



DURHAM COMMUNITY SERVICE UPDATE

A Community Collaboration
distributed in partnership with

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

Service Update May 31, 2023

Thank you for subscribing to the *Durham Community Service Update* – formerly the COVID-19 Service Update. The Service Update will be updated weekly. Exceptions will be made if necessary – through a *Quick Update* if there is additional timely information to share, or if there are no updates for any given week.

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.

CLICK on the topic/title in the Table of Contents to quickly go to the section in which you are interested.

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

ADD, DELETE or CHANGE 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 before 3:00 pm on Tuesday of each week. If you would not like to receive this update please let me know at the same email address as above.

Always, 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.

When the Weather is Hot Outside: Signs of Heat Exhaustion and What to Do

Please be vigilant for signs of heat exhaustion that you may see. These include cool, moist skin with goosebumps in the heat, heavy sweating, faintness, dizziness, fatigue, nausea or headache.

People experiencing these symptoms should stop activity, take off extra clothing, move to a cooler place and drink water or sports drinks. You may want to consider having water available to offer people that you are working with.

Seek immediate medical attention if you are with someone showing signs of heat exhaustion, and they become confused or agitated, lose consciousness, are unable to drink, or if you are concerned for any other reason. **Call 911 if someone is experiencing these symptoms. Overheating can be life threatening.**

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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| <h2>New Updates</h2> | |
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| <p>NEW</p> <p>HOMELESSNESS IN DURHAM – HOPE IN OUR COMMUNITY</p> <p>Website</p> | <p>The moment is finally here!</p> <p>After much work and consultation with our community partners, we are thrilled to announce our Homelessness in Durham – Hope in Our Community website is LIVE!</p> <p>When you visit, we hope you find it’s brighter and welcoming, and notice a few of the exciting features of our new site such as</p> <ul style="list-style-type: none"> • Our homepage slide show and easy to understand menu with links to resources and news within the site. • Our Community Calendar of Events so people in Durham Region can stay up to date with events and news. • Accessibility Tools at the top of every page. • An Intuitive Search Bar. • Mobile and Tablet Friendly! We know most people access our site through their mobile devices. <p>And last but certainly not least</p> <ul style="list-style-type: none"> • A portal for Service Providers! Sign up and you can connect to resources, colleagues, and a calendar with workshop and event information for those working in the field. <p>We invite you to visit Homelessness in Durham - Hope in Our Community and take a moment to browse the website.</p> <p>If you have time, please give us your feedback by participating in a short survey here. Pass along any suggestions of information you would like to see available on the site. We want our website to be helpful. 😊</p> <p>We would like to thank the community partners who made up our Homelessness in Durham – Hope in Our Community Website Advisory Committee. Their involvement and dedication were central to designing our new website by identifying needs; creatively suggesting solutions; and reviewing design options! Thank you!</p> <p>We hope you enjoy the visit to our website and visit often!</p> |
| <p>MISSION UNITED – BACK DOOR MISSION</p> <p>Meal Program</p> | <ol style="list-style-type: none"> 1. Meal Program will be transitioning to a full indoor dining model beginning June 5, with accessibility exceptions only. 2. Back Door Mission AGM, June 23 at 4:00pm. Register here: Back Door Mission 2023 AGM: Mission United Growing Together for the Future (google.com). |

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| <p>Annual General Meeting</p> | |
| <p>NATIONAL INDIGENOUS HISTORY MONTH</p> | <p>Pow Wow Monday, June 12th - Southeast Scarborough 16th Annual (Urban Indigenous Education Centre) Eastview Public School Grounds</p> <ul style="list-style-type: none"> ○ Grand Entry at 12:00 <p>Pow Wow - Saturday June 17- Na-Me-Res Pow Wow – Fort York</p> <ul style="list-style-type: none"> ○ Grand Entry at 12 noon <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>National Indigenous Peoples Day (Wednesday, June 21 from 11:00am – 3:00pm EST)</p> <ul style="list-style-type: none"> ○ Carea welcomes All – Esplanade Park (1 The Esplanade, Pickering, ON) ○ Hear and feel the heart of the drum </div> <p><i>Other Events in June</i></p> <ul style="list-style-type: none"> • Event Full Moon Ceremony (Saturday, June 3 at 8:00pm EST) <ul style="list-style-type: none"> ○ We come together to honour ourselves, other women and our relationship with Grandmother Moon ○ Carea’s Oshawa location (115 Grassmere Ave, Oshawa, ON) • Webinar Wise Women Expressive Art focused on boundary setting (Wednesday, June 7 from 5:30 – 8:30 pm EST) <ul style="list-style-type: none"> ○ It is sometimes difficult starting out with setting clear boundaries with others, especially if you do not have practice or models to utilize. However, it is vitally important for you and your personal safety to learn how to assert yourself and be clear. So, give yourself permission to use your voice! ○ Register here • Event In Partnership with Lakehead Orillia Indigenous Initiatives invite you to Honor and Harvest Wiiwasitig “Birch Tree” (Thursday, June 8 from 8:30am – 12:00pm EST) <ul style="list-style-type: none"> ○ Behind Simcoe Hall, Lakehead University (500 University Ave, Orillia) ○ Birch Bark & Her Medicine Teaching with Luana Harper-Shirt, Cree/Anishinaabekwe ○ Harvesting Birch Bark with Kyle Kyle Sauv  (Mnaabndam), Anishinaabe from Rama First Nation ○ To register, contact the Indigenous Initiatives Coordinator: orillia.ii@lakeheadu.ca or 705-330-4010 ext. 2018 |

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| | <ul style="list-style-type: none"> • Webinar Indigenous Girls Empowerment STEM Club (Saturday June 10 & 17 from 10:00 am – 12:00 pm EST) <ul style="list-style-type: none"> ○ Ontario Tech, Indigenous Girls Empowerment STEM Club is open for those who self Identify as an Indigenous girl, in grades 4-6. ○ The program is free of charge and materials will be sent prior to workshop ○ Register here • Event Basket Making Workshop (June 13-15, 2023 from 9:00am – 3:30pm EST) <ul style="list-style-type: none"> ○ The basket making workshop will be held at Spadina Museum that has been organized by our Indigenous gardening partners, Aki Wiidookagewin ○ This is open to all interested Indigenous artisans who might like the opportunity to learn basket making from Elder Robin Blackbird ○ For more information and to register interest please contact Rachel Shilling rachel-shilling@rogers.com • Event Youth Drop In Gym Night (Thursday, June 25 from 5:00 – 8:00pm EST) <ul style="list-style-type: none"> ○ Indigenous youth ages 12-18 are invited to come out and join us for an evening of recreational fun ○ Carea’s Oshawa location (115 Grassmere Ave, Oshawa, ON) |
| <p>DUO</p> | <p>Our doors are now open:</p> <ul style="list-style-type: none"> • from 6pm until 7:30am • 7 days per week with only one exception. • Duo will be closed on Saturday June 2nd, we will reopen at 6pm on Sunday June 3rd for regular continued hours. |
| <p>Whitby Overnight Warming Location</p> | <p>This resource is now closed at 117 King Street in Whiby.</p> |
| <p>DURHAM MENTAL HEALTH SERVICES Lakeridge Health Mobile Crisis Team</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. Current Mobile Crisis Team hours are:</p> <p>May 29 to June 2 – 8:00am to 2:00pm</p> |

June 5th to 9th – 9-2 pm

Built for Zero Monthly Report Card – for April 2023



6 people were **HOUSED** from Durham Region’s By-Name List. **4** people returned to homelessness

A total of **69** people have been housed in 2023 so far.



At least **267** people are Actively Homeless on Durham’s By-Name List, **161** of whom are Chronically Homeless
13 people became chronically homeless. **12** people got back in touch. **36** people lost touch.

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

ENVIRONMENTAL CHALLENGES & HEAT WARNING INFORMATION

DURHAM REGION HEALTH DEPARTMENT Heat Warning and Information System begins


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 will be starting our Heat Warning and Information System (HWIS) as of today, May 15, 2023.

We will continue to monitor and provide heat event related notifications during our regular business hours from Monday to Friday; 8:30am - 4:30pm. In the event of an anticipated heat 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 heat events outside of our regular business hours. A media release will be issued for the first heat event of the season to remind residents of heat related risks and precautions to take to prevent heat-related illnesses.


The following procedures will remain the same:

- Advanced notice will be provided as soon as possible to our community partners based on information provided from Environment and Climate Change Canada (ECCC).
- Notification of Heat Warnings (2 Day Event) and Extended Heat Warnings (3+ Day Event).
- Monitoring has commenced and will conclude on Friday, September 29, 2023. The website is currently live.

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| | <p>The following resources are also available for community partners and the public:</p> <ul style="list-style-type: none"> • Web page – www.durham.ca/heat • Social media messaging (Twitter, Facebook). Follow us on Facebook, Twitter, and Instagram <p>We encourage community partners to develop response plans for their citizens/clients/members in unison with the HWIS. Please consider forwarding this message to other community partners that provide services and care for vulnerable populations susceptible to heat illnesses. Anyone wishing to receive heat warning emails can visit www.durham.ca/heat, or email heatalert@durham.ca with “Subscribe” in the subject line.</p> <p>Durham Region Health Department encourages community partners to subscribe to our Extreme Heat and Humidity web page at www.durham.ca/heat to receive notifications directly to your inbox when the heat status in Durham is updated.</p> |
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| SYSTEM NAVIGATION | |
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| <p>211 INFORMATION</p>  | <p>Call, text, chat with 211 or search online durham.211central.ca</p> <ul style="list-style-type: none"> * For information and referral to government, health, community and social services * Free, confidential, available by phone 24/7/365 in 150+ languages * Refer clients or call yourself to be connected to information serving Durham Region / Central (Toronto, Peel and York) / Ontario * mwatson@findhelp.ca Michele Watson, Partnership and Outreach Coordinator (CRS) |
| <p>211 CENTRAL REGION SNAPSHOTS UPDATE FOR MARCH 2023</p> | <p>Here is the latest Durham Region Snapshot for your reference, for March 2023. If you are looking for the snapshot collection for Durham, Toronto, Peel or York they are now all found via this link - https://211central.ca/211DataSnapshots/</p> <p><u>MARCH SUMMARY:</u> What We're Seeing & Hearing?</p> <p>Business Intelligence:</p> <ul style="list-style-type: none"> • Top Needs (across Central Ontario): Government Information Services, Shelter Information Services, Food Banks, Crisis Intervention Helplines, Housing Search Assistance • Top Unmet Needs (across Central Ontario): Involuntary Psychiatric Intervention, Food Banks, Case/Care Management, Immigration Programs, Provincial/Territorial Social Assistance Programs |

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| | <p>• System Impact (211 Service): Since previous month - Issues Resolved down 5%, Better Prepared up 5%</p> <p>Top 3 Navigator Reflections:</p> <ol style="list-style-type: none"> 1. Housing Assistance: Search for Affordable Housing continues; rise in contacts for Eviction Prevention support and Shelter programs 2. Mental Health Support: Youth and young adults requesting Mental Health services and Counseling; TCCS calls continue including from those outside the pilot areas 3. Seniors & Caregivers: Many seniors struggling to find affordable Snow Removal services; Caregivers seeking support with Nursing Care and Home Help <p>Please be in touch with any questions, I can also support staff training on 211 Services.</p> <p>Until next month, ☁</p> <p>Michele Watson (pronouns:She/Her) Partnerships and Outreach Coordinator (CRS) Phone # 905-436-7377 ext.112 mwatson@findhelp.ca</p> |
| <p>Region Of Durham Employment And Income Support RESOURCE CENTRE</p> | <p>The Resource Centre is open 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>CELL PHONE CHARGING, COMPUTER ACCESS, and INTERNET and OFFICE SUPPORT</p> | |
| <p>Region Of Durham Employment And Income Support RESOURCE CENTRE</p> | <p>The Resource Centre is open 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"> • In person service to support clients with their individual needs • Access to computers and public Wifi • Access to phones, faxes and photocopiers • System navigation and community referrals |

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| |  <p>Workshops are for OW clients by appointments through their caseworkers. Schedules 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. Trevor.Langille@durham.ca</p> |
| <p>CELL PHONE CHARGING LOCATIONS</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"> • Christian Faith Outreach Centre – Doors of Compassion (Ajax); • Ajax Hub (also has Wi-Fi) • The Refuge • Gate 3:16 (please speak to manager first) • Backdoor Mission (Mission United) • First Light Foundation of Hope (during open hours) • 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. |
| <p>OSHAWA PUBLIC LIBRARIES</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 6th we are expanding our hours:</p> <p>Monday-Thursday 9:30-8pm McLaughlin/Delpark/Northview Friday-Saturday 9:30-5:00 – All Branches Sundays 9:30-5:00 – Delpark Branch only Sundays 1-5 – Northview and Jess Hann Branches</p> <p>FOR LIBRARY PROGRAMS AND SERVICES PLEASE VISIT https://oshawalibrary.ca/ The website is always up to date so this link will provide the most current information.</p> |
| <p>AJAX PUBLIC LIBRARY MAIN BRANCH Public Computers</p> | <p>All 3 of the Ajax Public Library’s branches (Audley, Main & 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> |

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| | <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 www.ajaxlibrary.ca</p> |
| <p>WHITBY PUBLIC LIBRARY</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>JOHN HOWARD SOCIETY</p> | <p>John Howard Society Resource Rooms are open for walk-ins.</p> <p>Our Whitby (114 Dundas St. E #200), Oshawa (75 Richmond St. West) and Bowmanville 132 Church St.) locations all have computers available for use for housing and employment related needs.</p> |
| <p>ROGERS – CONNECTED FOR SUCCESS</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: Connected For Success Ontario - About Rogers</p> <p>To apply on behalf of a client email cfsapplication@rci.rogers.com 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>CONNECTING FAMILIES INITIATIVE</p> | <p>The Connecting Families Initiative (CFI) is a collaboration between numerous Internet Service Providers (ISPs) across Canada and Innovation, Science and Economic Development Canada (ISED) to help bridge the digital divide for Canadians who struggle to afford access to home Internet. There are currently</p> |

about 85,000 modest income households benefitting from the initiative. However, there are approximately 1 million eligible households across Canada. Therefore, ISED is seeking assistance from organizations that work with eligible households to raise awareness about this program and to help us ensure more modest income Canadians benefit from this initiative.

How the program works

ISPs participate voluntarily, without government subsidy, to offer the following two home Internet packages to modest income families receiving maximum Canada Child Benefit (CCB) and low-income seniors receiving the maximum Guaranteed Income Supplement (GIS):

- at least 10 Mbps download speed and 1 Mbps upload speeds, with 100 GB of data usage, for \$10/month; and
- 50/10 Mbps with 200 GB of data usage for \$20/month.

Eligible households are identified by the government and sent a letter that contains a unique access code, inviting them to participate in the program. To participate, eligible individuals are asked to register through a Connecting Families Initiative web portal, operated by our non-profit partner, Computers for Success Canada, and are linked to participating ISPs to take advantage of this deeply discounted Internet offering.


What we need from you

Partners that serve maximum CCB and maximum GIS recipients are invited to raise awareness about this program with modest income households. In addition, the CFI team at ISED will be providing training to those interested in helping raise awareness with eligible households and learn how to help them register for the CFI program.

Thank you for your support in helping low income Canadians access affordable Internet to more fully participate in the digital economy. For more information about the program, please visit the government’s Connecting Families website at: <https://ised-isde.canada.ca/site/connecting-families/en>.

