



Updated December 4th, 2024

Durham Community Service Update

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

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

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

How to Use:

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

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

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

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

Get to Know Series

Don't overlook our monthly 'Get to Know' series, managed through this update.

The Get to Know Series is currently on **PAUSE** while Lakeridge Health hires a new Regional Housing Coordinator for Durham Mental Health Services.

The Get to Know series is a virtual presentation with Q&A time for programs/services in our area. This gives an opportunity for attendees to get up to date information, network with others in the field and ask questions to best serve the people we work with.

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Time Sensitive/Holiday Updates	
<p>The Nourish and Develop Foundation (TNDF)</p>	<p>*NEW* TNDF Food Bank Holiday Hours</p> <p>December 23rd: 10:00am-4:00pm (<u>By Appointment Only</u>)</p> <p>December 24th: Closed</p> <p>December 25th: Closed</p> <p>December 26th: Closed</p> <p>December 27th: Closed</p> <p>December 30th: 10:00am-4:00pm (<u>By Appointment Only</u>)</p> <p>December 31st: Closed</p> <p>January 1st: Closed</p> <p>January 2nd: 10:00am-4:00pm (<u>By Appointment Only</u>)</p> <p>January 3rd: 10:00am-4:00pm (<u>By Appointment Only</u>)</p> <p>Thank you for your understanding, and we wish you a happy and safe holiday season!</p> <p style="text-align: right;">Updated December 4th, 2024</p>
<p>Region of Durham – Income, Employment and Homelessness Division</p>	<p>*NEW* Winter Warming Sheltering Now Open!</p> <p>Winter is dangerous for those without a place to call home. People experiencing homelessness, or those who are marginally housed, are one of the most at-risk groups for illnesses related to cold weather.</p> <p>To help protect vulnerable populations from hypothermia, frostnip and frostbite, and trench foot, among other health issues affected by the cold, the Region of Durham has a Winter Warming Plan. From December 1, 2024, to March 31, 2025, there are shelters and warming locations open across Durham Region.</p>

	<p>Transportation support is available through the Durham Region Outreach Team for residents who need help accessing a shelter or warming location. The Region of Durham strives to support the health and safety of all residents, which includes providing warmth and shelter during the coldest months. For more information, visit durham.ca/WinterWarming.</p> <p style="text-align: right;">Updated December 5th, 2024</p>
<p>Public Service Announcement</p>	<p style="text-align: center;">Regional Services Impacted by National Canada Post Strike</p> <p>Multiple regional programs may be impacted by Canada Post’s National Strike. For impacted programs and regional direction, please see the attached PSA or the link below!</p> <p style="text-align: center;">Canada Post labour disruption impact to services - Region of Durham</p> <p style="text-align: right;">Updated November 15th, 2024</p>
<p>Spay Neuter Initiatives Association</p>	<p style="text-align: center;">Notice of Temporary Closure</p> <p>Please be advised that our charity will be temporarily closed for applications from December 1st, 2024, to January 14th, 2025. We will open again for applications on January 15th.</p> <p style="text-align: center;">Home - Spay Neuter Initiatives Association Durham Region</p> <p style="text-align: right;">Updated November 15th, 2024</p>
<p>Holiday Programs</p>	<p style="text-align: center;">Holiday Hamper poster Attached to November 15th email!</p> <p>Holiday Food Hampers are available at multiple locations. Please see attached poster for how to access a holiday hamper or service. These come and go fast so sign up asap!</p> <p style="text-align: center;">Please note that Settlement House Holiday Hamper registration is closed</p> <p style="text-align: right;">Updated November 15th, 2024</p>
<p>Back Door Mission</p>	<p style="text-align: center;">Crisis Support Temporarily Unavailable at Mission United</p> <p>Crisis support provided by Durham Mental Health Services at Back Door Mission’s Mission United is temporarily unavailable!</p>

	<p>Durham Mental Health Services will be back on site soon! For mental health support, please contact Mental Health Outreach Program or Durham Mental Health Services in the interim.</p> <p style="text-align: right;">Updated November 15th, 2024</p>
<p>New Program Updates</p>	
<p>The Ajax Hub</p> <p>The Ajax Hub is part of CFOC's Doors of Compassion Program</p>	<p style="text-align: center;">*NEW* Service Calendar (December) calendar attached</p> <p>The Ajax Hub has multiple services available such as drop-in support from community agencies, meals and more. See, print and save the calendar attached to the email.</p> <p style="text-align: right;">Updated December 4th, 2024</p> <p style="text-align: center;">*NEW* Programming Calendar (December) calendar attached</p> <p>The Ajax Hub has programming at the Hub! See, print and save the calendar attached to the email.</p> <p style="text-align: right;">Updated December 4th, 2024</p>
<p>*NEW* Durham Region Non-Profit Housing Corporation</p>	<p style="text-align: center;">*NEW* Welcome</p> <p>A warm welcome to DRNPHC to the Community Service Update! With their new addition of a community support team, we are so excited to have them be a part of our community update!</p> <p style="text-align: right;">Updated December 4th, 2024</p> <p style="text-align: center;">*New* Pilot Program!</p> <p>Durham Region Non-Profit Housing Corporation (DRNPCH) is excited to announce their Community Support Pilot Project. Providing 1:1 support to tenants of select DRNPHC pilot sites, as well as tenants of other non-profit housing providers (by referral). The team consists of 3 Community Support Specialists and a Community Life Skills Specialist. Supporting a multitude of needs such as eviction prevention, linkages to community partners, community groups and more. The team is ready to support individuals where they are at. To learn more about the groups and support available, see below!</p> <p style="text-align: right;">Updated December 4th, 2024</p> <p style="text-align: center;">*NEW* Groups (Adult and Youth)</p>

Do you know people living at our select pilot group sites (listed below)? Even if they are supported by your agency, they can attend our groups! Please keep in mind that these groups are for the tenants of these specific sites/communities and are not open to the general public.

Facilitated by our Community Life Skills Specialist and co-facilitated by our Community Support Specialists, we have youth and adult groups available depending on the location.

Groups Available For:

- Tenants of Bowmanville Heights (Youth and Adult Groups)
- Tenants of Mearns Meadows (Youth and Adult Groups)
- Tenants of Allan’s Place (Adult Groups)
- Tenants of Normandy Heights (Extended to tenants of DRLHC’s Dean St and Christine Cres. sites and tenants of Habitat for Humanity’s Normandy site) (Youth and Adult Groups)
- Tenants of Orchard Valley (Youth and Adult Groups)
- Tenants of Marigold Court (Extended to tenants of Garrard Heights) (Youth and Adult Groups)

Are you a service provider looking for more information or a copy of the calendar for a specific location?

Contact the DRNPHC Manager of Housing and Tenant Services, Katie Sansom
katherine.sansom@durham-housing.com

***NEW* 1:1 Support**

Do you know people living at our pilot sites (listed below)? 1:1 support is also available! Either by walk in or appointment to those living at our select pilot sites and more. Our Community Support Specialists have on-site hours at each listed location for low barrier support. On-site schedules are posted at each site location for tenant reference.

DRNPHC Community Support Program Pilot Sites:

- Bowmanville Heights
- Mearns Meadows
- Beatrice Woods
- Wilson Village
- Marigold Court
- Orchard Valley
- Normandy Heights

