td>4 persons</td> <td>\$50,000</td> </tr> <tr> <td>5 persons</td> <td>\$52,000</td> </tr> <tr> <td>More than 5 persons</td> <td>\$52,500, plus \$2,500 for each additional person</td> </tr> </tbody> </table> <p>For more information or to book an appointment, please call 1-877-761-1155 or email <a href="mailto:awc@welcomecentre.ca">awc@welcomecentre.ca</a></p>  | <b>Family Size</b> | <b>Total Family Income</b> | 1 person | \$35,000 | 2 persons | \$45,000 | 3 persons | \$47,500 | 4 persons | \$50,000 | 5 persons | \$52,000 | More than 5 persons | \$52,500, plus \$2,500 for each additional person |
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| <b>Family Size</b>  | <b>Total Family Income</b>   |                    |                            |          |          |           |          |           |          |           |          |           |          |                     |   |
| 1 person  | \$35,000   |                    |                            |          |          |           |          |           |          |           |          |           |          |                     |   |
| 2 persons   | \$45,000   |                    |                            |          |          |           |          |           |          |           |          |           |          |                     |   |
| 3 persons   | \$47,500   |                    |                            |          |          |           |          |           |          |           |          |           |          |                     |   |
| 4 persons   | \$50,000   |                    |                            |          |          |           |          |           |          |           |          |           |          |                     |   |
| 5 persons   | \$52,000   |                    |                            |          |          |           |          |           |          |           |          |           |          |                     |   |
| More than 5 persons   | \$52,500, plus \$2,500 for each additional person  |                    |                            |          |          |           |          |           |          |           |          |           |          |                     |   |
| <p><b>CRA</b></p> <p><b>Interest Relief for low income filers</b></p> | <p><b>INTEREST RELIEF PROGRAM</b></p> <p>Some COVID 19 benefits were not taxed at source and low income residents who were eligible and received these benefits may be concerned about owing tax \$. The CRA has announced <a href="#">Interest relief for low income filers</a> for those who owe taxes on COVID 19 benefits they were eligible for and received. To qualify for this targeted interest relief program individuals must have a total taxable income of less than \$75,000 in 2020 and have received income support through one of the COVID-19 measures in 2020.</p> <ul style="list-style-type: none"> <li>• If a low income filer owes tax on COVID benefits they received, they will not be required to pay interest on any outstanding income tax debt for the 2020 tax year until April 30, 2022, and any CRA administered benefits usually paid monthly or quarterly, including the Canada Child Benefit and the GST/HST credit, will <b>not</b> be applied to pay those tax bills.</li> <li>• Clients must file 2020 taxes and those eligible for the interest relief program will automatically be enrolled by CRA.</li> <li>• If 2020 taxes are not filed, benefits and credits will be interrupted.</li> <li>• Canadians are encouraged to file on time, by April 30, 2021, as late filing penalties will still apply and to ensure that their benefit payments continue without interruption.</li> </ul> |                    |                            |          |          |           |          |           |          |           |          |           |          |                     |   |
| <p><b>PERSONAL INCOME TAX</b></p>                                     | <p>Payment of some federal benefits and credits will stop in Oct 2020 for those who have not yet filed 2019 tax returns. GIS payments will stop after December 2020 for those seniors who have not yet filed 2019 taxes. Free tax filing through both virtual and drop off clinics, is available in for low income residents. Please see the list <a href="#">here</a>.</p>  |                    |                            |          |          |           |          |           |          |           |          |           |          |                     |   |

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|   | <p>Find information and resources about filing your own taxes from the Government of Canada here: <a href="https://www.canada.ca/en/services/taxes/income-tax/personal-income-tax/doing-your-taxes.html">https://www.canada.ca/en/services/taxes/income-tax/personal-income-tax/doing-your-taxes.html</a></p> <p><b>CRA: Find a free or pay-what-you-want tax software</b><br/> <a href="https://www.canada.ca/en/revenue-agency/services/e-services/e-services-individuals/netfile-overview/certified-software-netfile-program.html">https://www.canada.ca/en/revenue-agency/services/e-services/e-services-individuals/netfile-overview/certified-software-netfile-program.html</a></p> <ul style="list-style-type: none"> <li>• Scroll half way down the above link and open drop-down arrow</li> <li>• There are free and low-cost options available based off of your device and needs (i.e. desktop, mobile, etc.).</li> <li>• A family member or trusted friend of the family could file remote, from anywhere, by using this option</li> </ul>   |
| <p><b>EMPLOYMENT SUPPORT and SKILLS DEVELOPMENT</b></p>       |  |
| <p><b>NEW LIFE NEIGHBORHOOD CENTRE - PRODUCTIVITY HUB</b></p> | <p><b>Registration for the winter intake for the New Life Neighbourhood Centre Productivity HUB is now OPEN!</b></p> <p>The <b>New Life Neighbourhood Centre Productivity HUB</b> helps members of the community become self-sufficient by providing training, mentoring and coordinated supports that are geared towards readiness for employment and other productive pursuits. This program aims to help build capacity for our community's economically vulnerable and marginalized.</p> <p>Our series of programming for 2023 will start February 7, 2023, with a 12-week self-empowerment workshop, the <b>Self-Empowerment &amp; Livelihood Improvement Project (SLIP)</b>, where participants are encouraged to challenge current mindsets and develop renewed sense of hope.<br/>         Program Orientation Day for the 2023 Winter Intake of NLNC Productivity Hub is on January 24<sup>h</sup> 2023.</p> <p>Seating is limited. Please contact Karen Bell at 647-282 0050 or <a href="mailto:karenbell.ph@gmail.com">karenbell.ph@gmail.com</a> to reserve your seat today or for more information.</p> |
| <p><b>DURHAM REGION UNEMPLOYED HELP CENTRE</b></p>            | <p>Since 1983, Durham Region Unemployed HELP Centre (DRUHC) has provided employment support, staffed by Employment Counsellors, Job Developers, Youth Mentor and Resources Coordinators. DRUHC is a not-for-profit organization funded by both the provincial and federal government.</p> <p>DRUHC Employment Ontario offices in Oshawa and Pickering (addresses below) are <b>open as of Monday February 14, 2022, by appointment only</b>, for clients needing to meet with an Employment Counsellor and/or access the Computer and Resource area for employment-related purposes. Client should be able use the computer independently. Programs and</p>  |



services continue to be offered via telephone, email and other online platforms to job seekers, workers, and employers.

- One-on-One Employment Counselling
- Career assessment and coaching
- Virtual Job Search Workshops
- Youth Job Connect Programs (YJC):
- YJC - youth aged 15 to 29, 3 weeks paid pre-employment training, paid job placement
- Access to government sponsored employment and training programs
- Apprenticeship Information
- Job Portal
- Virtual Job Fairs
- Specialized services and programs for Newcomers/ Immigrant Professionals (Welcome Centre Immigrant Services – Ajax and Pickering)

DRUHC is still **matching** job seekers to employers hiring in Durham Region.

**Office hours:** Monday to Friday | 8:30 a.m. to 4:30 p.m.

**Oshawa:** 272 King St. E. | 905-579-1821 | [info@unemployedhelp.on.ca](mailto:info@unemployedhelp.on.ca)



**Pickering:** 1410 Bayly St, Unit 4 | 905-420-4010 | [careadmin@unemployedhelp.on.ca](mailto:careadmin@unemployedhelp.on.ca)

**Pickering Welcome Centre:** 1400 Bayly St, Unit 5 | 905-420-3008 |

[jswinfo@unemployedhelp.on.ca](mailto:jswinfo@unemployedhelp.on.ca)

**Website:** [www.unemployedhelp.on.ca](http://www.unemployedhelp.on.ca) and [www.welcomecentre.ca](http://www.welcomecentre.ca)

**The workplace was forever changed** by the pandemic that started in 2020. Learn how the workforce has evolved, hot industries in Canada, and some of the attributes you will need to succeed in this Brave New Work World. [Click to read Job Seeker Magazine 11-2022 - DRUHC](#)




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|                      |  <div data-bbox="444 1266 1477 1354" style="background-color: #003366; color: white; text-align: center; padding: 5px; margin-top: 10px;"> <a href="#" style="color: white; text-decoration: underline;">More Information</a> </div>   |
| <p><b>AGILEC</b></p> | <p>Out of school, out of work? We offer Free, customized services and support to help people and organizations develop their potential.</p> <p><b>The Agilec Advantage:</b></p> <ul style="list-style-type: none"> <li>• Connect to employers – job matching support</li> <li>• Create realistic, individualized action plans</li> <li>• Develop resumes, cover letters, and social media presence</li> <li>• Prepare and practice for interviews</li> <li>• Assist with career decision making</li> <li>• Access training and education</li> <li>• Obtain labour market information and resources</li> </ul> <p><b>COVID-19 Notice – Ajax and Courtice offices are now open!</b></p> |

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|   | <p>Our doors are wide open. We've returned to in-person service and are excited to welcome you back by appointment.</p> <p>The safety of our customers and staff is our top priority and we continue to implement Covid-19 Health and Safety Guidelines which include:</p> <ul style="list-style-type: none"> <li>Limiting customer capacity in the office at one time</li> <li>Physical Distancing of 6ft/2m apart</li> <li>Mandatory use of masks and other Personal Protective Equipment (PPE)</li> <li>Hand sanitizing and general hygiene practices</li> <li>Increased cleaning/disinfecting protocols</li> </ul> <p>Additionally, our staff have been instructed to work from home if they show any signs of COVID-19 or believe they have been in contact with anyone who has the virus.</p> <p>Agilec is an integral partner in the full recovery of our communities and economy. Our programs and services are helping people get back to work and take the next step forward in their career – we are committed to assisting you.</p> <p>You can continue to access our services (including live interaction with our staff) through a variety of options:</p> <ul style="list-style-type: none"> <li>Call our Customer Care Centre at (800) 361-4642</li> <li>Ajax Location: 905-426-1760</li> <li>Courtice Location: 905-743-7242</li> <li>Email us <a href="#">here</a></li> <li>Connect with your <a href="#">local Agilec office</a></li> <li>Access our <a href="#">Online Resource Centre</a></li> </ul> |
| <p><b>CONSTRUCT</b></p> <p><b>(Flyer attached to July 21<sup>st</sup> Service update)</b></p> | <p>Construct offers a valuable opportunity to learn new skills and begin a career in the trades and construction industry here in Durham. Construct is a solution at the intersection of two challenges; growing demand for skilled employees in the construction industry and vulnerable low-income individuals need low barrier jobs and a higher income to achieve housing stability. Our program is designed to help break down barriers to employment and provide direct connections to employment opportunities and careers.</p> <p><b>Construct a New Career</b></p> <p><b><i>Cohorts of 8 Trainees will complete an 8-week full-time training program 40hrs per week</i></b></p> <p>Transportation throughout the program, to and from classes and job sites as well as safety equipment is provided.</p> <p>Participants will receive:</p> <ul style="list-style-type: none"> <li>• 2 weeks in-class skills training in trades math, reading comprehension, social skills &amp; work etiquette, writing resumes, job interview techniques, trades skills, and health and safety certifications.</li> <li>• 6 weeks of on-the-job training to learn and apply your trades skills.</li> </ul>  |

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|   | <ul style="list-style-type: none"> <li>• One-on-one support for the duration of the program and for up to one year after graduation to assist you in securing a long-term career.</li> <li>• Additional personal and professional supports generously provided by YMCA</li> <li>• Intake tool package generously donated by the Home Depot Foundation</li> <li>• Personal Protective Equipment (PPE) required to work on-site generously donated by LiUNA! Local 506</li> <li>• Meal support for the duration of the program</li> </ul> <p><b>Eligibility:</b></p> <ul style="list-style-type: none"> <li>• Grade 10 education or equivalent</li> <li>• Canadian Citizen, Refugee or Permanent Resident status in Canada</li> <li>• Ages 18+</li> </ul> <p>Please refer interested individuals to our website <a href="#">For Trainees   Blue Door (constructgta.ca)</a> and complete the accompanying form to apply. Any other questions or inquiries, please reach out to Rudi Genovese at <a href="mailto:rudi.g@bluedoor.ca">rudi.g@bluedoor.ca</a> or (289)-716-1878.</p>      |
| <p><b>WINDREACH FARM – HARVEST OF HEALTH</b></p> <p><b>Programs in Horticultural Therapy and Therapeutic Horticulture</b></p> <p>312 Townline Road RR #1<br/>Ashburn, Ont L0B 1A0</p> <p><a href="http://www.windreachfarm.org">www.windreachfarm.org</a></p> | <p>WindReach Farm’s <b>Harvest Of Health</b> Horticultural Therapy program uses nature- and plant-based activities to meet the wide-ranging goals of many diverse populations and ability levels. Using a holistic approach, HT and TH focuses on individual strengths, building upon aspirations and skills.</p> <p>Sessions are delivered by a Horticultural Therapist and programs can be individualized or group-oriented, typically lasting from 45-60 minutes. Program outcomes include improved self-esteem, motor function, reduction in social isolation and improved cognitive skills.</p> <p>Activities are designed to stimulate the sense, exercise the body, teach new skills and promote stress relief and relaxation. WindReach Farm is a safe space that encourages connection to the living, external environment.</p> <p>Hours: Monday – Friday 9:30 am – 4:30 pm<br/>Year-round programs available.</p> <p>To book your farm visit, please contact us at 905-655-5827 ext 233 or <a href="mailto:htherapy@windreachfarm.org">htherapy@windreachfarm.org</a></p> |
| <p><b>WINDREACH FARM Roots and Shoots Garden Club</b></p>   | <p>Fridays from 9:00 am to noon, starting September 24<sup>th</sup>.</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>• Access to prepared garden beds, year-round greenhouse, indoor space</li> <li>• Garden tools, seeds, water source</li> <li>• Fully accessible facilities</li> <li>• Light lunch, tea, coffee</li> <li>• Cost \$10 per week/\$75 for 10 weeks</li> </ul>   |

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| <b>(revised flyer is attached)</b> | <p>Pre-registration is required.</p> <p>For registration and details please contact:<br/> <a href="mailto:htherapy@windreachfarm.org">htherapy@windreachfarm.org</a> or call us at 905-655-5827 x233</p> |
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| <b>VETERANS SUPPORT</b>   |   |
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| <b>Service</b>  | <b>Current Status</b>   |
| <p><b>ENDING VETERAN HOMELESS IN DURHAM REGION</b></p> <p><b>Operation Leave The Streets Behind</b></p> <p>Please save these related attachments from January 25<sup>th</sup> Service Update for your use.</p> <ul style="list-style-type: none"> <li>• <b>Veteran Verification Guide</b></li> <li>• <b>Updating Veteran Status in HIFIS</b></li> <li>• <b>Durham Veteran Process</b></li> <li>• <b>RCL Operation Leave the Streets Behind</b></li> <li>• <b>RCL Claim Form 2020</b></li> </ul> | <p><i>An important message for anyone who wants to see an end to veteran homelessness in Durham Region. The Built for Zero Team in Durham Region is launching a new program in collaboration with the Royal Canadian Legion’s: Operation Leave the Streets Behind.</i></p> <p><b>See attached documents for a new veteran identification and confirmation process in partnership with the Royal Canadian Legion (RCL), including how to ask about veteran identity, forms to use so that RCL can help confirm status and assess eligible supports, and how to track this in HIFIS.</b></p> <p>Identifying veterans experiencing homelessness is critical for 3 main reasons:</p> <ol style="list-style-type: none"> <li>4. We need to be able to confirm status and assess eligibility for housing supports so we need to know that a client is a veteran</li> <li>5. We need an accurate picture in HIFIS to know how best to reduce veteran homelessness, and to track our progress toward ending veteran homelessness</li> <li>6. It helps our system to continue learning how to best serve those who have served for us, and connect veterans to housing supports that are often underutilized</li> </ol> <p>A veteran includes: Any former member of the Canadian Armed Forces along with former members of an Allied Forces (e.g., U.S./U.K veteran), former members of the RCMP, former Reservists, Veteran Civilians, and former Canadian Rangers.</p> |

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| <br> | <div style="background-color: #f0f0f0; padding: 10px; border: 1px solid #ccc;">  <p><b>All Hands on Deck!</b><br/>           We've learned that veterans may be hesitant to share that they've served or may not consider themselves as a veteran. To launch the veteran process, we're asking staff to re-ask whether their current client's have served over the next few weeks, in addition to using this process for new intakes moving forward.</p> <p><b>Who:</b> Staff asking new and current clients if they've served<br/> <b>What:</b> Staff use the new process on existing clients and new clients<br/> <b>When:</b> Jan 24 to Feb 10, 2023 for asking existing clients, and on an ongoing basis for asking upon intake<br/> <b>Where:</b> At all access points and homelessness support agencies<br/> <b>Why:</b> For the 3 main reasons above</p> </div> <p>Helpful presentations from the Royal Canadian Legion's <b>Operation Leave the Streets Behind Program</b> and the <b>Built for Zero – Canada Veteran Cohort</b> are attached as overviews of why we collect this information as well as what resources and supports are available to Veterans.</p> <p>Various agencies can also expect to receive information via mail including Posters and Brochures from the Operation Leave the Streets Behind program to put up at their offices and provide to clients to assist with identifying Veterans.</p> <p>Please share with all appropriate staff. If you have any questions, please do not hesitate to reach out!</p> <p style="text-align: center;"><a href="mailto:Alyxandra.Riddell@durham.ca">Alyxandra.Riddell@durham.ca</a>   905-666-6239 extension 2473</p> |
| <p><b>SOLDIERS AID COMMISSION FINANCIAL ASSISTANCE PROGRAM</b></p>   | <p>The Ontario Government is supporting service men and women by modernizing the Soldiers' Aid Commission to ensure its reach is extended to all Veterans regardless of when and where they served, as well as their families.</p> <p>The <i>Soldiers' Aid Commission Act, 2020</i> will continue the corporation known as the Soldiers' Aid Commission, and enable its mandate to administer a financial assistance program for eligible Veterans and eligible family members of Veterans who are residents of Ontario.</p> <p>A new Regulation under the <i>Soldiers' Aid Commission Act, 2020</i>:</p> <ul style="list-style-type: none"> <li>• defines eligibility and operationalizes the financial assistance program administered by the Soldiers' Aid Commission.</li> </ul>  |

|   | <ul style="list-style-type: none"> <li>describes who is eligible for Soldier's Aid Commission financial assistance, how to apply and defines eligible expenses to a maximum of \$2,000 over a 12-month period.</li> </ul> <p>Amendments to a regulation under the <i>Ontario Works Act</i> and the <i>Ontario Disability Support Program Act</i> exempt financial assistance provided by the Soldiers' Aid Commission as income and assets for social assistance purposes. The amendments ensure financial assistance provided to eligible individuals by the Soldiers' Aid Commission will not negatively impact their eligibility for social assistance. The Regulation allows Veterans and their eligible family members to receive financial assistance from the Soldier's Commission that is fully exempt from Ontario Disability Support Program and Ontario Works.</p>  |
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| <b>TRANSPORTATION</b>   |  |
| <b>Service</b>  | <b>Current Status</b>  |
| <p><b>KIDS ON WHEELS</b></p> <p><b>TRANSPORTATION SERVICE</b></p> | <p>Kids on Wheels, is an established, personal transportation provider service in the Durham region.</p> <p>Our mission is to provide safe, reliable, caring and personalized transportation services for all those in need.</p> <p>Kids on Wheels has always looked forward to developing relationships with new clients and organizations in the Durham Community. We provide transportation to assist agencies to help their clients with trips such as:</p> <ul style="list-style-type: none"> <li>House viewing</li> <li>Doctor's Appointments</li> <li>Pharmacy</li> <li>Court/ Police visits</li> <li>Other appointments as needed</li> </ul> <p>We are currently working with our Durham Region service provider community to provide transportation for individuals who are experiencing homelessness and housing challenges including those who may be facing eviction, or that have challenges with mental illness or addictions.</p> <p>What sets Kids on Wheels apart from other transportation services, is the personal touch and reliability that our drivers offer to the clients and organizations.</p> <p style="text-align: center;"><a href="http://www.kidsonwheels.ca">www.kidsonwheels.ca</a>   <b>647-224-2879</b>   <a href="mailto:info@kidsonwheels.ca">info@kidsonwheels.ca</a></p> |
| <p><b>DURHAM REGION TRANSIT</b></p>                               | <p><b>DURHAM REGION TRANSIT (DRT)</b> is offering fare-free service this New Year's Eve! From 7 p.m. on December 31, 2022 until 4 a.m. on January 1, 2023, enjoy free travel across Durham Region via DRT.</p> <p>Service changes will also be in place beginning January 2 to enhance service in growth areas and improve reliability across the network. These updates reflect increased travel times on key corridors.</p>  |

