

CRISIS

In crisis? Contact these agencies for help.

Police, Fire Dept. or Ambulance Durham Regional Police Non Emergency calls	9-1-1 1-888-579-1520
Bethesda House - Bowmanville 24 hr crisis line	905-623-6050 or 1-800-338-3397
Durham Mental Health Services/Mobile Services Short term crisis beds, visits & 24 hr free & confidential support line for individuals 16+ with a history of mental illness. For crisis services.....	905-666-0483 or 1-800-742-1890
Distress Centre Durham 24-hr telephone counselling, crisis and suicide intervention and referral.	905-430-2522 or 1-800-452-0688
Durham Region Domestic Violence / Sexual Assault Care Centre (Lakeridge Health) Counselling and referrals for male/female sexual assault victims, all ages.	905-576-8711 24 hr crisis line
Durham Children's Aid Society (ages 0-16) If you are being abused or fear for your safety.	905-433-1551 or 1-800-461-8140
Rouge Valley Health System Ajax/Pickering Crisis Intervention Team.....	905-683-2320 ext. 3523/ 905-999-0205
Herizon House - The Ajax-Pickering Women's Centre (24 hr crisis line)	1-866-437-4066
Kids Help Phone	1-800-668-6868
Lakeridge Health Centre, Oshawa Immediate counselling assessment referral program - must be referred by a physician.	905-576-8711
Durham Rape Crisis Centre 24 crisis line, counselling and support groups for recent or past abuse.	905-668-9200 call collect
Durham Mental Health Services – Crisis Line	905-666-0483 or 1-800-742-1890
S.O.S. Femmes Ligne de detresse et information.	1-800-387-8603
The Denise House – Oshawa 24 hr crisis line for abused women, counselling, children's programs.	905-728-7311 or 1-800-263-3725
YWCA of Oshawa (Apple Project) <i>[Ajax-Pickering Protected Living for Everywoman]</i> Counselling, referrals & info for women who are victims/survivors of abuse; 24/7. Crisis Support	905-619-2556 905-576-2997 905-432-2490

COUNSELLING / SUPPORT

Need someone to talk to?

Bereaved Families of Ontario – Durham Region Support for families and individuals who have lost a significant person due to death.	905-579-4293 or 1-800-387-4870
Catholic Family Services of Durham (not limited to Catholics)	1-877-282-8932
Ajax	905-428-1984
Oshawa (Intake)	905-725-3513
Family Services Durham Couple, individual, child & family counselling.	1-866-840-6697 (central intake)
Frontenac Youth Services Mental health services for youth, ages 12-18, with behavioural, emotional, psychiatric & learning difficulties.	905-579-1551 1-877-455-5527
Girl's Inc. Teen parent program, friendship, support, parenting ideas.	905-428-8111 or 1-877-447-5795
John Howard Society Individual & group counselling.	
Ajax	905-427-8165
Whitby	905-666-8847
Oshawa	905-579-8482
Bowmanville	905-623-6814
Kinark Child & Family Services Durham Region Intensive Child & Family Counselling.	905-668-2411 1-888-454-6275 (Central Intake)
Lesbian, Gay, Bisexual Youth Line Peer support line 4:00 p.m. - 9:30 p.m. Sunday to Friday	1-800-268-9688
Muslim Welfare Centre Support for abused women and their children (open to all faiths).	905-665-0424
Oshawa Community Health Centre Medical, counselling and recreational programs for youth.	905-723-0036
COPE Mental Health Individual or group support for 16+	
Ajax/Pickering	905-837-0017
Whitby	905-668-6223
Oshawa	905-666-0689
The Youth Centre A community health centre for Ajax & Pickering youth offering free & confidential services.	905-428-1212
Ontario Shores: Centre for Mental Health Sciences Free psychiatric / psychological assessment and outpatient counselling	905-668-5881
Centralized Intake All Children's Mental Health services in Durham	1-888-454-6275
Durham Youth Gang Strategy Provide support/community education to at risk or gang involved youth	905-436-6754/ 905-571-4655

DRUG / ALCOHOL / GAMBLING ADDICTIONS

Have questions about drugs or alcohol?
Think you might have a drug/alcohol problem?