	<p>1:1 support for tenants outside of our pilot locations may also be possible pending availability. For support at another location (one of DRNPHC’s sites or another non-profit housing provider site), a referral is required.</p> <p>Are you a non-profit housing provider looking to make a referral to our support team?</p> <p>Contact the DRNPHC Manager of Housing and Tenant Services, Katie Sansom for eligibility requirements and referrals. katherine.sansom@durham-housing.com</p> <p style="text-align: right;">Updated December 4th, 2024</p>														
<p>Good Doctors</p>	<p style="text-align: center;">*NEW* Beaverton Telemedicine Clinic – Now OPEN!</p> <p>As of December 2nd, 2024, the Good Doctors Telemedicine Clinic in Beaverton is OPEN! The Region of Durham and Township of Brock partnered to bring Good Doctors telemedicine to north Durham. This will help ensure that north Durham residents can access high-quality medical services close to home.</p> <p>The clinic offers <u>non-urgent, medical services that are covered by OHIP</u> (see example list below; note that this is not a complete list but just an example).</p> <p>It is staffed with a registered practical nurse or registered nurse who meets with patients; documents their medical concerns and history; and connects them with a licensed Ontario physician via a video telemedicine platform. The nurse remains with the patient during the video consultation and assists the doctor with any necessary physical assessments. This clinic is by appoint. only!</p> <p style="text-align: center;">*NEW* Hours and Location</p> <p>Hours:</p> <table border="1" data-bbox="472 1465 938 1755"> <tr> <td>Monday</td> <td>9:00 AM- 5:00 PM</td> </tr> <tr> <td>Tuesday</td> <td>Closed</td> </tr> <tr> <td>Wednesday</td> <td>9:00 AM- 5:00 PM</td> </tr> <tr> <td>Thursday</td> <td>Closed</td> </tr> <tr> <td>Friday</td> <td>9:00 AM- 5:00 PM</td> </tr> <tr> <td>Saturday</td> <td>Closed</td> </tr> <tr> <td>Sunday</td> <td>Closed</td> </tr> </table> <p>Location:</p>	Monday	9:00 AM- 5:00 PM	Tuesday	Closed	Wednesday	9:00 AM- 5:00 PM	Thursday	Closed	Friday	9:00 AM- 5:00 PM	Saturday	Closed	Sunday	Closed
Monday	9:00 AM- 5:00 PM														
Tuesday	Closed														
Wednesday	9:00 AM- 5:00 PM														
Thursday	Closed														
Friday	9:00 AM- 5:00 PM														
Saturday	Closed														
Sunday	Closed														

133 Main Street
Beaverton, L0K 1A0
Canada

(The clinic is in an office space that has a separate entrance on the main floor at Lakeview Manor long-term care home, at the back of the building in the main courtyard)

***NEW* Book an Appointment**

The clinic provides services by appointment only. To book an appointment at Good Doctors telemedicine, visit

<https://gooddoctors.as.me/beaverton>

or call

705-798-3439

Please ensure that the person with the appointment brings their Ontario Health Insurance Plan (OHIP) card to the appointment; **there is a \$70 fee if they do not bring their OHIP card or bring an expired OHIP card.**

Examples of services that may be available:

- Care and treatment for common acute illnesses and symptoms, coughs, upper respiratory tract infections, ear pain, influenza, bug bites, minor cuts and wounds, urinary tract infections, skin rash and strep throat.
- Screening and treatment for chronic conditions, such as high cholesterol, hypertension and diabetes.
- Basic diagnostic tests, including those used for strep, urinalysis, tuberculosis and pregnancy.
- Basic procedures, including injections, suture and staple removal and ear flushing.
- Prescription renewals.
- Referrals to specialist medical providers and the management of those referrals.

***NEW* Contact Info**





Good Doctors Beaverton

Phone: 705-798-3439

Email: beaverton@gooddoctors.ca

Find us on Facebook! <https://www.facebook.com/gooddoctorsbeaverton>

Updated December 4th, 2024

<p>Pinewood Centre</p> <p>Pinewood Centre is part of Lakeridge Health's Mental Health and Addictions Programs</p>	<p>*NEW* Pinewood Addiction Support Services (PASS) December Groups Calendar calendar attached</p> <p>Pinewood Centre's Addiction Support Services (Located at 300 Centre St, Oshawa), has released their November group calendar!</p> <p>See the calendar attached for the dates, times and description of available groups.</p> <p>Some groups offered are:</p> <ul style="list-style-type: none"> • Life Skills • Auricular Acupuncture • Processing Change • Mindfulness • Creative Expression • HOPE group • Self-Reflection • And more! <p><u>These groups are drop in and do not require an intake</u></p> <p style="text-align: right;">Updated December 5th, 2024</p>
<p>New and Upcoming Events</p>	
<p>North Durham Social Development Council</p>	<p>Presentation at the NDSDC Interagency (December 12th) flyer attached to November 6th email</p> <ul style="list-style-type: none">  Announcing: Interagency Meeting; Featuring Blue Door!  Date: December 12th, 2024  Time: 11:00AM-1:00PM  Location: Beaverton Transitional Housing, 121 Nine Mile Rd, Beaverton <p>NDSDC Interagency meeting is welcoming Blue Door to the North Durham community!</p> <p>For 42 years, Blue Door has been dedicated to offering innovative solutions for housing, health and employment to tackle the root causes of homelessness. Explore the services Blue Door offers including emergency housing, transitional housing, seasonal programs, community support and health and employment assistance.</p>

	<p>Presenter: Amanda Freer, Program Manager Beaverton Heights</p> <ul style="list-style-type: none"> • Please RSVP for catering purposes: email proberts@cdcd.org • If you are unable to pay the event fee, please consider giving a donation of any amount at the door • Agencies are welcome to bring promotional materials for display • Attendees can submit their business card to win a door prize <p style="text-align: right;">Updated November 6th, 2024</p>
<p>Service Navigation and Database Tools</p>	
<p>211 Find Help</p>	<p style="text-align: center;">Community Information</p> <p>211 connects people to social services and community programs across Ontario.</p> <p>211 is answered by real people 24/7. Service is available in 200+ languages. Free and Confidential. Text is available Monday to Friday from 7am – 9pm ET. Live chat service is available Monday to Friday from 7am – 9pm ET To search online, click here: 211 Central</p> <p>211 will also advocate on behalf of a caller who is eligible but not able to access services.</p> <p>To update your agency and program information on 211, please go to Contact Us 211 Central</p> <p style="text-align: right;">Updated February 7th, 2024</p>
<p>Central East Health Line</p>	<p style="text-align: center;">Health Services for Central East - centraleasthealthline.ca</p>
<p>ConnexOntario</p>	<p style="text-align: center;">ConnexGO: Mobile App</p> <p>ConnexGO, the mobile app (available on android and apple), provides on the go, guided navigation to Mental Health, Substance Use, and Problem Gambling services within Ontario.</p> <p style="text-align: center;">ConnexGO on Google Play</p> <p style="text-align: center;">ConnexGO on the App Store</p> <p style="text-align: right;">Updated July 18^h, 2024</p>
<p>Call Lines</p> <p>call lines are assumed to be available 24/7 unless otherwise stated</p>	
<p>National Suicide Helpline</p>	<p style="text-align: center;">call or text 988</p>

National Hope for Wellness Helpline (Indigenous Helpline)	<p>call 1 855 242 3310</p>
Distress Centre Durham's Distress Line	<p>call 905 430 2522 or 1 800 452 0688</p>
Durham Mental Health Services' Crisis Access and Linkage Line	<p>call 905 666 0483 or 1 800 742 1890</p> <p><i>please remember to leave a message with a call back number if leaving a voicemail for the team to be able to connect back as soon as possible</i></p>
Durham Rape Crisis Centre Crisis and Support Line	<p>call 905 668 9200</p>
National Overdose Response Service (NORS) Overdose Prevention Hotline	<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 or text before using substances 1 888 688 NORS (6677)</p>
The Ontario Caregiver Organization Support Line	<p>call 1 833 416 2273 (CARE)</p>
Pinewood's Addiction Support Line	<p>9am-5pm, 7 days/week call 905 721 4747 or 1 888 881 8878 Extension: 31208</p> <p><i>please remember to leave a message with a call back number if leaving a voicemail for the team to be able to connect back as soon as possible</i></p>
Health Care	
Health811	<p style="text-align: center;">Non-Emergency Health Advice</p> <p>811 is a free, secure and confidential service you can call or access online 24 hours a day, seven days a week to get health advice from a registered nurse or find health services or information. This is not for medical emergencies. For medical emergencies, call 911.</p> <p>call 811</p>

	<p>or 1-866-797-0007</p> <p>start an online chat Health811 - Chat online</p> <p style="text-align: right;">Updated October 22nd, 2024</p> <p style="text-align: center;">Symptom Assessment Tool</p> <p>Use Health811’s online assessment tool to check your symptoms! Learn more about your symptoms and get advice on next steps. This is not for medical emergencies. For medical emergencies, call 911 or visit the nearest emergency room.</p> <p style="text-align: center;">Health811 - Symptom assessment</p> <p style="text-align: right;">Updated October 22nd, 2024</p>
<p>Durham Doctor House Call Service</p>	<p style="text-align: center;">In-Home Primary Care postcard attached to October 25th email</p> <p>Durham Doctor House Call Service provides doctor house calls for people who are unable to leave their homes or their family doctor isn't available. The service is free with OHIP Card.</p> <p>Schedule changes daily. Call the office for the current schedule. Doctors start their house calls Mon-Fri at 4pm and Sat-Sun at 10am. Doctors are available to see more than one person per house.</p> <p style="text-align: center;">This service is for Pickering, Ajax, Whitby and Oshawa</p> <p style="text-align: center;">call 905-619-6641</p> <p style="text-align: right;">Updated October 22nd, 2024</p>
<p>Senior Urgent Care</p>	<p style="text-align: center;">The Seniors Urgency Room</p> <p>The Seniors Urgency Room is an urgent care service specifically for seniors. 550 Bond St. W., Oshawa Call: 905-743-1010 or 1-877-720-1893</p> <p style="text-align: center;">Register online: www.seniorsurgencyroom.com</p> <p style="text-align: right;">Updated October 22nd, 2024</p>
<p>Virtual Urgent Care</p>	<p style="text-align: center;">East Region Virtual Care Clinic flyer attached to October 25th email</p>