Please contact if you have any questions or would like to participate in a training session, at connectingfamilies-famillesbranches@ised-isde.gc.ca.



| Service | Current Status |
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| FUNDING & COMMUNITY BUILDING OPPORTUNITIES | |
| <p>Ministry for Seniors and Accessibility</p> <p>FUNDING APPLICATIONS NOW OPEN</p> <p>EnAbling Change Program</p> | <p>Ontario Investing in More Accessible Communities</p> <p>Funding applications now open for the 2023-24 EnAbling Change Program</p> <p>May 12, 2023 Ministry for Seniors and Accessibility</p> <p>TORONTO – The Ontario government is providing up to \$1.5 million this year to not-for-profits and organizations across the province so they can develop tools and educational resources to raise awareness about the value and benefits of accessibility and help make Ontario open to people of all abilities.</p> <p>“We are moving forward on the journey to make Ontario more accessible and inclusive,” said Raymond Cho, Minister for Seniors and Accessibility. “The projects our government supports through the EnAbling Change Program are one more way we are ensuring Ontario is accessible for everyone.”</p> <p>“The EnAbling Change Program is the next step in our government’s efforts to build a more accessible Ontario,” said Graham McGregor, MPP for Brampton North. “The funding provided through this program will help not-for-profit organizations, including many right here in Brampton, to promote accessibility in the workplace and community and foster a more inclusive Ontario.”</p> <p>Applications for the 2023-24 EnAbling Change Program funding are open now through to June 29 and will focus on projects that create equitable opportunities in the labour market, drive a culture of respect and dignity for people with disabilities, and support awareness and regulatory compliance of the <i>Accessibility for Ontarians with Disabilities Act (AODA)</i>.</p> <p>Examples of projects currently funded through the 2022-23 program include:</p> <ul style="list-style-type: none"> • up to \$150,000 to the Ontario Tourism Education Corporation (OTEC) to deliver an employer awareness campaign providing sector leaders with disability awareness training. • up to \$119,800 to Retail Council of Canada helps retailers through its “EnAbling Change for Retailers – Creating an Inclusive Culture within the Retail Store” project. • up to \$119,125 to Breaking Down Barriers An Independent Living Centre Inc. “Start the Conversation AODA 2025” includes guides and workshops that cover areas such as accessible customer service, digital accessibility and the design of public spaces. |

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| | <ul style="list-style-type: none"> • up to \$150,000 to Peel Career Assessment Services Inc. for its “Ability Works” project to help people with disabilities access equitable employment opportunities and employers support inclusive employment. • up to \$36,750 to the Algonquin and Lakeshore Catholic District School Board is updating the board’s Special Education Plan, Individual Education Plan Guide and Alternative Report Card. People with disabilities will be included in planning stages and a summary report will be provided to stakeholders to drive a culture of respect and dignity. • up to \$116,438 to the Canadian National Institute for the Blind (CNIB) “CNIB Kids – Inclusive and Accessible Education in Ontario” project. Fully accessible presentations will be made in schools across Ontario and will provide accessibility and sight loss education, and challenge stigmas. • up to \$16,450 to Carassauga Festival Inc. to help event organizers plan, assess and deliver accessible events through its “Accessibility at the Festival – Celebrating Inclusion and Diversity” project. • up to \$104,516 to ParaGolf Ontario “Driving Toward InclusiON – changing attitudes and increasing opportunities for everybody in the sport of golf” project. The program features new teaching guidelines, coach and ambassador training, and golf events for all abilities. <p>The Ministry for Seniors and Accessibility’s Age-friendly and accessibility grants web page has information on how to apply for the 2023-24 EnAbling Change Program.</p> |
| <p>MISSION UNITED GOLF TOURNAMENT</p> | <p style="text-align: center;">Our First Ever Back Door Mission Golf Tournament!</p> <p>Looking for a fun and rewarding way to give back to your community? Join us for our first ever charity golf tournament and help support the Back Door Mission! Not only will you get to enjoy a day on the greens with friends, family, and fellow community members, but your participation will also help raise funds for a great cause. So grab your clubs, warm up your swing, and join us for a day of golf that will make a difference in our community!</p> <div style="text-align: center; margin: 10px 0;">  </div> <p style="text-align: center;">ABOUT THE EVENT</p> <p style="text-align: center;">WHERE: Whispering Ridges Golf Course - 1355 Brawley Rd W, Whitby, On. WHEN: July 5th, 2023</p> <p style="text-align: center;">Event Itinerary</p> |



| Service | Current Status |
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| | <p>11 AM: Registration 12 PM: Tee Off 4:00 PM: BBQ Begins - Speeches, Prizes, Game, Socialize 5:30 PM: Event Conclusion</p> <p style="text-align: center;">Event Sponsorship Opportunities!</p> <p style="text-align: center;">Attention all companies! Don't miss your chance to sponsor the upcoming tournament! There are only a limited number of spots available for corporate sponsorships, so act fast to secure your spot. This is a great opportunity to showcase your brand and gain exposure among a diverse audience, plus receive additional perks. With the tournament rapidly approaching, it's important to act quickly to ensure your brand is prominently displayed throughout the event. So what are you waiting for? Sign up through the website for information on a sponsorship or get in touch with the organizers today to discuss other opportunities.</p> <div style="text-align: center; background-color: #0070C0; color: white; padding: 10px; border-radius: 5px;"> <p><u>Sponsorship Packages</u></p> </div> |
| <p style="text-align: center;">ESSENTIAL SERVICES CONTINGENCY RESERVE</p> <p style="text-align: center;">Government of Canada</p> | <p>Expansion of the Government of Canada’s Essential Services Contingency Reserve to the Social Service Sectors</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 Essential Services Contingency Reserve (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> |

| Service | Current Status |
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| | <p>Organizations eligible for the ESCR’s Stream 3: Social service sectors 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"> • registered charitable organizations and qualified donees; • non-government organizations; and, • not-for-profit organizations. <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"> • Step 1: <u>Register your organization</u> by completing the online registration form. • Step 2: 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. • Step 3: 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. <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: www.canada.ca/en/public-services-procurement/services/escr-stream3.html#a2.</p> |
| <p>THE RAINY DAY FUND</p> <p>Shine Through the Rain Foundation</p> <p>(application & flyer included with previous Service Update)</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 15th of every month, unless the 15th 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 Email: info@shinethroughtherain.ca www.shinethroughtherain.ca</p> |

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| <p>RAINY DAY FUND Shine Through the Rain</p> | <p>For Social Workers: Please log into our social workers portal to fill out your application form.</p> <p>Click Here to Login</p> <p>Please note: 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. 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 15th 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. Thank you for understanding and we appreciate your continued support of Shine Through the Rain at this time.</p> <p>Shine Through the Rain is going digital!</p> <p>Please note applications for Rainy Day Fund are no longer accepted via fax, email or mail. All applications are to be submitted by your social worker through our new online portal. We NO 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 program.services@shinethroughtherain.ca to obtain the link to the portal with user name and password. If you have any questions or concerns regarding this new procedure, please email program.services@shinethroughtherain.ca</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. The Rainy Day Fund also provides grocery gift cards & 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>Program Guidelines 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. *All Applications are due on the 15th of each month. 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. The deadline for all applications is the 15th of every month, unless the 15th falls on a weekend, in which case the deadline will be Friday. Any applications submitted to</p> |

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| | <p>STTRF after the 15th, will only be considered for that month IF remaining funding exists. Therefore we highly recommend that applications be submitted between the 1st – 15th 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> <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.</p> <p>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="418 1184 1203 1306" style="background-color: #2e5496; color: white; padding: 10px; text-align: center;">  Download English Application </div> <p data-bbox="418 1352 813 1411">Get Help Today</p> <p data-bbox="418 1413 651 1503"> Rainy Day Fund Camp Scholarship Contact Us </p> <p data-bbox="418 1514 701 1572">Support Us</p> <p data-bbox="418 1575 712 1604"> See Up Coming Events </p> <p data-bbox="418 1610 873 1669">Newsletter Signup</p> <div data-bbox="418 1671 1070 1793" style="background-color: #2e5496; color: white; padding: 10px; text-align: center;">  Subscribe Now </div> <p data-bbox="418 1803 841 1858">Connect With Us</p> |

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| RESEARCH and KNOWLEDGE SHARING | |
| <p>JOHN HOWARD SOCIETY OF ONTARIO</p> | <p>We're conducting a research study to assess what programs and services are available for individuals who have past experience with <u>both homelessness and justice involvement</u> across Ontario. If <u>you work with such individuals</u>, we'd like <u>your opinion</u> on what programs/services are needed from the perspective of service providers in your area.</p> <p>If you can, could you please:</p> <ol style="list-style-type: none"> 1. Please complete our survey on services available in your area. The survey is available online (https://survey.alchemer-ca.com/s3/50170629/No-Fixed-Address-Service-Provider-Survey). It would also really help if you could forward a copy of the survey to anybody in your professional network who works with individuals with past involvement with both the justice system and with homelessness. 2. If you're interested in sharing your opinions more fully, we're conducting interviews with service providers across the province as part of the research project. This interview will be about the barriers faced by justice-involved people living with homelessness in your community, and what services could help to address those barriers. If you've worked <u>directly with people who have had past justice involvement and homelessness</u>, we'd love to hear your perspective on service provision in your community. <p>If you have any questions, please let me know. I'm also happy to get on a call to talk about what we're looking for from the research.</p> <p>Justin McNeil Research and Evaluation Specialist jmcneil@johnhoward.on.ca cell: 416-508-3905 office: 416 – 408-4282 x228</p> |
| <p>BRAIN INJURY ASSOCIATION DURHAM</p> | <p>Join us for an in-person event on Thursday June 08 in Oshawa, This event is a must-attend for anyone interested in learning about the journey of recovery after a brain injury.</p> <p>Our expert panel of speakers will share their experiences and insights on the challenges and triumphs of life after a brain injury. You'll get a behind-the-scenes look at the recovery process and learn about the resources available to support individuals and their families.</p> <p>Don't miss this opportunity to connect with others and gain valuable knowledge about life after brain injury. Register now to secure your spot!</p> <p>Register at biad.eventbrite.ca</p> |

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|  <p>New Training – Harm Reduction for the Homelessness Sector</p> | <p><i>Homelessness Learning Hub</i></p> <p>The Homelessness Learning Hub (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>The training covers:</p> <ul style="list-style-type: none"> • Goals and benefits of harm reduction • Principles of harm reduction • Harm reduction practices and policies for shelters and housing programs • Equity-based approaches to working with people who use substances and people experiencing homelessness • Challenges of implementing harm reduction <p>Sign up to get started!</p> <div data-bbox="818 1497 1115 1591" style="text-align: center; background-color: #c00000; color: white; padding: 10px; display: inline-block; border-radius: 5px;"> Take the training </div> |

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| <p>From Durham Elder Abuse Network:</p> <p>A NEW STATISTICS CANADA REPORT ON VIOLENCE AGAINST SENIORS AND THEIR PERCEPTION OF SAFETY IN CANADA</p> | <p>A new Statistics Canada report on violence against seniors and their perceptions of safety in Canada came out last week: https://lnkd.in/gfhwvWiz</p> <p>Some highlights:</p> <ul style="list-style-type: none"> - Overall, three-quarters (76%) of seniors who reported experiencing violent victimization in 2019 were physically assaulted. - Police-reported senior victimization increased in every P/T (22%) between 2015 and 20 - The largest increase observed in the past 5 years is among older men - Older women were twice as likely to have been victimized by an intimate partner compared with senior men (16% versus 7%). - Among senior women who were homicide victims, 2/3 (67%) were killed by an intimate partner (32%) or family member (35%). |
| <p>2021 POINT IN TIME COUNT REPORT IS NOW AVAILABLE</p> | <p>The full PiT Count report has been released today via all CDCD social media handles.</p> <p>The Point-In-Time (PiT) Count Report is now available!</p> <div data-bbox="678 1108 1256 1436" 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 www.cdcd.org/projects/point-in-time-count to view the full report.</p> |
| <p>REGION OF DURHAM</p> | <p>The Durham Immigration Portal 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</p> |

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| <p>Diversity, Equity and Inclusion Division</p> | <p>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><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></p> <p style="text-align: right;">Sarah Hickman Policy Advisor Diversity, Equity and Inclusion Division The Regional Municipality of Durham Sarah.Hickman@durham.ca 905-431-4873</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 Durham Welcome Centres - Immigrant Services for settlement services and other supports.</p> <p>Background:</p> <ul style="list-style-type: none"> • 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. • 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. |
| <p>GROWING COMMUNITIES – Take a Break Co-Production webinar series</p> <p>Follow-up resources</p> | <p>Please find attached the slides from both webinars with all the relevant links and an overview of perspectives from webinar 2 - creating space for co-production.</p> <p>Here's the direct link to the Stronger Together Toolkit Stronger Together: A Co-production Toolkit - South Yorkshire Housing Association SYHA</p> <p>Our Growing Communities co-production support offer can be found here:- Growing communities - South Yorkshire Housing Association SYHA</p> |

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| | <p>You can join our Growing Communities page on LinkedIn to keep up to date on further happenings:- https://www.linkedin.com/company/91596998</p> <p>Don't forget to take our free Co-production Assessment to find out where you are at on your journey:- Co-Production/ABCD Assessment Tool (scoreapp.com)</p> <p>Here are the links to both webinar recordings</p> <p>Mind your co-pro language https://youtu.be/HRIbSIIF2tU</p> <p>Creating space for co-production: https://youtu.be/RvomWgbHcmo</p> |

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 12th 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

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

Durham Region’s Coordinated Access Guide has been developed and is available at 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 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.

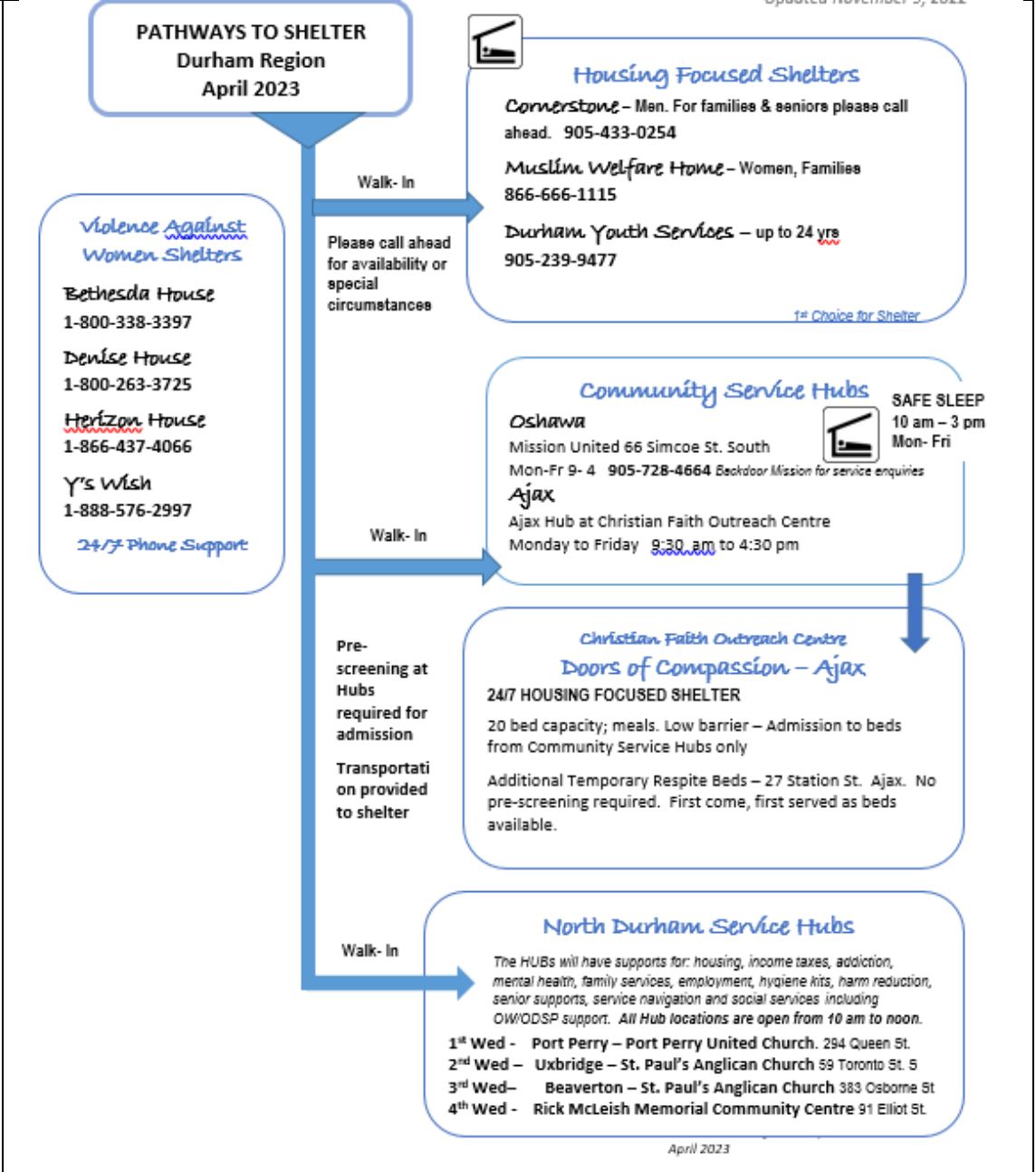
It is also important that clients know what types of housing/ program opportunities they could be offered through the BNL. This BNL-FAQ document directly links to our [Connecting Durham’s Coordinated Access System with Housing Opportunities](#) Infographic which can also be provided to clients regularly.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