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|  | <p>Ontario Disability Support Program (ODSP) and Ontario Works (OW) clients should note that the Transit Assistance Program (TAP) has fully replaced the paper ACCESS Pass. TAP provides ODSP and OW clients with lower DRT fares and the security benefits of the PRESTO card.</p> <p>As a reminder, children aged 12 years and under always ride free on DRT. Discounted fares are also available for youth (aged 13 to 19 years) and seniors (aged 65 years and over). Visit <a href="http://DurhamRegionTransit.com">DurhamRegionTransit.com</a> to learn more.</p> <p>If you have any questions about how to get where you need to go, updated policies, or other transit-related inquiries, please reach out to DRT Customer Service at 1-866-247-0055 or use the <a href="#">Customer Comment form</a> to find the DRT transit solution for you.</p> <p><b>Face coverings recommended</b><br/>Ontario’s Chief Medical Officer of Health has strongly recommended that Ontarians wear a mask in indoor public settings, which includes DRT public transit vehicles and facilities. Riders are reminded to stay safe and be respectful of DRT customers and employees at all times.</p> <p>For the latest DRT updates, visit <a href="http://DurhamRegionTransit.com">DurhamRegionTransit.com</a>.</p> |
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| Service   | Current Status   |
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| <b>VICTIMS OF VIOLENCE, ASSAULT OR ABUSE</b>  |  |
| <p><b>BETHESDA HOUSE</b><br/><b>THE DENISE HOUSE</b><br/><b>HERIZON HOUSE</b><br/><b>Y’S WISH</b></p> | <p><i>During the course of the COVID-19 pandemic, the essential services of the four “Violence Against Women” (VAW) shelters in Durham Region are open to support women with and without children who are experiencing violence and abuse. We manage our bed counts and capacity issues daily and the availability of beds can change frequently. We do not want the fear that a bed might not be available to stop a woman from reaching out to us for the specialized support we can provide. Our trained and experienced counselors are there to take their calls 24/7, helping them identify their options and resources. Women can reach us at...</i></p> <ul style="list-style-type: none"> <li>• <b><i>The Denise House</i></b><br/><b><i>905-728-7311 or 1 - 800 -263 - 3725</i></b></li> <li>• <b><i>Y’sWISH</i></b><br/><b><i>905 576 2997 or 1 – 888 – 576 - 2997</i></b></li> <li>• <b><i>Herizon House</i></b><br/><b><i>905-426-1064 or 1 - 866 – 437 – 4066</i></b></li> <li>• <b><i>Bethesda House</i></b><br/><b><i>905-623-6045 or 1 - 800 – 338 - 3397</i></b></li> </ul> |




| Service   | Current Status   |
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| <p><b>DURHAM RAPE CRISIS CENTRE</b></p>         | <p>Our counselling services are for women and women-identified survivors of sexual violence who are 16 years of age and older.</p> <p>Currently we are intaking new clients and offering individual and group counselling on phone or secure video. (Clients can also begin intake but defer if they prefer to wait for in-person counselling sessions.)</p> <p>Our Intake Worker, is Michaela and she can be reached at 905 444 9672 ext: 25 or (the best way) her e-mail is <a href="mailto:michaela@drcc.ca">michaela@drcc.ca</a>. Our current wait time for individual counselling is 3 – 4 months, however once clients begin intake they can join groups (currently we have a meditation, yoga, youth survivors, and survivors circle all via zoom.) These services are between 9 – 5, Monday – Friday.</p> <p>Our crisis and support line is for any survivor of sexual violence aged 16 or older. It operates 24/7 and staffed by trained volunteers. The number is 905 668 9200.</p> <p>Our email address is also available at <a href="mailto:info@drcc.ca">info@drcc.ca</a> for general information or information about public education.</p>  |
| <p><b>VICTIM/WITNESS ASSISTANCE PROGRAM</b></p> | <p>During the COVID 19 pandemic, we have continued to offer services to Victims/Witnesses of crime, however, our offices are currently closed to walk in clients. In order to access services, please call into our office at 905-743-2790 and leave a message. To expedite service, please state the victim’s name, the name of the accused person and clearly state a number the victim can be reached at. A worker will then reach out as soon as possible, normally within one business day. All of our services are free of charge.</p> <p>The Victim/Witness Assistance Program provides information, assistance and support to victims and witnesses of crime to increase their understanding of, and participation in, the criminal court process. This service is offered in cases where charges are laid and the matter is still before the Court.</p> <p>Services are provided on a priority basis to the most vulnerable victims and witnesses of violent crime, such as domestic violence, child abuse, sexual assault, homicide and hate crime. Families of traffic fatality victims are also eligible. Services begin once police have laid charges and continue until the court case is over.</p> <p>Victim/Witness Assistance Program services include:</p> <ul style="list-style-type: none"> <li>• Crisis intervention</li> <li>• Emotional support</li> <li>• Case specific information (court dates, bail conditions)</li> <li>• Court preparation and orientation information</li> <li>• Needs assessment</li> <li>• Referrals to community agencies.</li> </ul> |

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|  | For more information, please refer to the <a href="#">Victim/Witness Assistance Program brochure</a> .  |
| <p><b>VICTIM SERVICES OF DURHAM REGION</b></p>                           | <p>Victim Services of Durham Region (VSDR) supports individuals, witnesses and their families who are impacted by violent crimes and tragic circumstances. All of our services are confidential and free of charge. A worker will connect with you to evaluate what supports would be most appropriate and work with you to meet these needs.</p> <p>Victim Services of Durham Regions services include:</p> <ul style="list-style-type: none"> <li>• Crisis intervention</li> <li>• Needs assessment</li> <li>• Emotional and practical support</li> <li>• Service navigation</li> <li>• Victim Quick Response Program (pending eligibility)</li> <li>• Safety planning</li> </ul> <p>To connect with Victim Services of Durham Region please call our mainline at 905-721-4226, if we are unable to take your call please leave a message with your name, date of birth and safe way to contact you. Alternatively, you can email <a href="mailto:victimservices@drps.ca">victimservices@drps.ca</a> or complete the request for service section on our website at <a href="https://www.victimservicesdurham.ca/contact">https://www.victimservicesdurham.ca/contact</a></p> <p>For emergency accommodation needs please contact one of Durham’s VAW or homeless shelters as appropriate.</p> |
| <p><b>DURHAM REGION DOMESTIC VIOLENCE/SEXUAL ASSAULT CARE CENTRE</b></p> | <p>Acute care medical services for victims of sexual assault and domestic violence. Including examination, treatment, evidence collection, documentation, referrals and follow –up. Services are available 24/7 staffed by on call nurses through the Emergency Department at the Lakeridge Health Oshawa site (LHO). Availability of services have not changed during Covid-19.</p> <p>We also offer trauma counselling for victims over 18 years of age who present within a year of the assault. Counselling is currently being done via a phone call.</p> <p>To reach the office<br/>905 576-8711 ext. 33286....Mon-Fri, 0700-1500</p> <p>To reach emergency services<br/>Please go directly to the Emergency Department at LHO</p> <p>To reach counselling services<br/>905 576-8711 ext.32328....Mon-Fr-, 0900-1700</p>   |

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| <p><b>SAFETY NETWORK DURHAM</b></p> <p><b>Formerly known as DRIVEN</b></p>                                | <p>As some of you may already be aware, the program formerly known as D.R.I.V.E.N. is now refreshed and re-launched with our new name <b>Safety Network Durham!</b> We are very excited to continue to provide the same great service, with improved visual identity, fabulous new website, and all our socials. We hope to increase our reach in supporting women and their children impacted by gender-based violence across our region, and that this re-brand works to increase our accessibility and visibility in the community. Please check out our attached media release as well as posts you can use on your social media channels to spread the word and see the links below for all our channels.</p> <ul style="list-style-type: none"> <li>• Website: <a href="http://safetynetworkdurham.ca">safetynetworkdurham.ca</a></li> <li>• Facebook: <a href="https://www.facebook.com/profile.php?id=100065242550519">https://www.facebook.com/profile.php?id=100065242550519</a></li> <li>• Twitter handle: @safetynetworkDR   <a href="https://twitter.com/safetynetworkDR">https://twitter.com/safetynetworkDR</a></li> <li>• LinkedIn: <a href="#">Safety Network Durham</a></li> </ul> <p>Safety Network Durham (formerly known as DRIVEN) is open Monday through Friday from 9am to 5pm for virtual or phone service, and in person by appointment. We are closed on Statutory holidays.</p> <p>Safety Network Durham operates under a hub model of service, providing wrap around support to any individual that identifies as female and has been affected by any form of gender-based violence.</p> <p>Our phone number is 905-432-7233 ext. 300. Our email is <a href="mailto:info@safetynetworkdurham.ca">info@safetynetworkdurham.ca</a>. It's important to note that our phone and email are not monitored on weekends, or overnight. Safety Network Durham helps client access a variety of supports including housing, counselling, safety planning, legal, financial, settlement and newcomer, employment, and many other supports through our on-site and off-site partners.</p> <p>Thank you all for your time and support, for all the work that you do, and as always, feel free to connect with me by email, or at the number below.</p> <p>Alya Al-Joundi BA., MSW., RSW. (She/Her)<br/>           Program Manager/Clinic Coordinator<br/>           Safety Network Durham<br/>           #loveshouldnthurt</p> |
| <p><b>FAMILY SERVICES DURHAM</b></p> <p><b>Specialized Services for Survivors of Abuse or Assault</b></p> | <p>We provide support to:</p> <ul style="list-style-type: none"> <li>• Adult survivors of intimate partner violence (all genders).</li> <li>• Children and youth who have experienced or been impacted by domestic abuse.</li> <li>• Survivors of past or recent sexual abuse or assault (all genders). Free counselling is available to men 16+ affected by past or recent sexual abuse/assault and their partners or family members.</li> </ul>  |

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|  | <ul style="list-style-type: none"> <li>Victims of internet child exploitation and their immediate family members.</li> </ul> <p>Service is offered in-person at various locations throughout Durham Region, or remotely by telephone or video. Morning, afternoon, and evening counselling appointments are available.</p> <p>To request counselling, call 905-666-6239 ext. 5 or toll-free 1-888-721-0622 ext. 5. Intake workers are available Monday to Friday, 9:00 a.m. to 5:00 p.m.</p> <p><a href="#">Individual Couple and Family Counselling - Region of Durham</a></p> <hr/>  |
| <p><b>Consolidated Violence Against Women (VAW) Emergency Response</b></p> | <ul style="list-style-type: none"> <li>A full list of violence against women resources available during the COVID-19 crisis is available at <a href="http://www.vpcdurham.org/covid19">Violence Prevention Coordinating Council of Durham</a>. <a href="http://www.vpcdurham.org/covid19">http://www.vpcdurham.org/covid19</a></li> </ul>  |
| <p><b>LUKE'S PLACE</b></p>   | <p>A PDF document is attached to the March 27, 2020 Service Update. Please save it separately as a resource for women who require access to family law supports.</p>   |
| <p><b>SAFE PET ONTARIO</b></p>   | <p><b>SafePet Ontario</b> coordinates foster care for <b>pets</b> of individuals fleeing violent situations. We offer long- or short-term fostering options for the duration of a survivor's transition to safety. Once they're ready, we reunite owners with their <b>pets</b> so they can move into a better future together.</p> <p>For survivors who are unable to find a trusted family member, friend or co-worker to care for their pet, SafePet Ontario can save lives. 89 per cent of abused women say their partner also abused a pet. 56 per cent of women delayed leaving an abusive relationship due to fear for a pet's safety.</p> <p><a href="https://safepet.ca/">https://safepet.ca/</a></p> |
| <p><b>INDIGENOUS PEOPLES</b></p>   |  |
| <p><b>CITY OF OSHAWA<br/>Truth and Reconciliation Resources</b></p>        | <p>This link provides access to Truth and Reconciliation and other City of Oshawa resources</p> <p><a href="https://www.oshawa.ca/en/city-hall/diversity-equity-and-inclusion.aspx">https://www.oshawa.ca/en/city-hall/diversity-equity-and-inclusion.aspx</a></p>   |

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| <p><b>HOPE FOR WELLNESS</b></p>  | <p>The Hope for Wellness Helpline is available to all Indigenous people across Canada. Experienced and culturally competent counsellors are reachable by telephone and online 'chat' 24 hours a day, 7 days a week. Services are available in some Indigenous languages.</p> <p>To get help:</p> <ul style="list-style-type: none"> <li>• call <a href="tel:1-855-242-3310">1-855-242-3310</a> (toll-free)</li> <li>• <a href="#">use the live web chat</a></li> </ul>  |
| <p><b>TALK 4 HEALING</b><br/><b>Support for Indigenous women</b></p>             | <p>Indigenous women can contact <a href="#">Talk 4 Healing</a> for culturally appropriate and confidential support and resources seven days a week, 24 hours a day. Services are available in 14 languages. This resource is available in English only.</p> <p>To get help:</p> <ul style="list-style-type: none"> <li>• call or text <a href="tel:1-855-554-4325">1-855-554-4325</a></li> <li>• <a href="#">use the live web chat</a></li> </ul>   |
| <p><b>OUR VOICE, SHARING CIRCLE</b><br/><b>Durham Mental Health Services</b></p> | <p>We are delighted to announce that the members of the Indigenous Sharing Circle have chosen a name; Our Voice, Sharing Circle. We are very excited to be in the process of having this name translated. The group continues to accept those who self-identify as Indigenous as new members. Attached is the flyer for Our Voice, Sharing Circle, featuring the artwork of group members.</p> <p>As it is National Indigenous History Month, we would like to encourage everyone to celebrate the vibrant traditions, art, languages, resilient spirit and teachings of Indigenous People from across Turtle Island. The Circle is a sacred symbol and a means of providing support, structure and a place to gather to those who are struggling to increase and maintain their wellness as they recover from violence, trauma, grief and all forms of mental health issues. This Circle is a peer lead initiative that draws from the strengths, skills and knowledge of its members as they journey together to reclaim their identity, culture and recovery. Individuals will discover the healing power of being a contributing member of the community the Circle provides. Each group will open with a traditional smudge and will invite individuals to check in before moving into a specific topic, traditional skill, teaching, craft or free discussion. This group will feature guest speakers and peer lead topics. Beginning in June, the group will offer monthly Unity Gatherings that will be open to all who would like to learn more about Traditional Indigenous healing practices, art and heritage.</p> <p style="text-align: center;"><b>Fridays, 1:00pm – 2:30pm, Starting April 22, 2022</b><br/><b>Via Zoom</b></p> <p style="text-align: center;">To register contact Tanya Conlin @ <a href="mailto:tconlin@lh.ca">tconlin@lh.ca</a></p> |

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| <p><b>NATIONAL INDIAN RESIDENTIAL SCHOOL SURVIVOR SUPPORT AND CRISIS LINE</b></p>   | <p>Support is available for anyone affected by the effects of residential schools, and those who are triggered by the latest reports. This Crisis Line has been set up to provide support for former students and those affected. People can access emotional and crisis referral services by calling the</p> <p style="text-align: center;"><b>24 hour national crisis line 1-866-925-4419</b></p> <p style="text-align: right;"><i>Source: CBC News posted May 31, 2021</i></p>                             |
| <p><b>NOOJIMO HEALTH<br/>Canada's first all-Indigenous virtual mental wellness clinic</b></p>  | <p>Noojimo is an all-Indigenous circle of clinicians from a range of First Nation communities across Ontario, British Columbia and Saskatchewan. We have come together to help Indigenous people on Turtle Island on their healing journeys by offering virtual or telephone counseling. Our Indigenous counsellors blend western practices with Indigenous traditional healing methods to ensure there is a safe space to heal, be heard and feel seen.</p> <p>Experienced Indigenous counsellors offer:</p> |

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|  | <ol style="list-style-type: none"> <li>1. <i>Culturally safe counselling support as early as this week via phone or video. Call 1-833-970-3030 to book an appointment or visit our online appointment booking system available at <a href="http://www.noojimohealth.ca">www.noojimohealth.ca</a>;</i></li> <li>2. <b>Direct billing</b> opportunity with NIHB for up to 22 hours annually For First Nations and Inuit patients who may be eligible</li> </ol> <p style="text-align: center;"><b>Honoured to help.</b></p> <p style="text-align: center;"><i>Our Noojimo counselling circle looks forward to collaborating with you and your community to provide virtual access to help heal.</i></p> <p>Find out more about our referral partner program by calling Val at (705) 665-6559 or email <a href="mailto:val@noojimohealth.ca">val@noojimohealth.ca</a>.</p> <p>Baa maa pii,</p> <p>Val Michelutti</p> <div style="text-align: center; margin: 10px 0;"> <p><a href="#">Click here to book a 15 minute call to find out more.</a></p> </div> <div style="text-align: center; margin: 10px 0;"> <p><a href="#">Click here to visit our website</a></p> </div> |
| <p><b>IJIKIWENDIDAA<br/>ANISHNABEKWAG<br/>SERVICES CIRCLE<br/>(NASC)</b></p> <p><b>Serving Durham<br/>Region</b></p> | <p><b><u>Reason for Being:</u></b></p> <p>Nijkiwendidaa Anishnabekwag Services Circle (NASC) is a not-for-profit organization dedicated to the development and delivery of healing services for Anishnaabekwewag and their families who have been abused, are being abused, or are at risk of being abused.</p> <p>Healing work is conducted through the use of Traditional Anishnaabe Spirituality, blended with appropriate Western Modalities.</p> <p><b><u>Programs &amp; Services:</u></b></p> <p>All programs offer individual counselling and group support.</p> <ul style="list-style-type: none"> <li>• Crisis and Long Term Counselling</li> <li>• Child Witness to Violence Program</li> </ul>   |

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|  | <ul style="list-style-type: none"> <li>• Transitional Housing Support Program (THSP)</li> <li>• Indigenous Youth in Transition Support Worker (IYIT)</li> <li>• Indigenous Healthy Babies and Healthy Families Program (IHBHF)</li> </ul> <p>Due to the COVID-19 pandemic and current province wide shut down all of our services are virtual and via phone.</p> <p>Our office hours are Monday – Friday 9am-4:30pm</p> <p><b>Contact Information:</b> 705-7471-0900 or Toll Free 1-800-663-2696 or you can visit our website at <a href="http://www.niijiki.com">www.niijiki.com</a></p>   |
| <p><b>METIS NATION OF ONTARIO</b></p>  | <p>The updated Covid -19 Programs are on the Metis Nation of Ontario website <a href="http://www.metisnation.org">www.metisnation.org</a></p> <p>address: <a href="https://www.metisnation.org/covid-19-support-programs">https://www.metisnation.org/covid-19-support-programs</a></p> <p>Alix Occhiuzzi, is the Metis Nation of Ontario Community Wellness Worker for your area - you can reach out at 519-372-7351</p> <p>Additionally, the Metis Nation of Ontario programs and services/application dates etc. change from time to time so please check the Metis Nation of Ontario Website periodically, for updates and changes.</p> <p>Please call 1-800-263-4889 for additional information and assistance.</p>  |
| <p><b>FIRST NATIONS, INUIT AND METIS CRISIS TEXT SUPPORT</b></p> <p><b>In collaboration with Kids Help Phone</b></p> | <p>Indigenous youth and adults now have the option of connecting with First Nations, Inuit and Métis crisis responders when available!</p> <p>Simply text “First Nations” “Metis” or “Inuit” to 68 68 68 (youth) or 741 741 (adults) and individuals will be connected with a corresponding crisis responder if available.</p> <p>Here’s an example of how this will work...</p> <p>If a Métis young person would like to speak with a Métis crisis responder, they would text “Metis” to 68 68 68 and they will be transferred to a Métis crisis responder if one is available. If a Métis crisis responder is not available, they will be transferred to an Indigenous crisis responder from another nation. If no Indigenous crisis responders are available, the texter will be connected with a non-Indigenous crisis responder.</p> <p>As more Indigenous people apply and advance through our comprehensive crisis</p> |



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|  | <p>responder training, more and more people will be able to connect with a crisis responder from their Indigenous group or Nation if they wish. If you would like to apply to be a crisis responder, please complete the <a href="#">application here</a> and note that applications are only open to Indigenous individuals at this time.</p> <p>A little background on this initiative...</p> <p>After engaging with Inuit, First Nations and Métis youth in early 2020 (<a href="#">see the full report here</a>) we learned how important it is for Indigenous youth to have the option to connect with Indigenous crisis responders. In response, we took action #6 of <a href="#">Finding Hope: Kids Help Phone’s Action Plan for Supporting First Nations, Inuit, and Métis Young People</a> one step further to offer this choice.</p> <p>In accordance with the guiding principles of Finding Hope, this initiative also takes a distinctions-based approach by recognizing the distinct needs of First Nations, Inuit and Métis people.</p> |
| <b>HOUSING SECURITY</b>  |   |
| <p><b>CDCD HOUSING OUTREACH DROP-IN</b><br/>(Community Development Council Durham)</p> | <p>CDCD's Housing Outreach drop-in is at the Ajax Public Library taking place now every 2<sup>nd</sup> Wednesday of the month from 2-4PM and the Pickering Public Library from 11-1PM every 3<sup>rd</sup> Wednesday of the month.</p>  |
| <p><b>CDCD HOUSING STABILITY PROGRAM CHANGES</b></p>                                   | <p>CDCD, in partnership with the Region of Durham, and DARHN have been conducting a reconstruction of the Housing Stability Program throughout 2020. COVID-19 has placed significant strain on our most vulnerable residents and we anticipate that the impacts of COVID will be felt well into 2021 and beyond. CDCD continues to remain flexible and meet the needs of the community as they arise. Please also note that we are open to feedback and anticipate that further changes will be made as we learn more about how HSP can encourage housing retention for Durham’s most vulnerable residents.</p> <p>For questions or concerns please contact Ashley McDonald, Team Lead Housing at <a href="mailto:amcdonald@cdcd.org">amcdonald@cdcd.org</a>, 905.686.2661 Ext 225.</p>   |
| <p><b>COMMUNITY DEVELOPMENT COUNCIL DURHAM</b></p>                                     | <p>The Housing Stability Program (HSP) application has been updated to be fillable online. This will allow applications to be submitted electronically to promote social distancing for clients that do not have access to a printer/scanner.</p> <p>The <b>‘Original’</b> version has the electronic signature option enabled. For clients/ applications that do not have the ability to use an electronic signature, the <b>‘Edited’</b> version can be used.</p>   |

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| <p><b>Housing Stability Program</b></p> | <p>If applicants do not have the ability to print/sign the application, they can use the below e-mail script as an alternative to a physical signature:</p> <p><b>By sending this email, I confirm that I submitted an application to the Housing Stability Program dated [insert date]. Please accept this email as my consent for Community Development Council Durham (CDCD) to contact the Social Services Department, Region of Durham/my landlord/utility company/creditor/Ontario Disability Support Program to confirm eligibility for this program. I further consent to CDCD contacting the income source named above to verify my income. I fully understand the nature and purpose of this consent and have given my consent and authorization voluntarily. I understand that if something on my application form is incorrect or not true, I may be ineligible for assistance. I also understand that all information provided in my application will be verified.</b></p> <p><b>I am unable to print, sign and return the form by email at this time, so I ask that you please accept this email in lieu of my physical signature.</b></p> <p>It is important to note that it is strongly preferred that applicants physically sign the application. Applicants can also take pictures of the physical, signed application and send the pictures via e-mail to submit their application.</p> <p>The <b>Housing Stability Program and LEAP</b> are accepting applications as normal. Please note that due to other services having limited or restricted hours, there may be some additional time needed to verify eligibility.</p> |
| <p><b>OSHAWA POWER</b></p>              | <p>For customers who are having difficulties paying their utility bills, Oshawa Power has several ways to help.</p> <p>We work closely with social agencies in the Durham Region area to offer assistance and ease the burden of paying utility bills for low income individuals and families in our local community, while helping to ensure we can continue to provide utility services to their homes. If you, or someone you know, are having difficulties paying utility bills, please consider the following assistance</p> <p><b>Contact us</b></p> <p>First and foremost, before falling behind on utility bill payments, contact us for assistance. We want to work with our customers to help. Call our Customer Service department at <a href="#">contact us</a> or call at <a href="tel:905-723-4623">905-723-4623</a> Monday to Friday 8:30am-4:30pm. Visit <a href="http://www.opuc.on.ca/assistance">www.opuc.on.ca/assistance</a> for details.</p>   |