	<p>The East Region Virtual Care Clinic is a Nurse Practitioner-led virtual-care clinic that works with local health-care providers to ensure patients can access more timely care.</p> <p>Register Online: www.virtualcareontario.ca Call: 1-888-684-1999</p> <p style="text-align: right;">Updated October 22nd, 2024</p>
<p>Back Door Mission</p>	<p style="text-align: center;">Mission United Clinic</p> <p>The Back Door Mission facilitates Mission United, a collaborative social service and primary health care HUB for those experiencing homelessness. This program seeks to assist those with high acuity and tri morbidity achieve long term stabilization by providing low barrier, wrap around supports with a point in time model. Through partnerships with various community agencies, we provide specialized person-centered services for our community through a singular access point.</p> <p style="text-align: center;">Mission United Clinic open from 10am-3pm, Monday-Friday.</p> <p style="text-align: center;">See the healthcare team for any physical or mental health concerns. First come first serve.</p> <p style="text-align: center;">Please note that the clinic closes at 3pm. Attending before 2pm is best to be seen!</p> <p style="text-align: right;">Updated October 22nd, 2024</p>
<p>Durham Community Health Centre</p>	<p style="text-align: center;">Primary Care Mobile Clinic</p> <p>Our Mobile Clinic Team, led by Nurse Practitioners, provide clinical, wellness and health education services to priority populations throughout Durham Region.</p> <p>We are now accepting new clients for primary care at the following locations:</p> <ul style="list-style-type: none"> • Ismaili Centre (520 Westney Rd S., Ajax) • CFOC Ajax (158 Harwood Ave., Ajax) <p>The Primary Care Mobile Clinic provides services including:</p> <ul style="list-style-type: none"> • Registration for ongoing primary care • Routine physicals and diagnostic requisitions • Disease prevention and health promotion screenings • Vaccinations and immunizations • Baby and child wellness checks • Cancer screening

	<ul style="list-style-type: none"> • STI testing • Mental health consultations • Prescription refills (excluding narcotics) • Form completion with no charge (if eligible) • Wound care • Referrals to specialists needed • And much more! <p>To book an appointment, please visit the links below for your preferred clinic location:</p> <p>Ismaili Centre: https://outlook.office365.com/owa/calendar/IsmailiCentrePrimaryCare@DURHAMCHC.onmicrosoft.com/bookings/</p> <p>CFOC Ajax: https://outlook.office365.com/owa/calendar/AjaxHubPrimaryCareMobileClinic@DURHAMCHC.onmicrosoft.com/bookings/</p> <p style="text-align: right;">Updated October 23rd, 2024</p>
<p>Canadian Mental Health Association Durham (CMHA)</p>	<p style="text-align: center;">Nurse Practitioner Led Clinic</p> <p>Whether you're seeking mental health support or medical services, our Nurse Practitioner-Led Clinic (NPLC) offers services for both your long-term and short-term wellness needs. Our NPLC allows you to be proactive about your health with prevention services like screenings, tests, and immunizations. We support you in navigating ongoing health challenges with coordinated care planning and disease management. Our clinic also delivers specialized mental health care at every step, from diagnosis to treatment.</p> <ul style="list-style-type: none"> • Nurse Practitioner • Clozapine Monitoring Services • Depot Injection Services • Counselling/Psychotherapy <p>Go to CMHA Durham's website or walk in for more information! Canadian Mental Health Association Durham</p>
<p>Local Programs</p>	
<p>The Town of Ajax</p>	<p>Ajax FREE Shower Program</p>

	<p>The Town of Ajax is dedicated to the well-being of all Ajax residents and providing a safe environment for those in need. Please see and print the attached poster for information!</p> <p>Ajax Community Centre</p> <ul style="list-style-type: none"> • Friday; 3-4 PM <p>Ajax Memorial Pool</p> <ul style="list-style-type: none"> • Monday & Wednesday; 4:15-4:45 PM <p>Audley Recreation Centre</p> <ul style="list-style-type: none"> • Tuesday; 3-4 PM <p>McLean Community Centre</p> <ul style="list-style-type: none"> • Monday & Friday; 3-4 PM <p>The poster attached to the August 1st email is available in alternative formats upon request by contacting 905 683 4550 or emailing contactus@ajax.ca</p> <p style="text-align: right;">Updated August 1st, 2024</p>
<p>The Ajax Hub</p> <p>The Ajax Hub is part of CFOC's Doors of Compassion Program</p>	<p style="text-align: center;">New Hours of Operation (Extended)</p> <p>The Ajax HUB has expanded its operational hours to include service on Sundays. With the expanded hours, both lunch and dinner will be available at the HUB on Saturdays and Sundays. Please see the below updated hours of operations</p> <p>Monday – Friday: 830AM – 9:00PM Saturday & Sunday: 11:00AM – 7:00PM</p> <p style="text-align: right;">Updated October 9th, 2024</p> <p style="text-align: center;">The Ajax Hub – Peer Support Program!</p> <p>The Ajax Hub is happy to announce they have a new program! Peer Support patio drop-in days! See The Ajax Hub's social media for more information</p> <p style="text-align: center;">Primary Care Mobile Clinic at The Ajax Hub</p> <p>Please see the listing under Durham Community Health Centre for more information on the Primary Care Mobile Clinic providing health care support at The Ajax Hub!</p> <p style="text-align: right;">Updated August 21st, 2024</p>
<p>Back Door Mission</p>	<p style="text-align: center;">Mission United</p> <p>The Back Door Mission facilitates Mission United, a collaborative social service and primary health care HUB for those experiencing homelessness. This program seeks to assist those with high acuity and tri morbidity achieve long term stabilization by providing low barrier, wrap around supports with a point</p>

	<p>in time model. Through partnerships with various community agencies, we provide specialized person-centered services for our community through a singular access point.</p> <p style="text-align: center;">Back Door Mission for the Relief of Poverty - What We Do</p>
<p>Bethesda House</p>	<p style="text-align: center;">Bethesda Charity & Fundraising (bethesdahouse.ca)</p>
<p>Blue Door</p>	<p style="text-align: center;">Beaverton Heights</p> <p>Beaverton Heights is a transitional supportive housing program located in North Durham! Open in 2024, connect with Blue Door directly for more information!</p> <p style="text-align: center;">About</p> <p>Blue Door is a leader in preventing and ending homelessness. Founded in 1982 and the largest emergency housing provider in York Region, Blue Door is a registered charity that offers more than 10 innovative and collaborative housing, employment, and health programs aimed at addressing the root causes of homelessness. Blue Door is the operator of our newest transitional housing program in Durham Region, Beaverton Heights!</p> <p style="text-align: center;">Learn more about Blue Door at their website Home - Blue Door</p> <p style="text-align: right;">Updated November 5th, 2024</p>
<p>Brain Injury Association Durham (BIAD)</p>	<p style="text-align: center;">Stay connected with us on our website or social media for updates on our latest events and activities!</p> <p style="text-align: center;">Website: www.biad.ca Phone: 905 723 2732</p>
<p>CDCD – Community Development Council Durham</p>	<p style="text-align: center;">Housing Resource Centre Open</p> <p>The new resource center includes three computers where individuals can complete housing and job searches, fill out applications, print necessary documents etc. as well as two meeting rooms that individuals can book for virtual appointments such as Landlord Tenant Board hearings, job interviews and doctors' appointments. Lastly, the space includes an area where there are</p>