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SHELTER and OVERNIGHT SUPPORTS

PATHWAYS TO SHELTER
April 2023



EMERGENCY SHELTERS AND SUPPORT SERVICES

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

Housing-Focused shelter programs usually have space available and are open 24/7. To enquire about available space call:

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| | <p>Cornerstone (Oshawa - men) : 905-433-0254. Please see Bridges Program under Street Outreach. Muslim Welfare Home (Whitby - women): 866-666-1115 Durham Youth Services (Ajax - youth up to 24 yrs): 905-239-9477</p> |
| <p>CORNERSTONE FAMILY MOTEL PROGRAM</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"> ➤ A couple with demonstrated co-residency (on the same OW/ODSP benefit unit or prior shared lease) who: ➤ 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. ➤ Expecting couples. <p>Contact Information: 289-979-7871</p> |
| <p>CORNERSTONE SENIOR MOTEL PROGRAM</p> | <p>Eligibility below:</p> <ul style="list-style-type: none"> ➤ 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. ➤ Must be able to live independently. ➤ All referrals must complete an independent living Needs Assessment prior to Intake. <p>Note: Program participants are required to meet all program requirements.</p> <p>Contact Information: 365-688-8171</p> |
| <p>CHRISTIAN FAITH OUTREACH CENTRE -DOORS OF COMPASSION</p> | <p>CHRISTIAN FAITH OUTREACH CENTRE 158 Harwood Ave. S, Ajax - Starting Dec 1, 2022 - NEW ENTRANCE - 125 Commercial Ave for Ajax Hub Meal support Ajax Hub 8:30 am - 4pm Temporary Respite Centre (27 Station St.) outside of hub hours for snack / warm drink</p> <p>Intake 24/7 Respite Warming Centre is 24/7. First come first serve. Curfew (to keep cot, 10pm) otherwise bed given up to next in line.</p> <p>Doors of Compassion Remains 20 bed low barrier shelter intake through Ajax or Oshawa Hubs</p> |

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| | <p>no meal support for outside patrons - must access Ajax Hub or Temp Respite Warming Centre</p> <p>Oshawa Hub Hours: Monday – Friday: 9am – 4pm Saturdays : 10 am – 1 pm Back Door Mission: 66 Simcoe Street South 905-728-4664</p> <p>For more information please contact: doc@cfoc.ca or call 905-619-2670</p> |
| <p>AJAX RESPITE CENTRE</p> | <p>The Respite Centre remains open until May 31 for individuals who are in need of shelter. Beds are available on a first come – first served basis. It is located at 27 Station St. Ajax.</p> |
| <p>DUO</p> | <p>Our doors are open:</p> <ul style="list-style-type: none"> • from 6pm until 7:30am • 7 days per week with only one exception. <p>We are open during the above hours for charging station, internet access, harm reduction supplies, phone access and supplies such as blankets and clothing.</p> <p>During the open hours we have the building open for fluids and light snacks.</p> |

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).

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.

**DURHAM
REGION
HEALTH
DEPARTMENT**

We are writing to share important information with you regarding the presence of xylazine and benzodiazepines in Durham Region’s drug supply. Durham Regional Police Service have advised the Health Department that Health Canada Drug Testing results indicate that **xylazine** was first identified in Durham Region’s toxic drug supply in **2020**. In 2023, xylazine has continued to be detected in samples submitted by Durham Regional Police Services (DRPS) to Health Canada for testing. Xylazine has been present in the toxicology reports from **several** fentanyl related deaths from 2021 to 2022.

In addition, there has been an increase of **benzodiazepines** found in drugs seized by DRPS **from 2020 to 2022**. Please note, as per the nature of Health Canada’s Drug Testing methodology, results from toxicology are several months behind real-time data.

While Naloxone is not effective in counteracting the effects of xylazine or benzodiazepines, it is effective against acute toxicity from opioids and it can be safely administered to people who have taken both opioid and non-opioid drugs including xylazine and benzodiazepines.

For your reference, we are also including a February 2023 memorandum from Dr. Kieran Moore, Chief Medical Officer of Health and Assistant Deputy Ministry, Public Health, regarding substances in the unregulated drug supply in Ontario and risks of acute toxicity.

This email is being distributed to local community partners and agencies, to assist with service planning and outreach activities. Please share this information with your staff and clients/patients.

The DRHD submitted a Council Information Package on Benzodiazepines and Xylazine which is now available on the Regional Website. Below is a link to the webpage for your reference:

[Council Information Package](#)

Additional Resources:

[Opioids and Overdose Prevention](#)

Visit for access to information on

- Opioids
- Overdose prevention and response
- Naloxone Kits

[Durham Region Opioid Information System](#)

Subscribe to this webpage for access to local statistics, including paramedic data regarding suspected opioid overdoses, Emergency Department visits, and opioid overdose deaths.

Communication Issued April 17, 2023.

Thank you,

Megan Green, RN, MN, BScN, BHSc | Public Health Nurse

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| | <p>Population Health Division Health Department megan.green@durham.ca 905-668-4113 ext.2966 Cell: 289-830-1902 durham.ca/health</p> |
| <p>DRUG ALERT May 8 – May 14 Durham Region Health Department</p> | <p>On behalf of Durham Region Health Department, please find below the following drug alert, for the week of May 8 to May 14, 2023. This email is being distributed to local community partners and agencies, to assist with service planning and outreach activities. Please share this information with your staff and clients/patients.</p> <p>Drug Alert: Increase in Suspected Opioid Overdoses</p> <p>Durham Region Health Department is alerting community partners and service providers about a recent increase in the number of suspected opioid overdoses, according to paramedic response data. During the week of May 8 to May 14, 2023, Region of Durham Paramedic Services received 25 calls related to suspected opioid overdoses. Fentanyl was involved in 10 calls; Percocet (oxycodone) was involved in 1 call; opioid with cocaine was involved in 1 call; benzodiazepine with fentanyl was involved in 1 call. Unknown substance was reported in 12 calls.</p> <p>Notable call descriptions:</p> <ul style="list-style-type: none"> • There were mentions of “purple fentanyl”, “pink fentanyl”, and “white powder” • One patient said he smoked fentanyl and he took his standard dose. He also reported that he obtained his normal drug of choice from a different source this time. <p>Alert Issued May 16, 2023. Thank you,</p> |
| <p>NATIONAL OVERDOSE RESPONSE SERVICE</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 (Canada only): 1-888-688-NORS(6677)</p> <p>Mobile App (Global): The Brave App</p> <p>Call NORS before you use drugs to connect with people who want to help you stay safe. NORS is an initiative between Grenfell Ministries, the Brave Technology Coop and Dr. Monty Ghosh. You can reach us by emailing weloveyou@nors.ca - and we mean it.</p> <p>NATIONAL OVERDOSE RESPONSE SERVICE (NORS)</p> |
| <p>JOHN HOWARD SOCIETY</p> | <p>Project X-Change Outreach is delivering harm reduction supplies to individuals in the community with adjusted hours of 6-11pm - Clients can text or call outreach at (905) 440-5410.</p> |

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| | <p>RN: Linda Simmons Outreach Workers: Adam Kelly Colyer, Kristen Jerome, and Phil Walsh Coordinator: Teresa DiMartino</p> <p>1-855-808-6242</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>MISSION UNITED HARM REDUCTION</p> | <p>Harm Reduction is on-site from:</p> <ul style="list-style-type: none"> • 10:00 am to 3:00 pm Monday – Friday, and • 10:00 am to 1:00 pm Saturday |
| <p>HOUSING & HOMELESSNESS SUPPORT PROGRAM</p> <p>Harm Reduction Supplies and Supports</p> | <p>The Housing and Homelessness Support Program at Community Living Durham North is now providing and offering Harm Reduction supplies & supports to people in North Durham.</p> <p>Effective now, we have both Smoke and Injection kits available. The Housing and Homelessness Support 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>Contact our office 905-852-5919 – Chantal and Dawn would be happy to help you any way we can.</p> |
| <p>OVERDOSE PREVENTION LINE</p> | <p style="text-align: center;">1-888-853-8542</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> <p style="text-align: center;">The Line is now open 24/7</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 :</p> |

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| | https://www.grenfellministries.org/overdose-prevention-line |
| <p>DURHAM HARM REDUCTION COALITION</p> <p>Resources to learn more...</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>https://whatstheharm.ca</p> |
| <p>DURHAM REGION HEALTH DEPARTMENT</p> <p>Resources to learn more...</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: www.durham.ca/opioids</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. www.durham.ca/opioidstats</p> |
| <p>ADDICTION SERVICES AND RECOVERY SUPPORT</p> | |
| <p>RAAM Clinic</p> <p>Pinewood Centre of Lakeridge Health</p> | <p>The RAAM (Rapid Access to Addiction Medicine) Clinic has increased walk-in services to five days a week, making it easier than ever for our clients to access the support they need.</p> <p>Anyone can access our clinic without prior appointment from Monday to Friday, between 9 am to 11 am. It is located at 300 Centre St. Oshawa.</p> <p>Clients can continue to schedule appointments via telephone if preferred. Please note that our clinic will be closed on statutory holidays.</p> <p>We would greatly appreciate it if you could refer anyone needing support for substance use concerns to our virtual and in-person walk-in service.</p> <p>If you have any questions or concerns, please do not hesitate to contact our RAAM Team at 905-721-4747, ext. 37226.</p> |

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| <p>PINEWOOD ADDICTION SUPPORT SERVICES</p> | <p>The PASS (Pinewood Addiction Support Services) has reopened our Walk-in services at 300 Centre St South Oshawa.</p> <p>Walk-in hours will be available as of <i>31/10/22</i>, Monday, Wednesday, and Fridays, 2-4pm with a plan to increase gradually.</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>LAKERIDGE HEALTH MENTAL HEALTH AND PINEWOOD CENTRE</p> | <p>Please note that Pinewood Community Treatment offices are now open for in-person services by appointment only and Pinewood’s support line is available 24/7.</p> <ul style="list-style-type: none"> • Outpatient mental health services, Pinewood Centre and Child Youth and Family Program services are provided virtually, through telephone and Microsoft Teams. • Residential withdrawal management program are now re-opened to full capacity. There will be beds open at this time and priority will be given to individuals who are medically stable and experiencing active withdrawal. • New clients are being admitted into all outpatient services. • Reminder of our new centralized access line for community mental health and Pinewood Centre: 905-721-4747. |
| <p>24 HOUR MENTAL HEALTH AND ADDICTIONS PHONE SUPPORT</p> | <ul style="list-style-type: none"> • Distress Center Durham 1-800-452-0688 or 905-430-2522 • Durham Mental Health Services 1-800-742-1890 • Kids Help Phone 1-800-668-6868 • Pinewood’s 24/7 Addictions Support Line for substance use: 905-721-4747 press 1 for 300 Centre St. then press 2 or toll free 1-888- 881-8878 extension 31208 |
| <p>BREAKING FREE ONLINE</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>Use service code Lakeridge21 to access. www.breakingfreeonline.ca</p> <p>Alternately, people may access the online program directly without the service code by using their postal code.</p> |
| <p>BACK DOOR MISSION RECOVERY GROUPS</p> | <p>Alcoholics Anonymous Mon 3 pm Women's Support Group Wed 3:30 pm Bible Study Fri 3 pm Cocaine Anonymous Sun 2 pm</p> |

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| <p>ADDICTION SUPPORT</p> <p>Central Lake Ontario Narcotics Anonymous</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 http://cloana.org</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> |
| <p>ID REPLACEMENT</p> | |
| <p>JOHN HOWARD SOCIETY ID CLINICS</p> | <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> |
| <p>INCOME SECURITY</p> | |
| <ul style="list-style-type: none"> • 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. • Hydro and water disconnects are no longer suspended. • 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 https://www.acto.ca/ has several Tip Sheets for tenants about their rights and responsibilities | |
| <p>THE CREDIT COUNSELLING SOCIETY</p> | <p>The Credit Counselling Society (CCS) is a non-profit, charitable organization 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 find solutions to their financial challenges 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>SERVICES WE OFFER:</p> <p>We offer 3 types of services to consumers:</p> <ol style="list-style-type: none"> 1. FREE, 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. 2. Debt repayment programs; and 3. Educational programs via workshops, webinars, lunch ‘n’ learns, and in-services. <p>HOW TO REACH US:</p> |

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| | <p>Get help – Speak to an accredited Credit Counsellor about your finances, credit, debt, or budget for FREE:</p> <ul style="list-style-type: none"> • 1-888-527-8999 • Debt Help Canada: Non-Profit Debt Solutions (nomoredebts.org) <p>Register for FREE financial webinars on a variety of relatable money topics:</p> <ul style="list-style-type: none"> • Free Online Financial Education Workshops Webinars - Credit Counselling Society (nomoredebts.org) <p>Financial Tools, Calculators, and Resources to help with spending plans, budgeting, expense tracking, and more:</p> <ul style="list-style-type: none"> • Debt Payment, Interest & Expense Calculators (nomoredebts.org) <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"> • Education@nomoredebts.org or amanda.martin@nomoredebts.org |
| <p>CANADA-ONTARIO HOUSING BENEFIT PROGRAM – Annual Eligibility Renewals</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 Lori.Barber@durham.ca 905-668-7711 x2461 or have your client contact the Ministry directly at 1-888-544-5101.</p> |
| <p>ONTARIO WORKS LIBRARY OUTREACH</p> | <p>Newcastle: Monday 1-3 pm Orono: Fridays 10 am to noon Bowmanville: Tuesdays and Thursdays 10 am – 3 pm Courtice: Wednesdays Northview Oshawa: Wednesdays 10 am – 3 pm Jess Hann Oshawa: Thursdays 10 am – 3 pm Whitby Main Branch: Tuesdays, Wednesdays, and Thursdays 1- 4:30 pm</p> |
| <p>ONTARIO WORKS</p> | <p>All Ontario Works offices are open to the public:</p> <p>Ajax office - 140 Commercial Ave - Monday to Friday - 8:30 a.m. to 4:30 p.m. Oshawa office - C1A – 200 John St - Monday to Friday - 8:30 a.m. to 4:30 p.m. Whitby office - 605 Rossland Rd E - Monday to Friday - 8:30 a.m. to 4:30 p.m.</p> |

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| | <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 2nd, 2022.</p> <p>The Uxbridge office located at 2 Campbell Dr will be open to the public Mondays and Thursdays only from 8:30 a.m. to 4:30 p.m.</p> <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.</p> |
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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 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:

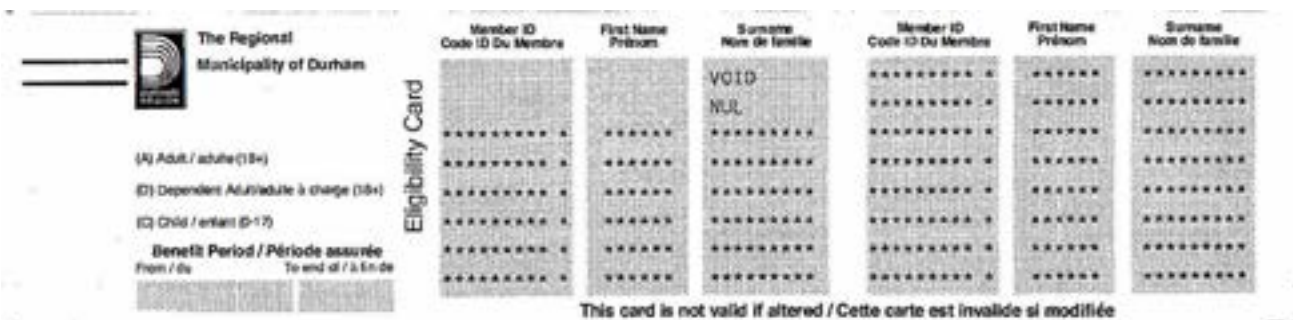
What to look for:

- **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

You are not currently receiving social assistance.



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.