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| <b>YOUTH, CHILD and FAMILY</b>                                |  |
| <p><b>DURHAM YOUTH SERVICES – JOANNE’S HOUSE</b></p>          | <p>Joanne’s House emergency shelter remains open with a reduced capacity of 8 beds. The shelter is open 24 hours a day, 7 days a week and is open to anyone in the Durham Region between the ages of 16 and 24.</p> <p>Youth are encouraged to contact the shelter for options and support. DYS can assist youth in working towards finding a safe alternative to the emergency shelter system. Joanne's House provides a housing-focused shelter model to aid youth with their housing search, through case management support and life skills.</p> <p><b>Shelter line: 905-239-9477</b><br/> <b>Shelter cell phone for texting: 289-980-7889</b><br/> <b>Address: 82 Kings Crescent, Ajax L1S 2M6</b></p>  |
| <p><b>DURHAM YOUTH SERVICES</b></p>                           | <p>We have created a new 3-minute video to help us ‘re-introduce’ Durham Youth Services to people in key roles at organizations we work closely with. Most people are aware of Joanne’s House, our emergency shelter, but are unaware that we have a hierarchy of other services available to youth to prevent homelessness and to safely house young people experiencing homelessness.</p> <p>This short video describes the main programs and services we offer. I hope that you find it informative and entertaining.</p> <p>☐ As you are our primary contact with the Durham Region Housing Program, I am sending this video link to you and would greatly appreciate if you would share it within your organization with staff in key roles that work with youth.</p> <p><b><a href="#">Introduction to DYS Video</a></b> (click on the title for the link)</p> <p>☐ In addition, we have developed a corresponding short video for you to share with young people that you believe could benefit from our services. It describes what we do, explains a bit about how we do it and provides contact information. It is basically a ‘digital business card’ tailored to a young person who may be struggling.</p> <p><b><a href="#">Youth Reconnect at Durham Youth Services</a></b></p> <p>We are excited to share these videos with you and hope you find them a useful resource.</p> |
| <p><b>THE REFUGE</b><br/><br/><b>300 Court St. Oshawa</b></p> | <p><b>Patio</b> is now open from 9am to 1pm Monday to Friday. COVID precautions are in place.</p> <ul style="list-style-type: none"> <li>• Breakfast is served from 9:00 to 10:30.</li> </ul>  |

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| <p><b>Serving youth 16 to 26 yrs.</b></p>  | <ul style="list-style-type: none"> <li>• Lunch is served 12 noon to 1 pm.</li> <li>• Meals are served or available for take-out.</li> </ul> <p><b>Laundry and shower</b> is available during open hours.</p> <p><b>Evening Programs</b></p> <ul style="list-style-type: none"> <li>• <b>Dinner is served Monday to Friday from 6-8pm for youth ages 16-26.</b> (last meal is served around 7:30 pm)</li> <li>• Rec Room Drop In – Monday, Wednesday &amp; Thursday 6:00 – 8:00 pm – Youth programming includes a light meal, movies, pool table, hang out.</li> <li>• Tuesday – Levi’s Table and Bible Study 6:00 – 8:00 pm</li> <li>• Friday Night Dinner is now called Friday Night dinner versus “family dinner” since there was a bit of confusion as some youth and community members assumed that they had to have a family in order to come! And is for any former refuge youth and current youth. Friday night 6:00 – 8 pm.</li> <li>• Tuesday and Friday dinners re open to past and present youth.</li> </ul> <p><b>Available Services</b></p> <ul style="list-style-type: none"> <li>• Social worker on site Monday to Friday 9:00 am – 3:30. Drop in or by appointment</li> <li>• Counselling on site Monday to Friday by appointment; and noon – 1:00 drop in beginning July 5<sup>th</sup>.</li> <li>• ID Support</li> <li>• Have an OW worker on site as of this Wednesday and every Wednesday going forward from nine until 11 for any youth aged 16 to 26 that may have questions or want to do an application etc.</li> <li>• Provide court support and legal support for any youth aged 16 to 26 that is having any sort of criminal or family legal issue.</li> <li>• Are also a point of HIFIS and Housing First stir Youth should anyone want to be put on the by-name list.</li> </ul> <p><b>Hours</b></p> <ul style="list-style-type: none"> <li>• 9 am – 1 pm for drop in. The Centre is open until 3:30 to assist with more specific needs.</li> <li>• To make appointments or for more information call 905-404-2420.</li> </ul> |
| <p><b>SIMCOE HALL</b></p> <p>CONTACT US FOR MORE INFO<br/>           KIDS@SIMCOEHALL.COM<br/>           (905) 728-7525<br/>           WWW.SIMCOEHALL.COM</p> | <p>Simcoe Hall would like to share with you two programs for children and youth.</p> <p>The After School Program provides a safe place for children grades 1-8 to participate in various enrichments such as arts and culture activities, homework support, life skills classes, physical fitness, a nutritious meal program and much more. <b>Monday &amp; Tuesdays from 3:15 – 7:15 pm and Wednesday – Friday 3:15 – 6:15 pm (\$15.00/month)</b></p> <p>New to this year, we are piloting a Youth Night program for individuals between</p>   |

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|  | <p>the grades 9-12, in hopes to fill in the gap of services offered to this age group. <b>Every Tuesday from 6:30 – 7:30 (free)</b></p> <p>If you have any questions or would like to learn more about our programs, please feel free to contact us.</p>   |
| <p><b>FAMILY SERVICES DURHAM</b></p>                     | <p>Family Services Durham (FSD) provides counselling to families and youth who live or work in Durham Region.</p> <p>Service is offered in-person at various locations throughout Durham Region, or remotely by telephone or video. Morning, afternoon, and evening counselling appointments are available.</p> <p>We provide help for a variety of problems, including parent/child or family relationship issues, parenting challenges, abuse, trauma, loss, mental health problems (like anxiety and depression), emotion management, and separation/divorce. Counsellors work with clients to reach the goals they want to achieve through counselling.</p> <p>To request counselling, call 905-666-6239 ext. 5 or toll-free 1-888-721-0622 ext. 5. Intake workers are available Monday to Friday, 9:00 a.m. to 5:00 p.m.</p> <p>The intake worker may offer to help make connections to other resources in the community, if appropriate/desired.</p> <p><a href="#">Counselling - Region of Durham</a></p> |
| <p><b>FAMILY AND COMMUNITY ACTION PROGRAM (FCAP)</b></p> | <p><b>The Family and Community Action Program (FCAP)</b> promotes the healthy development of young children from birth to age 6 who reside in Durham Region, and who face challenges that put their health at risk, such as:</p> <ul style="list-style-type: none"> <li>• Poverty</li> <li>• Teen parents</li> <li>• Social and geographic isolation (i.e. rural families and newcomers to Canada)</li> <li>• Substance use and mental health issues</li> <li>• Family violence</li> <li>•</li> </ul> <p>This program is funded by the Public Health Agency of Canada and Community Action Program for Children, and administrated by the YMCA of the Greater Toronto.</p> <p><u><a href="#">Types of support</a></u></p>  |

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|  | <p>FCAP programs adapt their activities to meet the needs of the families they serve. All programs and services are completely free, and many are offered in partnership with other community organizations. Some of the programs available include:</p> <ul style="list-style-type: none"> <li>• Nutritional support and community kitchens</li> <li>• Parent education and support groups</li> <li>• Pre/post-natal programs</li> <li>• Parent-child, play-based learning programs, including school readiness programs</li> <li>• Child health and development activities</li> <li>• Outreach and individual support</li> <li>• Specialized programs, such as support for mothers dealing with interpersonal violence, and newcomers support</li> <li>• Information and links to other community services</li> <li>• Programs are delivered virtually and in-person (outdoors and indoors).</li> <li>• Services and support are available in different languages (Spanish, Tamil, Hindi, etc.)</li> </ul> <p>For more information, please contact FCAP at <a href="mailto:fcap@ymcagta.org">fcap@ymcagta.org</a> or 1-800-214-7163</p> <p><a href="https://ymcagta.org/child-care/family-support-programs">https://ymcagta.org/child-care/family-support-programs</a></p>  |
| <p><b>CHIMO Youth &amp; Family Services</b></p> <p><b>KINARK Child &amp; Family Services</b></p> <p><b>FRONTENAC Youth Services</b></p> <p><b>YORK SUPPORT SERVICES NETWORK (YSSN)</b></p> <p><b>New Partnership</b></p> | <p>Chimo Youth and Family Services, Kinark Child and Family Services, and Frontenac Youth Services are pleased to announce that we have joined a new partnership with York Support Services Network (YSSN) to bring the community specialized crisis support for children, youth and families. YSSN is a not-for-profit charitable agency that has provided mental health services, including crisis service, for over 40 years.</p> <p>Children, youth, or parents can now access crisis support with mental health clinicians trained specifically in issues of child/youth mental health, by calling the <b>toll-free number 1-855-310-COPE (2673) or (TTY) 1-866-323-7785</b>.</p> <p>Clients can speak with a crisis worker anytime the need arises. The crisis worker will provide an immediate telephone response in a variety of situations, such as feeling depressed, distressed, lonely, anxious, scared, or angry. The workers can also provide information about mental health services in the community and make referrals to the appropriate service provider for additional services potentially available such as mobile crisis intervention, short term crisis stabilization, and referrals for ongoing service.</p> <p><u>We are asking our community partners to share the following information with children and families who identify that they are in need of Crisis Support:</u></p> |

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|  | <p>To access Crisis Support, the child/youth/family:</p> <ul style="list-style-type: none"> <li>• Must reside in Durham, Peterborough, Kawartha Lakes, Haliburton, or York</li> <li>• Be calling with concerns regarding a child/youth under the age of 18yrs</li> <li>• Parents are welcome to call with or without their child/youth present but should note we cannot speak with a child/youth without his/her permission.</li> </ul> <p><b>Support is accessed by calling 1-855-310-COPE (2673) or TTY (1-866-323-7785</b></p>   |
| <b>LOCATION SUPPORT</b>  |  |
| <p><b>MISSION UNITED</b><br/><b>At the</b><br/><b>BACK DOOR MISSION</b><br/>66 Simcoe St. South<br/>Oshawa</p> | <p><b>Showers are available by appointment between 2:00 to 5:00 pm Monday to Friday. Please speak to the Coordinator on-site to make an appointment.</b></p> <p><b>Monday to Friday services include:</b></p> <ul style="list-style-type: none"> <li>• <b>Washrooms from 9:00 to 4:30 pm.</b></li> <li>• <b>Take Out Meals from 10:00 am to 1:00 pm</b></li> <li>• <b>Harm Reduction from 10:00 am to 4:30 pm</b></li> </ul> <p><b>Weekend Service Hours</b> on Saturday and Sundays:</p> <ul style="list-style-type: none"> <li>• From 10 am to 1 pm</li> </ul> <p><b>Weekend Services</b> available on Saturdays and Sundays:</p> <ul style="list-style-type: none"> <li>• Take Out Meals</li> <li>• Pre-arranged Medications</li> <li>• Harm Reduction Supplies</li> </ul> <p><i>Please note that access to indoor services will no longer be available on weekends, including washroom access.</i></p> <p><b>Other programming (below) will run from 10 am – 3 pm Monday to Friday.</b><br/>Partners on site include CMHA-Durham, Region of Durham Primary Care Outreach Program, Durham Mental Health Services and Pinewood Centre of Lakeridge Health, Ontario Works, and John Howard Society.</p> <p>All visitors will be screened for COVID-19 testing and linked with assessments and isolation locations if necessary. Visitors will have access to several stations:</p> <ul style="list-style-type: none"> <li>• Pantry and food Basket (10 am – 1:00 pm)</li> <li>• Mental Health Support</li> <li>• Safe Sleep</li> <li>• Health Clinic for primary care and psychiatric support</li> <li>• Withdrawal Management</li> <li>• Housing Navigation &amp; Supports</li> <li>• Ontario Works support on-site.</li> <li>• Showers by appointment</li> <li>• Meal tickets for Durham Outlook for the Needy</li> <li>• Games Club (Board games, card games, chess). The club is held Tuesdays from 3:30-4:45. All are welcome. Drop-in.</li> </ul> |

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|   | <p><b>After hours support groups:</b> All are welcome. Drop-In</p> <p>Alcoholics Anonymous Mon 3 pm</p> <p>Women's Support Group Wed 3:30 pm</p> <p>Bible Study Fri 3 pm</p> <p>Cocaine Anonymous Sun 2 pm</p> <p>Please be aware that the Back Door Mission <b>provides clinical overnight shelter</b> – (please see Clinical Overnight Program below) that requires pre-screening and approval for participation by the clinical team during regular clinic hours.</p> <p>We do:</p> <ul style="list-style-type: none"> <li>• Provide a <b>Daytime Safe Sleep from 10 am to 3 pm</b> Monday to Friday in addition to our other services.</li> <li>• Work with our community partners to support people as much as possible to find overnight shelter, recognizing that there are capacity challenges throughout our housing and shelter system.</li> <li>• Screen and refer individuals in Oshawa to the Christian Faith Outreach Centre Doors of Compassion (in Ajax) when a bed is available.</li> <li>• Assist individuals who are currently homeless to enter their names onto the Region’s Coordinated Access list for housing (the “By Name List”).</li> </ul> |
| <p><b>BACK DOOR MISSION – MISSION UNITED CLINICAL OVERNIGHT PROGRAM</b></p> | <p>The clinical overnight sleep at the Back Door Mission- Mission United requires screening and approval by medical/clinical staff at the BDM-MU. The overnight sleep is intended to be part of a medical care plan.</p> <p>The clinic is open from 10 am to 3 pm Monday to Friday. Screening is available during this time only. If an agency is bringing an individual to the BDM-MU, that person is requested to remain until they have consulted with the clinical team.</p> <p>Individuals who present for the clinical overnight sleep who are not on the approval list will be directed to another overnight location.</p> <p>We appreciate your collaboration with this protocol so that space can be provided for individuals with the most need; and so that others will not be disappointed when space is not available.</p>  |
| <p><b>AJAX HUB</b><br/><b>125 Commercial Ave.</b><br/><b>AJAX</b></p>       | <p>The Ajax HUB is open in the lower level of the Christian Faith Outreach Centre - Doors of Compassion at 158 Harwood Ave. South Ajax, Monday to Friday from <u>8:30</u> am to 4:30pm.</p> <p>On-call phone intake for shelter availability is available Saturday and Sunday from 11 am to 5 pm. For general information and shelter availability the contact phone</p>   |



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|   | <p>number is 289-988-0171 and email is <a href="mailto:ajaxhub@cfoc.ca">ajaxhub@cfoc.ca</a></p> <p>For any other matters please contact Heather McMillan - Manager, Ajax HUB 905-626-6576 or <a href="mailto:heather.ahub@cfoc.ca">heather.ahub@cfoc.ca</a>&lt;mailto:<a href="mailto:heather.ahub@cfoc.ca">heather.ahub@cfoc.ca</a>&gt;</p> <p>Partner agencies will be on-site weekly to assist individuals with access to the BNL and HIFIS, housing support, OW/ODSP, harm reduction and education, Hep C/HIV/AIDS screening, mental health and addiction counselling, hygiene supplies and showers, etc. Please call the Ajax HUB directly for days and hours or visit our website at <a href="http://www.theajaxhub.ca">www.theajaxhub.ca</a></p> <p>Mon - Fri<br/>Breakfast served<br/>8:00 - 9:30 am<br/>Lunch: 1:00 pm - 2:30 pm</p> |
| <p><b>CURRENT HOUSING<br/>FOCUSED SHELTER<br/>SUPPORT LOCATIONS</b></p> | <p>Shelter and support are currently provided as follows:</p> <ul style="list-style-type: none"> <li>Existing <b>Emergency Shelters</b> at Cornerstone Community Association Oshawa (905-433-0254); Muslim Welfare Home Whitby (1-866-666-1115); Durham Youth Services (905-239-9477)</li> <li><b>Violence Against Women Shelters</b> at The Denise House (1-800-263-3725); Herizon House (1-866-437-4066), Y's Wish (1-888-576-2997) and Bethesda House (1-800-338-3397).</li> <li><b>Safe sleep beds and support</b> at Mission United from 10:00 am to 3 pm Monday to Friday.</li> </ul> <p>As our Built for Zero work continues, the goal of which is to end Homelessness in Durham Region by 2024, these locations are working with patrons who are homeless to add their names to the By-Name List.</p>                                 |
| <p><b>GATE 3:16</b><br/>64 Albany St, Oshawa<br/><br/>905-432-5316</p>  | <p><b><u>We now are in our regular hours during the week:</u></b></p> <p>Monday to Thursday      8:30 am to 2 pm<br/>Friday                              8:30 am to 1 pm</p> <p><b>Saturdays;</b> Every <u>Second</u> and <u>Fourth</u> Saturday of each month we serve lunch at approximately 11 / 11:30 am and we are usually finished by the latest 2pm. This is hosted by a local church located in Whitby and on our premises.</p> <p><b>Sundays</b>      Every Sunday at 3pm, a Pastor comes from a local church to our premises. He conducts a quick church service and then serves a BBQ / meal.</p> <p><b>Free laundry services.</b><br/><b>Showers and washrooms available during opening hours.</b></p>  |

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|  | <p><b>Clothing is distributed on Tuesdays and Thursdays.</b></p> <p><u>Other Services</u></p> <ul style="list-style-type: none"> <li>• Podiatrist services are once a month on varying days, and,</li> <li>• Medical services with a certified doctor are available on specific days (usually Tuesdays).</li> <li>• Should you wish to access these services, please call us to check the days of availability, as the days sometimes alter.</li> </ul>   |
| <p><b>JOHN HOWARD SOCIETY</b></p>                        | <p><b>Resource rooms</b> are open to the public and staff are available to assist clients with</p> <ul style="list-style-type: none"> <li>• Housing search, eviction prevention, landlord mediation, advocacy</li> <li>• Forms and applications such as housing stability funds, OESP, rental applications, Canadian birth certificates</li> <li>• Referrals to community resources</li> </ul> <p>Please call:</p> <p>Bowmanville: 289-927-2419.</p> <p>Direct line to JHS Housing program in Bowmanville is 289-276-0250.</p> <p>Oshawa: 905-260-7961</p> <p>Whitby: 905-926-8073</p>  |
| <p><b>CLARINGTON<br/>OUTREACH<br/>COMMUNITY HUBS</b></p> | <p>Connect with an Ontario Works Outreach Worker at Clarington Public Libraries and learn about the variety of social services supports and resources available to you.</p> <p>Get assistance communicating with community agencies, online form application, and navigating the social services system.</p> <p>Learn about the social services supports and resources available, including:</p> <ul style="list-style-type: none"> <li>• Housing;</li> <li>• Food security;</li> <li>• Financial stability and literacy;</li> <li>• Counselling;</li> <li>• Crisis intervention;</li> <li>• Advocacy;</li> <li>• Case management;</li> <li>• Children’s Services referrals;</li> <li>• Trusted Youth Program;</li> <li>• And more.</li> </ul> <p><b>BOWMANVILLE: Tuesdays, Thursdays, 10 a.m. to 3 p.m.</b> 163 Church St.</p> |

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|  | <p><b>COURTICE: Wednesdays 10 a.m. to 3 p.m.</b> 2950 Courtice Rd.</p> <p><b>NEWCASTLE: Mondays, 1 to 3 p.m.</b> 150 King Ave. E.</p> <p><b>ORONO: Fridays, 10 a.m. to 12 p.m.</b> 127 Church St.</p>  |
| <b>HOPE ON WHEELS PROGRAM - Ajax</b>               | <p>The Hope on Wheels Program is a Mobile Outreach Unit that is currently out in the community on Wednesday Evenings from 6:00-7:30 PM. We are set up in the plaza across from Town Hall in Ajax (Harwood / 401). During this time we are serving hot meals, hot coffee, cold drinks and snacks. We are also distributing sleeping bags and street backpacks as well as emergency food bags. We expect this program to grow over the coming months and we will continue to update with new locations and services being offered. For more information about the program please call Holly at The Salvation Army Hope Church and Community Services in Ajax (905) 427-7123.</p> |
| <b>COMMUNITY DEVELOPMENT COUNCIL DURHAM (CDCD)</b> | <p>CDCD is open Monday – Friday 8:30 am – 4:30 pm.</p> <p>Please see Housing Security and Street Outreach for specific programs.</p>   |

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| <b>STREET OUTREACH</b>                |  |
| <b>PRIMARY CARE OUTREACH TEAM</b>     | <p>The PCOP team consists of an Advanced Care Paramedic and Social Worker. They provide outreach primary care, service navigation and counselling services to at-risk populations in Durham Region, including those who are unsheltered/underhoused and often struggle with mental health, addictions and physical health challenges.</p> <p>Call 289-979-9428 or email <a href="mailto:rmd.pcop@durham.ca">rmd.pcop@durham.ca</a> for more information.</p> |
| <b>MENTAL HEALTH OUTREACH PROGRAM</b> | <p>The Mental Health Outreach Program (MHOP) team consists of two Social Workers/Psychotherapists. They provide outreach clinical counselling/psychotherapy services to vulnerable populations in Durham Region, including those who are unsheltered and under-housed and who may have mental health and addictions challenges.</p> <p>Call (289) 927-1979 or email <a href="mailto:rmd.mhop@durham.ca">rmd.mhop@durham.ca</a> for more information.</p>     |
| <b>CAREA</b>                          | <p>In alignment with Durham Region’s Street Outreach Strategy, our Welcoming Streets Case Managers, use Housing First philosophies as a foundation embedded within our programs.</p>   |