	<p>pamphlets and other materials on programs and supports throughout the community.</p> <p style="text-align: right;">Updated July 18th, 2024</p> <p>211: Community Development Council Durham - Agency Profile 211 Central Website: Home Community Development Council Durham CDCD Ajax Support</p>
<p>CFOC – Doors of Compassion</p>	<p style="text-align: center;">Doors of Compassion (DOC) Now Has Central Intake!</p> <p>CFOC’s Doors of Compassion 3 shelter locations (27 station Street, 158 Harwood Ave S., and 1635 Dundas Street E.) have transitioned to a central intake system!</p> <p style="text-align: center;"><u>What do I do?</u></p> <p>Between 8am – 11pm, bed inquiries for all locations can be made by calling 365-885-3173 or by emailing docintake@cfoc.ca</p> <p style="text-align: center;"><u>What to expect?</u></p> <p>Clients, or service providers on their behalf, will complete a pre-screening over the phone to ensure eligibility for services.</p> <p>The two Ajax shelters operate as first come first serve through the central intake system.</p> <p>The Whitby shelter will continue to operate through a waitlist. This transition will mitigate challenges our community has faced when attempting to access shelter.</p> <p>Once an available bed has been assigned, physical intakes will occur at respective sites at a prearranged time between 11am – 11pm.</p> <p>Patrons who do not have access to phone or email may visit The Ajax HUB during HUB hours, or outside of HUB hours, one of the Ajax Shelter locations.</p> <p><u>Service provider questions can be directed to Caitlin Rae at caitlin@cfoc.ca</u></p>
<p>Rogers Connected for Success</p>	<p style="text-align: center;">Program Updates and New Offerings</p> <p>As a quick reminder, the Rogers Connected for Success program is dedicated to bridging the digital divide by providing affordable rates on wireless and internet services for eligible individuals and families. Our goal is to ensure that everyone has access to reliable connectivity, empowering them to thrive in an increasingly digital world.</p>

Expanded Wireless Plan Benefits:

As a reminder, our Connected for Success Wireless Plan now allows for up to 4 lines per household. This includes two lines eligible for the Moto G 5G at \$0 on a two-year hardware agreement, and two additional Bring Your Own Device (BYOD) lines. This flexibility helps families stay connected with options tailored to their needs.

Introducing 5G Home Internet:

We're thrilled to announce the launch of our 5G Home Internet plan at the same affordable price as our traditional Wireline Internet plan. This new service is designed for households outside our standard coverage footprint, providing a dependable internet connection powered by our cellular towers. If you have tenants or clients outside our footprint that are interested and already a Connected for Success customer or are residing in one of your RGI units, they can connect with our team at our direct number 1-866-689-0758 to take advantage.

Materials for Your Organization:

If you need additional flyers or promotional materials to share with your community, please feel free to reply to this email—we're happy to provide whatever you need.

Updated Hours of Operation in the East:

To better serve our Eastern provinces, we've modified our Hours of Operation to 9:00 AM - 7:00 PM, adjusted to local time. [This is specific to ON, QC, NB, NS, PEI + NL – Hours of Operations for BC, AB, MB + SK remain the same]

Help Us Connect:

Lastly, if you know of any other organizations that could benefit from our program, we would greatly appreciate any referrals. We're always looking to connect with new potential partners to extend our reach and impact.

CFS.General@rci.rogers.com

Updated November 6th, 2024

Does this require a credit check and a home address?

Only the Wireless service, if a device is taken, requires a credit check. Now that being said, we still do require 2 pieces of ID to set up the account – we just do not perform a credit check against the IDs provided.

	<p>For our products to be activated in the system, we do require a billing address. What some who are unhoused have done is worked with their case worker to make use of their address, and then once housed, they updated their account to their new address. For the Internet, however, we do require a fixed address, just based on the nature of the technology.</p> <p style="text-align: right;">Updated November 6th, 2024</p>
<p>DARS (Dedicated Advocacy Resource Support)</p>	<p style="text-align: center;">New Transitional Housing Program</p> <p>DARS launched their Transitional Housing Program in Pickering on October 10th. For more information, contact DARS!</p> <p style="text-align: right;">Updated October 16th, 2024</p>
<p>Durham Community Health Centre</p>	<p style="text-align: center;">Primary Care Mobile Clinic @ The Ajax Hub!</p> <p>Durham Community Health Centre’s Primary Care Mobile Clinic will be at The Ajax Hub every Wednesday starting August 28th!</p> <p>Where:</p> <p style="text-align: center;">The Ajax Hub 158 Harwood Avenue South, Suite 203, Ajax</p> <p>When:</p> <p style="text-align: center;">Every Wednesday starting August 28th 8:30 AM – 5:30 PM</p> <p>What:</p> <p>Our services include:</p> <ul style="list-style-type: none"> • Registration for ongoing primary care • Routine physicals and diagnostic requisitions • Disease prevention and health promotion screenings • Vaccinations and immunizations • Baby and child wellness checks • Cancer screening • STI testing • Mental health consultations • Prescription refills (excluding narcotics) • Form completion with no charge (if eligible) • Wound care • Referrals to specialists (as needed) • And much more! • <p>Please note: No narcotics will be kept on board of or prescribed by practitioners of the Mobile Clinic</p> <p style="text-align: right;">Updated August 17th, 2024</p>

	<p style="text-align: center;">Black Health and Wellness Clinic Info</p> <p>DCHC’s Black Health & Wellness Clinic is open and available to the community on TUESDAYs from 12-7pm at the Pickering location, 1450 Kingston Rd., Unit 17.</p> <p>Providing access for Durham community members who identify as African, Caribbean, or Black (ACB) to receive primary care support and culturally affirming care.</p> <p>The clinic will provide care to all ages - children, youth, adults, and seniors for the following:</p> <ul style="list-style-type: none"> - Diabetes, high blood pressure, chronic diseases - Cold/flu symptoms - Prescription renewals - Women's health matters - and much more! <p>Call ahead to book an appointment to receive care during clinic hours: 905-420-0333 or walk ins are welcome!!</p> <p>Website: Durham Community Health Centre (durhamchc.ca) phone: 1 877 227 3217</p> <p style="text-align: right;">Updated September 12th, 2024</p>
<p>Durham Deaf Services</p>	<p style="text-align: center;">Long-Term Volunteers Needed</p> <p style="text-align: center;">Durham Deaf Services is looking for long-term volunteers!</p> <p style="text-align: center;">This requires a Vulnerable Sector Check (VSC) to be completed before starting, but we sign off for volunteer hours as needed.</p> <p style="text-align: center;">If volunteers need a letter from DDS indicating the reason for the VSC please email info@durhamdeaf.org.</p> <p style="text-align: right;">Updated May 8th, 2024</p>
<p>Durham Immigration Portal</p>	<p style="text-align: center;">Newcomer Housing Journey Map Guide</p> <p>Navigating the housing market in a new country can be overwhelming, which is why this tool has been created. This guide was created by the Durham Local Immigration Partnership (DLIP) for newcomers looking to find rental housing in Durham Region, Ontario, Canada, with limited financial resources. This tool is user-friendly and crafted specifically for newcomers.</p> <p>Learn about:</p> <ul style="list-style-type: none"> - How to find housing and get identification

	<ul style="list-style-type: none"> - Where to find resources that can support you in your employment and housing search - Your rights as a tenant. <p style="text-align: center;">New Comer Housing Journey Map (durhamimmigration.ca)</p> <p>Learn more at: www.DurhamImmigration.ca/NewcomerHousingJourney</p> <p style="text-align: right;">Updated April 2nd, 2024</p>
<p>Durham Mental Health Services, Mental Health and Pinewood Centre of Lakeridge Health</p>	<p style="text-align: center;">Central Connect (Central Intake)</p> <p style="text-align: center;">Durham Mental Health Services, Pinewood Centre and Lakeridge Health Outpatient Mental Health Clinics are all part of Lakeridge Health’s Mental Health and Addictions Programs.</p> <p style="text-align: center;">These programs have come together to have one central intake called Central Connect</p> <p>Health-care providers and individuals can refer to the MHA programs: Call: 905-440-7534 (or toll-free at 1-833-392-7363). Fax: 905-440-7560. Email: CentralConnectMHA@lh.ca. Use the patient self-referral form found online Use the health care provider e-referral form found online</p> <p style="text-align: center;">For more information or the online referral forms, see: Mental Health and Addictions - Lakeridge Health</p> <p style="text-align: right;">Updated May 16th, 2024</p>
<p>Durham Mental Health Services – Peer and Family Support Program</p> <p>Durham Mental Health Services is now part of Lakeridge Health’s Mental Health and Addictions Programs</p>	<p style="text-align: center;">Fall Peer Support Groups Calendar and Flyer</p> <p>It’s that time of year, a new DMHS Peer Support group flyer is available!</p> <p>Attached to the September 12th email, is our Fall flyer and calendar version, which will cover all the groups available from October-December 2024.</p> <p>Please feel free to share this with any clients who may be interested in DMHS Peer Support</p> <p>Please note that a referral is required for anyone wanting to join our groups for the first time</p> <p>A general location for each in-person group has also been added so people will be able to see which town the group is being held in.</p>

If you have any questions, please let us know.