We strongly encourage clients to register for MyBenefits. <https://mybenefits.mcss.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

Additional resources

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| | <ul style="list-style-type: none"> • 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 or use the Interactive Voice Response (IVR) system. Contact your ODSP office for help getting set up. |
| <p>LIVING WITH LOW INCOME RESOURCES</p> | <p>The Region of Durham has gathered information and links for a number of resources that can be helpful to people living with low income. Topics include:</p> <ul style="list-style-type: none"> • Child Care Fee Help • Child Support • Credit and Debt Management • Dental and Oral Health • Disability Tax Credits and Benefits • Durham Access to Social Housing (DASH) • Durham Community Legal Clinic • File your Taxes • Food Banks • Housing Outreach, Eviction Prevention, and Utility and Rent Arrears Resources • Low and No-cost Banking • Low-Cost Internet • Low cost and Subsidized Recreation Programs • Tenant Insurance <p>Access this resource at https://www.durham.ca/en/living-here/living-with-low-income.aspx</p> |
| <p>SERVICE CANADA</p> | <p>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.</p> <p>https://www.canada.ca/en/employment-social-development</p> <p>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.</p> |
| <p>CANADA RECOVERY BENEFIT (CRB)</p> | <p>The CRB is no longer available. For the most up-to-date information about CRB please visit Canada Recovery Benefit (CRB) - Canada.ca</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. www.stepstojustice.ca.</p> |

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| <p>ONTARIO HEALTH CARDS</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 30th. There may be some variation between providers at the health care provider’s discretion.</p> |
| <p>SERVICE ONTARIO</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"> • completing your transactions online (if available) • staying home if you are sick • please do wear a mask and observe COVID-19 precautions when in the building <p>Please note that some ServiceOntario centres may be operating with reduced hours, please check the times for your location. Information about open locations and hours is at: https://www.ontario.ca/page/serviceontario</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> |

INCOME TAX

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| <p>SUPPORT WITH TAX FILING</p> | <p>Tax filing could help your clients get money back to go towards important expenses like groceries, rent, and utilities. Tax filing is particularly important for low income individuals because it can put money back in their pocket. There are over 40 benefits that could be unlocked by filing taxes, including the Canada Child Benefit, Canada Workers Benefit, and Low-Income Workers Tax Credit.</p> <p>Did you know?</p> <ul style="list-style-type: none"> • In 2022, tax clinics held across Durham Region led to over \$10 million in benefits for low-income residents; the average return was close to \$4,000 per person (based on data collected from 10 partners of the Community Tax Clinic Community of Practice). • Ontario Works offices continue to offer virtual tax filing through all our offices. This is for OW clients only. • The Refuge 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. <p>REGION OF DURHAM WEBSITE – TAX INFORMATION</p> <p>Filing taxes may feel overwhelming, but support is available in Durham Region. For more information, visit Durham.ca/fileyourtaxes</p> |
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| | <p>Can you help spread the word?</p> <p>Please share this video where you can with clients – it outlines the benefits of tax filing and where to get tax help: https://www.youtube.com/watch?v=WHBE1rPS2nU</p> <p>Thank you for your efforts to connect residents living with low income to free tax help and income boosting benefits.</p> | | | | | | | | | | | | | | |
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| <p>SELF-FILING TAX PROGRAM</p> <p>Welcome Centre Immigrant Services</p> | <p><i>Do you know people who may be interested in learning how to do their own taxes?</i></p> <p>Our Supported Self-Filing Tax Program can help you with FREE Coaching and Support!</p> <p>We'll supply you with these resources:</p> <ul style="list-style-type: none"> • 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. • FREE Turbo Tax software (special version that will not ask you to sign up for upgrades) • How-To Videos and Guides <p>TO QUALIFY YOU MUST:</p> <ul style="list-style-type: none"> • Have access to a device with reliable internet • Be comfortable with technology • Have a desire to do your own taxes • Annual income is no greater than: <table border="0" data-bbox="418 1150 1068 1436"> <thead> <tr> <th>Family Size</th> <th>Total Family Income</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 awc@welcomecentre.ca</p> | Family Size | Total Family Income | 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 |
| Family Size | Total Family Income | | | | | | | | | | | | | | |
| 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>CANADA REVENUE AGENCY</p> <p>Income Tax</p> | <p>Please find the list of links from the Canada Revenue Agency for current information about income tax related topics.</p> <ol style="list-style-type: none"> 1. Interest relief if you received COVID-19 benefits - Personal income tax - Canada.ca 2. Cancel or waive penalties or interest - Canada.ca 3. Government of Canada addresses CERB repayments for self-employed individuals and announces interest relief on 2020 income tax debt due to COVID-19 related income support - Canada.ca 4. Get ready to do your taxes - Canada.ca | | | | | | | | | | | | | | |

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| | <p>5. File your taxes online: Certified tax software - Canada.ca</p> |
| <p>PERSONAL INCOME TAX</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 here.</p> <p>Find information and resources about filing your own taxes from the Government of Canada here: https://www.canada.ca/en/services/taxes/income-tax/personal-income-tax/doing-your-taxes.html</p> <p>CRA: Find a free or pay-what-you-want tax software https://www.canada.ca/en/revenue-agency/services/e-services/e-services-individuals/netfile-overview/certified-software-netfile-program.html</p> <ul style="list-style-type: none"> • Scroll half way down the above link and open drop-down arrow • There are free and low-cost options available based off of your device and needs (i.e. desktop, mobile, etc.). • A family member or trusted friend of the family could file remote, from anywhere, by using this option |
| <p>EMPLOYMENT SUPPORT and SKILLS DEVELOPMENT</p> | |
| <p>DURHAM REGION UNEMPLOYED HELP CENTRE</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 open as of Monday February 14, 2022, by appointment only, 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 services continue to be offered via telephone, email and other online platforms to job seekers, workers, and employers.</p> <ul style="list-style-type: none"> • 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

Pickering: 1410 Bayly St, Unit 4 | 905-420-4010 | careadmin@unemployedhelp.on.ca

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

jswinfo@unemployedhelp.on.ca

Website: www.unemployedhelp.on.ca and www.welcomecentre.ca



Connecting YOU to Employers

As part of the Confronting Racism Project, we held a Career Fair in March to promote the hiring of talent from diverse groups, racialized minorities, indigenous peoples, and others seeking equity and fair employment within the Durham Region. Didn't have a chance to attend? We can help connect you to Employers in Durham. [Read the Spring edition of Job Seeker: Find WORK In Durham.](#)

CONSTRUCT

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.

Construct a New Career

Cohorts of 8 Trainees will complete an 8-week full-time training program 40hrs per week

Transportation throughout the program, to and from classes and job sites as well as safety equipment is provided.


Participants will receive:

- 2 weeks in-class skills training in trades math, reading comprehension, social skills & work etiquette, writing resumes, job interview techniques, trades skills, and health and safety certifications.
- 6 weeks of on-the-job training to learn and apply your trades skills.

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| | <ul style="list-style-type: none"> • 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. • Additional personal and professional supports generously provided by YMCA • Intake tool package generously donated by the Home Depot Foundation • Personal Protective Equipment (PPE) required to work on-site generously donated by LiUNA! Local 506 • Meal support for the duration of the program <p>Eligibility:</p> <ul style="list-style-type: none"> • Grade 10 education or equivalent • Canadian Citizen, Refugee or Permanent Resident status in Canada • Ages 18+ <p>Please refer interested individuals to our website For Trainees Blue Door (constructgta.ca) and complete the accompanying form to apply. Any other questions or inquiries, please reach out to Rudi Genovese at rudi.g@bluedoor.ca or (289)-716-1878.</p> |
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| VETERANS SUPPORT | |
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| Service | Current Status |
| <p>ENDING VETERAN HOMELESS IN DURHAM REGION</p> <p>Operation Leave The Streets Behind</p> <p>Please save these related attachments from January 25th Service Update for your use.</p> <ul style="list-style-type: none"> • Veteran Verification Guide • Updating Veteran Status in HIFIS | <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>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.</p> <p>Identifying veterans experiencing homelessness is critical for 3 main reasons:</p> <ol style="list-style-type: none"> 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 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 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 <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> |

- Durham Veteran Process
- RCL Operation Leave the Streets Behind
- RCL Claim Form 2020



All Hands on Deck!

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.

Who: Staff asking new and current clients if they've served

What: Staff use the new process on existing clients and new clients

When: On an ongoing basis for asking upon intake

Where: At all access points and homelessness support agencies

Why: For the 3 main reasons above



Helpful presentations from the Royal Canadian Legion's **Operation Leave the Streets Behind Program** and the **Built for Zero – Canada Veteran Cohort** are attached as overviews of why we collect this information as well as what resources and supports are available to Veterans.

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.

Please share with all appropriate staff. If you have any questions, please do not hesitate to reach out!

Alyxandra.Riddell@durham.ca | 905-666-6239 extension 2473

SOLDIERS AID COMMISSION FINANCIAL ASSISTANCE PROGRAM

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.

The *Soldiers' Aid Commission Act, 2020* 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.

A new Regulation under the *Soldiers' Aid Commission Act, 2020*:

- defines eligibility and operationalizes the financial assistance program administered by the Soldiers' Aid Commission.

| | <ul style="list-style-type: none"> 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. <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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| TRANSPORTATION | |
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| <p>KIDS ON WHEELS</p> <p>TRANSPORTATION SERVICE</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"> House viewing Doctor's Appointments Pharmacy Court/ Police visits Other appointments as needed <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;">www.kidsonwheels.ca 647-224-2879 info@kidsonwheels.ca</p> |
| <p>DURHAM REGION TRANSIT</p> | <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 DurhamRegionTransit.com to learn more.</p> |

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| | <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 Customer Comment form to find the DRT transit solution for you.</p> <p>Face coverings recommended 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 DurhamRegionTransit.com.</p> |
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| VICTIMS OF VIOLENCE, ASSAULT OR ABUSE | |
| <p>BETHESDA HOUSE THE DENISE HOUSE HERIZON HOUSE Y’S WISH</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"> • The Denise House 905-728-7311 or 1 - 800 -263 - 3725 • Y’sWISH 905 576 2997 or 1 – 888 – 576 - 2997 • Herizon House 905-426-1064 or 1 - 866 – 437 – 4066 • Bethesda House 905-623-6045 or 1 - 800 – 338 - 3397 |
| <p>DURHAM RAPE CRISIS CENTRE</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 michaela@drcc.ca. Our current wait time for individual</p> |


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| | <p>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 info@drcc.ca for general information or information about public education.</p> |
| <p>VICTIM/WITNESS ASSISTANCE PROGRAM</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"> • Crisis intervention • Emotional support • Case specific information (court dates, bail conditions) • Court preparation and orientation information • Needs assessment • Referrals to community agencies. <p>For more information, please refer to the Victim/Witness Assistance Program brochure.</p> |
| <p>VICTIM SERVICES OF DURHAM REGION</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"> • Crisis intervention |

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| | <ul style="list-style-type: none"> • Needs assessment • Emotional and practical support • Service navigation • Victim Quick Response Program (pending eligibility) • Safety planning <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 victimservices@drps.ca or complete the request for service section on our website at https://www.victimservicesdurham.ca/contact</p> <p>In person intake supports are now available on a walk-in basis at Backdoor Mission – Mission United on Tuesdays and Thursdays (subject to BDM hours and weather conditions).</p> <p>For emergency accommodation needs please contact one of Durham’s VAW or homeless shelters as appropriate.</p> |
| <p>DURHAM REGION DOMESTIC VIOLENCE/SEXUAL ASSAULT CARE CENTRE</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 individual trauma counselling for victim-survivors over 18 years of age who present within a year of the assault. Counselling is offered virtually or in person.</p> <p>To reach the office 905 576-8711 ext. 33286....Mon-Fri, 0700-1500</p> <p>To reach emergency services Please go directly to the Emergency Department at LHO</p> <p>To reach counselling services 905 576-8711 ext.32328....Mon-Fr-, 0900-1700</p> |
| <p>SAFETY NETWORK DURHAM</p> <p>Formerly known as DRIVEN</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 Safety Network Durham! 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</p> |

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| | <p>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"> • Website: safetynetworkdurham.ca • Facebook: https://www.facebook.com/profile.php?id=100065242550519 • Twitter handle: @safetynetworkDR https://twitter.com/safetynetworkDR • LinkedIn: Safety Network Durham <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 info@safetynetworkdurham.ca. 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>SND is returning to in person supports on Mondays! On any given Monday, our on-site partners are starting to return for both appointments and walk-ins. Language interpretation available, transportation may be available, and child-care may be available. Contact us for more information! Clients and partners can continue to call Tuesday-Friday to access support by phone or in-person by appointment.</p> <p>We are still located at 707 Simcoe St S Oshawa.</p> <p>Riley Spigarelli is the new Program Manager for Safety Network Durham. As a community partner, I hope you feel free to reach out to me at manager@safetynetworkdurham.ca or at 289-404-1904.</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>SAFETY NETWORK DURHAM</p> | <p>As you probably know, DRIVEN has rebranded into Safety Network Durham! We are still located at 707 Simcoe St S Oshawa. Riley Spigarelli is the new Program Manager for Safety Network Durham. As a community partner, I hope you feel free to reach out to me at manager@safetynetworkdurham.ca or at 289-404-1904. Clients can continue to call us at 905-432-7233 x 300 or email at info@safetynetworkdurham.ca.</p> <p>I'm excited to announce that SND is returning to in person supports on Mondays! On any given Monday, our on-site partners are starting to return for both appointments</p> |

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| | <p>and walk-ins. Language interpretation available, transportation may be available, and child-care may be available. Contact us for more information! Clients and partners can continue to call Tuesday-Friday to access support by phone or in-person by appointment.</p> <p>#loveshouldnthurt</p> |
| <p>FAMILY SERVICES DURHAM</p> <p>Specialized Services for Survivors of Abuse or Assault</p> | <p>We provide support to:</p> <ul style="list-style-type: none"> • Adult survivors of intimate partner violence (all genders). • Children and youth who have experienced or been impacted by domestic abuse. • 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. • Victims of internet child exploitation and their immediate family members. <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>Individual Couple and Family Counselling - Region of Durham</p> <hr/> |
| <p>Consolidated Violence Against Women (VAW) Emergency Response</p> | <ul style="list-style-type: none"> • A full list of violence against women resources available during the COVID-19 crisis is available at Violence Prevention Coordinating Council of Durham. http://www.vpccdurham.org/covid19 |
| <p>LUKE'S PLACE</p> | <p>Luke's Place is an award-winning non-profit centre of excellence organization solely devoted to improving the safety and experience of women and their children as they proceed through the family law process after fleeing an abusive relationship.</p> <p>Call us at 905.728.0978 ext.235 or toll free at 1.866.516.3116 ext.235, or email us to learn more or book an appointment.</p> <p>Our Oshawa office is open to in-person services by appointment only. Walk-in services are available at our Courthouse office on Monday (9:30am-4:30pm), Wednesday (9:00am-12:30pm) and Friday (9:30am-4:30pm)."</p> |

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| SAFE PET ONTARIO | <p>SafePet Ontario coordinates foster care for pets 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 pets 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>https://safepet.ca/</p> |
| INDIGENOUS PEOPLES | |
| CITY OF OSHAWA Truth and Reconciliation Resources | <p>This link provides access to Truth and Reconciliation and other City of Oshawa resources</p> <p>https://www.oshawa.ca/en/city-hall/diversity-equity-and-inclusion.aspx</p> |
| HOPE FOR WELLNESS | <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"> • call 1-855-242-3310 (toll-free) • use the live web chat |
| TALK 4 HEALING Support for Indigenous women | <p>Indigenous women can contact Talk 4 Healing 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"> • call or text 1-855-554-4325 • use the live web chat |