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| <p><b>Welcoming Streets</b></p> <p><a href="https://www.careachc.ca/">https://www.careachc.ca/</a></p> | <p>Our team supports individuals who are unsheltered and offer continued support with the goal of maintaining housing. We submit vacancy forms to pull individuals from the by-name list; which is overseen by CDCD. Our case managers recognize supports should be on a continuum that account for three distinct areas in which a participant will navigate within the street outreach supports sector.</p> <p>Durham Region’s Street Outreach Strategy works as an “umbrella” to different approaches that align community partners who are working towards the Built for Zero Initiative empowered by the Canadian Alliance to End Homelessness.</p> <p><b>Carea’s Welcoming Street Outreach Workers (Mon – Fri 8:30– 4:30)</b></p> <p>Melissa Lauria: 385-855-1376 <a href="mailto:mlauria@careachc.ca">mlauria@careachc.ca</a><br/> Crystal Soper: 289-404-6582 <a href="mailto:csoper@careachc.ca">csoper@careachc.ca</a><br/> Shania Rivers: 289-404-0738 <a href="mailto:srivers@careachc.ca">srivers@careachc.ca</a><br/> Natasha Waldron: 289-385-6992 <a href="mailto:nwaldron@careachc.ca">nwaldron@careachc.ca</a><br/> Leah Wall: 289-927-5059 or <a href="mailto:lwall@careachc.ca">lwall@careachc.ca</a></p> <p>The Carea Welcoming Streets team runs a <b>drop in at 200 John Street – OW Resource Centre on Wednesdays from 12 pm to 2 pm</b>. This time is used for engagement work (BNL, ID, phone access)</p> |
| <p><b>COMMUNITY DEVELOPMENT COUNCIL DURHAM</b></p>   | <p><b>Outreach Services for Ajax/Pickering</b> are back to regular hours Monday – Friday 8:30 am – 4:30 pm</p> <p>You can also contact 905.686.2661 ext 227 for support. Voicemails will be returned within 1-2 business days.</p>  |
| <p><b>AIDS COMMITTEE OF DURHAM REGION (ACDR)</b></p>   | <p>ACDR programs are being held remotely as much as possible while social distancing is in effect. For <b>program information or to request a virtual sexual health workshop for your organization or youth group</b>, email <a href="mailto:education@aidsdurham.com">education@aidsdurham.com</a> to be directed to the coordinator you need. For <b>support services such as food bank and health system navigation</b> for people living with HIV and their families, please email <a href="mailto:support@aidsdurham.com">support@aidsdurham.com</a>. We will get back to you as soon as possible. For more information on ACDR, please Check: <a href="https://www.aidsdurham.com/">https://www.aidsdurham.com/</a></p> <p>ACDR's <b>volunteer department</b> is currently receiving applications for student placements for fall 2020 and later. Our volunteer opportunities will increase as it becomes safe to do so. Contact <a href="mailto:volunteer@aidsdurham.com">volunteer@aidsdurham.com</a></p>   |
| <p><b>CORNERSTONE BRIDGES STREET</b></p>   | <p>Cornerstone Bridges Street Outreach Program<br/> 121 Simcoe Street, MON-FRI 7:00 - 3:00</p> <p><b>Case Managers:</b></p>   |

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| <p><b>OUTREACH PROGRAM</b></p>  | <ul style="list-style-type: none"> <li>➤ Ray Cameron: 289-979-9332 <a href="mailto:streeoutreach@cornerstonedurham.com">streeoutreach@cornerstonedurham.com</a></li> <li>➤ Elisa Goodwin: 289-979-9357 <a href="mailto:bridgescasemgr@cornerstonedurham.com">bridgescasemgr@cornerstonedurham.com</a></li> </ul> <p>The Bridges program is designed to assist the unsheltered population within the Durham Region. This program provides intensive case management which focuses primarily on areas such as, housing (Independent, Supportive or Transitional), ID retention, referrals, budgeting supports, Access to life skills workshops, transportation provision and assistance, resource navigation and laundry services.</p> <p>The team uses a client-centered approach that allows for meeting individuals where they are at and recognizing that support looks different for every-one.</p> <p>Each morning you can find the Bridges Team out in the community driving the white Cornerstone van.</p> <p>To access the Bridges Street Outreach Program individuals or agencies can contact the case managers (information above). Individuals are also welcomed to attend at the accessible entrance of the 121 Simcoe Street building and ask for assistance.</p> |
| <p><b>RAPID ACCESS TO MENTAL HEALTH AND ADDICTION SERVICES</b></p>            |   |
| <p><i>Prepared by the Mental Health and Addictions Planning Committee</i></p> |   |
| <p><b>Primary Care Consult Service</b></p>                                    | <p>Family Physicians and Nurse Practitioners can schedule an appointment with an Ontario Shores’ psychiatrist for telephone advice.<br/> <a href="https://www.ontarioshores.ca/accessing-care/primary-care-providers">https://www.ontarioshores.ca/accessing-care/primary-care-providers</a><br/> <b>Who can refer: Primary Care Providers</b></p>  |
| <p><b>Ontario Structured Psychotherapy Program</b></p>                        | <p>Adults with depression and anxiety-related conditions can access publicly-funded, evidence-based, cognitive-behavioural therapy (CBT) and related approaches to help manage their conditions.<br/> <a href="https://www.ontarioshores.ca/services/ontario-structured-psychotherapy-program">https://www.ontarioshores.ca/services/ontario-structured-psychotherapy-program</a><br/> <b>Who can refer: Anyone</b></p>   |
| <p><b>Breaking Free Online Recovery Support Program</b></p>                   | <p>Free, online support tool designed to help Ontarians ages 16 and up reduce or stop the use of over 70 substances, such as tobacco, alcohol and drugs, including opioids.<br/> <a href="#">Breaking Free Online Recovery Support Program   Ontario Health</a><br/> <b>Who can refer: Anyone</b></p>   |

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| <b>Digital Therapy Services &amp; Online Mental Health Supports</b> | Virtual mental health therapy clinic that provides guided CBT programs, live sessions and in-person sessions and assessments with licenced professionals.<br><a href="#">Digital Therapy Services &amp; Online Mental Health Support by MindBeacon</a><br><i>Who can refer: Anyone</i>   |
| <b>Urgent Care Durham</b>   | An online and in-person Durham wide physician group providing mental health supports<br><a href="https://www.urgentcaredurham.ca/">https://www.urgentcaredurham.ca/</a> or call 905-706-9798<br><i>Who can refer: Anyone</i>   |
| <b>Rapid Access to Addiction Medicine (RAAM)</b>                    | RAAM clinics offer fast access to quality care for people living with alcohol and opioid-related addictions. Services included medical treatment and counselling services without a doctor's referral.<br><a href="https://www.lakeridgehealth.on.ca/en/ourservices/rapid-access-addiction-medicine--raam-.asp">https://www.lakeridgehealth.on.ca/en/ourservices/rapid-access-addiction-medicine--raam-.asp</a> or call 905-576-8711 Ext. 37226<br><i>Who can refer: Anyone</i>  |
| <b>Prompt Care Clinic</b>   | The Prompt Care Clinic at Ontario Shores provides care for individuals who require timely access to psychiatric services, but do not require an emergency department visit. A psychiatrist and/or nurse practitioner provides a clinical assessment for the purpose of providing diagnostic, and treatment recommendations that is sent back to the referral source.<br><a href="https://www.ontarioshores.ca/services/prompt-care-clinic">https://www.ontarioshores.ca/services/prompt-care-clinic</a><br><br>Phone: 905-432-4121<br>Online referral.<br><i>Who can refer: Family physicians, walk-in clinic physicians, psychiatrists and nurse practitioners.</i>   |
| <b>Durham Counselling Walk In Clinic (CAREA)</b>                    | The Durham Counselling Walk-in Clinic (DCWIC) is a free, confidential counselling "walk-in" clinic that provides services for children and youth ages 3 - 19 years and their families. Currently being delivered virtually, the clinic is run by a community collaborative and is staffed by providers from: Catholic Family Services, Lakeridge Health (Pinewood Centre), Carea Community Health Centre, Frontenac Youth Services, Family Services Durham, and Lakeridge Health - Child, Youth and Family Program. The clinic provides same day counselling and runs on a first come first served basis. People come to us for many different reasons including family issues, strategies for positive change, stress management, relationship challenges, parenting support, youth development, substance use concerns, etc.<br><a href="https://www.careachc.ca/Global-Assets/Programs/The-Durham-Counselling-Walk-in-Clinic">https://www.careachc.ca/Global-Assets/Programs/The-Durham-Counselling-Walk-in-Clinic</a><br><br><b>Clinic Coordinator</b> 289-509-0603 x 3203 |

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|  | <p><b>Hours of Operation:</b> Wednesdays from 11:00am-6:00pm (Last session will start 4:00pm) The service takes approximately 2 hours</p> <p><b>Who can refer: Self-referral</b></p>   |
| <p><b>Single Session Intake Process (Catholic Family Services of Durham)</b></p> | <p>The agency's intake process includes a screening and single session of therapy usually within a week of reaching out. Clients are screened for appropriateness for the service and are then booked for a single session of therapy (in person or virtual). Clients for whom it is clinically indicated are placed on the waiting list for ongoing psychotherapy. Any client can return to receive another booked single session every four weeks, or until their name comes up on the wait list.</p> <p><a href="https://cfsdurham.com/english/get-help/">https://cfsdurham.com/english/get-help/</a></p> <p>If you are not able to book your screening online, please speak to our Client Care Navigator at 905-725-3513 ext. 110, and she will complete your booking with you.</p> <p><b>Who can refer: Self-referral</b></p> |
| <p><b>Frontenac Youth Services Quick Access Clinic</b></p>                       | <p>Offering Single Session Counselling to Adolescents 12-18 Years Old and/or Caregivers (Family Accompaniment Welcomed).</p> <p><a href="https://frontenacyouthservices.org/quick-access-clinic/">https://frontenacyouthservices.org/quick-access-clinic/</a></p> <p>If a referral has been completed through the Central Intake phone line and our intake coordinator has invited, you to our Quick Access Clinic we are currently offering phone and virtual sessions. In-person support will be available on an appointment basis. Please contact (905) 579-1551 ext. 234.</p> <p><b>*MUST HAVE COMPLETED INTAKE*</b> At Central Intake Services 1-888-454-6275</p> <p><b>Who can refer: Self-referral</b></p>  |
| <p><b>Crisis support for children, youth or parents.</b></p>                     | <p>Chimo Youth and Family Services, Kinark Child and Family Services and Frontenac Services have joined a new partnership with York Support Services Network (YSSN) to bring the community specialized crisis support for children, youth and families. Children, youth, or parents can access crisis support with mental health clinicians trained specifically in issues of child/youth mental health.</p> <p>Toll-free number 1-855-310-COPE (2673) or (TTY) 1-866-323-7785. Clients can speak with a crisis worker anytime the need arises.</p> <p><b>Who can refer: Self-referral</b></p>   |
| <p><b>Wellness Together Canada</b></p>   | <p>Wellness Together Canada is designed to be used on demand: you get to choose what you need, when you need it. Services range from basic wellness information, to one-on-one sessions with a counsellor, to participating in a community of support.</p> <p><a href="https://www.wellnesstogether.ca/en-CA">https://www.wellnesstogether.ca/en-CA</a></p> <p><b>Who can refer: Self-referral</b></p>   |

| Service  | Current Status  |
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| <p><b>“What’s Up” Walk-In Clinic</b></p>   | <p>Operating virtually, serve individuals up to 30 years of age and their families who live in the GTA. Free virtual mental health counselling.<br/> <a href="https://www.whatsupwalkin.ca/">https://www.whatsupwalkin.ca/</a></p> <p>To be connected to a counsellor for a telephone or video session 1-866-585-6486 (Monday to Friday 9am-7pm); Saturday 10am-4pm (last session at 3pm).<br/> <b>Who can refer: Self-referral</b></p>   |
| <p><b>MENTAL HEALTH SUPPORT</b></p>  |   |
| <p><b>24 HOUR MENTAL HEALTH AND ADDICTIONS PHONE SUPPORT</b></p>                                 | <p><b>Distress Centre Durham</b> 1-800-452-0688 or 905-430-2522.</p> <ul style="list-style-type: none"> <li>• <b>Phone Support</b> 905-430-2522 &amp; 1-800-452-0688. Available 24 hours a day. Crisis support and backup up to the volunteers offered by Durham Mental Health Services’ CALL staff.</li> <li>• <b>Prideline Durham</b> operates from 6 pm to 10 pm daily <b>1-855-87PRIDE (77433)</b></li> <li>• <b>Text</b> is available from mobile phone through ONTX from 2 PM to 2 AM daily and is accessed by dialing 258258. Upon entering our service, individuals are required to complete a pre-chat survey and agree to the terms and conditions of service. Once completed individuals will be placed into a queue.</li> </ul> <p><b>Durham Mental Health Services</b> 905-666-0483 or 1-800-742-1890</p> <p><a href="tel:1-800-668-6868">Kids Help Phone</a> 1-800-668-6868</p> <p><b>Pinewood’s 24/7 Addiction Support line for substance use:</b> 905-721-4747 ext. 31208 or toll free 1-888-881-8878</p> |
| <p><b>DURHAM MENTAL HEALTH SERVICES Lakeridge Health MOBILE CRISIS TEAM (flyer attached)</b></p> | <p>Effective immediately, the Durham Mental Health Services (DMHS) Mobile Crisis Team has partially resumed services following a pause due to the COVID-19 pandemic.</p> <p>The DMHS Mobile Crisis Team is non-emergency, non-police led, and non-medical. Mobile Crisis Team staff wear plain clothes and arrive in un-marked personal vehicles. The team includes two Crisis staff members who provide support and assistance to individuals and/or their families who may be experiencing a psycho-social crisis within Durham Region.</p> <p>The team offers:</p> <ul style="list-style-type: none"> <li>• Face-to-face support when a telephone crisis call is not enough.</li> <li>• In-person crisis de-escalation and coping strategies.</li> <li>• Linkages to other mental health and addictions services and resources within DMHS and Lakeridge Health, as well as assistance in finding appropriate supports through other community agencies.</li> </ul>  |




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|   | <ul style="list-style-type: none"> <li>Ongoing short-term support until other supports are established.</li> </ul> <p>The Mobile Crisis Team is also able to assist community partners, as required.</p> <p>To access a Mobile Crisis Team visit, please contact the DMHS Crisis Access and Linkage Line (C.A.L.L) at 905-666-0483 or 1-800-742-1890. If you are experiencing an emergency situation, call 911 and identify that your call is about a mental health emergency.</p> <p>The Mobile Crisis Team runs Monday through Friday with alternating weekly hours of 8:00 a.m.-2:00 p.m. and 4:00-9:00 p.m. Please see below for Mobile Crisis Team hours for the remainder of 2022. Resumption of full mobile service hours will begin in 2023.</p> <p><b>Week of November 28 – 8:00 a.m.-2:00 p.m.</b><br/> <b>Week of December 5 – 4:00-9:00 p.m.</b><br/> <b>Week of December 12 – 8:00 a.m.-2:00 p.m.</b><br/> <b>Week of December 19 – 4:00-9:00pm</b><br/> <b>Week of December 26 – (not available on Dec 26 &amp; 27 stat holidays) 8:00 am-2:00 pm</b><br/> <b>Week of January 3 – (not available on Jan 2 stat holiday) 4:00 – 9:00 pm</b><br/> <b>Week of January 9 – 8:00 am – 2:00 pm</b></p> <p>As we are re-establishing this community outreach service, one of our goals is to work with our community partners to offer it in a way that best meets their needs and those of their clients. We welcome your feedback either by phone at 905-444-3258 or email at ksansom@lh.ca.</p> <p>We look forward to once again providing this important mental health outreach service to our Durham Region communities.</p> |
| <p><b>DISTRESS CENTRE DURHAM</b></p> <p><i>Lakeridge Health and Distress Centre Durham Working Together to Support Durham Mental Health Needs</i></p> | <p>Since 1970, Distress Centre Durham has provided a 24-hour helpline staffed by specially trained community volunteers. In 2003, thanks to the support of the Ontario Trillium Foundation, Distress Centre Durham expanded its services to better suit the growing needs of the Durham Region community.</p> <ul style="list-style-type: none"> <li>24 Hour Telephone Helpline Service</li> <li>Community Contact Call-Out Program</li> <li>Resource Centre</li> <li>Suicide Survivor Support Groups</li> <li>Community Training / Education</li> <li>Prideline</li> <li>Senior Call-Out Program</li> <li>ONTX</li> </ul> <p><b>Phone Support</b> 905-430-2522 &amp; 1-800-452-0688. Available 24 hours a day. Crisis support and backup up to the volunteers offered by Durham Mental Health Services' CALL staff.</p>   |

| Service  | Current Status  |
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|  | <p><b>Prideline Durham</b> operates from 6 pm to 10 pm daily 1-855-87PRIDE (77433)</p> <p><b>Text</b> is available from mobile phone through ONTX from 2 PM to 2 AM daily and is accessed by dialing 258258. Upon entering our service, individuals are required to complete a pre-chat survey and agree to the terms and conditions of service. Once completed individuals will be placed into a queue.</p> <p><i>Lakeridge Health and Distress Centre Durham (DCD) are working together, with a shared goal of providing better, more coordinated mental health and crisis intervention programs and services across Durham Region. This partnership builds on the current mental health and addictions programs and services offered by Pinewood Centre and Durham Mental Health Services (DMHS), under the Lakeridge Health umbrella.</i></p> <p><i>DMHS has had a long-standing partnership with DCD, complementing DCD's volunteer-based support with community-based crisis counselling and suicide prevention programs. The new partnership is the first step in joining DCD with DMHS and Pinewood Centre to provide client-centred, wrap-around support with a common objective.</i></p> <p><i>Moving forward, Lakeridge Health will help manage DCD operations and facility. Professional staff from DMHS will also provide additional support for DCD's home call program, which provides immediate telephone and texting support to high risk callers to DCD's 24/7 crisis line.</i></p> |
| <p><b>DURHAM DISTRESS CENTRE</b></p> <p><b>Suicide Survivor Support Group</b></p>            | <p>Suicide Survivor Support Group: Wednesday, September 22, 2021 – Wednesday, September 10, 2021, still room available.</p> <p>This is an 8-week closed Support Group for individuals grieving the loss of someone who died by suicide. The focus of the support group is to better understand the uniqueness of the grief associated with suicide. Each week we discuss and share our feelings and experiences related to specific topics. Group members must be 18 and older and the group is open to both men and women.</p> <p>For more information, call 905-430-3511 and ask for Susan.</p>   |
| <p><b>FAMILY SERVICES DURHAM</b></p> <p><b>Individual, Couple and Family Counselling</b></p> | <p>Family Services Durham (FSD) provides individual, couple and family counselling to people who live or work in Durham Region.</p> <p>Service is offered in-person at various locations throughout Durham Region, or remotely by telephone or video. Morning, afternoon, and evening counselling appointments are available.</p> <p>We provide help for a variety of problems, including mental health issues (like anxiety and depression), couple or family relationship issues, parenting, abuse, trauma, grief, substance</p>  |

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|  | <p>use, emotion management, and separation/divorce. Counsellors work with clients to reach the goals they want to achieve through counselling.</p> <p>To request service, call 905-666-6239 ext. 5 or toll-free 1-888-721-0622 ext. 5. Intake workers are available Monday to Friday, 9:00 a.m. to 5:00 p.m.</p> <p>The intake worker may offer to help make connections to other resources in the community, if appropriate.</p> <p><a href="#">Counselling - Region of Durham</a></p>  |
| <p><b>DURHAM MENTAL HEALTH SERVICES</b></p> <p><b>PHONE IN AND VIRTUAL SUPPORTS</b></p>  | <p><b>Crisis Services</b><br/>DMHS' Crisis Services is able to offer virtual support as needed, as a way to continue providing effective, accessible and immediate mental health support to Durham Region. To access this service, please call our C.A.L.L. (Crisis Access Linkage Line) at <b>905-666-0483</b> or toll-free <b>1-800-742-1890</b>. Crisis staff will arrange this with you.</p> <p><b>Peer Support</b><br/>DMHS' Peer Support program offers a wide variety of free psychoeducational and wellness-based group programming. We have now moved these groups online, and joining is easy. To register or for more information, please email <b>DMHSPeer@lh.ca</b> or call <b>905-666-0483</b>. <b>Please see below for more information about available programs.</b></p>   |
| <p><b>PEER SUPPORT PROGRAMS</b></p> <p><b>DURHAM MENTAL HEALTH SERVICES – LAKERIDGE HEALTH</b></p> <p><b>(flyers attached)</b></p> | <p>The DMHS – Lakeridge Health Peer Team is excited to share the flyer and calendar for our <a href="#">winter</a> programs. We <a href="#">have planned from January to March 2023</a>.</p> <p><b>Individuals interested in learning more or who want to register for groups can email <a href="mailto:dmhspeer@lh.ca">dmhspeer@lh.ca</a>.</b></p> <p>At the core of our program, is a belief that everyone has the capacity to improve their own wellness. Our programs offer individuals an opportunity to develop the skills, resources, knowledge and supports needed to do just that. We offer psychoeducational groups, mindfulness practice groups, CBT/DBT Skills Practice Groups, WRAP and social groups that are intended to be about enjoyment and fun. It can't be all business all the time, which makes our music group, craft and chat and the social elements of our day programs essential to wellness recovery. We also work in partnership with Ontario Shores to bring their Recovery College into the community.</p> <p>One of the exciting elements of our program is the VASE Speaker Series. People assume that diagnosis is filled with grief and loss, but when we receive that diagnosis, our world makes more sense and we might be able to start a course of action that will improve our wellness. Lead by our very our Lynn Moulds, this group is truly a jewel. Prior to the pandemic, this group did a number of public speaking events, with the lock down, those opportunities were no longer available. Lynn developed this online series to ensure individuals could continue to have a forum to share their stories of hope, resilience and perseverance.</p> |

| Service   | Current Status   |
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|   | <p>We continue to offer services from our Family Support program for those caring for individuals living with mental illness. To discuss further please email <a href="mailto:dgould@lh.ca">dgould@lh.ca</a>.</p> <p>Our Distress Centre Durham partners offer a group to those who have lost a loved one to suicide. To register for this closed 8 week group please email <a href="mailto:susan@distresscentredurham.ca">susan@distresscentredurham.ca</a></p> <p>Our members have identified that they enjoy the virtual programming, but there are those eager to be back in person. We are slowly offering an integrated service for some programs. Our hope for the future is that we will be able to offer hybrid groups. For more information, please contact <a href="mailto:dmhspeer@lh.ca">dmhspeer@lh.ca</a></p> <p>As always, we thank you for your continued support and referrals. Our thriving group program would not be possible without the backing of those who recognize the value in what we do and the potential it has to aid the individuals you support in their recovery journey.</p>   |
| <p><b>DMHS<br/>FAMILY SUPPORT<br/>PROGRAM</b></p>   | <p><b>The Family Support Program</b><br/>Offers individual support, family peer support group and family empowerment workshop<br/>Community and self-referrals are welcome. <b>For more information or to register contact <a href="mailto:dgould@dmhs.ca">dgould@dmhs.ca</a> or 905-666-0483.</b></p> <p><i>Family Support Group</i>                      <i>Family Empowerment Group</i><br/>Tuesdays 6:30-8:30                      Once per month Wednesdays 7:00 – 8:30</p>   |
| <p><b>V.A.S.E.<br/>VOICES AGAINST<br/>STIGMA<br/>EVERYWHERE<br/>DMHS-Lakeridge<br/>Health<br/>(flyer attached<br/>August 24<sup>th</sup>)</b></p> | <p>The VASE Group (Voices Against Stigma Everywhere) was formed many years ago under the leadership of one of our original Peer Support Specialists at Durham Mental Health Services, Sue Cathcart.</p> <p>Members of our VASE group have struggled with their own or their family member's mental health and/or addiction issues and have sought to improve their wellness. They share their experience to let others know that mental health struggles happen to perfectly ordinary people, just like them, and that if they can come through the difficulties they have (and are) faced, that those in the audience who feel isolated and as though things will never get better, can too.</p> <p>Prior to the pandemic, this group would speak at mental health forums throughout Durham Region. During the pandemic, these opportunities were no longer available, but this talented group of storytellers had words of encouragement, wisdom and hope still to share. The group came up with the idea to develop and deliver the VASE Series.</p> <p>The VASE Series consists of a brief training, followed by stories of hope, resilience and perseverance from 2 speakers from our VASE group. I currently lead the VASE Group and</p> |