Updated September 12th, 2024

Family Support Program

Offers services to the family caregivers of adults with mental health concerns.
Our goal is to reduce stress by providing meaningful help to supporters

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

Services offered to Caregivers:

Family Education Nights

DROP IN events for family members to hear talks, ask questions and network with mental health professionals.

Speakers include a variety of specialists such as Psychiatrists, Pharmacists, Addictions Counselors, Crisis Intervention Workers, Court Support Workers, Therapists, and Peer Support Specialists.

All caregivers welcome. No registration Required.

Email dgould@lh.ca for calendar of events.

Individual Support Meetings

Opportunity for the caregiver to meet with a family support worker, who can provide coaching, education, referrals and personalized assistance navigating the mental health system. Intake and registration required.

Family Peer Support Groups

Share with other family caregivers who are going through similar situations. These are staff facilitated sharing groups with an educational component. Parents, Spouses, Siblings and others are all welcome to engage in support for themselves.

Members are expected to commit to the full 10-week cycle. Intake and registration required.

Family Empowerment Workshops

	<p>Standalone events that focus on a variety of specific issues related to the well-being of Families. All family caregiver's welcome. Intake and registration required.</p> <p style="text-align: center;">Suicide Survivors Groups</p> <p>Provides support and education for those who have lost a loved one due to suicide. Staff and Peer volunteers facilitate two different kinds of groups for those whose loss took place at least three months ago. Intake and registration required.</p> <p style="text-align: center;"><u>Services available to Family Caregivers in Durham Region</u> <u>16 years of age or older</u></p> <p style="text-align: center;">Referrals to Central Connect can be made to CentralConnectMHA@lh.ca</p> <p style="text-align: center;">905-440-7534 or 1-833-392-7363</p> <p style="text-align: right;">Updated April 8th, 2024</p>
<p>Durham Mental Health Services – Indigenous Outreach</p> <p>DMHS is part of the Lakeridge Health Mental Health and Addictions Program</p>	<p style="text-align: center;">Indigenous Addiction and Mental Health Outreach Worker</p> <p>The Indigenous Addiction and Mental Health outreach worker provides support and community service navigation to self-identified First Nation, Metis, and Inuit (FNIM) members of the community who require assistance with mental health recovery.</p> <p>The Indigenous addiction and mental health outreach worker is committed to providing holistic healing, by promoting the spiritual, emotional, mental, and physical well-being of Indigenous individuals and their families by fostering traditional values and beliefs that encourage healing and mental stability.</p> <p>The Indigenous outreach worker will collaborate with colleagues and community services to build and promote respect, understanding, compassion, and knowledge of FNIM cultural perspectives.</p> <p style="text-align: center;">For further information, please contact <u>Connie Spencer by calling DMHS Admin at 905 666 0831</u></p> <p style="text-align: right;">Updated April 25th, 2024</p>
<p>Durham Mental Health Services (DMHS) - Crisis Programs</p>	<p style="text-align: center;">Crisis Beds</p> <p>DMHS offers short-term (3-5 day) stays in our Crisis Beds Programs in Ajax and Oshawa. These are available for individuals who are experiencing a crisis and</p>

<p>DMHS is part of the Lakeridge Health Mental Health and Addictions Program</p>	<p>need individualized support in a safe, supportive setting away from their present situation.</p> <p>Accessing a crisis bed is available on a first come basis by calling the Crisis Access and Linkage Line (C.A.L.L) on the day you are looking to access. Calling after 11am daily provides you with the most up to date bed availability.</p> <p style="text-align: center;">905 666 0483 Or 1 800 742 1890</p> <p style="text-align: center;"><i>please remember to leave a message with a call back number if leaving a voicemail for the team to be able to connect back as soon as possible</i></p> <p style="text-align: right;">Updated February 20th, 2024</p> <p style="text-align: center;">Mobile Crisis Team</p> <p>The DMHS mental health mobile crisis team is available for face-to-face crisis support for anyone aged 16+ in their preferred environment and/or their supports.</p> <p>Follow up crisis support, community linkages and referrals are also available To schedule a visit with our mobile crisis team, please call our Crisis Access and Linkage Line (C.A.L.L) on the day you are hoping to meet with the team. Calling in the morning provides you with the most open availability as visits are scheduled on a first come basis.</p> <p>Mobile Crisis Visits can be requested between Monday-Friday from 7am-7pm</p> <p style="text-align: center;">905 666 0483 or 1 800 742 1890</p> <p style="text-align: center;"><i>please remember to leave a message with a call back number if leaving a voicemail for the team to be able to connect back as soon as possible</i></p> <p style="text-align: right;">Updated July 15th, 2024</p>
<p>Durham Rape Crisis Centre (DRCC)</p>	<p style="text-align: center;">Sex Trafficking and Sexual Exploitation Counselling Support Services (STECSS) flyer(s) attached to October 9th email</p> <p>The Durham Rape Crisis Centre’s STECSS (Sex Trafficking and Sexual Exploitation Counselling Support Services) is dedicated to providing support to recent and historical survivors of sex trafficking and/or sexual exploitation, aged 16 and above.</p>

	<p>STECSS offers two distinct counselling options tailored to meet the diverse needs of survivors: the Guided Support Stream and the Quick Access Stream.</p> <p>Attached are some relevant items such as their pre-assessment screening tool (used to determine if clients are eligible for the STECSS program),</p> <p>Currently, there is no wait time to access STECSS services, though this is subject to change based on service demand.</p> <p>If you would like any more information, or would like to send over a referral, you can reach out to Kelsey at kelsey@drcc.ca or by calling 905 904 2981 for more information</p> <p style="text-align: right;">Updated October 9th, 2024</p> <p style="text-align: center;">About DRCC</p> <p>DRCC provides counselling/psychotherapy and support services to recent and historical/childhood survivors of sexual violence and their friends, families, support person, and varying community members</p> <ul style="list-style-type: none"> • 24/7 crisis and support line • free and confidential service • individual and group counselling - by phone and secure video (Zoom) and in-person • accompaniment (police, legal, and medical, etc.) • advocacy • public education • volunteer opportunities and crisis line training <p>Wait time for individual counselling is currently 6-9 months</p> <p>DRCC has a great newsletter as well!</p> <p>211: Durham Rape Crisis Centre - Durham Rape Crisis Centre 211 Central Website: Durham Rape Crisis Centre Through sharing healing can begin (drcc.ca)</p> <p style="text-align: right;">Updated July 24th, 2024</p>
<p>Employment Services</p>	<p style="text-align: center;">List of Employment Services Providers flyer attached to October 25th email</p> <p>The Region of Durham has a list of all the employment services providers in the region. Please see the attached flyer!</p>

	<p>Along with this, you can have your staff look at our Durham Region Employment Services for more information: Homepage - Region of Durham</p> <p style="text-align: right;">Updated October 22nd, 2024</p>
<p>Get to Know Series</p>	<p style="text-align: center;">What is the Get to Know Series?</p> <p>This series is a virtual cross-sectoral option for service providers to present their services, share resources, network and engage in a Q&A.</p> <p style="text-align: center;">This initiative is currently PAUSED</p> <p>Let's break down these communication barriers and understand our ever-growing system</p> <p style="text-align: right;">Updated December 4th, 2024</p>
<p>H.O.P.E (Helping Other Parents Everywhere)</p>	<p style="text-align: center;">About HOPE</p> <p>HOPE is a registered Canadian charity that offers support to parents and guardians who are troubled by the behaviours of a teen or young adult in their life (ages 13-30). HOPE distinguishes itself by taking a strengths-focused and evidence-based whole-of-family approach to the wide variety of concerns and challenges that parents face. Our core support comes from dedicated volunteers, individual donors, and community organizations.</p> <p>There is a one-time membership fee of \$50 and an annual membership renewal fee of \$10. All members are provided with a copy of our parenting guidebook "Fresh Perspectives". That said, we never want finances to be a barrier for parents seeking support. If a parent is referred to us and is worried about membership fees, our intake volunteers can happily discuss that with them during pre-orientation meetings</p> <p style="text-align: center;">For more info, check out HOPE About Us (hope4parents.ca)</p> <p style="text-align: center;">Services Offered</p> <ul style="list-style-type: none"> • Peer Support Meetings • Phone and Other Support • Handbook and Website • Workshops and Annual Conference <p style="text-align: right;">Updated July 24th, 2024</p>
<p>The King Street Cooperative Community Garden</p>	<p style="text-align: center;">KSCCG FAQs ver 1.2.pdf - Google Drive</p>