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| <p>OUR VOICE, SHARING CIRCLE</p> <p>Durham Mental Health Services</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;">Fridays, 1:00pm – 2:30pm, Starting April 22, 2022 Via Zoom To register contact Tanya Conlin @ tconlin@lh.ca</p> |
| <p>NATIONAL INDIAN RESIDENTIAL SCHOOL SURVIVOR SUPPORT AND CRISIS LINE</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;">24 hour national crisis line 1-866-925-4419</p> <p style="text-align: right;"><i>Source: CBC News posted May 31, 2021</i></p> |
| <p>NOOJIMO HEALTH Canada's first all-Indigenous virtual mental wellness clinic</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"> 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 www.noojimohealth.ca;</i> 2. Direct billing opportunity with NIHB for up to 22 hours annually For First Nations and Inuit patients who may be eligible <p style="text-align: center;">Honoured to help.</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 val@noojimohealth.ca.</p> <p>Baa maa pii,</p> <p>Val Michelutti</p> <div style="text-align: center; background-color: #0099cc; color: white; padding: 5px; margin: 10px auto; width: 80%;"> Click here to book a 15 minute call to find out more. </div> <div style="text-align: center; background-color: #00b09d; color: white; padding: 5px; margin: 10px auto; width: 80%;"> Click here to visit our website </div> |
| <p>IJJKIWENDIDAA ANISHNABEKWAG SERVICES CIRCLE (NASC)</p> <p>Serving Durham Region</p> | <p><u>Reason for Being:</u></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><u>Programs & Services:</u></p> <p>All programs offer individual counselling and group support.</p> <ul style="list-style-type: none"> • Crisis and Long Term Counselling • Child Witness to Violence Program |

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| | <ul style="list-style-type: none"> • Transitional Housing Support Program (THSP) • Indigenous Youth in Transition Support Worker (IYIT) • Indigenous Healthy Babies and Healthy Families Program (IHBHF) <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>Contact Information: 705-7471-0900 or Toll Free 1-800-663-2696 or you can visit our website at www.niijiki.com</p> |
| <p>METIS NATION OF ONTARIO</p> | <p>The updated Covid -19 Programs are on the Metis Nation of Ontario website www.metisnation.org</p> <p>address: https://www.metisnation.org/covid-19-support-programs</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>FIRST NATIONS, INUIT AND METIS CRISIS TEXT SUPPORT</p> <p>In collaboration with Kids Help Phone</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 application here 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 (see the full report here) 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 Finding Hope: Kids Help Phone’s Action Plan for Supporting First Nations, Inuit, and Métis Young People 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> |
| HOUSING SECURITY | |
| <p>CDCD HOUSING OUTREACH DROP-IN (Community Development Council Durham)</p> | <p>CDCD's Housing Outreach drop-in is at the Ajax Public Library taking place now every 2nd Wednesday of the month from 2-4PM and the Pickering Public Library from 11-1PM every 3rd Wednesday of the month.</p> |
| <p>CDCD HOUSING STABILITY PROGRAM CHANGES</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 amcdonald@cdcd.org, 905.686.2661 Ext 225.</p> |
| <p>COMMUNITY DEVELOPMENT COUNCIL DURHAM</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 ‘Original’ version has the electronic signature option enabled. For clients/ applications that do not have the ability to use an electronic signature, the ‘Edited’ version can be used.</p> |

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| <p>Housing Stability Program</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>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.</p> <p>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.</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 Housing Stability Program and LEAP 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>OSHAWA POWER</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>Contact us</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 contact us or call at 905-723-4623 Monday to Friday 8:30am-4:30pm. Visit www.opuc.on.ca/assistance for details.</p> |

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| YOUTH, CHILD and FAMILY | |
| <p>DURHAM CHILDREN'S AID SOCIETY</p> | <p>Durham Children's Aid Society (CAS) works with families and our community partners to help children grow up safe, healthy and happy. In most instances, we are able to keep children safe while continuing to live in their own family unit by working with parents to assist them in addressing any challenges they may be facing.</p> <p>We are legally mandated under the <i>Child, Youth and Family Services Act</i> to provide child protection services to children under the age of 18 for all children and families living in Durham Region.</p> <p>We are mandated by, and receive funding from the Ontario Ministry of Children, Community and Social Services for the following services:</p> <ul style="list-style-type: none"> • Investigating allegations of child abuse and neglect. • Supporting families to help them keep children safe • Working with community partners to support families who require specific services. • Supporting the needs of children and youth in our care. • Foster and kinship care services. • Permanency services, including adoption. • Providing records disclosure services for past adoptions. <p>We also provide pre-natal services to support pregnant women and their families who may be experiencing challenges. If you have concerns about the health and well-being of a pregnant woman, please call us. We may be able to offer voluntary pre-natal support services.</p> <p>If you are concerned that a child or youth may be in need of protection, or if you are uncertain about a situation you are working with, please call us at 905-433-1551.</p> <p>Our office is open Monday to Friday, 8:30 to 4:30. We are available by phone 24 hours a day, 365 days a year. We invite you to call us if you have any concerns about a child or youth's safety.</p> <p>Durham Children's Aid Society 1320 Airport Blvd Oshawa ON L1J 0C6</p> <p>Phone: 905-433-1551 durhamcas.ca</p> |

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| <p>DURHAM YOUTH SERVICES – JOANNE’S HOUSE</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>Shelter line: 905-239-9477 Shelter cell phone for texting: 289-980-7889 Address: 82 Kings Crescent, Ajax L1S 2M6</p> |
| <p>DURHAM YOUTH SERVICES</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>Introduction to DYS Video (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>Youth Reconnect at Durham Youth Services</p> <p>We are excited to share these videos with you and hope you find them a useful resource.</p> |
| <p>THE REFUGE</p> <p>300 Court St. Oshawa Serving youth 16 to 26 yrs.</p> | <p>Patio is now open from 9am to 1pm Monday to Friday. COVID precautions are in place.</p> <ul style="list-style-type: none"> • Breakfast is served from 9:00 to 10:30. • Lunch is served 12 noon to 1 pm. • Meals are served or available for take-out. |

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| | <p>Laundry and shower is available during open hours.</p> <p>Evening Programs</p> <ul style="list-style-type: none"> • Dinner is served Monday to Friday from 6-8pm for youth ages 16-26. (last meal is served around 7:30 pm) • Rec Room Drop In – Monday, Wednesday & Thursday 6:00 – 8:00 pm – Youth programming includes a light meal, movies, pool table, hang out. • Tuesday – Levi’s Table and Bible Study 6:00 – 8:00 pm • 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. • Tuesday and Friday dinners re open to past and present youth. <p>Available Services</p> <ul style="list-style-type: none"> • Social worker on site Monday to Friday 9:00 am – 3:30. Drop in or by appointment • Counselling on site Monday to Friday by appointment; and noon – 1:00 drop in beginning July 5th. • ID Support • 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. • Provide court support and legal support for any youth aged 16 to 26 that is having any sort of criminal or family legal issue. • Are also a point of HIFIS and Housing First stir Youth should anyone want to be put on the by-name list. <p>Hours</p> <ul style="list-style-type: none"> • 9 am – 1 pm for drop in. The Centre is open until 3:30 to assist with more specific needs. • To make appointments or for more information call 905-404-2420. |
| <p align="center">SIMCOE HALL</p> <p align="center">CONTACT US FOR MORE INFO KIDS@SIMCOEHALL.COM (905) 728-7525 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. Monday & Tuesdays from 3:15 – 7:15 pm and Wednesday – Friday 3:15 – 6:15 pm (\$15.00/month)</p> <p>New to this year, we are piloting a Youth Night program for individuals between the grades 9-12, in hopes to fill in the gap of services offered to this age group. Every Tuesday from 6:30 – 7:30 (free)</p> |

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| | <p>If you have any questions or would like to learn more about our programs, please feel free to contact us.</p> |
| <p>FAMILY SERVICES DURHAM</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>Counselling - Region of Durham</p> |
| <p>FAMILY AND COMMUNITY ACTION PROGRAM (FCAP)</p> | <p>The Family and Community Action Program (FCAP) 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"> • Poverty • Teen parents • Social and geographic isolation (i.e. rural families and newcomers to Canada) • Substance use and mental health issues • Family violence • <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>Types of support</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"> • Nutritional support and community kitchens • Parent education and support groups • Pre/post-natal programs • Parent-child, play-based learning programs, including school readiness programs • Child health and development activities • Outreach and individual support • Specialized programs, such as support for mothers dealing with interpersonal violence, and newcomers support • Information and links to other community services • Programs are delivered virtually and in-person (outdoors and indoors). • Services and support are available in different languages (Spanish, Tamil, Hindi, etc.) <p>For more information, please contact FCAP at fcap@ymcagta.org or 1-800-214-7163</p> <p>https://ymcagta.org/child-care/family-support-programs</p> |
| <p>CHIMO Youth & Family Services</p> <p>KINARK Child & Family Services</p> <p>FRONTENAC Youth Services</p> <p>YORK SUPPORT SERVICES NETWORK (YSSN)</p> <p>New Partnership</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 toll-free number 1-855-310-COPE (2673) or (TTY) 1-866-323-7785.</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"> • Must reside in Durham, Peterborough, Kawartha Lakes, Haliburton, or York • Be calling with concerns regarding a child/youth under the age of 18yrs • 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. <p>Support is accessed by calling 1-855-310-COPE (2673) or TTY (1-866-323-7785</p> |
| LOCATION SUPPORT | |
| <p>MISSION UNITED At the BACK DOOR MISSION 66 Simcoe St. South Oshawa</p> | <p>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.</p> <p>Monday to Friday services include:</p> <ul style="list-style-type: none"> • Washrooms from 10:00 am to 4:30 pm. • Take Out Meals from 10:00 am to 1:00 pm • Harm Reduction from 10:00 am to 4;30 pm <p>Weekend Service Hours on Saturdays only:</p> <ul style="list-style-type: none"> • From 10 am to 1 pm <p>Weekend Services available on Saturdays only:</p> <ul style="list-style-type: none"> • Take Out Meals • Pre-arranged Medications • Harm Reduction Supplies <p><i>Please note that access to indoor services will no longer be available on weekends, including washroom access.</i></p> <p>Other programming (below) will run from 10 am – 3 pm Monday to Friday. 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"> • Pantry and food Basket (10 am – 1:00 pm) • Mental Health Support • Safe Sleep • Health Clinic for primary care and psychiatric support • Withdrawal Management • Housing Navigation & Supports • Ontario Works support on-site. • Showers by appointment • Meal tickets for Durham Outlook for the Needy • Games Club (Board games, card games, chess). The club is held Tuesdays from 3:30-4:45. All are welcome. Drop-in. |

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| | <p>After hours support groups: All are welcome. Drop-In Alcoholics Anonymous Mon 3 pm Women's Support Group Wed 3:30 pm Bible Study Fri 3 pm Cocaine Anonymous Sun 2 pm</p> <p>We do:</p> <ul style="list-style-type: none"> • Provide a Daytime Safe Sleep from 10 am to 3 pm Monday to Friday in addition to our other services. • 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. • Screen and refer individuals in Oshawa to the Christian Faith Outreach Centre Doors of Compassion (in Ajax) when a bed is available. • Assist individuals who are currently homeless to enter their names onto the Region's Coordinated Access list for housing (the "By Name List"). |
| <p>AJAX HUB 125 Commercial Ave. AJAX</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 number is 289-988-0171 and email is ajaxhub@cfoc.ca</p> <p>The Ajax HUB is now offering evening program hours Monday through Friday from 6:30pm – 9:00pm for patrons that are interested in participating. We don't have our full calendar of programs available for distribution as of yet. However, we will be offering games/activities for the time being. Showers are not available during the evening hours.</p> <p>Additionally, the HUB will be open on Saturdays starting May 20th between 11:00am – 2:30pm for showers and lunch. No other services will be offered during this time. Patrons will still need to access the HUB during regular business hours through the weekdays for other supports and services.</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</p> |

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| | <p>and showers, etc. Please call the Ajax HUB directly for days and hours or visit our website at www.theajaxhub.ca</p> <p>For any other matters please contact Heather McMillan - Manager, Ajax HUB 905-626-6576 or heather.ahub@cfoc.ca</p> <p>Mon - Fri Breakfast served 8:00 - 9:30 am Lunch: 1:00 pm - 2:30 pm</p> <p>Saturday Lunch is available from 11:00 am to 2:30 pm</p> |
| <p>CURRENT HOUSING FOCUSED SHELTER SUPPORT LOCATIONS</p> | <p>Shelter and support are currently provided as follows:</p> <ul style="list-style-type: none"> • Existing Emergency Shelters at Cornerstone Community Association Oshawa (905-433-0254); Muslim Welfare Home Whitby (1-866-666-1115); Durham Youth Services (905-239-9477) • Violence Against Women Shelters 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). • Safe sleep beds and support at Mission United from 10:00 am to 3 pm Monday to Friday. <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>GATE 3:16 64 Albany St, Oshawa 905-432-5316</p> | <p><u>We now are in our regular hours during the week:</u> Monday to Thursday 8:30 am to 2 pm Friday 8:30 am to 1 pm</p> <p>Saturdays; 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>Sundays 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>Free laundry services. Showers and washrooms available during opening hours. Clothing is distributed on Tuesdays and Thursdays.</p> |

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| | <p><u>Other Services</u></p> <ul style="list-style-type: none"> • Podiatrist services are once a month on varying days, and, • Medical services with a certified doctor are available on specific days (usually Tuesdays). • Should you wish to access these services, please call us to check the days of availability, as the days sometimes alter. |
| <p>JOHN HOWARD SOCIETY</p> | <p>Resource rooms are open to the public and staff are available to assist clients with</p> <ul style="list-style-type: none"> • Housing search, eviction prevention, landlord mediation, advocacy • Forms and applications such as housing stability funds, OESP, rental applications, Canadian birth certificates • Referrals to community resources <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>CLARINGTON OUTREACH COMMUNITY HUBS</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"> • Housing; • Food security; • Financial stability and literacy; • Counselling; • Crisis intervention; • Advocacy; • Case management; • Children’s Services referrals; • Trusted Youth Program; • And more. <p>BOWMANVILLE: Tuesdays, Thursdays, 10 a.m. to 3 p.m. 163 Church St.</p> <p>COURTICE: Wednesdays 10 a.m. to 3 p.m. 2950 Courtice Rd.</p> |

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| | <p>NEWCASTLE: Mondays, 1 to 3 p.m. 150 King Ave. E.</p> <p>ORONO: Fridays, 10 a.m. to 12 p.m. 127 Church St.</p> |
| <p>COMMUNITY DEVELOPMENT COUNCIL DURHAM (CDCD)</p> | <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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| STREET OUTREACH | |
| <p>HOPE ON WHEELS PROGRAM - Ajax</p> | <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> |
| <p>PRIMARY CARE OUTREACH TEAM</p> | <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 rmd.pcop@durham.ca for more information.</p> |
| <p>MENTAL HEALTH OUTREACH PROGRAM</p> | <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 rmd.mhop@durham.ca for more information.</p> |
| <p>CAREA Welcoming Streets</p> | <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> <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</p> |

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| https://www.careachc.ca/ | <p>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>Carea’s Welcoming Street Outreach Workers (Mon – Fri 830– 4:30)</p> <p>Kally Mitchell: 385-855-1376 kmitchell@careachc.ca Crystal Soper: 289-404-6582 csoper@careachc.ca Shania Rivers: 289-404-0738 srivers@careachc.ca Natasha Waldron: 289-385-6992 nwaldron@careachc.ca Leah Wall: 289-927-5059 or lwall@careachc.ca</p> <p>The Carea Welcoming Streets team runs a drop in at 200 John Street – OW Resource Centre on Wednesdays from 12 pm to 2 pm. This time is used for engagement work (BNL, ID, phone access)</p> |
| COMMUNITY DEVELOPMENT COUNCIL DURHAM | <p>Outreach Services for Ajax/Pickering 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> |
| AIDS COMMITTEE OF DURHAM REGION (ACDR) | <p>ACDR programs are being held remotely as much as possible while social distancing is in effect. For program information or to request a virtual sexual health workshop for your organization or youth group, email education@aidsturham.com to be directed to the coordinator you need. For support services such as food bank and health system navigation for people living with HIV and their families, please email support@aidsturham.com. We will get back to you as soon as possible. For more information on ACDR, please Check: https://www.aidsturham.com/</p> <p>ACDR's volunteer department 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 volunteer@aidsturham.com</p> |
| CORNERSTONE BRIDGES STREET OUTREACH PROGRAM | <p>Cornerstone Bridges Street Outreach Program 121 Simcoe Street, MON-FRI 7:00 - 3:00</p> <p>Case Managers:</p> <ul style="list-style-type: none"> ➤ Ray Cameron: 289-979-9332 streeoutreach@cornerstonedurham.com ➤ Elisa Goodwin: 289-979-9357 bridgescasemgr@cornerstonedurham.com |