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|  | <p>our Peer Support Specialist; Tanya Conlin, facilitates the training. The speakers are self-determined based on who feels they have a story suited to that week's topic.</p> <p>Each month we focus on an overarching topic and each week is related to it. This September the focus is "Discovering Your Diagnosis". Speakers will explore how receiving their diagnosis finally helped them gain an understanding of their own experience and how they perceive the world. It can also provide some with a way forward - a treatment plan and a path to wellness. Though a diagnosis of mental health can be stigmatizing and, in the past, became the focus of what was "wrong" with individuals; our speakers share how their diagnosis allowed them to focus on their strengths and resources to help them move toward their goals.</p> <p>We welcome individuals struggling with mental health and/or addiction; supportive family members and community partners. Please feel free to pass this flyer onto anyone you feel would benefit from hearing our incredibly talented speakers, for an infusion of hope, good humor and insight.</p> <p>To register or for more information please contact <a href="mailto:lmoulds@lh.ca">lmoulds@lh.ca</a> or 905-439-4015.</p> |
| <p><b>DMHS<br/>VIRTUAL<br/>PROGRAMS</b></p> <p><b>For more<br/>information or to<br/>register contact:<br/>Peer Support:<br/><a href="mailto:DMHSPeer@lh.ca">DMHSPeer@lh.ca</a></b></p> <p><b>or 905-666-0483</b></p> <p><b>Family Support:<br/><a href="mailto:dgould@lh.ca">dgould@lh.ca</a><br/>or 905-666-0483</b></p> | <p>Durham Mental Health Services is offering the following program opportunities.</p> <ul style="list-style-type: none"> <li>• Variety of Skills and Practice Sessions</li> <li>• Crisis Planning Group</li> <li>• Mindfulness Practice Group</li> <li>• Escaping Vices – Peer Addiction and Support</li> <li>• Craft and Chat</li> <li>• Pots, Pans and Peers</li> <li>• Music Group</li> <li>• Wellness Social Group</li> <li>• Wellness Recovery Action Plan (WRAP) resumes in July 2022</li> <li>• H.O.P.E. Series - Health Opportunities for Peer Empowerment</li> <li>• Indigenous Sharing Circle</li> <li>• Mental Health First Aid</li> <li>• New Leaf and New Winds Day Programs</li> <li>• Suicide Survivors Groups - contact <a href="mailto:susan@distresscentredurham.com">susan@distresscentredurham.com</a> or call 905-430-3511 and ask for Susan</li> </ul> <p>If you would like more information or to register for Peer Support Programming please contact <a href="mailto:DMHSPeer@lh.ca">DMHSPeer@lh.ca</a> or call 905-666-0483.</p> <p>For more information about the Family Support Program please contact Denise at <a href="mailto:dgould@lh.ca">dgould@lh.ca</a> 905-666.0483.</p>   |

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| <p><b>ONTARIO<br/>MINISTRY OF<br/>HEALTH</b></p> <p><b>Internet Based<br/>Cbt For Frontline<br/>Healthcare<br/>Workers Affected<br/>By Covid-19</b></p> |  <p>With internet-based cognitive behavioural therapy, you can get a therapist's support online to learn coping &amp; resilience skills to help you address these symptoms.<br/> <a href="https://t.co/e327Ny0FDf">https://t.co/e327Ny0FDf</a> <a href="https://t.co/irO5k9yfrt">https://t.co/irO5k9yfrt</a></p>  |
| <p><b>DMHS<br/>WELLNESS<br/>RECOVERY<br/>ACTION PLAN</b></p>  | <p>For more information or to register, contact:<br/>DMHSPeer@lh.ca or 905-666-0483</p> <p>The Wellness Recovery Action Plan® or WRAP® is a self-designed prevention and wellness process that <i>anyone</i> can use to get well, stay well and make their life the way they want it to be. It was developed in 1997 by a group of people who were searching for ways to overcome their own mental health issues and move on to fulfilling their life dreams and goals. It is now used extensively by people in all kinds of circumstances, and by health care and mental health systems all over the world to address all kinds of physical, mental health and life issues.</p> <p><b>WRAP Will Help You:</b></p> <ul style="list-style-type: none"> <li>• Discover your own simple, safe Wellness Tools</li> <li>• Develop a list of things to do every day to stay as well as possible</li> <li>• Identify upsetting events, early warning signs and signs that things have gotten much worse and, using Wellness Tools, develop action plans for responding at these times</li> <li>• Guide you through the process of developing a Crisis Plan or Advance Directive</li> <li>• Introduce you to Post Crisis Planning</li> </ul> <p><b>Key Elements of WRAP</b></p> <ul style="list-style-type: none"> <li>• Wellness Toolbox</li> <li>• Daily Maintenance Plan</li> <li>• Identifying Triggers and Action Plans</li> </ul> |

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|   | <ul style="list-style-type: none"> <li>• Identifying Early Warning Signs and Action Plans</li> <li>• Identifying When Things Are Breaking Down and Action Plans</li> <li>• Crisis Planning</li> <li>• Post Crisis Planning</li> </ul>  |
| <p><b>LAKERIDGE HEALTH, AJAX OUTPATIENT SERVICES</b></p> <p><b>VIRTUAL PSYCHO-EDUCATIONAL GROUP PROGRAM</b></p> | <p>Effective Tuesday October 13, 2020 the Lakeridge Health, Ajax Outpatient Staff will be providing a virtual psycho-educational group program for individuals suffering with mental health issues.</p> <p>Referrals can be made by a psychiatrist or physician in the community who has clients that may benefit from support, counseling and psychoeducation. Priority will be given to Ajax Lakeridge Inpatients and Crisis referrals; a waitlist will be generated if necessary.</p> <p>We will be providing the same format of services that we have in the past. Clients will start in the Day Hospital program with daily support Monday to Friday, and then progress to the Day Treatment program when less support is required. Individual phone support will also be provided to individuals who are attending the virtual groups.</p> <p>Day Hospital – Monday to Friday daily virtual groups for 3 weeks<br/>           Day Treatment, Phase One – Monday, Wednesday, Friday virtual groups for 3 weeks<br/>           Day Treatment, Phase Two – Tuesday, Thursday virtual groups for 3 weeks</p> <p>Clients would need to have access to the internet in order to access these group services. However, we also provide individual, time limited, telephone supportive counselling for individuals who can not access a computer for virtual groups.</p> <p>The referral will be available on the Lakeridge Health website. Please fax the completed referral to Lakeridge Health, Ajax Outpatient Services Fax: 905-683-8527.</p> |
| <p><b>CANADIAN MENTAL HEALTH ASSOCIATION – DURHAM (CMHA-Durham)</b></p>   | <p>Our building is at the corner of Bond and Centre in Oshawa.</p> <ul style="list-style-type: none"> <li>• Case Management services are now in-person and/or over the phone</li> <li>• Hours of operation M-F 9 a.m. to 4:00 p.m. , last appointment is at 3:00 p.m.</li> <li>• Clients and visitors are still required to wear a mask within the building.</li> </ul> <p>We are providing medical appointments with our Nurse Practitioner Led Clinic (NPLC) for any members of the vulnerable community who does not have access to a primary care provider. The clinic can be reached at 1- 844-436-8760.</p> <p>Our Nurse Practitioner led clinic is providing medical supports to Mission United (Simcoe Street United Church - 66 Simcoe Street South, Oshawa) a collaboration amongst existing service providers who work with the unsheltered population in Oshawa to provide essential</p>   |



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|  | <p>low-barrier services in one accessible location, delivered by trusted providers during the COVID-19 Pandemic.</p> <p>Our onsite Bond Street Pharmacy is open Monday to Friday 9-noon and 1- 3pm Two psychiatrists are available for consults via our NPLC and a third psychiatrist is following ACT clients.</p>  |
| <p><b>CMHA RECOVERY COLLEGE</b></p>  | <p>CMHA Durham’s Recovery College has gone online! There is a new course catalogue and information about how to join Google Classroom on our website. These include online courses in wellness planning and coping with fatigue.</p> <p>New Courses will be launched every Tuesday that will offer supports to individuals during this Pandemic. Anyone can sign up for free.</p> <p><a href="https://cmhadurham.ca/services/recovery-college-wellness-centre/">https://cmhadurham.ca/services/recovery-college-wellness-centre/</a></p>   |
| <p><b>COMMUNITY CARE DURHAM (CCD)</b></p> <p><b>Mental Health Supports</b></p> | <p><b>COPE</b> is a community mental health service offering emotional support to adults aged 16 and older, with emotional and/or mental health concerns. COPE accepts referrals from a wide variety of community sources. Self-referrals are welcome. Once a referral is processed, an assessment is completed to determine service initiation. There is no fee for COPE services.</p> <p>During this current COVID-19 situation this essential service is being offered online and by telephone. The Downloadable Referral Form is available here on the CCD website at <a href="http://communitycaredurham.on.ca/health-wellness/mental-health-support-groups/">http://communitycaredurham.on.ca/health-wellness/mental-health-support-groups/</a>.</p> <p>Questions about this service can be directed to the local CCD office – see <a href="http://communitycaredurham.on.ca/about-us/contact-us/">http://communitycaredurham.on.ca/about-us/contact-us/</a></p> |
| <p><b>GRACEWINS PEER SUPPORT</b></p>   | <p><a href="#">GraceWins Peer Support</a> is open to serve.</p> <p><u>What is GraceWins Peer Support?</u><br/>We are a not-for-profit mental health peer support social purpose organization. Learn more at <a href="http://www.gracewins.ca">www.gracewins.ca</a>. You will get a good sense of who we are and the difference we aspire to make.</p> <p><u>Our purpose:</u><br/>We exist to enable those among us that suffer with mental health challenges to overcome these challenges, realize our unique potential and live our lives to the fullest.</p> <p><u>Whom do we serve?</u><br/>Any person 18 years and older who suffers with mental health and addictions challenges. Learn more about whom we serve here: <a href="#">Whom we serve</a></p> <p><u>Our service?</u></p>   |



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|  | <p>Our core service is mental health and addictions peer support. What is peer support? Here is a <a href="#">Primer on Peer Support</a>. Learn more about our services here: <a href="#">Our Services</a></p> <p>If you or anyone you care about is suffering with mental health and / or addictions challenges consider connecting with us here: <a href="#">Connect with GraceWins</a> / 1844.47223946 [1844.GRACEWIN] / <a href="mailto:connect@gracewins139.com">connect@gracewins139.com</a>.</p> <p><i>It is our Joy and privilege to serve.</i></p>   |
| <p><b>SALVATION ARMY</b><br/>45 King Street<br/>Oshawa</p> | <p>Counselling sessions and Anger Management are still being run via zoom.</p> <p>Contact the office for more information. Denise Handy – 905-723-7422 x224 or <a href="mailto:denise.handy@salvationarmy.ca">denise.handy@salvationarmy.ca</a></p>   |
| <p><b>24 Hour On-Line Mental Health Support</b></p>        | <p>Big White Wall organization has listened to the stakeholders and have relaunched with a new name – Togetherall. New name – same tool!</p> <p><b>Togetherall</b> is an anonymous community where: members can support each other; access 24 hours a day, 365 days a year; Trained practitioners are available 24/7 to keep the community safe; Self-assessments &amp; recommended resources; Creative tools to help express how you are feeling; Wide range of self-guided courses to do at your own pace. <a href="https://togetherall.com/en-ca/">https://togetherall.com/en-ca/</a></p> <p><b><u>BounceBack</u></b><br/>This is a guided self-help program for adults and youth aged 15 and over using workbooks with online videos and phone coaching support. To access, visit <a href="http://bouncebackontario.ca">bouncebackontario.ca</a> for more information or ask your primary care provider for a referral.</p> <p><b><u>Crisis Text Line</u></b><br/><i>This is an extension of the Kids Help Phone for people of all ages to provide 24/7 support by text. You will be connected with a trained crisis counsellor on a secure platform that is confidential and anonymous. To access <b>text 741741</b>.</i></p> <p>Help is also available at these on-line sites or through phone access:</p> <ul style="list-style-type: none"> <li>• <b>Kids Help Phone:</b> 24/7 virtual support service offering professional counselling, information and referrals as well as volunteer-led, text-based support to young people in both English and French at 1-800-668-6868.</li> <li>• <b>Good2Talk</b> is a free, confidential mental health support service providing professional counselling and information and referrals for mental health,</li> </ul> |

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|  | <p>addictions and well-being to postsecondary students in Ontario, 24/7/365. Learn more at <a href="http://www.good2talk.ca">www.good2talk.ca</a>.</p> <p><b>ConnexOntario.</b> For assistance in accessing other mental health and addictions services in Ontario for those over 18, contact <a href="#">ConnexOntario</a>, Ontario's mental health, addictions and problem gambling help line at 1-866-531-2600.</p>  |
| <b>PRIDEline</b>   | <p>1 (855) 87-PRIDE (77433)</p> <ul style="list-style-type: none"> <li>• Mental Health/Distress Support for LGBTQ community</li> <li>• Open 6 pm to 10 pm</li> </ul>  |
| <b>RU OK?</b>  | <p>RU OK? Is an Australian harm prevention charity that encourages people to stay connected and have conversations that can help others through difficult times in their lives.</p> <p>Their work focuses on building the motivation, confidence and skills of the help-giver – the person who can have a meaningful conversation with someone who is struggling with life.</p> <p>RU OK? contributes to suicide prevention efforts by encouraging people to invest more time in their personal relationships and building the capacity of information support networks – friends, family and colleagues – to be alert to those around them, have a conversation if they identify signs of distress or difficulty and connect someone to appropriate support, long before they’re in crisis.</p> <p>The second Thursday in September is the national day of action when Australians are reminded that every day is the day to ask “are you OK?” and start a meaningful conversation whenever they spot the signs that someone they care about might be struggling with life.<br/>(Source: <a href="http://www.ruok.org.au">www.ruok.org.au</a>)</p> <p><a href="https://www.ruok.org.au/what-were-about">https://www.ruok.org.au/what-were-about</a></p> <p><a href="https://www.youtube.com/watch?v=jy9qsZAeHX0">https://www.youtube.com/watch?v=jy9qsZAeHX0</a></p> |
| <b>ACCESSIBILITY SUPPORTS</b>  |   |
| <p><b>FAMILY SERVICES DURHAM</b></p> <p><b>Adult Protective Services (APS) Program (formerly Adult Community</b></p> | <p>The Adult Protective Services (APS) Program is for adults 18+ with diagnosed developmental disabilities. This program provides supports to help people reach their full potential, live as independently as possible and participate in the community.</p> <p>The Ministry of Community and Social Services funds this program. There is no fee for service.</p> <p>The APS program provides the following services:</p> <ul style="list-style-type: none"> <li>• Advocacy</li> <li>• Help with finding resources to meet basic needs</li> <li>• Case management</li> </ul>  |

| Service  | Current Status  |
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| <p><b>Support Services – ACSS)</b></p>                         | <ul style="list-style-type: none"> <li>• Service co-ordination</li> <li>• Support developing strategies for healthy living</li> <li>• Individual assessment and goal setting</li> <li>• Individual and family education</li> <li>• Life skills development</li> <li>• Supportive counselling</li> <li>• Information and referrals to other resources</li> </ul> <p>Each APS client is matched with an Adult Protective Service Worker (APSW). The client and APSW will work together to identify goals and develop a plan and will meet regularly to work towards these goals.</p> <p>Appointments take place remotely or in person (home and community visits). Services may be short-term or long-term depending on the client’s goals.</p> <p>To be in the APS Program, you must apply with Developmental Services Ontario (DSO) at 1-855-277-2121. DSO will confirm eligibility and identify needs. DSO will then send the individual’s application to APSW staff, who will contact the client to arrange service.</p> <p>If assistance is required completing the application process with DSO, APSWs can be accessed in the North Durham Social Services Hubs, the Ajax Hub, and The Youth Refuge.</p> <p>For more information, go to:<br/> <a href="https://www.durham.ca/en/living-here/adults-with-developmental-disabilities---services.aspx">https://www.durham.ca/en/living-here/adults-with-developmental-disabilities---services.aspx</a></p> |
| <p><b>BRAIN INJURY ASSOCIATION OF DURHAM REGION (BIAD)</b></p> | <p><b>Adult Day Program</b> - for more information go to our website at <a href="http://www.biad.ca">www.biad.ca</a></p> <ul style="list-style-type: none"> <li>• In-Person programming <ul style="list-style-type: none"> <li>○ Cohorts continue with 2 groups of up to 12 clients in each cohort <ul style="list-style-type: none"> <li>▪ Monday to Thursday</li> <li>▪ Cohort 1 - 9:00am to 12:00pm</li> <li>▪ Cohort 2 - 1:00pn to 4:00pm</li> </ul> </li> <li>○ Registered programming - starting May 16 <ul style="list-style-type: none"> <li>▪ Monday to Thursday</li> </ul> </li> </ul> </li> <li>• Virtual programming <ul style="list-style-type: none"> <li>○ offering a wide range of programs using zoom platform</li> <li>○ Monday to Friday</li> </ul> </li> </ul> <p><b>Outreach Programs</b> - virtual and in-person support available</p> <ul style="list-style-type: none"> <li>• continue to support in all areas of <ul style="list-style-type: none"> <li>○ advocacy,</li> </ul> </li> </ul>   |

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|   | <ul style="list-style-type: none"> <li>○ appointment support,</li> <li>○ community support,</li> <li>○ completing paperwork,</li> <li>○ housing,</li> <li>○ food security,</li> <li>○ supported independent living.</li> </ul>  |
| <p><b>CANADIAN HEARING SERVICES</b></p> | <p><b>COUNSELLING SERVICES TO HELP COPE WITH HEARING LOSS AND IMPROVE COMMUNICATION</b></p> <p>Canadian Hearing Services offers <b>free</b> counselling services and supports for those with hearing loss to help improve communication with family, friends, and service providers; stay involved in social activities; and remain safe and independent at home. (services are offered virtually currently, due to pandemic status)</p> <p><u><b>What we offer</b></u></p> <p><b>Information and counselling</b></p> <p>We provide you, your family, and other caregivers with information and counselling related to coping with hearing loss including:</p> <ul style="list-style-type: none"> <li>• understanding hearing loss</li> <li>• use, care, and maintenance of hearing aids and other listening systems</li> <li>• preparing for and managing difficult listening situations</li> <li>• selecting specialized communication equipment such as amplified telephones, alarm clocks, television accessories, alerting devices and more.</li> <li>• referrals to other community services</li> <li>• recommendations to service providers on appropriate supports/technology for clients with hearing loss</li> </ul> <p><u><b>How to Request Service</b></u></p> <p>Contact:</p> <p>Anna McIntosh, Hearing Care Counsellor<br/>           Email: <a href="mailto:amcintosh@chs.ca">amcintosh@chs.ca</a><br/>           Cell: 289-355-8695<br/>           Toll-free: 1-866-518-0000 ext. 4080<br/> <a href="http://www.chs.ca">www.chs.ca</a></p> <p>-----</p> <p><u><b>Sound Advice Classes</b></u><br/> <i>Everything you want to know about hearing loss and communication!</i></p> <p><b>Virtual Hearing Help Classes - Free</b></p> |