<p>Lakeridge Health Mental Health</p> <p>LH Mental Health Day Program is part of the Lakeridge Health Mental Health and Addictions Program</p>	<p style="text-align: center;">Mental Health Day Program – Launch of Social Activation Group</p> <p>SAG is a Recreational Therapy group for individuals between 18-25 years old who want to improve their confidence in social environments and have positive interactions with their peers.</p> <p>We will have a rotation of fun activities and events to offer youth and support their interpersonal skill development and social engagement (i.e. board games, cookie decorating, karaoke, community outings, etc.)</p> <p style="text-align: center;">Referrals required</p> <p>Exclusionary criteria may apply; Central Connect intake workers can assess whether a referral would be appropriate</p> <p>If you know of someone who is interested in registering, please have them contact Central Connect at 905-440-7534 (toll-free at 1-833-392-7363, or email CentralConnectMHA@lh.ca. Please add a note that you are referring specifically to SAG.</p> <p style="text-align: right;">Updated April 4th, 2024</p>
<p>Laundry Haven</p>	<p style="text-align: center;">Toonie Thursday Laundry Day</p> <p>Laundry Haven, located at 217 Nonquon Rd. Oshawa, hosts Toonie Thursday!</p> <p>That means that all of their 35lb washers are set to \$2 all day! They welcome any questions or suggestions. They have a Facebook account, and you can call them!</p> <p>It looks like they have both cashless and coin options, though for more details, connect with them directly!</p> <p style="text-align: center;">Services – LaundryHaven</p> <p style="text-align: right;">Updated November 15th, 2024</p>
<p>National Overdose Response Service (NORS)</p>	<p style="text-align: center;">24/7 Peer Led Overdose Prevention Hotline postcard attached to October 9th email</p> <p>NORS is a peer-run, peer-led, overdose prevention hotline that individuals can call or text from anywhere in Canada before using substances. Confidential support is available 24 hours a day, 7 days a week, 365 days a year.</p>

	<p>The attached postcard was developed with permission of NORS (National Overdose Response Service) to promote their important harm reduction service.</p> <p>For more information: https://www.nors.ca/about</p> <p>Updated October 9th, 2024</p>		
<p>North Durham Social Development Council</p>	<p style="text-align: center;">About</p> <p>CDCD’s Community Development department coordinates the long-standing North Durham Social Development Council (NDSDC), in collaboration with North Durham partners in Uxbridge, Brock, and Scugog.</p> <p>NDSDC is a network that provides a dynamic forum to share insights about service planning and delivery in North Durham, in order to promote positive change for agencies and communities.</p> <p>NDSDC’s signature program is our Inter-agency meetings, where Northern service providers share experiences and programs with Southern-based agencies that focus on rural issues in our communities.</p> <p>For more information, please contact proberts@cdcd.org.</p> <p>Updated November 5th, 2024</p>		
<p>North House</p>	<p style="text-align: center;">DMHS Peer Support Groups at North House!</p> <p>A few months ago, North House and Durham Mental Health Services teamed up to offer Peer Support groups in the North! These groups are hosted at North House and have now been extended for the next 3 months.</p> <p>Registration for these groups requires an intake and referral. To register for these groups, contact Central Connect</p> <p style="text-align: center;">Central Connect: Call 905-440-7534 (toll-free at 1-833-392-7363) Email CentralConnectMHA@lh.ca</p> <p>Upcoming groups:</p> <table border="1" data-bbox="472 1661 1341 1738"> <tr> <td data-bbox="472 1661 907 1738">Tuesday December 17th</td> <td data-bbox="907 1661 1341 1738">Open Discussion & Games</td> </tr> </table> <p>Updated October 10th, 2024</p> <p style="text-align: center;">Shower and Laundry Program</p>	Tuesday December 17th	Open Discussion & Games
Tuesday December 17th	Open Discussion & Games		

	<p>As our community continues to see an increase in homelessness and need, North House recognized a gap in service which led us to create a safe space within our office to further meet the needs of individuals by providing access to a shower, laundry and kitchen facilities.</p> <p>Our dedicated caseworkers will assist clients and community members in gaining access to these essential services at our Uxbridge office located at B-2 Elgin Park Drive.</p> <p>Please fill out and send completed referral forms to referrals@northhouse.ca</p> <p>Services will be by appointment only as our caseworkers provide outreach services in the community and may not be available when walking in. We will contact the service user within two business days of the referral</p> <p>For more information or access to the referral form, please visit: Shower – North House</p> <p style="text-align: right;">Updated April 9th, 2024</p>
<p>The Nourish and Develop Foundation</p>	<p style="text-align: center;">About</p> <p>At The Nourish and Develop Foundation, our mission is to connect people with nourishing food and supportive resources, empowering the community to create lasting change!</p> <p>Since opening our doors in 2008, community food work has been our bread and butter. Our Food Services branch not only alleviates hunger in a dignified way but also works to improve food security for households and the community. Programs like the Nourish House Food Bank, Mobile Food Market, Community Lunch, and Food Literacy Workshops are central to our efforts.</p> <p>In 2023, we proudly introduced our Social Services branch to address immediate needs while supporting long-term growth for individuals, families, and the entire community. Our programs include Life Skills Workshops, Social Service Access Points, and Transitional Housing, all designed to empower our community. Across these two service branches, in deep collaboration, we provide low-barrier support to those in need, working toward our vision of a thriving community where everyone is food secure, safely housed, and well supported.</p> <p style="text-align: right;">Updated November 5th, 2024</p> <p style="text-align: center;">Subscribe to the Monthly Newsletter</p>

	<p>To find out about all our upcoming events and services including the Mobile Food Market schedule and Community Lunch menu, you can register for the monthly newsletter here</p> <p>https://tndf.us11.list-manage.com/subscribe?u=82ef11fe54b50a1c086bfeb7e&id=5e851597a</p> <p>Updated November 5th, 2024</p> <h3>Hours of Operation</h3> <p>Hub: Monday to Friday 9:00 to 4:00</p> <p>Foodbank: (SUBJECT TO HOLIDAY HOURS!!!) Mondays: 10 AM - 4PM Wednesdays: 3 PM - 7 PM Thursdays: 10 AM - 4 PM Fridays: 10 AM - 4 PM</p> <p>Address: 16 York Street, Cannington, ON</p> <p>For more information, connect with The Nourish and Develop Foundation directly</p> <p>Home - The Nourish and Develop Foundation - The Nourish and Develop Foundation</p> <p>Updated November 5th, 2024</p>
<p>Older Adult's Safety Advisor (Formerly Senior Safety Advisor Office)</p>	<h3>Name and Email Change</h3> <p>The Senior Safety Advisory Office has changed their name to Older Adult's Safety Advisor Office. Please change your contacts to reflect the new email address and information</p> <p><u>About Older Adult's Safety Advisor Office</u></p> <p>We are the Older Adult's Safety Advisor Office (OASA) working in collaboration with the Durham Regional Police (OASIS) on initiatives aimed at addressing abuse towards older adults.</p> <p>The Older Adult's Safety Advisor responds to public inquiries, education, advocacy and promotes the safety of older adults, and abuse prevention awareness that impacts our older adults across Durham Region.</p>