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| | <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> |
| RAPID ACCESS TO MENTAL HEALTH AND ADDICTION SERVICES | |
| <i>Prepared by the Mental Health and Addictions Planning Committee</i> | |
| Primary Care Consult Service | <p>Family Physicians and Nurse Practitioners can schedule an appointment with an Ontario Shores' psychiatrist for telephone advice. https://www.ontarioshores.ca/accessing-care/primary-care-providers Who can refer: Primary Care Providers</p> |
| Ontario Structured Psychotherapy Program | <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. https://www.ontarioshores.ca/services/ontario-structured-psychotherapy-program Who can refer: Anyone</p> |
| Breaking Free Online Recovery Support Program | <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. Breaking Free Online Recovery Support Program Ontario Health Who can refer: Anyone</p> |
| | <p>Virtual mental health therapy clinic that provides guided CBT programs, live sessions and in-person sessions and assessments with licenced professionals.</p> |

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| Digital Therapy Services & Online Mental Health Supports | Digital Therapy Services & Online Mental Health Support by MindBeacon Who can refer: Anyone |
| Urgent Care Durham | An online and in-person Durham wide physician group providing mental health supports https://www.urgentcaredurham.ca/ or call 905-706-9798 Who can refer: Anyone |
| Rapid Access to Addiction Medicine (RAAM) | 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. https://www.lakeridgehealth.on.ca/en/ourservices/rapid-access-addiction-medicine--raam-.asp or call 905-576-8711 Ext. 37226 Who can refer: Anyone |
| Prompt Care Clinic | 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. https://www.ontarioshores.ca/services/prompt-care-clinic Phone: 905-432-4121 Online referral. Who can refer: Family physicians, walk-in clinic physicians, psychiatrists and nurse practitioners. |
| Durham Counselling Walk In Clinic (CAREA) | 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. https://www.careachc.ca/Global-Assets/Programs/The-Durham-Counselling-Walk-in-Clinic |

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| | <p>Clinic Coordinator 289-509-0603 x 3203 Hours of Operation: Wednesdays from 11:00am-6:00pm (Last session will start 4:00pm) The service takes approximately 2 hours Who can refer: <i>Self-referral</i></p> |
| <p>Single Session Intake Process (Catholic Family Services of Durham)</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. https://cfsdurham.com/english/get-help/</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. Who can refer: <i>Self-referral</i></p> |
| <p>Frontenac Youth Services Quick Access Clinic</p> | <p>Offering Single Session Counselling to Adolescents 12-18 Years Old and/or Caregivers (Family Accompaniment Welcomed). https://frontenacyouthservices.org/quick-access-clinic/</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. *MUST HAVE COMPLETED INTAKE* At Central Intake Services 1-888-454-6275 Who can refer: <i>Self-referral</i></p> |
| <p>Crisis support for children, youth or parents.</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. Who can refer: <i>Self-referral</i></p> |
| <p>Wellness Together Canada</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. https://www.wellnesstogether.ca/en-CA Who can refer: <i>Self-referral</i></p> |

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| <p>“What’s Up” Walk-In Clinic</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. https://www.whatsupwalkin.ca/</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). Who can refer: Self-referral</p> |
| <p>MENTAL HEALTH SUPPORT</p> | |
| <p>24 HOUR MENTAL HEALTH AND ADDICTIONS PHONE SUPPORT</p> | <p>Distress Centre Durham 1-800-452-0688 or 905-430-2522.</p> <ul style="list-style-type: none"> • Phone Support 905-430-2522 & 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. • Prideline Durham operates from 6 pm to 10 pm daily 1-855-87PRIDE (77433) • Text 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>Durham Mental Health Services 905-666-0483 or 1-800-742-1890</p> <p>Kids Help Phone 1-800-668-6868</p> <p>Pinewood’s 24/7 Addiction Support line for substance use: 905-721-4747 ext. 31208 or toll free 1-888-881-8878</p> |
| <p>DURHAM MENTAL HEALTH SERVICES Lakeridge Health MOBILE CRISIS TEAM</p> | <p>Effective immediately, the Durham Mental Health Services (DMHS) Mobile Crisis Team has 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"> • Face-to-face support when a telephone crisis call is not enough. • In-person crisis de-escalation and coping strategies. • 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. |


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| | <ul style="list-style-type: none"> Ongoing short-term support until other supports are established. <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 a current schedule of Mobile Crisis Team hours.</p> <p>June 5th to 9th – 9-2 pm June 12 to 16th – 4-9pm June 26 to 30th – 9-2 July 3 to 7th – 4-9 pm July 10th to 14th – 9-2 pm July 17th to 21st – 4-9pm July 24th to 28th – 9-2pm July 31st to Aug 4th – 4-9pm – Aug 7th to Aug 12th – 9-2 pm – No mobile on stat Monday Aug 14th to 18th – 4-9 pm Aug 28th to Sept 1st – 9-2 pm</p> <p>As we are re-establishing this community outreach service post-COVID, 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 905-576-8711 ext 39240 or email Mandi Burshaw at mburshaw@lh.ca.</p> <p>We look forward to once again providing this important mental health outreach service to our Durham Region communities.</p> |
| <p>DISTRESS CENTRE DURHAM</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"> 24 Hour Telephone Helpline Service Community Contact Call-Out Program Resource Centre Suicide Survivor Support Groups Community Training / Education Prideline Senior Call-Out Program |

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| | <ul style="list-style-type: none"> • ONTX <p>Phone Support 905-430-2522 & 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> <p>Prideline Durham operates from 6 pm to 10 pm daily 1-855-87PRIDE (77433)</p> <p>Text 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>DURHAM DISTRESS CENTRE</p> <p>Suicide Survivor Support Group</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>FAMILY SERVICES DURHAM</p> | <p>Family Services Durham (FSD) provides individual, couple and family counselling to people who live or work in Durham Region.</p> |

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| <p>Individual, Couple and Family Counselling</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 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>Counselling - Region of Durham</p> |
| <p>PEER SUPPORT PROGRAMS</p> <p>DURHAM MENTAL HEALTH SERVICES – LAKERIDGE HEALTH (flyers attached)</p> | <p>The Peer Support Flyer and Calendar for April to June are attached to the March 22 Service Update.</p> <p>Please note there are some time changes to the previous calendar.</p> <p>If you have anyone interested in the groups, please refer to the dmhspeer@lh.ca email address until the launch of the new co-ordinated access process.</p> <p>After April 3rd, please follow the new process for all referrals to the Peer Program The DMHS – Lakeridge Health Peer Team is excited to share the flyer and calendar for our winter programs. We have planned from January to March 2023.</p> <p>Individuals interested in learning more or who want to register for groups can email dmhspeer@lh.ca.</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</p> |

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| | <p>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> <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 dgould@lh.ca.</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 susan@distresscentredurham.ca</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 dmhspeer@lh.ca</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>DMHS FAMILY SUPPORT PROGRAM</p> | <p>The Family Support Program Offers individual support, family peer support group and family empowerment workshop Community and self-referrals are welcome. For more information or to register contact dgould@dmhs.ca or 905-666-0483.</p> <p>Family Support Group Family Empowerment Group Tuesdays 6:30-8:30 Once per month Wednesdays 7:00 – 8:30</p> |
| <p>V.A.S.E. VOICES AGAINST STIGMA EVERYWHERE DMHS-Lakeridge Health (flyer attached August 24th)</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> |

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| | <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 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 lmoulds@lh.ca or 905-439-4015.</p> |
| <p>DMHS VIRTUAL PROGRAMS</p> <p>For more information or to register contact: Peer Support: DMHSPeer@lh.ca</p> <p>or 905-666-0483</p> <p>Family Support: dgould@lh.ca or 905-666-0483</p> | <p>Durham Mental Health Services is offering the following program opportunities.</p> <ul style="list-style-type: none"> • Variety of Skills and Practice Sessions • Crisis Planning Group • Mindfulness Practice Group • Escaping Vices – Peer Addiction and Support • Craft and Chat • Pots, Pans and Peers • Music Group • Wellness Social Group • Wellness Recovery Action Plan (WRAP) resumes in July 2022 • H.O.P.E. Series - Health Opportunities for Peer Empowerment • Indigenous Sharing Circle • Mental Health First Aid • New Leaf and New Winds Day Programs • Suicide Survivors Groups - contact susan@distresscentredurham.com or call 905-430-3511 and ask for Susan <p>If you would like more information or to register for Peer Support Programming please contact DMHSPeer@lh.ca or call 905-666-0483.</p> <p>For more information about the Family Support Program please contact Denise at dgould@lh.ca 905-666.0483.</p> |

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| <p>ONTARIO MINISTRY OF HEALTH</p> <p>Internet Based Cbt For Frontline Healthcare Workers Affected By Covid-19</p> |  <p>With internet-based cognitive behavioural therapy, you can get a therapist's support online to learn coping & resilience skills to help you address these symptoms.</p> <p>https://t.co/e327Ny0FDf https://t.co/irO5k9yfrt</p> |
| <p>DMHS WELLNESS RECOVERY ACTION PLAN</p> | <p>For more information or to register, contact: 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>WRAP Will Help You:</p> <ul style="list-style-type: none"> • Discover your own simple, safe Wellness Tools • Develop a list of things to do every day to stay as well as possible • 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 • Guide you through the process of developing a Crisis Plan or Advance Directive • Introduce you to Post Crisis Planning <p>Key Elements of WRAP</p> <ul style="list-style-type: none"> • Wellness Toolbox • Daily Maintenance Plan • Identifying Triggers and Action Plans |

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| | <ul style="list-style-type: none"> • Identifying Early Warning Signs and Action Plans • Identifying When Things Are Breaking Down and Action Plans • Crisis Planning • Post Crisis Planning |
| <p>LAKERIDGE HEALTH, AJAX OUTPATIENT SERVICES</p> <p>VIRTUAL PSYCHO-EDUCATIONAL GROUP PROGRAM</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 Day Treatment, Phase One – Monday, Wednesday, Friday virtual groups for 3 weeks 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>CANADIAN MENTAL HEALTH ASSOCIATION – DURHAM (CMHA-Durham)</p> | <p>Our building is at the corner of Bond and Centre in Oshawa.</p> <ul style="list-style-type: none"> • Case Management services are now in-person and/or over the phone • Hours of operation M-F 9 a.m. to 4:00 p.m. , last appointment is at 3:00 p.m. • Clients and visitors are still required to wear a mask within the building. <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>CMHA RECOVERY COLLEGE</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>https://cmhadurham.ca/services/recovery-college-wellness-centre/</p> |
| <p>COMMUNITY CARE DURHAM (CCD)</p> <p>Mental Health Supports</p> | <p>COPE 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 http://communitycaredurham.on.ca/health-wellness/mental-health-support-groups/.</p> <p>Questions about this service can be directed to the local CCD office – see http://communitycaredurham.on.ca/about-us/contact-us/</p> |
| <p>GRACEWINS PEER SUPPORT</p> | <p>GraceWins Peer Support is open to serve.</p> <p><u>What is GraceWins Peer Support?</u> We are a not-for-profit mental health peer support social purpose organization. Learn more at www.gracewins.ca. You will get a good sense of who we are and the difference we aspire to make.</p> <p><u>Our purpose:</u> 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> Any person 18 years and older who suffers with mental health and addictions challenges. Learn more about whom we serve here: Whom we serve</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 Primer on Peer Support. Learn more about our services here: Our Services</p> <p>If you or anyone you care about is suffering with mental health and / or addictions challenges consider connecting with us here: Connect with GraceWins / 1844.47223946 [1844.GRACEWIN] / connect@gracewins139.com.</p> <p><i>It is our Joy and privilege to serve.</i></p> |
| <p>SALVATION ARMY 45 King Street 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 denise.handy@salvationarmy.ca</p> |
| <p>24 Hour On-Line Mental Health Support</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>Togetherall 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 & recommended resources; Creative tools to help express how you are feeling; Wide range of self-guided courses to do at your own pace. https://togetherall.com/en-ca/</p> <p><u>BounceBack</u> 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 bouncebackontario.ca for more information or ask your primary care provider for a referral.</p> <p><u>Crisis Text Line</u> <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 text 741741.</i></p> <p>Help is also available at these on-line sites or through phone access:</p> <ul style="list-style-type: none"> • Kids Help Phone: 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. • Good2Talk is a free, confidential mental health support service providing professional counselling and information and referrals for mental health, |

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| | <p>addictions and well-being to postsecondary students in Ontario, 24/7/365. Learn more at www.good2talk.ca.</p> <p>ConnexOntario. For assistance in accessing other mental health and addictions services in Ontario for those over 18, contact ConnexOntario, Ontario's mental health, addictions and problem gambling help line at 1-866-531-2600.</p> |
| PRIDEline | <p>1 (855) 87-PRIDE (77433)</p> <ul style="list-style-type: none"> • Mental Health/Distress Support for LGBTQ community • Open 6 pm to 10 pm |
| RU OK? | <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. (Source: www.ruok.org.au)</p> <p>https://www.ruok.org.au/what-were-about</p> <p>https://www.youtube.com/watch?v=jy9qsZAeHX0</p> |
| ACCESSIBILITY SUPPORTS | |
| <p>FAMILY SERVICES DURHAM</p> <p>Adult Protective Services (APS) Program (formerly Adult Community</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"> • Advocacy • Help with finding resources to meet basic needs • Case management |

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| <p>Support Services – ACSS)</p> | <ul style="list-style-type: none"> • Service co-ordination • Support developing strategies for healthy living • Individual assessment and goal setting • Individual and family education • Life skills development • Supportive counselling • Information and referrals to other resources <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: https://www.durham.ca/en/living-here/adults-with-developmental-disabilities---services.aspx</p> |
| <p>BRAIN INJURY ASSOCIATION OF DURHAM REGION (BIAD)</p> | <p>Adult Day Program - for more information go to our website at www.biad.ca</p> <ul style="list-style-type: none"> • In-Person programming <ul style="list-style-type: none"> ○ Cohorts continue with 2 groups of up to 12 clients in each cohort <ul style="list-style-type: none"> ▪ Monday to Thursday ▪ Cohort 1 - 9:00am to 12:00pm ▪ Cohort 2 - 1:00pn to 4:00pm ○ Registered programming - starting May 16 <ul style="list-style-type: none"> ▪ Monday to Thursday • Virtual programming <ul style="list-style-type: none"> ○ offering a wide range of programs using zoom platform ○ Monday to Friday <p>Outreach Programs - virtual and in-person support available</p> <ul style="list-style-type: none"> • continue to support in all areas of <ul style="list-style-type: none"> ○ advocacy, |

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| | <ul style="list-style-type: none"> ○ appointment support, ○ community support, ○ completing paperwork, ○ housing, ○ food security, ○ supported independent living. |
| <p>CANADIAN HEARING SERVICES</p> | <p>COUNSELLING SERVICES TO HELP COPE WITH HEARING LOSS AND IMPROVE COMMUNICATION</p> <p>Canadian Hearing Services offers free 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>What we offer</u></p> <p>Information and counselling</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"> • understanding hearing loss • use, care, and maintenance of hearing aids and other listening systems • preparing for and managing difficult listening situations • selecting specialized communication equipment such as amplified telephones, alarm clocks, television accessories, alerting devices and more. • referrals to other community services • recommendations to service providers on appropriate supports/technology for clients with hearing loss <p><u>How to Request Service</u></p> <p>Contact:</p> <p>Anna McIntosh, Hearing Care Counsellor Email: amcintosh@chs.ca Cell: 289-355-8695 Toll-free: 1-866-518-0000 ext. 4080 www.chs.ca</p> <p>-----</p> <p><u>Sound Advice Classes</u> <i>Everything you want to know about hearing loss and communication!</i></p> <p>Virtual Hearing Help Classes - Free</p> |