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|  | <p><b>Small Group Sessions run through-out the year; contact us for upcoming dates</b><br/> <b>Length: 4 weeks, 1-2 hours/week</b><br/> <b>Format: Zoom</b></p> <p><b>Classes provide information on:</b></p> <ul style="list-style-type: none"> <li>• Hearing Health, Hearing Aids (great for new hearing aid users)</li> <li>• Communication with family and friends</li> <li>• Coping with the impact of hearing loss</li> <li>• Coping with difficult listening situations</li> <li>• Coping during COVID-19 (masks, communication, other challenges)</li> </ul> <p><i>Great for couples/partners to participate in together to increase awareness of communicating with those with hearing loss!</i></p> <p>Contact Anna McIntosh for more information: <a href="mailto:amcintosh@chs.ca">amcintosh@chs.ca</a><br/>                 289-355-8695<br/> <a href="https://www.chs.ca/service/hearing-care-counselling-ages-55">https://www.chs.ca/service/hearing-care-counselling-ages-55</a></p>   |
| <p><b>CANADIAN HARD OF HEARING ASSOCIATION</b></p> | <p><b>National Online Hearing Loss Peer Mentoring Program</b></p> <p><i>(For Immediate Release) January 28, 2021</i> - The Canadian Hard of Hearing Association (CHHA) is pleased to announce its <b>National Online Hearing Loss Peer Mentoring Program</b> will officially launch on <b>February 1, 2021</b>. The virtual online mentoring program will be available for Canadians seeking guidance and mentoring in adjusting to their hearing loss. The mentoring program will have trained volunteer peers who can relate to hearing loss issues by providing support through the online platform.</p> <p>"We are thrilled to offer the <a href="#">Mentoring Program</a> across Canada. The program's success with our CHHA-BC Chapter under the leadership of Dr. Ruth Warick and Dr. Marilyn Dahl has allowed us to expand our outreach to connect with more Canadians," said Lee Pigeau, CHHA National Executive Director. The pandemic's current situation has created additional barriers to accessibility, making it very challenging for individuals to be active and connected in their communities. Our goal is to ensure Canadians, especially our seniors in remote and rural populations that may be experiencing social isolation, will benefit from our mentoring program connecting with some incredible mentors."</p> <p>"The launch of the <a href="#">Mentoring Program</a> comes at a perfect time to ease the isolation a person may feel from having a hearing loss which affects communications and social interactions. Through virtual platforms, persons with a hearing loss can take part in the program wherever they live in the country at a time convenient to them. In the privacy of their own home, they can have one-on-one confidential discussions with someone else who truly understands what it is like to live with a hearing loss and. The mentors in the program</p> |

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|   | <p>are peer experts, generously donating their time and expertise to share their knowledge and experience with mentees,” said Dr. Ruth Warick.</p> <p>The program is free and available to all Canadians who have a hearing loss. The mentoring program's benefits will help individuals acquire skills in managing their hearing loss in everyday life, achieving optimal well-being and personal fulfillment. Individuals will be linked up with a trained mentor who has the experience of living with a hearing loss.</p> <p>Visit <a href="http://www.chha.ca/mentor">www.chha.ca/mentor</a> for more details and to sign up.</p> <p><b>About the Canadian Hard of Hearing Association</b><br/>           The Canadian Hard of Hearing Association (CHHA) was established in 1982 and is Canada’s leading consumer advocacy organization representing the needs of the nearly 4-million people living with hearing loss. With a network across Canada, CHHA works cooperatively with hearing loss professionals, service providers, government and provides life-enhancing information, support, and advocacy to ensure people with hearing loss are able to overcome barriers in all aspects of their lives.</p> <p>To learn more about the Canadian Hard of Hearing Association, visit <a href="http://www.chha.ca">www.chha.ca</a></p> <p><b>Members of the media can contact us for articles, information or interviews.</b><br/>           Gordana Mosher Manager, Accessibility Projects &amp; Communications<br/>           Canadian Hard of Hearing Association <a href="tel:613.526.1584">613.526.1584</a> ext.103 Mobile <a href="tel:905-572-3923">905-572-3923</a> . E-mail: <a href="mailto:gmosher@chha.ca">gmosher@chha.ca</a></p> |
| <b>FOOD SECURITY</b>  |  |
| <p><b>FOODBANKS IN DURHAM REGION</b></p> <p>Feed the Need Durham Partners</p> | <p>This link has updated information as it comes in so it is the most up to date source of information from Feed the Need Durham.</p> <p><a href="https://feedtheneedindurham.ca/activefoodbanks-agenciesindurhamregion/">https://feedtheneedindurham.ca/activefoodbanks-agenciesindurhamregion/</a></p>   |
| <p><b>ST. ANDREW’S COMMUNITY FOODBANK AND SUPPORT PROGRAM</b></p>             | <p>Every Friday from 9:30 to 3:00 pm.</p> <p>St. Andrew’s Presbyterian Church<br/>           209 Cochrane St. Whitby<br/>           905-668-4022</p>   |

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| <b>NEW LIFE<br/>NEIGHBORHOOD<br/>CENTRE<br/>FOODBANK</b>   | <p>New Life Neighbourhood Centre will re-open <b>Thursday May 7th</b> from 1:00 to 3:30pm to existing clients by appointment only.</p> <p>Clients will need to call 905-404-2004 to pre-register for an appointment and assigned pickup time slot.</p>   |
| <b>ST. PETER'S<br/>ANGLICAN<br/>CHURCH FOOD<br/>BANK</b>   | <p>St Peter's Food Bank is located in St. Peter's Anglican Church, 1175 Cedar Street in Oshawa, right across the street from Dr C F Cannon Public School. We are open the first four Tuesdays of every month, 6:30-7:30 pm. We service people living south of the 401 in Oshawa. For more information you can call us at (905) 728-8080.</p>   |
| <b>SIMCOE HALL<br/>SETTLEMENT<br/>HOUSE</b><br><br><b>387 Simcoe Street<br/>South, Oshawa<br/>905-728-7525</b> | <p>Simcoe Hall has made the difficult decision to reduce the number of times a client can access our Food Bank each month. Instead of one full hamper visit plus a top up, clients will now get one full hamper per month. No top up.</p> <p>Clients can receive:<br/>One full hamper of food plus personal hygiene products once per month.</p> <p><b>Clients can call the agency at 905-728-7525 or email <a href="mailto:foodbank@simcoehall.com">foodbank@simcoehall.com</a>.</b></p> <p>Effective Wednesday July 20th Simcoe Hall's Food Bank will open its doors for service on Wednesdays. Specifically, 9:00-11:30 am will be dedicated to seniors only. The general public can access the Food Bank between 1:00-3:00 pm.</p> <p><b><u>Food Bank Hours</u></b></p> <p>Monday: <b>CLOSED</b><br/> Tuesday: 9:00 am – 11:30 am &amp; 1 pm – 3pm<br/> Wednesday: 9:00 – 11:30 am* (*seniors only) and 1:00 – 3:00 pm<br/> Thursday: 9:00 am – 11:30 am &amp; 1 pm – 3 pm<br/> Friday: 9:00 am – 11:30 am &amp; 1 pm – 3 pm</p> <p>As of Monday, November 28, the <b>Simcoe Hall Food Bank</b> will not be open for regular service as we prepare for our Holiday Hamper Program. The only days the food bank will be open for service will be Wednesday, November 30, and Wednesday, December 7. These Wednesdays are for general service - seniors hours do not apply.</p> <p><b>Holiday food hampers</b> will be available to the community between December 12 - 21. No registration is required as we are servicing clients on a first come first serve basis.</p> <p>Registration for our <b>Toy Program</b> can be found online via our website between November 1 and December 7. Appointments will be scheduled in the order of applications received and correspondence confirming appointment times will be sent out via email.</p> <p><a href="https://simcoehall.com/">https://simcoehall.com/</a></p> |

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| <b>SALVATION<br/>ARMY OSHAWA<br/>FOOD BANK</b><br>45 King St. Oshawa                             | <p>Please call the office at 905-723-7422 x221 to hear up to date information regarding the Food bank. Updates at this number are in real time.</p> <p>If there are any communications that need to be addressed, please contact Leigh Rowney, Director, at <a href="mailto:leigh.rowney@salvationarmy.ca">leigh.rowney@salvationarmy.ca</a> or call extension 223.</p>   |
| <b>SALVATION<br/>ARMY<br/>BOWMANVILLE<br/>FOODBANK</b><br>75 Liberty St.<br>South<br>Bowmanville | <p>The Salvation Army Bowmanville has changed our hours and added a coffee house drop-in, “The Hub Coffee House”.</p> <p>Our new hours are as follows:</p> <p><b>Tuesdays 9:30 – 11:30 and 12:30 – 3:30</b> –The Hub Coffee House and Food Bank (walk in/no appointments)<br/> <b>Wednesdays 9:00 – 11:30 and 12:30 – 3:30</b> – The Hub Coffee House and Food Bank (walk in/no appointments)<br/> <b>Thursdays 12:30 – 3:30</b> The Hub Coffee House and Food Bank (walk in/no appointments)<br/> <b>Fridays – The Hub Coffee House only – 9:00 – 11:30 and 12:30 – 3:30</b></p> <p>People can call 905-623-2185 or email <a href="mailto:sarmy2185@gmail.com">sarmy2185@gmail.com</a> for more information.</p>   |
| <b>ST. VINCENT de<br/>PAUL FOODBANK</b><br>BOWMANVILLE   | <p>St. Vincent de Paul Food Bank is located at 127 Liberty St. South, Bowmanville</p> <p>Open Wed – 10a.m. to 11:45 a.m<br/>         Thurs 4:30p.m. 6:15p.m</p>   |
| <b>SALVATION<br/>ARMY AJAX, 122<br/>Hunt St. Ajax</b>  | <p>The Salvation Army Food Bank and Family Services is open for family food service for new and existing clients and those in need during this difficult time. Emergency food bags specific to those without cooking facilities are available. Appointments can be made at 905 427 7123 to register or book an appointment for food pick up. The centre is open Monday to Thursday 10 am - 12 pm and 1 pm to 3 pm. Bread and some non-perishable food items are available during these hours. Bagged lunches are provided on Tuesday and Thursday from 12pm - 1pm. To support physical distancing all pick ups are being facilitated at the back entrance door.</p> <p>Delivery services are also available for clients who are isolating or who have no means of transportation.</p> |
| <b>COMMUNITY<br/>CARE DURHAM<br/>(CCD)</b>   | <p>Community Food Box: \$35.00 after April 1, 2021 (subsidies are available). “Community to Table” Food Box. In response to the public health crisis, Community Care Durham is partnering with local businesses to offer a weekly food box containing kitchen essentials, much of which are locally made or grown.</p> <p>The Community Food Box contains essential groceries for healthy living and may contain eggs, dairy, breads, baked goods, pasta, soups, beverages, paper products, fruits and vegetables.</p>  |



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| <p><b>Community Food Box</b></p>           | <p>Local business partners will vary weekly and we will continue to partner with local business to bring you a truly “community” experience.</p> <p>To order a Community Food Box for yourself or a loved one, please call <b>1-888-255-6680</b> or complete the online referral form found at <b>Request Service</b>. Order a Food Box by Thursday for FREE delivery the following Friday.</p>  |
| <p><b>FOOD COST SAVING SUGGESTIONS</b></p> | <p>Thank you to the Durham College led Building Bridges Together project for connecting us with these resources as a way to save significantly on food purchases.</p> <p><b>FLASHFOOD APP</b></p> <p>It works on both android and iphones and operates in conjunction with Loblaws owned/affiliated stores. Experienced users report very significant savings.</p> <p>Availability fluctuates throughout the day as participating stores make surplus food (not just food nearing expiry date) available that would otherwise be thrown out.</p> <p>Process to Use:</p> <ul style="list-style-type: none"> <li>• Download the app</li> <li>• Check participating grocery store locations</li> <li>• Choose from available food and order</li> <li>• Pay through app</li> <li>• Pick up food that will be set aside at store for pick up.</li> </ul> <p>The Flashfood app can be found at <a href="https://www.flashfood.com/en/download">https://www.flashfood.com/en/download</a></p> <p><b>FLIPP APP</b></p> <ul style="list-style-type: none"> <li>• Will search all flyers in your area which is identified by entered postal code</li> <li>• Enter what you’re looking for and browse</li> </ul> <p>The flipp app can be found at <a href="https://flipp.com/en-ca">https://flipp.com/en-ca</a></p> <p><b>COUPONS</b></p> <ul style="list-style-type: none"> <li>• Look for coupons beside items – can be applied to purchase</li> <li>• Coupons are replaced every 2-3 weeks.</li> </ul> <p>For support using any of these strategies, please contact <a href="mailto:amanda.platts@msn.com">amanda.platts@msn.com</a></p> |

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| <b>FOOD LOCATIONS</b>  |  |
| <p><b>THE BACK DOOR MISSION</b><br/>(see Mission United under Location Support for other services at this location)<br/>66 Simcoe St S,<br/>Oshawa</p> | <p>We are <b>open Monday to Friday 9 am to 4:30 pm</b></p> <ul style="list-style-type: none"> <li>• Meals are served between 10 am – 1 pm and</li> <li>• Bathrooms are available from 9 am to 4:30 pm</li> <li>• Screening remains in effect at the door</li> </ul> <p><b>Weekend Service Hours on Saturday and Sundays are from 10 am to 1 pm</b></p> <p>Weekend Services available on Saturdays and Sundays:</p> <ul style="list-style-type: none"> <li>• Take Out Meals</li> <li>• Pre-arranged Medications</li> <li>• Harm Reduction Supplies</li> </ul> <p><i>Please note that access to indoor services are no longer be available on weekends,including washroom access.</i></p>  |
| <p><b>GATE 3:16</b><br/>64 Albany St,<br/>Oshawa</p>   | <p><b><u>Regular hours during the week effective November 2:</u></b></p> <p><b><u>Monday to Friday</u></b><br/>Breakfast: 8:30 a.m. to 10:00 a.m.<br/>Lunch: 11:45 a.m to 1:00 p.m.</p> <p>We sanitize and cook between 10 a.m. and 11:45 a.m., and sanitize after 1:00 p.m.</p> <p><b>Saturdays;</b> Every <u>Second</u> and <u>Fourth</u> Saturday of each month we serve lunch at approximately 11 / 11:30 am and we are usually finished by the latest 2pm. This is hosted by a local church located in Whitby and on our premises.</p> <p><b>Sundays</b> Every Sunday at 3pm, a Pastor comes from a local church to our premises. He conducts a quick church service and then serves a BBQ / meal.</p> <p><b>Free laundry services.</b><br/><b>Showers and washrooms available during opening hours.</b><br/><b>Clothing is also distributed on Tuesdays only.</b></p> <p>Once we are into full stream, podiatrist service and medical services available on specific days. Days to be determined once COVID19 precautions are over and past.</p> |
| <p><b>THE REFUGE</b><br/><b>300 Court St.</b><br/><b>Oshawa</b></p>  | <p><b>Patio</b> is now open from 9am to 1pm Monday to Friday. COVID precautions are in place.</p> <ul style="list-style-type: none"> <li>• Breakfast is served from 9:00 to 10:30.</li> <li>• Lunch is served 12 noon to 1 pm.</li> <li>• Meals are served or available for take-out.</li> </ul>   |

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| <p><b>Serving youth up to 26 yrs.</b></p>                                    | <p><b>Laundry and shower</b> is available during open hours.</p> <p><b>Evening Programs</b></p> <ul style="list-style-type: none"> <li>• Rec Room Drop In/Hangout – Monday and Wednesday 7:00 – 9:30 pm</li> <li>• Family Dinner – Friday night 6:00 – 8 pm. Last meal is served at 7:30.</li> </ul> <p><b>Available Services</b></p> <ul style="list-style-type: none"> <li>• Social worker on site Monday to Friday 9:00 am – 3:30. Drop in or by appointment</li> <li>• Counselling on site Monday to Friday by appointment; and noon – 1:00 drop in beginning July 5<sup>th</sup>.</li> <li>• ID Support</li> </ul> <p><b>Hours</b></p> <ul style="list-style-type: none"> <li>• 9 am – 1 pm for drop in. The Centre is open until 3:30 to assist with more specific needs.</li> <li>• To make appointments or for more information call 905-404-2420.</li> </ul> |
| <p><b>FIRST LIGHT FOUNDATION OF HOPE</b><br/>253 Simcoe St S,<br/>Oshawa</p> | <p><b>Monday –Friday Breakfast</b><br/>6 am to 8 am<br/>Breakfast to go<br/>Hot Sandwich, Snack Bag, Coffee, juice and water</p> <p>Cell phones can be charged while we are open.</p> <p><b>Bible Study</b><br/>12:30 – 2:00 pm<br/>Mondays – Thursdays.<br/>All are welcome</p> <p><b>Hope House</b><br/>Is a privately funded 4 month residential pre-treatment withdrawal program. Applications are available at the Simcoe Street location.</p>   |
| <p><b>DURHAM OUTLOOK HUB</b><br/>227 Simcoe St.<br/>South<br/>Oshawa</p>     | <p>Dinners are served indoors Monday – Friday from 4 pm to 6 pm.</p> <p>Thrift store is open Monday to Friday 10:30 – 3:30 pm</p> <p>Meal tickets available from:</p> <ul style="list-style-type: none"> <li>• Gate 3:16 (Monday, Tuesday, Wednesday) from 12 pm to 2 pm</li> <li>• Back Door Mission – Mission United (Thursdays &amp; Fridays) from 10 am to 1 pm</li> </ul>  |

| Service  | Current Status  |
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|  | <ul style="list-style-type: none"> <li>Meal tickets can be purchased at the door for \$1.50 or provided free for individuals with no ticket and no money.</li> </ul> <p><i>Durham Outlook believes that no one should have to choose between food or shelter, nourishment or dignity, warmth or compassion.</i></p>   |
| <p><b>AJAX HUB and<br/>CHRISTIAN FAITH<br/>OUTREACH<br/>CENTRE</b><br/>158 Harwood<br/>Ave. S, Ajax.</p> | <p><b>CHRISTIAN FAITH OUTREACH CENTRE</b><br/>158 Harwood Ave. S, Ajax -<br/>Starting Dec 1, 2022 - NEW ENTRANCE - <b>125 Commercial Ave for Ajax Hub</b></p> <p><b>Meal support</b><br/>Ajax Hub Monday to Friday</p> <p>Breakfast served<br/>8:00 - 9:30 am</p> <p>Lunch served<br/>1:00 pm - 2:30 pm</p> <p>Temporary Respite Centre (27 Station St.) outside of hub hours for snack / warm drink</p> <p><b>Intake</b><br/>at 24/7 Respite Warming Centre is 24/7.<br/>First come first serve.<br/>Curfew (to keep cot, 10pm) otherwise bed given up to next in line.</p> <p><b>Doors of Compassion</b><br/>Remains 20 bed low barrier shelter<br/>intake through hubs<br/>no meal support for outside patrons - must access Ajax Hub or Temp Respite Warming Centre</p> |
| <p><b>ZION/HOPE<br/>FOOD BANK</b><br/>409 Adelaide Ave.<br/>East Oshawa</p>                              | <p>The Zion/Hope Food Bank continues to operate at Zion Church in Oshawa (409 Adelaide Avenue East, Oshawa - at the corner of Central Park and Adelaide) during the COVID-19 pandemic. It operates on <b>Thursdays from 9 - 11 A.M.</b></p> <p>No appointment is required.</p> <p>For more information contact: <a href="mailto:office@zioncrc.ca">office@zioncrc.ca</a>.</p>   |

| <b>OLDER ADULTS</b>   |   |
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| <b>Service</b>  | <b>Current Status</b>   |
| <b>DURHAM ELDER ABUSE NETWORK (DEAN) and DRPS</b><br><br><b>SENIOR'S SAFETY TIPS</b>  | <p>DRPS reports an increase in frauds and scams in Durham Region. Here are three short videos for sharing with your senior clients and families about ways to prevent falling victim to some prevalent scams out there. Thank you to Detective Fransson for putting these together and for sharing "Awareness is Your Best Protection"</p> <p>The Safe Word (1 minute)<br/> <a href="https://www.youtube.com/watch?v=BUseC7x5DC4">https://www.youtube.com/watch?v=BUseC7x5DC4</a></p> <p>CRA Scams<br/> <a href="https://www.youtube.com/watch?v=qJLh16hgS4c">https://www.youtube.com/watch?v=qJLh16hgS4c</a></p> <p>Ring Tone<br/> <a href="https://www.youtube.com/watch?v=hAjoIGrAA2k">https://www.youtube.com/watch?v=hAjoIGrAA2k</a></p> |
| <b>INCLUSIVE COMMUNITY INITIATIVES</b><br><br><b>Region of Durham</b>   | <p>Here is the link to some great information about a grant the Region has received: <a href="#">Inclusive community grant: For senior and people with disabilities in Durham</a></p>   |
| <b>SENIORS SUPPORT UNIT</b><br><b>Durham Regional Police Services and the Region of Durham</b>  | <p>Over 80% of crime involving Seniors goes unreported.</p> <p>Do you know someone over 55+ who may be suffering from abuse?</p> <p>Contact: Community Support Specialist: Morgan Denby 905-666-6239 x2460<br/> Seniors Safety Advisor: VACANT 905-579-1520 x1865<br/> Seniors Support Coordinator: Martin Franssen 905-579-1520 x5625<br/> We provide support for</p> <p>Older Adults who are experiencing financial, physical, emotional and sexual abuse, as well as cases of neglect and self-neglect.</p> <p>For more information visit: <a href="http://www.drps.ca">www.drps.ca</a> &gt; Community Safety &gt; Seniors Support</p>   |
| <b>UPDATE ON PREVENTING SENIORS' FRAUD</b><br><br><b>Minister of Seniors – Deb Schulte and shared by D.E.A.N. and the Senior's Support Unit</b> | <p>COVID-19 has created an environment that is ripe for fraud and cyber criminals are using the pandemic as an opportunity to profit. Canadians, including seniors, rely on the digital marketplace more than ever—using online services for groceries, banking and everyday shopping—and it's important that you have the <a href="#">tools and information</a> you need to protect yourself from fraud.</p>   |

**Protecting yourself from fraud – stop and think**

Slow down, scrutinize and stay informed to reduce fraud.

- If you get emails or text messages asking you to:
  - Open attachments
  - Follow links to unfamiliar websites
  - Give sensitive, personal or financial details

**Stop and think**, it could be a scam. Don't click links or open attachments from unknown senders. Don't share personal information with them, like banking or credit card information. If you're not sure, ask someone you trust for help.

- If someone you meet or something you come across online seems too good to be true—it probably is!
  - **Stop and think.** Resist the pressure to act immediately. Use caution with anyone you meet online. If you're not sure, ask someone you trust for their opinion.
- Fraudsters may innocently drop requests for money into emails and conversations. They'll appear to be in very difficult circumstances and in desperate need of your help. They might also be pretending to be someone that you know.
  - **Stop and think.** Ask questions and be skeptical. It could protect you and your money.
- Service Canada will never make threatening phone calls of any kind. If you receive one of these calls, hang up and report it to [the Canadian Anti-Fraud Centre](#).
- Service Canada will never request your personal information or ask you to complete a financial transaction in an email. To learn more about how to spot a spoof, keep reading [here](#).
- The federal government is providing vaccines **for free** for all Canadians—any emails or text messages offering home vaccination kits or products that claim to treat or prevent COVID-19 are scams. Here is what you [need to know about COVID-19 vaccines](#).