	<p>Individuals can access services through self-referrals by calling or emailing the OASA directly at 905-666-6239 Ext. 2460, or RMD.OlderAdultSafety@durham.ca referrals are often sent with clients written or verbal consent by agencies.</p> <p>In addition, we provide support and referral services regarding the safety of older adults that is related to allegations of elder abuse and will serve as a resource to the Region of Durham –DRPS, Durham Paramedics, Long Term Care homes, community agencies and the community members on elder abuse related issues.</p> <p style="text-align: right;">Updated October 16th, 2024</p>
<p>The Ontario Caregiver Organization</p>	<p style="text-align: center;">About</p> <p>The Ontario Caregiver Organization is a non-profit focusing on improving the lives of caregivers. The OCO has information and resources, support services, education and training, advocacy and awareness and community connections. The OCO aims to ensure caregivers are recognized, valued and supported in their vital roles. For more information, check out their website below! They also have a support line for caregivers added to our call line section.</p> <p style="text-align: center;">Homepage - Ontario Caregiver</p> <p style="text-align: right;">Updated August 1st, 2024</p>
<p>Ontario Disability Support Program (ODSP)</p>	<p style="text-align: center;">How to: Apply for ODSP flyer attached to October 9th email</p> <p>Unsure of how to apply for ODSP? Check out the info sheet attached to the October 9th email for application methods!</p> <p style="text-align: right;">Updated October 9th, 2024</p>
<p>Ontario Health atHome</p>	<p style="text-align: center;">Name Change</p> <p>Home and Community Care is now named Ontario Health atHome!</p> <p>Check out their website that is under construction!</p> <p style="text-align: center;">Home and Community Care Support Services (ontariohealthathome.ca)</p> <p style="text-align: right;">Updated June 28th, 2024</p>
<p>Ontario Structured</p>	<p style="text-align: center;">Application Process</p>

<p>Psychotherapy Program</p>	<p>In your area, Ontario Shores Centre for Mental Health Sciences is responsible for coordinating all referrals into the OSP program and will help direct you to services that best meet your needs.</p> <p>These services may be offered in person, by telephone, or virtually, and may be offered out of a community service organization, such as a community mental health agency or a family doctor’s office.</p> <p>To participate in the program, you can sign up for the program yourself, or you can have a referral submitted by a psychiatrist, primary care provider (family doctor, nurse practitioner) or other health care professional.</p> <p>To begin the referral process, you will first need to complete the referral form on Ontario Shores’ website. You will then be contacted by someone from Ontario Shores to get you started. If you have any questions, please contact:</p> <p style="text-align: center;">Ontario Shores at 1-877-767-9642 or email them at: CentralizedReferral@ontarioshores.ca</p>
<p>Pinewood Centre</p> <p>Pinewood Centre is part of Lakeridge Health’s Mental Health and Addictions Programs</p>	<p style="text-align: center;">Direct Phone Number - Residential Withdrawal Management (Detox)</p> <p style="text-align: center;">Pinewood Centre’s Residential Withdrawal Management (Detox Beds) now has a direct phone line!</p> <p style="text-align: center;">905 440 7568</p> <p style="text-align: center;">(The existing number of 905 721 4747 x 1 is still operational)</p> <p style="text-align: right;">Updated August 1st, 2024</p>
<p>Region of Durham – Housing Division</p>	<p style="text-align: center;">Email Change!</p> <p style="text-align: center;">The dash@durham.ca email address is now monitored by Service Durham (311). Any questions from residents, current DASH applicants or community agencies regarding the DASH wait list, new applications or vacancies should be directed to dash@durham.ca.</p> <p style="text-align: right;">Updated October 23rd, 2024</p>
<p>Region of Durham</p>	<p style="text-align: center;">Tax Clinics</p> <p style="text-align: center;">If you are living with low income and have a simple tax situation, you can file your income tax for free, year-round</p>

We know filing taxes may feel overwhelming, which is why free tax clinics – including in-person, drop-off, and virtual formats – are available across Durham Region.

Residents who have a simple tax situation and low or no income can receive help with filing their income tax for free.

Ontario Works recipients can book an appointment in any of our offices, they just need to speak with their Caseworker.

For more information see:

[File Your Taxes - Region of Durham](#)

Updated April 16th, 2024

Guide to Community Resources for Seniors and Older Adults

Online version of the guide is attached to April 4th's community service update. Please save for future reference

The content in the guide is for information purposes only and is not an exhaustive list of resources. The guide offers links to websites operated by external providers that are not maintained or monitored by the Region of Durham and are accessed solely at your own discretion.

An online version of the guide can be found on the Region of Durham's Age-Friendly web page (www.durham.ca/AgeFriendly)

If you require this information in an accessible format, please contact the Accessibility Coordinator at accessibility@durham.ca or 905-668-4113 extension 2009. Published March 2024

Updated April 4th, 2024


IEHSD Workshop Calendar

Workshops are designed to support low-income residents of Durham Region. Topic categories include Educational Information, Financial Literacy, Life Skills and Wellness. Facilitators provide an inclusive and non-judgemental space for participants to learn about community resources, develop resilience, explore future thinking, and build relationships. Workshops are free and offered in multiple formats including in person, virtual and hybrid platforms.

please see the link below for the calendar of workshops

[Events Calendar - Region of Durham](#)

	<p style="text-align: right;">Updated August 15th2024</p> <h2 style="text-align: center;">Homeless Help</h2> <p>For general housing inquiries and for those who are precariously housed or facing eviction, email: Homelesshelp@Durham.ca or you can call 905-666-6239 or 1 888-721-0622 extension 5510</p> <p style="text-align: right;">Updated June 27th, 2024</p>
<p>Revitaled Reintegration Services</p>	<h2 style="text-align: center;">Welcome</h2> <p>A warm welcome to Revitaled Reintegration Services to the Community Service Update! Please read below for who they are and the amazing work they are doing. They are also doing a community survey so please scroll down and complete that! We know how important it is to direct services for what is relevant! Again, a big welcome to Revitaled Reintegration Services!</p> <p style="text-align: right;">Updated November 15th, 2024</p> <h3 style="text-align: center;">Your Story Matters - Now Live! comic and commentary attached to November 15th email</h3> <p>We are thrilled to share that the Your Story Matters comic is now live and available in full colour on our website! 🌈 This comic is not just a story—it's a reflection of the voices, experiences, and aspirations of Durham's Black youth.</p> <p>Co-created by local youth, this project amplifies their powerful narratives and highlights their vision for a more inclusive, supportive community.</p> <p>Exciting News! We're thrilled to announce that we will be running Your Story Matters again in 2025! This is an ongoing effort, and we can't wait to work with more youth, organizations, and community members to continue this important dialogue and support the development of the next chapter in this powerful project</p> <p style="text-align: right;">Updated November 15th, 2024</p> <h2 style="text-align: center;">Community Wellness Survey</h2> <p style="text-align: center;">We Want Your Input!</p> <p>At Revitaled Reintegration Services, we're committed to offering services that truly meet your needs. To help us do that, we've created a short survey, and we'd love to hear from YOU! 🗣️ The survey is quick and easy – it won't take long to complete, but your responses will make a BIG difference in how we</p>

	<p>develop and tailor our services. We want to know what YOU say you need so we can better serve the community. 🤝</p> <p> Take the Survey Now: https://forms.gle/HArgUEoLQKVFBsZ49</p> <p>Your feedback is essential in shaping the future of our programs, and we truly appreciate your time. Thank you for being part of this important process! ❤️</p> <p>- The Revitaled Reintegration Services Team</p> <p style="text-align: right;">Updated November 15th, 2024</p> <p style="text-align: center;">About</p> <p>Revitaled Reintegration Services is a nonprofit organization committed to building healthy communities inclusive of marginalized populations through interdependent care, education and advocacy.</p> <p>Since our inception, this support has been hyper focused on creating culturally specific and trauma-informed support for individuals navigating the varying ends of the justice system.</p> <p>Most recently, we've been exploring how we can deliver our services to all individuals, with special considerations for BIPOC individuals.</p> <p>This shift is rooted in an understanding that community safety and the development of healthy, inclusive communities is a multipronged approach that occurs within all institutions and at all levels of society.</p> <p style="text-align: right;">Updated November 15th, 2024</p>
<p>Salvation Army Ajax</p>	<p>For information on our programs please visit our website www.tsahope.com</p>
<p>Safety Network Durham</p>	<p>(Formerly DRIVEN) Safety Network Durham is an organization providing wrap around support to women experiencing gender-based violence.</p> <p style="text-align: center;">Website: www.safetynetworkdurham.ca</p>
<p>Self- Management Program – Central East</p>	<p style="text-align: center;">Support for People with Health Conditions</p> <p>The Self-Management Program Central East offers free self-management workshops to empower people to take charge of their health, while living with</p>