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| | <p>Small Group Sessions run through-out the year; contact us for upcoming dates Length: 4 weeks, 1-2 hours/week Format: Zoom</p> <p>Classes provide information on:</p> <ul style="list-style-type: none"> • Hearing Health, Hearing Aids (great for new hearing aid users) • Communication with family and friends • Coping with the impact of hearing loss • Coping with difficult listening situations • Coping during COVID-19 (masks, communication, other challenges) <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: amcintosh@chs.ca 289-355-8695 https://www.chs.ca/service/hearing-care-counselling-ages-55</p> |
| <p>CANADIAN HARD OF HEARING ASSOCIATION</p> | <p>National Online Hearing Loss Peer Mentoring Program</p> <p><i>(For Immediate Release) January 28, 2021</i> - The Canadian Hard of Hearing Association (CHHA) is pleased to announce its National Online Hearing Loss Peer Mentoring Program will officially launch on February 1, 2021. 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 Mentoring Program 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 Mentoring Program 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 www.chha.ca/mentor for more details and to sign up.</p> <p>About the Canadian Hard of Hearing Association 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 www.chha.ca</p> <p>Members of the media can contact us for articles, information or interviews. Gordana Mosher Manager, Accessibility Projects & Communications Canadian Hard of Hearing Association 613.526.1584 ext.103 Mobile 905-572-3923 . E-mail: gmosher@chha.ca</p> |
| FOOD SECURITY | |
| <p>FOODBANKS IN DURHAM REGION</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>https://feedtheneedindurham.ca/activefoodbanks-agenciesindurhamregion/</p> |
| <p>ST. ANDREW’S COMMUNITY FOODBANK AND SUPPORT PROGRAM</p> | <p>Every Friday from 9:30 to 3:00 pm.</p> <p>St. Andrew’s Presbyterian Church 209 Cochrane St. Whitby 905-668-4022</p> |

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| NEW LIFE NEIGHBORHOOD CENTRE FOODBANK | <p>New Life Neighbourhood Centre will re-open Thursday May 7th 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> |
| ST. PETER'S ANGLICAN CHURCH FOOD BANK | <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> |
| SIMCOE HALL SETTLEMENT HOUSE 387 Simcoe Street South, Oshawa 905-728-7525 | <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: One full hamper of food plus personal hygiene products once per month.</p> <p>Clients can call the agency at 905-728-7525 or email foodbank@simcoehall.com.</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><u>Food Bank Hours</u></p> <p>Monday: CLOSED Tuesday: 9:00 am – 11:30 am & 1 pm – 3pm Wednesday: 9:00 – 11:30 am* (*seniors only) and 1:00 – 3:00 pm Thursday: 9:00 am – 11:30 am & 1 pm – 3 pm Friday: 9:00 am – 11:30 am & 1 pm – 3 pm</p> <p>As of Monday, November 28, the Simcoe Hall Food Bank 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>Holiday food hampers 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 Toy Program 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>https://simcoehall.com/</p> |

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| <p>SALVATION ARMY OSHAWA FOOD BANK 45 King St. Oshawa</p> | <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 leigh.rowney@salvationarmy.ca or call extension 223.</p> |
| <p>SALVATION ARMY BOWMANVILLE FOODBANK 75 Liberty St. South Bowmanville</p> | <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>Tuesdays 9:30 – 11:30 and 12:30 – 3:30 –The Hub Coffee House and Food Bank (walk in/no appointments) Wednesdays 9:00 – 11:30 and 12:30 – 3:30 – The Hub Coffee House and Food Bank (walk in/no appointments) Thursdays 12:30 – 3:30 The Hub Coffee House and Food Bank (walk in/no appointments) Fridays – The Hub Coffee House only – 9:00 – 11:30 and 12:30 – 3:30</p> <p>People can call 905-623-2185 or email sarmy2185@gmail.com for more information.</p> |
| <p>ST. VINCENT de PAUL FOODBANK BOWMANVILLE</p> | <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 Thurs 4:30p.m. 6:15p.m</p> |
| <p>SALVATION ARMY AJAX, 122 Hunt St. Ajax</p> | <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> |
| <p>COMMUNITY CARE DURHAM (CCD)</p> | <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>Community Food Box</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 1-888-255-6680 or complete the online referral form found at Request Service. Order a Food Box by Thursday for FREE delivery the following Friday.</p> |
| <p>FOOD COST SAVING SUGGESTIONS</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>FLASHFOOD APP</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"> • Download the app • Check participating grocery store locations • Choose from available food and order • Pay through app • Pick up food that will be set aside at store for pick up. <p>The Flashfood app can be found at https://www.flashfood.com/en/download</p> <p>FLIPP APP</p> <ul style="list-style-type: none"> • Will search all flyers in your area which is identified by entered postal code • Enter what you’re looking for and browse <p>The flipp app can be found at https://flipp.com/en-ca</p> <p>COUPONS</p> <ul style="list-style-type: none"> • Look for coupons beside items – can be applied to purchase • Coupons are replaced every 2-3 weeks. <p>For support using any of these strategies, please contact amanda.platts@msn.com</p> |

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| FOOD LOCATIONS | |
| <p>THE BACK DOOR MISSION (see Mission United under Location Support for other services at this location) 66 Simcoe St S, Oshawa</p> | <p>We are open Monday to Friday 9 am to 4:30 pm</p> <ul style="list-style-type: none"> • Meals are served between 10 am – 1 pm and • Bathrooms are available from 10 am to 4:30 pm • Screening remains in effect at the door <p>Weekend Service Hours are on Saturday only from 10 am to 1 pm</p> <p>Weekend Services available on Saturdays:</p> <ul style="list-style-type: none"> • Take Out Meals • Pre-arranged Medications • Harm Reduction Supplies <p><i>Please note that access to indoor services are no longer be available on weekends, including washroom access.</i></p> |
| <p>GATE 3:16 64 Albany St, Oshawa</p> | <p><u>Regular hours during the week effective November 2:</u></p> <p><u>Monday to Friday</u> Breakfast: 8:30 a.m. to 10:00 a.m. 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>Saturdays; 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>Sundays 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>Free laundry services. Showers and washrooms available during opening hours. Clothing is also distributed on Tuesdays only.</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>THE REFUGE</p> | <p>Patio is now open from 9am to 1pm Monday to Friday. COVID precautions are in place.</p> <ul style="list-style-type: none"> • Breakfast is served from 9:00 to 10:30. • Lunch is served 12 noon to 1 pm. |

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| <p>300 Court St. Oshawa</p> <p>Serving youth up to 26 yrs.</p> | <ul style="list-style-type: none"> Meals are served or available for take-out. <p>Laundry and shower is available during open hours.</p> <p>Evening Programs</p> <ul style="list-style-type: none"> Rec Room Drop In/Hangout – Monday and Wednesday 7:00 – 9:30 pm Family Dinner – Friday night 6:00 – 8 pm. Last meal is served at 7:30. <p>Available Services</p> <ul style="list-style-type: none"> Social worker on site Monday to Friday 9:00 am – 3:30. Drop in or by appointment Counselling on site Monday to Friday by appointment; and noon – 1:00 drop in beginning July 5th. ID Support <p>Hours</p> <ul style="list-style-type: none"> 9 am – 1 pm for drop in. The Centre is open until 3:30 to assist with more specific needs. To make appointments or for more information call 905-404-2420. |
| <p>FIRST LIGHT FOUNDATION OF HOPE</p> <p>253 Simcoe St S, Oshawa</p> | <p>Monday –Friday Breakfast 6 am to 8 am Breakfast to go Hot Sandwich, Snack Bag, Coffee, juice and water</p> <p>Cell phones can be charged while we are open.</p> <p>Bible Study 12:30 – 2:00 pm Mondays – Thursdays. All are welcome</p> <p>Hope House Is a privately funded 4 month residential pre-treatment withdrawal program. Applications are available at the Simcoe Street location.</p> |
| <p>DURHAM OUTLOOK HUB</p> <p>227 Simcoe St. South</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>Starting the first Sunday in March the Durham Outlook Hub will begin opening on Sundays from 12pm-2pm for a lunch.</p> <p>Meal tickets available from:</p> |

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| <p>Oshawa</p> | <ul style="list-style-type: none"> • Gate 3:16 (Monday, Tuesday, Wednesday) from 12 pm to 2 pm • Back Door Mission – Mission United (Thursdays & Fridays) from 10 am to 1 pm • Meal tickets can be purchased at the door for \$1.50 or provided free for individuals with no ticket and no money. <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>AJAX HUB and CHRISTIAN FAITH OUTREACH CENTRE 158 Harwood Ave. S, Ajax.</p> | <p>CHRISTIAN FAITH OUTREACH CENTRE 158 Harwood Ave. S, Ajax - Starting Dec 1, 2022 - NEW ENTRANCE - 125 Commercial Ave for Ajax Hub</p> <p>Meal support Ajax Hub Monday to Friday</p> <p>Breakfast served 8:00 - 9:30 am</p> <p>Lunch served 1:00 pm - 2:30 pm</p> <p>Temporary Respite Centre (27 Station St.) outside of hub hours for snack / warm drink</p> <p>Intake at 24/7 Respite Warming Centre is 24/7. First come first serve. Curfew (to keep cot, 10pm) otherwise bed given up to next in line.</p> <p>Doors of Compassion Remains 20 bed low barrier shelter intake through hubs no meal support for outside patrons - must access Ajax Hub or Temp Respite Warming Centre</p> |
| <p>SALVATION ARMY HOPE CHURCH AND COMMUNITY SERVICE 122 Hunt St. Ajax</p> | <p>Our sit down meal program has resumed and runs every Wednesday from 11:45 AM - 1 PM.</p> |

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| <p>ZION/HOPE FOOD BANK 409 Adelaide Ave. 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 Thursdays from 9 - 11 A.M.</p> <p>No appointment is required.</p> <p>For more information contact: office@zioncrc.ca.</p> |

| OLDER ADULTS | |
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| <p>DURHAM ELDER ABUSE NETWORK (DEAN) and DRPS</p> <p>SENIOR'S SAFETY TIPS</p> | <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) https://www.youtube.com/watch?v=BUseC7x5DC4</p> <p>CRA Scams https://www.youtube.com/watch?v=qJLh16hgS4c</p> <p>Ring Tone https://www.youtube.com/watch?v=hAjolGrAA2k</p> |
| <p>AGE FRIENDLY DURHAM</p> <p>Region of Durham</p> | <p>To view the wide range of existing age-friendly services, seniors' services and programs, and community assets in Durham Region, visit the Age-Friendly Durham Map Viewer.</p> <p>To learn more about the Age-Friendly Durham Strategy and Action Plan, visit durham.ca/AgeFriendly.</p> |
| <p>SENIORS SUPPORT UNIT</p> | <p>Over 80% of crime involving Seniors goes unreported.</p> <p>Do you know someone over 55+ who may be suffering from abuse?</p> |

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| <p>Durham Regional Police Services and the Region of Durham</p> | <p>Contact: Community Support Specialist: Morgan Denby 905-666-6239 x2460 Seniors Safety Advisor: VACANT 905-579-1520 x1865 Seniors Support Coordinator: Martin Franssen 905-579-1520 x5625 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: www.drps.ca > Community Safety > Seniors Support</p> |
| <p>UPDATE ON PREVENTING SENIORS' FRAUD</p> <p>Minister of Seniors – Deb Schulte and shared by D.E.A.N. and the Senior's Support Unit</p> | <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 tools and information you need to protect yourself from fraud.</p> <p>Protecting yourself from fraud – stop and think Slow down, scrutinize and stay informed to reduce fraud.</p> <ul style="list-style-type: none"> • If you get emails or text messages asking you to: <ul style="list-style-type: none"> ○ Open attachments ○ Follow links to unfamiliar websites ○ Give sensitive, personal or financial details <p>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.</p> <ul style="list-style-type: none"> • If someone you meet or something you come across online seems too good to be true—it probably is! <ul style="list-style-type: none"> ○ 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. <ul style="list-style-type: none"> ○ 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. |

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| | <ul style="list-style-type: none"> • 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. <p>Resources to help recognize fraud</p> <ul style="list-style-type: none"> • 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. <p>Report fraud</p> <p>If you have been a victim of fraud or cybercrime, contact your local police. If you want to report an instance of a scam, fraud or cybercrime, whether you are a victim or not, use the Canadian Anti-Fraud Centre’s Online Reporting System. When you report a scam, authorities will be able to warn Canadians, which may limit it from spreading.</p> <p>Spread the word:</p> <p>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 sign up for the newsletter online.</p> |
| <p>REGIONAL MUNICIPALITY OF DURHAM</p> <p>ADULT DAY PROGRAMS</p> | <p>In response to Durham Region Public Health COVID-19 guidelines the Regional Municipality of Durham Adult Day Program at Hillside 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>Telephone Outreach and Wellness Program – 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>Virtual ZOOM Programs – 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-</p> |

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| | <p>1777 X 6318 or X 6342. Participants require a computer, smart phone or a tablet to participate. For more information, please visit www.durham.ca, or call 905-579-1777 ext. 6318 or X 6342.</p> |
| <p>BOWMANVILLE OLDER ADULT ASSOCIATION (BOAA) For older adult support</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 & Municipal guidelines. Our organization continues to be committed to providing safe and exceptional older adult programming, services, and events to our members.</p> <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"> <input checked="" type="checkbox"/> ZOOM <input checked="" type="checkbox"/> Phone Programming <input checked="" type="checkbox"/> Care Calls <input checked="" type="checkbox"/> Books & Puzzles Pick-Up and Delivery <input checked="" type="checkbox"/> Videos Available on BOAA’s YouTube https://www.youtube.com/c/BOAA2856/videos <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>www.bowmanvilleolderadults.com 905-697-2856 events@bowmanvilleolderadults.com</p> |
| <p>WHITBY SENIOR CENTRE</p> | <p>The Whitby Senior Center is offering a new Seniors Connection Line connects Whitby seniors with people who can offer information, support and friendly</p> |

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| | <p>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 Whitby Seniors Centre.</p> |
| <p>TOWN OF AJAX Friendly Check-In For Seniors</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>PICKERING 55+ ADULTS</p> | <p>While all of our regular programs and events are on hold, we invite Pickering adults 55+ to join our newly created 55+ Facebook Group. This group offers activities, experiences, social fun and information sharing opportunities just for our older adult community. Learn more.</p> <p>Pickering 55+ Adults is offering Seniors Centre Without Walls - Connect to free weekly programs and Spotlight Series presentations. No computer or internet required. Call 905-420-4660 ext. 2078 or email kbradley@pickering.ca.</p> |
| <p>PET SUPPORT</p> | |
| <p>PICKERING ANIMAL SERVICES</p> | <p>Animal Services Launches Community Pet Support Programs</p> <p>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.</p> <p>Pickering residents who find themselves in these vulnerable situations will now be able to access the following services:</p> <p>Community Pet Pantry - 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.</p> <p>Safe Pets Victim Support</p> <p>Accessible Veterinary Care- 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.</p> <p>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 pickering.ca/petsupports or call 905-427-0093 https://myemail.constantcontact.com/Pickering-Animal-Services---May-2021.html?soid=1109135006045&aid=1EUeNwccOzY</p> |

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| <p>SAFE PET ONTARIO</p> | <p>SafePet Ontario coordinates foster care for pets 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 pets 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 https://safepet.ca</p> |
| <p>WOMEN’S SHELTERS IN DURHAM REGION WITH SERVICES FOR PETS OF WOMEN LEAVING VIOLENCE</p> | <p>BETHESDA HOUSE 1-800-338-3397</p> <ul style="list-style-type: none"> • We allow pets to remain with women in the shelter • 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 <p>HERIZON HOUSE 1-866-437-4066</p> <ul style="list-style-type: none"> • We coordinate with local pet foster families <p>DENISE HOUSE SHELTER AND SUPPORT 1-800-263-3725</p> <ul style="list-style-type: none"> • We allow some pets in shelter on a case by case basis |

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| NON-MEDICAL FACE MASKS | |
| <p>COMMUNICATING EFFECTIVELY WHILE WEARING MASKS AND PHYSICAL DISTANCING</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>Masks Wearing masks can sometimes make communication more difficult, especially for people who have trouble speaking or hearing.</p> <p>How Masks Can Make It Harder to Communicate</p> <ul style="list-style-type: none"> • Masks muffle sound, making it more difficult to understand speech and some higher-pitched voices. • Masks take away our ability to read lips and see facial expressions, which help us better understand what we’re hearing. • Speaking with a mask can be hard for people with communication problems, like aphasia or voice problems. • Masks can be uncomfortable for people who wear hearing aids or cochlear implants (see tips below). |