**Resources to help recognize fraud**

- You can learn more about the types of scams to watch out for [here](#) and [here](#).
- [The Little Black Book of Scams](#) is a great resource to share with friends and family. It describes 12 common scams, and is available in eight different languages.

**Report fraud**

If you have been a victim of fraud or cybercrime, contact your local police. If you

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|   | <p>want to report an instance of a scam, fraud or cybercrime, whether you are a victim or not, use the <a href="#">Canadian Anti-Fraud Centre’s Online Reporting System</a>. When you report a scam, authorities will be able to warn Canadians, which may limit it from spreading.</p> <p><b>Spread the word:</b><br/>I hope you will take a minute to ensure that this message reaches as many seniors (and the people who support them) as possible. Please share it with your networks through social media, email or your newsletter. You can now invite others to <a href="#">sign up for the newsletter online</a>.</p>   |
| <p><b>REGIONAL MUNICIPALITY OF DURHAM</b><br/><b>ADULT DAY PROGRAMS</b></p> | <p>In response to Durham Region Public Health COVID-19 guidelines the Regional Municipality of Durham Adult Day Program at Hillsdale Estates and Lakeview Manor remain closed to on-site programs. Instead we are offering virtual programs and telephone outreach daily between Monday-Friday. Here is an outline of the programs available during this time:</p> <p><b>Telephone Outreach and Wellness Program</b> – Clients register by calling 905-579-1777 X 6318 or X 6342 to receive regular telephone calls. The goal is to reduce feelings of isolation and provide a friendly chat on topics of interest, make referrals as needed.</p> <p><b>Virtual ZOOM Programs</b> – Online programming is offered daily Monday- Friday for older adults wishing to stay active and continue to be engaged. There is a wide variety of programs including gentle exercise, current events and discussion groups, trivia, word games, crossword puzzles, bingo, art and music programs, baking demonstrations and more. There is no charge for the virtual programs however registration is required. To participate in the program, call 905-579-1777 X 6318 or X 6342. Participants require a computer, smart phone or a tablet to participate.</p> <p><b>For more information, please visit <a href="http://www.durham.ca">www.durham.ca</a>, or call 905-579-1777 ext. 6318 or X 6342.</b></p> |
| <p><b>OSHAWA SENIOR COMMUNITY CENTRES</b><br/><b>55+</b></p>                | <p><b>Adult Day Programs</b> – have resumed in person programming, while continuing to run virtual programs. Please call (905) 576-6712 for more information or to register.</p> <p><b>Footcare appointments</b> – Have resumed at the John St Branch location only. Please call Ext. 2847 for an appointment.</p> <p><b>Income Tax</b> – Appointments for individuals and couples can be made beginning March 24, 2021 by calling Ext. 2900</p> <p>In response to Durham Region municipalities entering Stage 3 of its Framework for Reopening, OSCC55+ has reopened branches for limited use, using a phased approach and ensuring compliance with provincial emergency orders and Durham Region Health guidelines. See <a href="http://www.oscc.ca">www.oscc.ca</a> <a href="#">COVID-19 info &amp; reopening updates</a> or call (905) 576-6712 ext. 2830 for more information.</p>  |

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|  | <p>Our team is here for you during this time. All programs listed below will continue as we transition to in-person programs and services. Have questions? Check out our website <a href="http://www.oscc.ca">www.oscc.ca</a> on the <a href="#">frequently asked questions</a> page for more information. Watch the <a href="#">online tutorial</a> of how to navigate this site and gain access to all of initiatives below.</p> <p><b>Telephone Outreach Program</b> – Seniors can register to receive regular check-in calls to reduce feelings of isolation and provide care and concern. This free service is available to anyone 55 or older in the Durham community. To register, please call <b>905-576-6712 ext. 2830</b> or email <a href="mailto:info@oscc.ca">info@oscc.ca</a>.</p> <p><b>Grocery Order &amp; Delivery Service</b> – in partnership with a local grocer, the OSCC55+ will be facilitating grocery orders for seniors in need through providing delivery within Oshawa by our vans and transportation staff. Seniors can call <b>905-576-6712 ext. 2830</b> or email <a href="mailto:groceries@oscc.ca">groceries@oscc.ca</a> with their list and staff will be in touch to confirm delivery and payment. Payments must be by cheque to the grocery store.</p> <p><b>OSCC55+ COVID-19 Resource Guide</b> – OSCC55+ has prepared a resource guide to assist older adults with access to services in the community. The complete resource guide can be found at <a href="http://oscc.ca/stayconnected">oscc.ca/stayconnected</a> and at various businesses in Oshawa. Grocery stores or pharmacies interested in receiving copies may contact our staff at <b>905-576-6712 ext. 2830</b> to request a drop off.</p> <p><b>Online Programs</b> – OSCC55+ has introduced online programming for seniors wishing to stay active and continue to be engaged. These free interactive programs are accessible at <a href="http://oscc.ca/onlineprograms">oscc.ca/onlineprograms</a> through a computer, smart phone or a tablet. Topics include: Zumba, yoga, wellness seminars, general interest workshops, current events, cooking demonstrations and more.</p> <p><b>Social Connecting through Facebook</b> – OSCC55+ is engaging with the community through the OSCC55+ Facebook page (<a href="http://www.facebook.com/OSCC55plus/">www.facebook.com/OSCC55plus/</a>) with entertaining videos, useful links, programs and fitness demonstrations to help keep seniors engaged and active. We invite people to comment, share and like to keep our seniors’ community connected and strong.</p> <p><b>For more information, please visit <a href="http://www.oscc.ca">www.oscc.ca</a>, email <a href="mailto:info@oscc.ca">info@oscc.ca</a> or call 905-576-6712 ext. 2830.</b></p> |
| <p><b>BOWMANVILLE<br/>OLDER ADULT<br/>ASSOCIATION<br/>(BOAA)<br/>For older adult support</b></p> | <p>The Bowmanville Older Adult Association Board of Directors, Staff and Reopening Task Force will be working towards reopening, offering small in person outdoor activities, drive thru events while also keeping our virtual programs, events and activities available on Zoom and over the phone. Updates should always be expected – based on public health directives, dates and times are subject to change without notice. We will continue to monitor the situation, doing our best to make the right decisions for our members, our team and our community.</p> <p>What is important for all to remember is that this will only be possible if we are able to meet all Federal, Provincial, Regional &amp; Municipal guidelines. Our organization continues to be committed to providing safe and exceptional older adult programming, services, and events to our members.</p>   |



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|   | <p>Effective Monday, July 5th, 2021 our Front Desk, Office, and Footcare Areas will reopen Monday to Friday 9 am to 4 pm. We are offering small in-person outdoor activities, please visit our website for more information. Strict capacity limits will be in place and all members and guests will be required to pre-screen (includes a temperature check and waiver completion) prior to admission and participation.</p> <p>We encourage BOAA members to access our FREE virtual activities via:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> ZOOM</li> <li><input checked="" type="checkbox"/> Phone Programming</li> <li><input checked="" type="checkbox"/> Care Calls</li> <li><input checked="" type="checkbox"/> Books &amp; Puzzles Pick-Up and Delivery</li> <li><input checked="" type="checkbox"/> Videos Available on BOAA's YouTube<br/> <a href="https://www.youtube.com/c/BOAA2856/videos">https://www.youtube.com/c/BOAA2856/videos</a></li> </ul> <p>We truly appreciate the support you have offered us during these troubling times and we ask that you continue to make informed decisions while making sure you are always looking out for your health and safety. Reach out to us if you have questions or require further information. We will get through this together. #BOAAStrong</p> <p><a href="http://www.bowmanvilleolderadults.com">www.bowmanvilleolderadults.com</a><br/> 905-697-2856<br/> <a href="mailto:events@bowmanvilleolderadults.com">events@bowmanvilleolderadults.com</a></p> |
| <p><b>WHITBY SENIOR CENTRE</b></p>                                  | <p>The <a href="#">Whitby Senior Center</a> is offering a new Seniors Connection Line connects Whitby seniors with people who can offer information, support and friendly conversation during this time of physical distancing. Call 905-668-1424 to leave your name and number and get a call back.</p> <p>In partnership with the Whitby Public Library, the Whitby Senior Centre is now offering Seniors Centre Without Walls four times per week. Seniors can call in and participate in an hour of activities. For a schedule and call-in details, visit the <a href="#">Whitby Seniors Centre</a>.</p>   |
| <p><b>TOWN OF AJAX</b><br/><b>Friendly Check-In For Seniors</b></p> | <p>Register to receive a friendly check-in call from Town staff, for social connection, updates and links to local resources. To register call 905-427-8811.</p>   |
| <p><b>PICKERING 55+ ADULTS</b></p>                                  | <p>While all of our regular programs and events are on hold, we invite Pickering adults 55+ to join our newly created <a href="#">55+ Facebook Group</a>. This group offers activities, experiences, social fun and information sharing opportunities just for our older adult community. <a href="#">Learn more.</a></p>  |

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|   | <p>Pickering 55+ Adults is offering Seniors Centre Without Walls - Connect to <a href="#">free weekly programs</a> and Spotlight Series presentations. No computer or internet required. Call 905-420-4660 ext. 2078 or email <a href="mailto:kbradley@pickering.ca">kbradley@pickering.ca</a>.</p>  |
| <h2 style="background-color: #e0f2f1; padding: 5px;">PET SUPPORT</h2>     |  |
| <p><b>PICKERING ANIMAL SERVICES</b></p>                                   | <p><b>Animal Services Launches Community Pet Support Programs</b><br/>         Pickering Animal Services recognizes the deep connection people have with their pets, and the benefits that come from these types of bonds. Unfortunately, residents may find themselves in vulnerable situations where they are unable to care for their pet and need temporary support.<br/>         Pickering residents who find themselves in these vulnerable situations will now be able to access the following services:<br/> <b>Community Pet Pantry</b> - open to Pickering residents and Durham Region community members (currently working with a referral agency) who are struggling to provide food and pet supplies for their pet.<br/> <b>Safe Pets Victim Support</b><br/> <b>Accessible Veterinary Care</b>- Pickering Animal Services continues to offer the Durham Region Spay/Neuter Assistance Program to residents in need. Currently this program is only available for cats. In order to qualify for the program you must be a Durham Region resident and be receiving assistance.<br/>         Please see more information in the link below about community pet support offered by the City of Pickering Animal Services to assist those in need.</p> <p>Feel free to share this information with anyone you feel could benefit. For more information visit <a href="http://pickering.ca/petsupports">pickering.ca/petsupports</a> or call 905-427-0093<br/> <a href="https://myemail.constantcontact.com/Pickering-Animal-Services---May-2021.html?soid=1109135006045&amp;aid=1EUeNwccOzY">https://myemail.constantcontact.com/Pickering-Animal-Services---May-2021.html?soid=1109135006045&amp;aid=1EUeNwccOzY</a></p> |
| <p><b>SAFE PET ONTARIO</b></p>  | <p><b>SafePet Ontario</b> coordinates foster care for <b>pets</b> of individuals fleeing violent situations. We offer long- or short-term fostering options for the duration of a survivor’s transition to safety. Once they’re ready, we reunite owners with their <b>pets</b> so they can move into a better future together.</p> <p>For survivors who are unable to find a trusted family member, friend or co-worker to care for their pet, SafePet Ontario can save lives. 89 per cent of abused women say their partner also abused a pet. 56 per cent of women delayed leaving an abusive relationship due to fear for a pet's safety.</p> <p>For more information visit SafePet Ontario <a href="https://safepet.ca">https://safepet.ca</a></p>  |
| <p><b>WOMEN’S SHELTERS IN DURHAM REGION WITH SERVICES FOR PETS OF</b></p> | <p>BETHESDA HOUSE 1-800-338-3397</p> <ul style="list-style-type: none"> <li>• We allow pets to remain with women in the shelter</li> </ul>   |

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| <p><b>WOMEN LEAVING VIOLENCE</b></p> | <ul style="list-style-type: none"> <li>• We provide temporary care in volunteer homes through “Safe Families, Safe Pets Durham”, a program we co-run with Herizon House, our sister VAW shelter</li> </ul> <p>HERIZON HOUSE 1-866-437-4066</p> <ul style="list-style-type: none"> <li>• We coordinate with local pet foster families</li> </ul> <p>DENISE HOUSE SHELTER AND SUPPORT 1-800-263-3725</p> <ul style="list-style-type: none"> <li>• We allow some pets in shelter on a case by case basis</li> </ul> |
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| Service   | Current Status  |
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| <p><b>NON-MEDICAL FACE MASKS</b></p>  |   |
| <p><b>COMMUNICATING EFFECTIVELY WHILE WEARING MASKS AND PHYSICAL DISTANCING</b></p> | <p>In response to COVID-19, many people are wearing masks and standing six feet apart while in the community. This presents some new challenges for everyone, but especially people with hearing loss or communication problems.</p> <p><b>Masks</b><br/>Wearing masks can sometimes make communication more difficult, especially for people who have trouble speaking or hearing.</p> <p><b>How Masks Can Make It Harder to Communicate</b></p> <ul style="list-style-type: none"> <li>• Masks muffle sound, making it more difficult to understand speech and some higher-pitched voices.</li> <li>• Masks take away our ability to read lips and see facial expressions, which help us better understand what we’re hearing.</li> <li>• Speaking with a mask can be hard for people with communication problems, like aphasia or voice problems.</li> <li>• Masks can be uncomfortable for people who wear hearing aids or cochlear implants (see tips below).</li> </ul> <p><b>Improving Communication with Alternatives to Standard Masks</b><br/>Different types of masks and barriers can help people communicate more easily. Some examples are masks with clear panels, face shields made of clear plastic, and clear barriers like plexiglass.</p> <p><b>Tips for Wearing Hearing Aids or Cochlear Implants with a Mask</b></p> <ul style="list-style-type: none"> <li>• Secure your device with wig tape or other non-damaging material, like a cloth headband.</li> <li>• Instead of looping the mask over your ears, use a button extender for the mask to attach it behind your head.</li> <li>• Take your mask off in a safe place, then check your device to make sure it’s working.</li> </ul> <p><b>Tips for Communicating While Wearing a Mask or Physical Distancing</b></p> <ul style="list-style-type: none"> <li>• Make sure you have your communication partner’s attention.</li> <li>• Face your partner directly, and make sure nothing is blocking your view.</li> <li>• Talk a little louder.</li> </ul> |

| Service  | Current Status  |
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|  | <ul style="list-style-type: none"> <li>• Talk a little slower.</li> <li>• Use your hands and your body language.</li> <li>• Ask your partner if they understood you; if not, say it a different way or write it down.</li> <li>• Move to a quiet place if you can.</li> <li>• If you're talking with someone new, ask if there's anything you can do to make communication easier for both of you.</li> </ul> <p>Face masks with a clear front panel are also available at <a href="https://www.etsy.com/market/clear_mask">https://www.etsy.com/market/clear_mask</a></p>  |
| <p><b>CORONAVIRUS: TIPS TO AVOID "MASKNE" SKIN IRRITATION</b></p>                                | <p>“Wearing a face mask is an important way to lessen the spread of the coronavirus that causes COVID-19. As the pandemic continues, more evidence shows the effectiveness of masks, and more places require people to wear them. Since masks are essential, it's important to do whatever we can to overcome concerns about wearing them. Sometimes, for some people, wearing a mask can cause — or worsen — breakouts, rashes and other skin problems on the face.</p> <p>Though so-called “maskne” (mask + acne) isn't always related to acne, you might notice some facial breakouts as a possible side effect of mask use. <a href="#">Anna Chien, M.D.</a>, dermatologist in the <a href="#">Johns Hopkins Department of Dermatology</a>, explains how you can care for facial skin problems while protecting yourself and others by wearing a mask”.</p> <p><a href="https://www.hopkinsmedicine.org/health/conditions-and-diseases/coronavirus/coronavirus-tips-to-avoid-maskne-skin-irritation">https://www.hopkinsmedicine.org/health/conditions-and-diseases/coronavirus/coronavirus-tips-to-avoid-maskne-skin-irritation</a></p> <p><a href="https://www.ctvnews.ca/health/coronavirus/maskne-what-to-know-if-your-mask-is-irritating-your-face-1.4996537">https://www.ctvnews.ca/health/coronavirus/maskne-what-to-know-if-your-mask-is-irritating-your-face-1.4996537</a></p> |
| <p><b>OTHER KEY INFORMATION AND HELPERS</b></p>  |   |
| <p><b>INFORMATION ABOUT COVID-19 IN DURHAM REGION</b></p> <p>Durham Region Health Department</p> | <p><a href="https://www.durham.ca/en/health-and-wellness/novel-coronavirus-update.aspx">https://www.durham.ca/en/health-and-wellness/novel-coronavirus-update.aspx</a></p>  |

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| <p><b>COVID-19 TESTING LOCATIONS</b></p>                               | <p>This is the link to the most recent information about COVID-19 Testing locations in Ontario, criteria for testing and access to test registration. It is updated regularly.</p> <p><a href="https://covid-19.ontario.ca/assessment-centre-locations">https://covid-19.ontario.ca/assessment-centre-locations</a></p>  |
| <p><b>COVID-19 HELPLINE AND OTHER SUPPORTS</b></p>                     | <p>The COVID-19 Helpline and access to other supports is now available through a partnership of Carea Community Health Centre, Lakeridge Health, Community Care Durham, Region of Durham, and Region of Durham Paramedic Services. Supports available include:</p> <ul style="list-style-type: none"> <li>• Community Outreach and Education</li> <li>• Access to local COVID-19 Testing and Community Self Isolation Centre</li> <li>• Food and personal care items, connections to mental health and housing supports.</li> </ul> <p style="text-align: center;"><b>1-888-969-6746</b></p>   |
| <p><b>REVITALED REINTEGRATION SERVICES</b></p> <p><b>LEARN Hub</b></p> | <p>This is Jasmyne Julien reconnecting with you from Revitalized Reintegration Services with an exciting announcement to make!</p> <p>In speaking with community members and community partners over the last year, we became aware of the lack of accessible information available to individuals navigating the justice system. In this research, we found that:</p> <ul style="list-style-type: none"> <li>• Many people, particularly BIPOC individuals, were unaware of their rights.</li> <li>• Many people going through the system experience strained family relationships and mental health issues</li> <li>• There are many systemic barriers impacting one's access to justice</li> </ul> <p>Our findings prompted our team to develop the <b>LEARN Hub</b>: A Canadian multi-focused resource database primarily focused on supporting BIPOC individuals and families as they navigate the criminal justice system. Our Hub, which will be launching on November 14th, will host multimedia internal and external resources to help focus on key areas in those navigating the system, primarily BIPOC communities, face.</p> <p>Please don't hesitate to reach out with any questions you may have by contacting us at <a href="mailto:info@revitalized.ca">info@revitalized.ca</a> or calling (289) 302-4094.</p> |
| <p><b>ART WITH A HEART</b></p> <p><b>New Adult Programming</b></p>     | <p>Art With A Heart is located in Whitby.</p> <p>We are back with more Art With A Heart adult programming. We are happy to announce we are offering free virtual programming for seniors 55+ and sliding scale costs for general admission. Please see the attached flyer (November 16) for more information.</p> <p><b>Create: Practicing Art Based Coping Skills</b><br/>         Senior Intake Form/Registration (55+) <a href="https://docs.google.com/forms/d/1KL-YDe8rUdhue4tX6CGqXLIs5agB0-Iz5_506go_4kQ/viewform?edit_requested=true">https://docs.google.com/forms/d/1KL-YDe8rUdhue4tX6CGqXLIs5agB0-Iz5_506go_4kQ/viewform?edit_requested=true</a></p>  |

| Service   | Current Status  |
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|   | <p>General Public Registration Form <a href="https://campscui.active.com/orgs/ArtWithAHeart?orglink=camps-registration#/selectSessions/3235839">https://campscui.active.com/orgs/ArtWithAHeart?orglink=camps-registration#/selectSessions/3235839</a></p> <p><b>Let's Create</b><br/>Senior Intake Form/Registration (55+) <a href="https://docs.google.com/forms/d/e/1FAIpQLScvzSw6fuv4XDxptgk8NecQrAYYA3Ru_z_b4ISM0vXg83Xx1w/viewform">https://docs.google.com/forms/d/e/1FAIpQLScvzSw6fuv4XDxptgk8NecQrAYYA3Ru_z_b4ISM0vXg83Xx1w/viewform</a></p> <p>General Public Registration Form <a href="https://campscui.active.com/orgs/ArtWithAHeart?orglink=camps-registration#/selectSessions/3230135">https://campscui.active.com/orgs/ArtWithAHeart?orglink=camps-registration#/selectSessions/3230135</a></p> <p>If you have any questions please reach out to us at <a href="mailto:adultprograms@artwithaheart.ca">adultprograms@artwithaheart.ca</a> or call us at (905)-493-5955</p> |
| <b>THE LIVING ROOM</b>  | <p><b>Wellness Art Group</b></p> <p>The new website has a calendar to check for updated programming and events. <a href="https://www.livingroomcommunityartstudio.org/">https://www.livingroomcommunityartstudio.org/</a></p> <p>For more information please contact The Living Room at <a href="mailto:info@livingroomcommunityartstudio.org">info@livingroomcommunityartstudio.org</a></p> <p><i>Art takes place in many forms depending on the creator.</i></p>  |
| <b>VIRTUAL DOCTOR APPOINTMENTS (through Ontario Telemedicine Network)</b> | <p>This resource will enable a video call with a physician. You sign up for a doctor's appointment and they call you later in the day. People using this service will need to be able to receive a follow-up call. It is funded through OHIP. <a href="https://cover.health/#how-it-works">https://cover.health/#how-it-works</a></p>   |
| <b>PREGNANCY HELP CENTRE DURHAM</b>                                       | <ul style="list-style-type: none"> <li>• Support for pregnant women and children up to the age of four years.</li> <li>• Emergency needs: diapers, wipes, baby food, formula and pregnancy tests.</li> <li>• Limited quantities, no proof of income required.</li> <li>• For more information please call 905-720-3252.</li> </ul>  |
| <b>CARE MONGERS COVID-19 RESPONSE PHONE LINE</b>                          | <p>If you need help or are isolated during the COVID-19 outbreak, volunteers throughout Durham Region are ready to help you get what you need.</p> <p>When you call, it asks you to let them know where you're calling from so they can connect you with a volunteer in the area. If a volunteer doesn't answer, you're asked to leave a detailed message about what you need. From there, you'll be connected to someone who can help.</p>   |