	<p>health conditions like diabetes, heart disease, arthritis, lung disease, and other chronic health issues.</p> <p>These workshops are free and available on the phone, online or in person.</p> <p style="text-align: center;">Support for Caregivers</p> <p>The Self-Management Program Central East offers workshops to help support caregivers.</p> <p style="text-align: center;">Training for Health Care Professionals</p> <p>Health care professionals understand the importance of encouraging patients to make healthy lifestyle choices, however, to support lifestyle and behaviour change, additional training regarding specific self-management support interventions can be helpful.</p> <p>The Self-Management Program Central East offers a variety of Self-Management Training for health care professionals. Training courses are free but do require pre-registration.</p> <p>All training and workshops are:</p> <ul style="list-style-type: none">• Focused on developing communication skills to motivate patients to make health behaviour changes• Evidence-based, interactive with opportunities to practice skills in a supportive learning environment• Funded through the Ministry of Health <p>Introductory training workshops include Choices and Changes: Motivating Healthy Behaviours, Brief Action Planning, The Empathy Effect: Countering Bias to Improve Health Outcomes, Treating Patients with C.A.R.E., Informed Decision-Making Overview, Health Literacy. and Foundations of Motivational Interviewing.</p> <p>Ongoing training opportunities include Motivational Interviewing workshops, Webinars, Facilitator Training Courses, and Customized Self-Management Training</p> <p style="text-align: center;">Website: Self-Management Program Central East - Home (ceselfmanagement.ca)</p> <p style="text-align: right;">Updated September 21st, 2024</p>
Service Canada	New Online Tool – What to do when someone dies

As part of an effort to improve the online experience, work is underway to offer organizations and individuals online tools based on life events.

The new [‘What to do when someone dies’](#) online tool has been added to Canada.ca as of October 23, 2024.

The ‘What to do when someone dies’ hub is a new online tool on Canada.ca, where families, caregivers, friends, veterans, First Nations, Métis and Inuit Peoples, legal and administrative representatives, estate trustees and executors can learn about Canada’s death benefit system and the digital tools to help locate services and benefits available based on their specific situation.

With user-friendly navigation, the tool provides individuals with simplified guidance on what to do when someone dies, mental health support information and the option to start a ‘Guidance after death questionnaire’.

The tool offers information on:

- The steps to take for those preparing for death,
- Services relevant to navigating a death,
- Survivor benefits and how to access them in a timely manner,
- How to notify the federal government of a death.
- To help raise awareness about the new tool, Service Canada, can provide more information to your staff/volunteers or to your clients.

Information Sessions on Service Canada by Outreach Services

As part of outreach services, we offer Information sessions (virtual or in person):

- Customized presentations for your organization’s staff/volunteers to provide them with information on the new tool as well as information on Canada Pension Plan Survivor Benefits, Canada Pension Plan Death Benefits and Canada Pension Plan Children’s Benefits, as well as information on other Service Canada programs and benefits, and how to access them.
- Tailored presentations for your clients, to provide them with information on the tool and on other Government of Canada programs, services, and benefits that they may be eligible for, and how to access them.

If you have any questions, would like more information on Service Canada programs, services and benefits, or if you would like to plan an outreach activity with us, please do not hesitate to contact me by return email or phone. I would be happy to provide you or your staff with more information on our services at your convenience.

	<p>Sincerely, Geoff James</p> <p>Citizen Services Specialist / Citizen Services Branch (CSB) / Ontario Region Service Canada / Government of Canada geoff.james@servicecanada.gc.ca</p> <p style="text-align: right;">Updated November 15th, 2024</p>
<p>Spay Neuter Initiatives Association</p>	<p style="text-align: center;">Spay/Neuter Clinic (SNIP)</p> <p>Working to bring Accessible Spay/Neuter services to Durham Region. Every pet deserves a chance at a healthy and happy life. It is this belief that drives Spay Neuter Initiatives Association to offer our accessible, low-cost spay/neuter veterinary program. Our volunteer-driven program proudly provides low-cost and/or subsidized spaying and neutering services for the beloved animals of our lower-income residents.</p> <p style="text-align: right;">Updated July 18th, 2024</p>
<p>TAMI Coalition</p>	<p style="text-align: center;">What is The TAMI Coalition?</p> <p>The TAMI (Talking About Mental Illness) Coalition is a group of community partners with a shared mission and purpose. Our purpose is to bring together community agencies, schools, youth, people with mental illness and other community members to develop and deliver awareness programs for intermediate level elementary school students, and secondary school students in Durham Region.</p> <p>This program was originally created by the Mood Disorders Association of Ontario, the Centre for Addiction and Mental Health and the Canadian Mental Health Association.</p> <p>In 2002, a local TAMI coalition was formed in Durham Region, and since then, it has been working on addressing the issues associated with stigma and mental illness.</p> <p>TAMI's mission is to increase the knowledge of, and decrease the stigma associated with mental illness.</p> <p>TAMI's goals include:</p> <ul style="list-style-type: none"> • eliminating or reducing the stigma associated with mental illness • providing teachers with the appropriate support and materials to implement an in-class awareness program

	<ul style="list-style-type: none"> • providing students and teachers with the appropriate support and materials to develop school wide, student driven awareness programs • providing an opportunity for students to learn from people who have experienced mental illness firsthand • helping students to understand where and how they can access help for themselves and their peers. <p style="text-align: center;">Becoming a Speaker</p> <p>As the demand for in-class presentations continues to increase, we are on the look-out for engaging speakers with lived experience to share their story of recovery and hope with students and community members.</p> <p>Our speakers need to be committed to empowering youth to ‘stomp out’ the stigma associated with mental illness and seeking help.</p> <p>TAMI Speakers complete an application and in-depth training process. We review each application and provide ongoing support to speakers during the training process and as they continue as active Speakers.</p> <p>If you are interested in becoming a TAMI Speaker, please complete the form below</p> <p>Becoming a Speaker - TAMI Durham</p> <p style="text-align: right;">Updated April 4th, 2024</p>
<p>Voices Against Stigma Everywhere (VASE)</p> <p>VASE is a program run by Durham Mental Health Services which is part of Lakeridge Health Mental Health and Addictions Programs</p>	<p style="text-align: center;">Virtual Group Series</p> <p>VASE (Voices Against Stigma Everywhere) is a consumer survivor initiative (peer) advocacy group who are dedicated and successful people with lived experience, aiming to create a world without stigma by sharing our stories. Operating in Durham Region for approximately 13 years, VASE runs a weekly virtual series on monthly topics of interest, offers public speakers, and more.</p> <p style="text-align: center;">Virtual Group Thursday's, 6pm – 730pm</p> <p style="text-align: center;">VASE invites you to join! This series is hosted on ZOOM and is open to drop in</p> <p style="text-align: center;">https://zoom.us/j/93811786238?pwd=QW95NWcyYUdrVnBTOXVLTILYitnUT09</p> <p style="text-align: center;">Meeting ID: 938 1178 6238 Passcode: 237206</p> <p style="text-align: right;">Updated November 6th, 2024</p>

	<p style="text-align: center;">Voices Against Stigma Everywhere (VASE) Advocacy Group</p> <p>VASE (Voices Against Stigma Everywhere) is a consumer survivor initiative (peer) advocacy group who are dedicated and successful people with lived experience, aiming to create a world without stigma by sharing our stories. Operating in Durham Region for approximately 13 years, VASE runs a weekly virtual series on monthly topics of interest, offers public speakers, and more.</p> <p>Schedule a Speaker:</p> <p>To schedule a speaker or for more information, contact Lynn Moulds at lmoulds@lh.ca</p> <p>Become a Speaker:</p> <p>To be a VASE speaker you must complete the My Story, My Voice at Ontario Shores.</p> <p>My Story. My Voice. Ontario Shores Centre for Mental Health Sciences</p> <p>Once you have completed My Story, My Voice, you can contact Durham Mental Health Services Peer Support Specialist Lynn Moulds lmoulds@lh.ca for next steps on being a speaker.</p> <p style="text-align: right;">Updated April 2024</p>
<p>VHA: Home HealthCare</p>	<p style="text-align: center;">New Referral Form</p> <p>VHA Home HealthCare has a new referral form! Durham-HOME-Referral-Form-071124.pdf</p> <p style="text-align: right;">Updated July 24th, 2024</p> <p style="text-align: center;">Pamphlets Available for Order</p> <p>Looking for VHA Home HealthCare pamphlets to handout? Email Ian Griffiths at igriffiths@vha.ca to request some for your agency!</p> <p style="text-align: center;">Durham - VHA Home HealthCare</p> <p style="text-align: right;">Updated July 24th, 2024</p>