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| | <p>Improving Communication with Alternatives to Standard Masks 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>Tips for Wearing Hearing Aids or Cochlear Implants with a Mask</p> <ul style="list-style-type: none"> • Secure your device with wig tape or other non-damaging material, like a cloth headband. • Instead of looping the mask over your ears, use a button extender for the mask to attach it behind your head. • Take your mask off in a safe place, then check your device to make sure it's working. <p>Tips for Communicating While Wearing a Mask or Physical Distancing</p> <ul style="list-style-type: none"> • Make sure you have your communication partner's attention. • Face your partner directly, and make sure nothing is blocking your view. • Talk a little louder. • Talk a little slower. • Use your hands and your body language. • Ask your partner if they understood you; if not, say it a different way or write it down. • Move to a quiet place if you can. • If you're talking with someone new, ask if there's anything you can do to make communication easier for both of you. <p>Face masks with a clear front panel are also available at https://www.etsy.com/market/clear_mask</p> |
| <p>CORONAVIRUS: TIPS TO AVOID "MASKNE" SKIN IRRITATION</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. Anna Chien, M.D., dermatologist in the Johns Hopkins Department of Dermatology, explains how you can care for facial skin problems while protecting yourself and others by wearing a mask".</p> <p>https://www.hopkinsmedicine.org/health/conditions-and-diseases/coronavirus/coronavirus-tips-to-avoid-maskne-skin-irritation</p> <p>https://www.ctvnews.ca/health/coronavirus/maskne-what-to-know-if-your-mask-is-irritating-your-face-1.4996537</p> |


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| OTHER KEY INFORMATION AND HELPERS | |
| INFORMATION ABOUT COVID-19 IN DURHAM REGION Durham Region Health Department | https://www.durham.ca/en/health-and-wellness/novel-coronavirus-update.aspx |
| COVID-19 TESTING LOCATIONS | 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. https://covid-19.ontario.ca/assessment-centre-locations |
| COVID-19 HELPLINE AND OTHER SUPPORTS | 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: <ul style="list-style-type: none"> • Community Outreach and Education • Access to local COVID-19 Testing and Community Self Isolation Centre • Food and personal care items, connections to mental health and housing supports. <p style="text-align: center;">1-888-969-6746</p> |
| REVITALED REINTEGRATION SERVICES LEARN Hub | This is Jasmyne Julien reconnecting with you from Revitalized Reintegration Services with an exciting announcement to make! 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: <ul style="list-style-type: none"> • Many people, particularly BIPOC individuals, were unaware of their rights. • Many people going through the system experience strained family relationships and mental health issues • There are many systemic barriers impacting one's access to justice Our findings prompted our team to develop the LEARN Hub : 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 |

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| | <p>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 info@revitalized.ca or calling (289) 302-4094.</p> |
| <p>ART WITH A HEART</p> <p>New Adult Programming</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>Create: Practicing Art Based Coping Skills Senior Intake Form/Registration (55+) https://docs.google.com/forms/d/1KL-YDe8rUdhue4tX6CGqXLIs5agB0-lZ5_506go_4kQ/viewform?edit_requested=true General Public Registration Form https://campscui.active.com/orgs/ArtWithAHeart?orglink=camps-registration#/selectSessions/3235839</p> <p>Let's Create Senior Intake Form/Registration (55+) https://docs.google.com/forms/d/e/1FAIpQLScvzSw6fuv4XDxptgk8NecQrAYYA3Ru_z_b4ISmOvXg83Xx1w/viewform General Public Registration Form https://campscui.active.com/orgs/ArtWithAHeart?orglink=camps-registration#/selectSessions/3230135</p> <p>If you have any questions please reach out to us at adultprograms@artwithaheart.ca or call us at (905)-493-5955</p> |
| <p>THE LIVING ROOM</p> | <p>Wellness Art Group</p> <p>The new website has a calendar to check for updated programming and events. https://www.livingroomcommunityartstudio.org/</p> <p style="text-align: center;"><i>Art takes place in many forms depending on the creator.</i></p> |
| <p>VIRTUAL DOCTOR APPOINTMENTS (through Ontario Telemedicine Network)</p> | <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. https://cover.health/#how-it-works</p> |

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| PREGNANCY HELP CENTRE DURHAM | <ul style="list-style-type: none"> • Support for pregnant women and children up to the age of four years. • Emergency needs: diapers, wipes, baby food, formula and pregnancy tests. • Limited quantities, no proof of income required. • For more information please call 905-720-3252. |
| CARE MONGERS COVID-19 RESPONSE PHONE LINE Pickering, Ajax, Whitby (includes Brooklin) and Oshawa | <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> <p>1-888-573-0982</p> |
| REGION OF DURHAM – link to more community resources | <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: Durham.ca</p> <p>Get the most up-to-date information about COVID-19 in Durham Region at durham.ca/NovelCoronavirus or call Durham Region Health Department at 1-800-841-2729. Impacts related to Regional programs and services can be found at durham.ca/ServiceChanges.</p> |

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| AJAX PUBLIC LIBRARY | <p>All branches of the Ajax Public Library are welcoming customers back! We offer the following services:</p> <ul style="list-style-type: none"> • Browsing material for borrowing • Picking up your holds in person • Studying and gatherings • Using wifi, computer, photocopying, printing and scanning • Creating 3D objects using 3D printer • Picking up material at curbside • Answering information inquiries • Proctoring your exam. • Virtual programming • Limited in branch outdoor programs. <p>Operating hours:</p> <ul style="list-style-type: none"> • Monday to Friday: 9:30 – 9 pm • Saturday: 9:30 am – 5:00 pm • Sunday: 1 pm – 5 pm <p>For further information, please visit www.ajaxlibrary.ca or call 905.683.4000 during operating hours.</p> |
| WHITBY PUBLIC LIBRARIES | <p>Central Monday–Thursday 9:30 a.m.–9:00 p.m. Friday 9:30 a.m.–6:00 p.m. Saturday 9:00 a.m.– 9:00 p.m. Sunday 1:00 p.m.–5:00 p.m.</p> <p>Brooklin Monday–Thursday 10:00 a.m.–9:00 p.m. Friday 10:00 a.m.–6:00 p.m. Saturday 9:00 a.m.–5:00 p.m. Sunday 1:00 p.m.–5:00 p.m.</p> <p>Rossland Monday closed Tuesday–Thursday 10:00 a.m.–8:00 p.m Friday 10:00 a.m.–6:00 p.m. Saturday 9:00 a.m.–5:00 p.m. Sunday closed</p> |

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| <p>OSHAWA PUBLIC LIBRARIES</p> | <p>Our hours are: Monday-Thursday 9:30-8pm McLaughlin/Delpark/Northview Friday-Saturday 9:30-5:00 – All Branches Sundays 9:30-5:00 – Delpark Branch only Sundays 1-5 – Northview and Jess Hann Branches</p> <p>For more information on our Open Hours visit our website https://oshawalibrary.ca/</p> <p>Ontario Works Community Outreach Hub is also providing on-site services to include McLaughlin Branch Library: Tuesdays – 10-3 McLaughlin Branch Wednesdays – 10-3 John Acker Northview Branch Thursdays 10-3 Jess Hann Branch https://oshlib.bibliocommons.com/events/64493b3d65e9014900d36edd</p>  <p>The flyer features a photograph of five people in a meeting. Below the photo, the title 'Community Outreach Hub' is displayed in large blue font. Underneath, it states: 'Connect with an Ontario Works Outreach Worker at your local Oshawa Public Libraries branch and learn about the variety of social services supports and resources available to you including:'. A list of services is provided in two columns: Housing, Food security, Employment, Financial stability and literacy, Counselling, Crisis intervention, Advocacy, Case management, Children's Services referrals, and Trusted Youth Program. Three branch details are listed in separate boxes: John Aker Northview Branch (250 Beatrice St. E., Wednesdays / 10 am - 3 pm), McLaughlin Branch (65 Bagot St., Tuesdays / 10 am - 3 pm, marked with a red 'NEW' starburst), and Jess Hann Branch (109 Wentworth St. W., Thursdays / 10 am - 3 pm). At the bottom, contact information is given as (905) 579-6111 and oshawalibrary.ca, along with the Oshawa Public Libraries logo.</p> |

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| |  <p>Community Outreach Hub</p> <p>Connect with an Ontario Works Outreach Worker at your local Oshawa Public Libraries branch and learn about the variety of social services supports and resources available to you including:</p> <ul style="list-style-type: none"> • Housing • Food security • Employment • Financial stability and literacy • Counselling • Crisis intervention • Advocacy • Case management • Children's Services referrals • Trusted Youth Program <p>John Aker Northview Branch: 250 Beatrice St. E. Wednesdays / 10 am - 3 pm Drop-in, no appointment required.</p> <p>McLaughlin Branch: 65 Bagot St. Tuesdays / 10 am - 3 pm Drop-in, no appointment required.</p> <p>Jess Hann Branch: 199 Wentworth St. W. Thursdays / 10 am - 3 pm Drop-in, no appointment required.</p> <p>(905) 579-6111 oshawalibrary.ca</p> <p>Oshawa Public Libraries</p> |
| <h2>CAREGIVER SUPPORT and SELF CARE</h2> | |
| <p>CAMH – Resources for health care workers during COVID-19</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. https://www.camh.ca/en/health-info/mental-health-and-covid-19/information-for-professionals</p> |
| <p>CANADIAN MENTAL HEALTH ASSOCIATION – ONTARIO – Your Health Space</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. https://yourhealthspace.ca/</p> |
| <p>MENTAL HEALTH SUPPORT FOR HEALTH CARE</p> | <p><u>Ontario Shores – Health Care Worker Assist Service (HCWAssist)</u> 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</p> |

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| <p>WORKERS AND OTHERS</p> | <p>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 www.ontarioshores.ca/hcwassist for more information.</p> <p><u>BounceBack</u> 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 bouncebackontario.ca for more information or ask your primary care provider for a referral.</p> <p><u>Big White Wall/Togetherall</u> This is a free online mental health support network for Ontarians 16+. 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 https://togetherall.com/en-ca/</p> <p><u>Crisis Text Line</u> <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 text 741741 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"> • Kids Help Phone: 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. • Good2Talk 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 www.good2talk.ca. • ConnexOntario. For assistance in accessing other mental health and addictions services in Ontario for those over 18, contact ConnexOntario, Ontario's mental health, addictions and problem gambling help line at 1-866-531-2600. |
| <p>ANXIETY AND STRESS MANAGEMENT Nurs370IU</p> | <p>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 3rd year nursing students at Ontario Tech (Nurs 370IU) for providing us with a series</p> |

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| <p>Ontario Tech</p> | <p>of mindfulness resources to help us care for ourselves during these times. This is Week One of the series.</p> <p>Common triggers of stress</p> <ul style="list-style-type: none"> ● Chronic health conditions and medications ● Financial concerns ● Social events ● Conflict in one's personal life ● Work or school life complications ● Post traumatic stress disorder (PTSD from a traumatic event) ● Unprecedented times (e.g. COVID - 19) <p>Symptoms of anxiety</p> <ul style="list-style-type: none"> ● Chest pain/ palpitation ● Regional limb Numbness ● Grinding of teeth ● Muscle tension and physical pain ● Irritability ● Feeling of being on edge/ inability to remain still ● Inability to maintain concentration ● Restless and pacing ● Insomnia ● Feeling of a lump in the back of the throat ● Abnormal sweating ● Rapid respiratory rate <p>Relationship between Anxiety and Mindfulness</p> <ul style="list-style-type: none"> ● Meditation is associated with a reduced stress response. ● Mindfulness meditation may encourage a display of resilience to stressful physiological events. ● Increased risk to cardiovascular disease: Utilizing meditation techniques will improve physiological health in addition to psychological conditions. ● Mindfulness meditation training is an inexpensive, low-stigma effective approach <p>Why to consider practicing Mindfulness:</p> <ul style="list-style-type: none"> ● 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. <p>RESILIENCE</p> <p>What is Resilience?</p> <ul style="list-style-type: none"> ● 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. |
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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
 - Talks by world's top meditation and mindfulness experts, neuroscientists, psychologists and teachers from accredited universities
- Music from renowned musical artists

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| DONATIONS and FUNDRAISING | |
| UNITED WAY DURHAM COVID-19 EMERGENCY RELIEF FUND | <p>Donate to the United Way Durham COVID-19 Emergency Relief Fund. 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> |
| NORTH DURHAM | |
| BROCK COMMUNITY HEALTH CENTRE | <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 https://www.brockchc.ca/community-development-health-promotion/virtual-community-programs-new/</p> <p>Call 705-432-3322. OR email info@brockchc.ca</p> |
| NORTH HOUSE SERVICE HUBS - Port Perry and Uxbridge | <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>Port Perry Service Hub First Wednesday of each month (starting November 3, 2021) Port Perry United Church 294 Queen Street, Port Perry 10 a.m. – 12 p.m. ppservicehub@northhouse.ca</p> <p>Uxbridge Service Hub Second Wednesday of each month (started October 13, 2021) St. Paul’s Anglican Church 59 Toronto Street South, Uxbridge 10 a.m. – 12 p.m. uxservicehub@northhouse.ca</p> <p>Beaverton Service Hub Third Wednesday of each month St. Paul’s Anglican Church</p> |

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| | <p>383 Osborne Street, Beaverton 10 a.m. – 12 p.m. brockservicehub@northhouse.ca</p> <p>Cannington Service Hub Fourth Wednesday of each month Rick MacLeish Memorial Community Centre 91 Elliot Street, Cannington 10 a.m. – 12 p.m. brockservicehub@northhouse.ca</p> <p>All HUBs are accessible. Masks are required and COVID-19 safety protocols will be in place.</p> |
| NORTH HOUSE | <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 Outreach is ext. 103 and 107 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"> • Assistance with housing search • Provide access to stability funds for rent and utility arrears, last month’s rent and moving costs • Assistance with rental applications for market and rent-geared-to-income housing • Landlord and Tenant Board support • Referrals to government and community resources • Eviction prevention through mediation with landlords • Navigation of the <i>Residential Tenancy Act</i> with tenants and landlords • Income tax preparation • I.D. replacement • Advocacy and referral for the Ontario Works and Ontario Disability Support Program • Referral to an emergency shelter • Assistance with the Ontario Electricity Support Program (OESP) and the Low-income Energy Assistance Program (LEAP) applications |
| FOOD BANKS IN NORTH DURHAM | BROCK COMMUNITY FOOD BANK |

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| | <p>Food bank for individuals and families struggling to make ends meet and need food assistance. 705-426-1771 brockcommunityfoodbank1@gmail.com</p> <ul style="list-style-type: none"> • Beaverton Site - in a portable behind St. Andrew’s United Church - 523 Simcoe St., Beaverton, ON • Sunderland Site - behind the United Church - 10 Church St., Sunderland, ON <p>Open Fridays 10 a.m. - 1 p.m. As of March 25, 2020 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.</p> <p>THE NOURISH AND DEVELOP FOUNDATION Poverty reduction foundation with enhanced food security and education for self-reliance. Nourish Community Hub 16 York St., Cannington, ON L0E 1E0 705-432-2444 1-855-445-8633 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 info@tndf.ca</p> <p>OPERATION SCUGOG Victory Christian Centre 593 Alma St., Port Perry, ON 905-985-3087</p> <p>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.</p> <p>UXBRIDGE LOAVES AND FISHES FOOD BANK St. Andrew’s-Chalmers Presbyterian Church 40B Toronto St. S., Uxbridge, ON L9P 1G9 905-852-6262 uxbridgeloavesandfishes@hotmail.com</p> <p>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.</p> |

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| <p>Housing & Homelessness Support Program</p> <p>Community Living Durham North</p> | <p>The Housing and Homelessness Support Program at Community Living Durham North is open for business. New clients are welcome.</p> <p>The Housing and Homelessness Support Program offers housing support services to anyone experiencing or at risk of homelessness across Durham North including;</p> <ul style="list-style-type: none"> - Assisting to find and maintain housing - Advocating with landlords for tenants - Support at the landlord tenant tribunal - Applying for and obtaining supports through community resources - Connecting people to community resources. <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 905-852-5919 and we are open from 8 to 5.</p> |
| <p>HELPING HANDS UXBRIDGE</p> | <p>Helping hands Uxbridge volunteers will do shopping for seniors. Call 1 833 Help 852 which is 1 833 435 7852.</p> |
| <p>THE NOURISH AND DEVELOP FOUNDATION</p> | <p>TNDF has opened Cedar Haven as an expansion of its Transitional Housing program.</p> <p>For more information about the transitional housing program, including how you can seek housing support or how you can contribute to expansion of the program, please contact jstlouis@tndf.ca 705-432-2444.</p> |

COORDINATED ACCESS ADDITIONAL RESOURCES

May 31, 2023