| Service  | Current Status   |
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| Pickering, Ajax, Whitby (includes Brooklin) and Oshawa     | 1-888-573-0982   |
| <b>REGION OF DURHAM – link to more community resources</b> | <p>We're helping to get the word out to support vulnerable and marginalized individuals in our communities. The Region of Durham has compiled a listing of available resources. This website is being updated regularly and reflects our understanding of resources that are available at this time. Here is the link: <a href="http://Durham.ca">Durham.ca</a></p> <p>Get the most up-to-date information about COVID-19 in Durham Region at <a href="http://durham.ca/NovelCoronavirus">durham.ca/NovelCoronavirus</a> or call Durham Region Health Department at 1-800-841-2729. Impacts related to Regional programs and services can be found at <a href="http://durham.ca/ServiceChanges">durham.ca/ServiceChanges</a>.</p>  |
| <b>AJAX PUBLIC LIBRARY</b>                                 | <p>All branches of the Ajax Public Library are welcoming customers back! We offer the following services:</p> <ul style="list-style-type: none"> <li>• Browsing material for borrowing</li> <li>• Picking up your holds in person</li> <li>• Studying and gatherings</li> <li>• Using wifi, computer, photocopying, printing and scanning</li> <li>• Creating 3D objects using 3D printer</li> <li>• Picking up material at curbside</li> <li>• Answering information inquiries</li> <li>• Proctoring your exam.</li> <li>• Virtual programming</li> <li>• Limited in branch outdoor programs.</li> </ul> <p>Operating hours:</p> <ul style="list-style-type: none"> <li>• Monday to Friday: 9:30 – 9 pm</li> <li>• Saturday: 9:30 am – 5:00 pm</li> <li>• Sunday: 1 pm – 5 pm</li> </ul> <p>For further information, please visit <a href="http://www.ajaxlibrary.ca">www.ajaxlibrary.ca</a> or call 905.683.4000 during operating hours.</p> |

| Service  | Current Status  |
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| <p><b>WHITBY PUBLIC LIBRARIES</b></p>                                  | <p><b>Central</b><br/> Monday–Thursday 9:30 a.m.–9:00 p.m.<br/> Friday 9:30 a.m.–6:00 p.m.<br/> Saturday 9:00 a.m.– 9:00 p.m.<br/> Sunday 1:00 p.m.–5:00 p.m.</p> <p><b>Brooklin</b><br/> Monday–Thursday 10:00 a.m.–9:00 p.m.<br/> Friday 10:00 a.m.–6:00 p.m.<br/> Saturday 9:00 a.m.–5:00 p.m.<br/> Sunday 1:00 p.m.–5:00 p.m.</p> <p><b>Rossland</b><br/> Monday closed Tuesday–Thursday 10:00 a.m.–8:00 p.m.<br/> Friday 10:00 a.m.–6:00 p.m.<br/> Saturday 9:00 a.m.–5:00 p.m.<br/> Sunday closed</p>   |
| <p><b>OSHAWA PUBLIC LIBRARIES</b></p>                                  | <p>As of Tuesday, September 6<sup>th</sup> we are expanding our hours:<br/> Monday-Thursday 9:30-8pm McLaughlin/Delpark/Northview<br/> Friday-Saturday 9:30-5:00 – All Branches<br/> Sundays 9:30-5:00 – Delpark Branch only<br/> Sundays 1-5 – Northview and Jess Hann Branches</p> <p>For more information on our Open Hours visit our website <a href="https://oshawalibrary.ca/">https://oshawalibrary.ca/</a></p> <p>Our Fall Events guide has come out and is available on our website <a href="https://oshawalibrary.ca/wp-content/uploads/sites/108/2022/08/Oshawa-Public-Libraries-Events-September-October-November.pdf">https://oshawalibrary.ca/wp-content/uploads/sites/108/2022/08/Oshawa-Public-Libraries-Events-September-October-November.pdf</a><br/> a PDF copy is available attached (August 24<sup>th</sup>)</p> |
| <p><b>CAREGIVER SUPPORT and SELF CARE</b></p>                          |   |
| <p><b>CAMH – Resources for health care workers during COVID-19</b></p> | <p>CAMH provides access to mental health and addiction supports for health care workers impacted by the COVID-19 pandemic. This includes access to resources, psychotherapy and psychiatric services.<br/> <a href="https://www.camh.ca/en/health-info/mental-health-and-covid-19/information-for-professionals">https://www.camh.ca/en/health-info/mental-health-and-covid-19/information-for-professionals</a></p>  |



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| <p><b>CANADIAN MENTAL HEALTH ASSOCIATION – ONTARIO – Your Health Space</b></p> | <p><i>Your Health Space is a free workplace mental health service developed by the Canadian Mental Health Association, Ontario.</i></p> <p>This program aims to assist organizations in supporting Leaders, Health Care Workers, and Support Staff working in hospitals, long-term care, as well as home and community settings. Through interactive live workshops, and/or self-directed modules, your team will learn effective strategies to address chronic workplace stress and promote psychological health and safety in the workplace. <a href="https://yourhealthspace.ca/">https://yourhealthspace.ca/</a></p>  |
| <p><b>MENTAL HEALTH SUPPORT FOR HEALTH CARE WORKERS AND OTHERS</b></p>         | <p><b><u>Ontario Shores – Health Care Worker Assist Service (HCWAssist)</u></b><br/>         HCWAssist will provide virtual, rapid access to services for all health care workers, to provide skills that enhance resilience and reduce symptom burden, delivered over a 4-6 week period. An Intake Clinician will assess the individual’s needs and offer a plan of care utilizing a variety of services which may include system navigation, crisis planning or brief therapy intervention. The clinic is open to any health care worker over the age of 18 who meets the criteria for service.</p> <p>Health care workers can self-refer or refer through their Primary Care Practitioner to Ontario Shores’ Central Intake at 1.877.767.9642, calling crisis at 1.800.263.2679 or visit <a href="http://www.ontarioshores.ca/hcwassist">www.ontarioshores.ca/hcwassist</a> for more information.</p> <p><b><u>BounceBack</u></b><br/>         This is a guided self-help program for adults and youth aged 15 and over using workbooks with online videos and phone coaching support. To access, visit <a href="http://bouncebackontario.ca">bouncebackontario.ca</a> for more information or ask your primary care provider for a referral.</p> <p><b><u>Big White Wall/Togetherall</u></b><br/>         This is a free online mental health support network for <b>Ontarians 16+</b>. Connect with others and share how you’re feeling. Whether facing daily challenges or major events, help is available. Learn new ways to take on life’s challenges. For more information or to access, visit <a href="https://togetherall.com/en-ca/">https://togetherall.com/en-ca/</a></p> <p><b><u>Crisis Text Line</u></b><br/> <i>This is an extension of the Kids Help Phone for people of all ages to provide 24/7 support by text. It provides a targeted support for front-line workers. You will be connected with a trained crisis counsellor on a secure platform that is confidential and anonymous. To access <b>text 741741</b> and type Front Line in the message box</i></p> <p>Help is also available at these on-line sites or through phone access:</p> <ul style="list-style-type: none"> <li>• <b>Kids Help Phone:</b> 24/7 virtual support service offering professional counselling, information and referrals as well as volunteer-led, text-based support to young people in both English and French at 1-800-668-6868.</li> </ul> |

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|  | <ul style="list-style-type: none"> <li>● <b>Good2Talk</b> is a free, confidential mental health support service providing professional counselling and information and referrals for mental health, addictions and well-being to postsecondary students in Ontario, 24/7/365. Learn more at <a href="http://www.good2talk.ca">www.good2talk.ca</a>.</li> <li>● <b>ConnexOntario</b>. For assistance in accessing other mental health and addictions services in Ontario for those over 18, contact <a href="http://ConnexOntario">ConnexOntario</a>, Ontario's mental health, addictions and problem gambling help line at 1-866-531-2600.</li> </ul>   |
| <p><b>ANXIETY AND STRESS MANAGEMENT</b><br/> <b>Nurs370IU</b><br/> <b>Ontario Tech</b></p> | <p><b>As the COVID-19 pandemic continues many people are growing more and more fatigued, including and especially caregivers and service providers. Thank you to the 3<sup>rd</sup> year nursing students at Ontario Tech (Nurs 370IU) for providing us with a series of mindfulness resources to help us care for ourselves during these times. This is Week One of the series.</b></p> <p><b>Common triggers of stress</b></p> <ul style="list-style-type: none"> <li>● Chronic health conditions and medications</li> <li>● Financial concerns</li> <li>● Social events</li> <li>● Conflict in one's personal life</li> <li>● Work or school life complications</li> <li>● Post traumatic stress disorder (PTSD from a traumatic event)</li> <li>● Unprecedented times (e.g. COVID - 19)</li> </ul> <p><b>Symptoms of anxiety</b></p> <ul style="list-style-type: none"> <li>● Chest pain/ palpitation</li> <li>● Regional limb Numbness</li> <li>● Grinding of teeth</li> <li>● Muscle tension and physical pain</li> <li>● Irritability</li> <li>● Feeling of being on edge/ inability to remain still</li> <li>● Inability to maintain concentration</li> <li>● Restless and pacing</li> <li>● Insomnia</li> <li>● Feeling of a lump in the back of the throat</li> <li>● Abnormal sweating</li> <li>● Rapid respiratory rate</li> </ul> <p><b>Relationship between Anxiety and Mindfulness</b></p> <ul style="list-style-type: none"> <li>● Meditation is associated with a reduced stress response.</li> <li>● Mindfulness meditation may encourage a display of resilience to stressful physiological events.</li> <li>● Increased risk to cardiovascular disease: Utilizing meditation techniques will improve physiological health in addition to psychological conditions.</li> <li>● Mindfulness meditation training is an inexpensive, low-stigma effective approach</li> </ul> <p><b>Why to consider practicing Mindfulness:</b></p> |

- Mindfulness is not only something which should be practiced by individuals who are looking for mental health support, but mindfulness is something which should be considered and implemented in the lives of everyone!
- it is proven to reduce stress
- enhances performance such as concentration, productivity, and overall wellness.
- Taking care of yourself so that you can care for others.

### **RESILIENCE**

#### **What is Resilience?**

- The ability to adapt to difficult situations or crisis and spring back to a pre-crisis state (Farber and Rosendahl 2018)
- Being resilient is about finding ways to effectively navigate the difficult situations rather than being stoic and waiting for the period to pass.

#### **Why is resilience important to mental health?**

- Negative association found between resilience and symptoms of mental distress, positive association between resilience and quality of life (Barratt, 2018)
- Three psychological domains found to be impacting resilience:
  - Secure attachment - strong, trusting relationship/attachment with caregiver in childhood
  - Positive emotions
  - Purpose of life(Rutten et al., 2013)

#### **What can people do to achieve resilience?**

- Increase engagement in nurturing and self-care activities – giving yourself permission to be kind and caring to yourself; incorporating warmth, soothing touch, and gentle vocalization.
- Seek training to develop increased emotional intelligence (Rutten et al 2013)
- Engage with health care providers in a supportive and therapeutic relationship
- Embrace autonomy and perform tasks by self whenever possible. (Nertney 2017)
- Practice mindfulness

#### **Mindfulness Resources #1**

##### **[Mindful - healthy mind, healthy life](#)**

- Goal is to provide insight, information and inspiration to help people live more mindfully
- Shares mindfulness practices through content, training, courses, and directories
- Offer courses, corporate training, personal stories, news, practical advice, directories and insights
- Mindfulness experts also available to teach effective techniques for mindful living and the science behind it.

#### **Mindfulness Resource #2**

##### **[Mindful Minutes | How to Squeeze a Deep Breath into Your Busy Day](#)**

- Goal is to share information about how to live a mindful life

- Website includes various categories such as benefits of mindfulness, breathing practices, meditation
- Each category consists of multiple blog style posts written by the author
- These posts include specific tips and techniques to mindfulness, as well as step by step instructions for breathing exercises, meditation practices, etc

### **Mindfulness Resource #3**

#### **[The Mindfulness App - Mindfulness and Meditation for you](#)**

- Professional guided meditations
- App includes:
  - Get started- a 5 day guided practice and introduction to mindfulness
  - Timed sessions
  - Personalized meditations
  - Meditation reminders and mindful notices
  - Statistics- allows you to track your meditation journey
  - Premium section - includes additional 250+ guided meditations and courses from trained teachers
  - Health app integration- allows you to sync your meditation practice time

### **Mindfulness Resource #4**

#### **[Calm App- App for sleep, meditation, and relaxation](#)**

#### **[Calm - The #1 App for Meditation and Sleep](#)**

- Experience better sleep, lower stress and less anxiety
- App includes:
  - Guided meditations, sleep stories, breathing programs, stretching exercises, and relaxing music

Guided meditation sessions can be 3, 5, 10, 15, 20 or 25 minutes

### **Mindfulness Resource #5**

#### **[Headspace App- App for meditation and sleep](#)**

#### **<https://www.headspace.com/headspace-meditation-app>**

- Learn meditation and mindfulness skills from experts
- App includes:
  - Guided meditations for managing stress and anxiety, sleep, focus and mind-body health
- Animations
- Articles

Videos

### **Mindfulness Resource #6**

#### **[Insight Timer App- App for meditation](#)**

#### **[Insight Timer - #1 Free Meditation App for Sleep, Relax & More](#)**

- Calm the mind, reduce anxiety, manage stress, sleep deeply and improve happiness
- App includes:
  - Guided meditations

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|  | <p>-Talks by world’s top meditation and mindfulness experts, neuroscientists, psychologists and teachers from accredited universities</p> <p>-Music from renowned musical artists</p> |
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| Service | Current Status |
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| <b>DONATIONS and FUNDRAISING</b> |  |
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| <p><b>UNITED WAY DURHAM COVID-19 EMERGENCY RELIEF FUND</b></p> | <p><a href="#">Donate to the United Way Durham COVID-19 Emergency Relief Fund</a>. Every dollar will stay in Durham Region and assist those most vulnerable in our community. The United Way in Durham is uniquely positioned to work with existing agency and community partners to ensure that your dollars are utilized efficiently and with scale. As we work through this, we thank you for helping us return to a healthier and more prosperous Durham Region for all.</p> |
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| <b>NORTH DURHAM</b> |  |
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| <p><b>BROCK COMMUNITY HEALTH CENTRE</b></p> | <p>Primary care services (including social work and dietitian services) are continuing in modified format in Cannington and Beaverton. Some appointments are being done by telephone or video, some are deferred in consultation with clients, and urgent matters are seen in person, by appointment only. Call 705-432-3388 (Cannington) and 705-426-4636 (Beaverton).</p> <p>Community support services are available for food access, systems navigation and wellness checks. Virtual programs can be found at <a href="https://www.brockchc.ca/community-development-health-promotion/virtual-community-programs-new/">https://www.brockchc.ca/community-development-health-promotion/virtual-community-programs-new/</a></p> <p>Call 705-432-3322. OR email <a href="mailto:info@brockchc.ca">info@brockchc.ca</a></p> |
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| <p><b>NORTH HOUSE SERVICE HUBS - Port Perry and Uxbridge</b></p> | <p>North House has partnered with the Region of Durham to bring full-access service hubs to north Durham. The HUBs will have supports for: housing, income taxes, addiction, mental health, family services, employment, hygiene kits, harm reduction, senior supports, service navigation and social services including OW/ODSP support.</p> <p><b>Port Perry Service Hub</b><br/>           First Wednesday of each month (starting November 3, 2021)<br/>           Port Perry United Church<br/>           294 Queen Street, Port Perry<br/>           10 a.m. – 12 p.m.<br/> <a href="mailto:ppservicehub@northhouse.ca">ppservicehub@northhouse.ca</a></p> <p><b>Uxbridge Service Hub</b><br/>           Second Wednesday of each month (started October 13, 2021)<br/>           St. Paul’s Anglican Church</p> |
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| Service            | Current Status  |
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|                    | <p>59 Toronto Street South, Uxbridge<br/>10 a.m. – 12 p.m.<br/><a href="mailto:uxservicehub@northhouse.ca">uxservicehub@northhouse.ca</a></p> <p><b>Beaverton Service Hub</b><br/>Third Wednesday of each month<br/>St. Paul’s Anglican Church<br/>383 Osborne Street, Beaverton<br/>10 a.m. – 12 p.m.<br/><a href="mailto:brockservicehub@northhouse.ca">brockservicehub@northhouse.ca</a></p> <p><b>Cannington Service Hub</b><br/>Fourth Wednesday of each month<br/>Rick MacLeish Memorial Community Centre<br/>91 Elliot Street, Cannington<br/>10 a.m. – 12 p.m.<br/><a href="mailto:brockservicehub@northhouse.ca">brockservicehub@northhouse.ca</a></p> <p>All HUBs are accessible. Masks are required and COVID-19 safety protocols will be in place.</p>  |
| <b>NORTH HOUSE</b> | <p>North House remains closed to walk-ins but outreach staff are available to help by phone, email, video or text message. We have resumed income tax services through drop-off or mail in only.</p> <p>Contact us at:</p> <p>Uxbridge/Scugog: (289) 640-1929 or Brock: (705) 432-8654<br/>Outreach is ext. 103 and 107<br/>Tax line is 104</p> <p>North House assists the most vulnerable in the townships of Brock, Scugog and Uxbridge through the following services:</p> <ul style="list-style-type: none"> <li>• Assistance with housing search</li> <li>• Provide access to stability funds for rent and utility arrears, last month’s rent and moving costs</li> <li>• Assistance with rental applications for market and rent-geared-to-income housing</li> <li>• Landlord and Tenant Board support</li> <li>• Referrals to government and community resources</li> <li>• Eviction prevention through mediation with landlords</li> <li>• Navigation of the <i>Residential Tenancy Act</i> with tenants and landlords</li> <li>• Income tax preparation</li> <li>• I.D. replacement</li> <li>• Advocacy and referral for the Ontario Works and Ontario Disability Support Program</li> </ul> |

| Service                                  | Current Status  |
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|  | <ul style="list-style-type: none"> <li>• Referral to an emergency shelter</li> <li>• Assistance with the Ontario Electricity Support Program (OESP) and the Low-income Energy Assistance Program (LEAP) applications</li> </ul>   |
| <p><b>FOOD BANKS IN NORTH DURHAM</b></p> | <p><b>BROCK COMMUNITY FOOD BANK</b><br/>           Food bank for individuals and families struggling to make ends meet and need food assistance.<br/>           705-426-1771<br/>           brockcommunityfoodbank1@gmail.com</p> <ul style="list-style-type: none"> <li>• <b>Beaverton Site</b> - in a portable behind St. Andrew’s United Church - 523 Simcoe St., Beaverton, ON</li> <li>• <b>Sunderland Site</b> - behind the United Church - 10 Church St., Sunderland, ON</li> </ul> <p>Open Fridays 10 a.m. - 1 p.m.<br/> <b>As of March 25, 2020</b><br/> <b>Currently open Fridays 10 a.m. – 1 p.m., and are taking measures to keep all clients safe and healthy. They are limiting the number of clients allowed in the food bank at one time.</b></p> <p><b>THE NOURISH AND DEVELOP FOUNDATION</b><br/>           Poverty reduction foundation with enhanced food security and education for self-reliance.<br/>           Nourish Community Hub<br/>           16 York St., Cannington, ON L0E 1E0<br/>           705-432-2444   1-855-445-8633<br/>           info@tndf.ca</p> <p>Our ‘Nourish House’ points-based shopping style food bank is open Mondays and Fridays from 10:00 a.m. to 4:00 p.m and Wednesdays from 10:00 a.m. to 7:00 p.m. by appointment at 38 Cameron Street East, Cannington, ON, L0E 1E0. Please call in advance to schedule a time slot at (705) 432-2444 or e-mail <a href="mailto:info@tndf.ca">info@tndf.ca</a></p> <p><b>OPERATION SCUGOG</b><br/>           Victory Christian Centre<br/>           593 Alma St., Port Perry, ON<br/>           905-985-3087</p> <p><b>Currently Open Wednesdays 12 noon - 4 p.m. They are serving people outside. People can call the food bank at 905 985-3087 with any questions or concerns.</b></p> <p><b>UXBRIDGE LOAVES AND FISHES FOOD BANK</b><br/>           St. Andrew’s-Chalmers Presbyterian Church<br/>           40B Toronto St. S., Uxbridge, ON L9P 1G9<br/>           905-852-6262<br/> <a href="mailto:uxbridgeloavesandfishes@hotmail.com">uxbridgeloavesandfishes@hotmail.com</a></p> <p><b>Remains open on Wednesdays from 1 p.m. to 4 p.m. They are pre-packing food for clients so choice is more limited, but they continue to operate.</b></p> |

| Service   | Current Status  |
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| <p><b>CHPI Program</b><br/>(Community Homelessness Prevention Initiative)</p> <p><b>Community Living Durham North</b></p> | <p>The CHPI program at Community Living Durham North is open for business. Our building is closed but we are meeting with clients digitally and are still offering all our services. New clients are welcome.</p> <p>CHPI offers housing support services to anyone experiencing or at risk of homelessness across Durham North including;</p> <ul style="list-style-type: none"> <li>- Assisting to find and maintain housing</li> <li>- Advocating with landlords for tenants</li> <li>- Support at the landlord tenant tribunal</li> <li>- Applying for and obtaining supports through community resources</li> <li>- Connecting people to community resources.</li> </ul> <p>We offer a wraparound service that works with all elements that affect housing. We work from a holistic, non-judgmental place and meet clients where they are at. Our goal is to assist individuals to be as successful as possible in maintaining and sustaining housing that is healthy and safe.</p> <p>Our contact information is <b>905-852-5919</b> and we are open from 8 to 5.</p> |
| <p><b>HELPING HANDS UXBRIDGE</b></p>  | <p>Helping hands Uxbridge volunteers will do shopping for seniors.<br/>Call <b>1 833 Help 852</b> which is <b>1 833 435 7852</b>.</p>   |



# COORDINATED ACCESS ADDITIONAL RESOURCES

ary 25, 2023