Alcoholics Anonymous/Alateen/ AI-Anon Support for recovering alcoholics or young people affected by other's drinking	905-728-1020 or 1-800-921-3555
Centre for Addiction & Mental Health(CAMH) Centralized information Line	1-888-811-8198
Drug, Alcohol and Mental Health Info Line Listen to pre-recorded information on a variety of topics. Information available in English, French and other languages.	1-800-463-6273 (live person Monday –Friday 3pm-9pm)
Drug and Alcohol Registry of Treatment (DART)	1-800-565-8603
Narcotics Anonymous Support group for recovering drug addicts	905-434-2020
Pinewood Centre Help for individuals & their families with alcohol, drug & gambling problems	
Ajax	905-683-5950
Oshawa	905-571-3344
Bowmanville	905-697-2746
Port Perry	905-985-4721
24hr crisis line /detox/walk-in (Oshawa)	905-723-8195 or 1-888-881-8878
Project X (John Howard Society) Confidential needle exchange program (9 a.m. – 5 p.m.)	905-579-8482 (counselling)
Mobile outreach/exchange Pager: Pickering/Ajax , Whitby and Port Perry	905-438-6870 1-888-245-1045
Ontario Problem Gambling Hotline	1-888-230-3505
Destiny Manor Addiction and Treatment Services 21 day residential treatment program for women ages 16+	905-668-1858 1-800-825-6325
YMCA – Youth Gambling Awareness Program	905-903-5995

ALTERNATIVE EDUCATION

Durham Alternative Secondary School(Youth 16-21) Pickering	905-839-2913
Oshawa	905-579-1990
CBLP Program (Youth 14 & 15 yrs)	905-421-9622
Catholic District Continuing and Alternative Education	905-428-7161
LEAP Program	905-428-7400 Ext. 359

HEALTH/SEXUALITY

For assistance with issues related to health, pregnancy, STDs, sexuality, etc.

Telehealth Ontario A registered nurse and pharmacist are available to answer any health questions that you have; available 24/7.	1-866-797-0000
Durham Region Health Department Health Connection Line Talk with a public health nurse about health issues including healthy living, pregnancy, parenting	1-800-841-2729
Community Hospitals Ajax/Pickering	905-683-2320
Centenary	416-284-8131
Uxbridge	905-852-9771
Whitby	905-668-6831
Oshawa	905-576-8711
Port Perry	905-985-7321
Bowmanville	905-623-3331
The Youth Centre A community health centre for youth in Ajax/Pickering, offering free & confidential medical services.	905-428-1212
Oshawa Community Health Centre Medical, counselling and recreational programs for youth.	905-723-0036
Sexual Health Clinic All ages. Free & confidential.	1-800-314-8533 (central #)
Pickering Town Centre	905-420-8781
Oshawa / Clarington	905-433-8901
Port Perry.....	905-985-4891
AIDS Committee Durham HIV/AIDS related services, education, support, advocacy & referrals	905-576-1445
AIDS Hotline	1-800-668-2437
Durham Rape Crisis Centre 24 crisis line, counselling and support groups for recent or past abuse	905-668-9200 call collect
Durham Region Domestic Violence /Sexual Assault Care Centre Counselling and referrals for male/female sexual assault victims, all ages	905-576-8711 24 hr crisis line 905-721-6128 ext 2787
Scarborough Sexual Assault Care Centre	416-495-2555
WELFARE / FINANCIAL	
Durham Region Social Services Provides financial assistance	
Ajax/Pickering	905-428-7400
Whitby	905-666-6239
Oshawa	905-436-6747
Uxbridge	905-852-4566 or 1-800-361-3268
Social Assistance – Intake screening (Ajax / Pickering #)	1-877-678-6333 905-428-8982

COMMUNITY INFORMATION CENTRES:

Community information centres provide up to date information about youth programs and services.

211	Easy access to community social health and related government services in Ontario	2-1-1
Brock Information Centre		905-432-2636
Clarington Public Library		905-623-7322
Information Ajax-Pickering		905-686-2661
Information United Way		905-434-INFO (4636)
Scugog Memorial Public Library		905-985-7686

Uxbridge Public Library		905-852-9747
Whitby Public Library		905-668-0552
City of Pickering		905-420-6588
For up to date info on youth programs		
Town of Ajax		905-683-4550
For up to date info on youth programs		

YOUTH CENTRES

The Youth Centre (Ajax/Pickering)		905-428-1212
Community health centre for youth		
The Firehouse (Bowmanville)		905-623-6814
The Refuge (Oshawa)		905-404-2420
Youth Outreach Workers (Mobile)		
Connecting at risk youth, 12-21 to community services and supports.		
Ajax (The Youth Centre)		905-428-1212
Oshawa (Eastview Boys and Girls Club)		905-728-5121
Host Youth Program –Women’s Multicultural Centre		905-427-7849
Matching newcomer youth (14 to 22 years) to Host volunteers		

HOUSING / SHELTER

Some of these agencies will provide shelter. All of them will help you find shelter/housing.

Joanne’s House		905-239-9477
Youth Shelter in Durham		
Bethesda House		905-623-6045 or 1-800-338-3397
Shelter for abused women and children		
The Denise House		905-728-7311 or 1-800-263-3725
Shelter for abused women		
Housing Access Centre (local offices)		
Housing Help Durham – Ajax		905-686-4109
Cormack Station – Whitby		905-430-6511
Region of Durham Housing Services		905-666-6222
Durham Region Non Profit Housing Corp.		905-436-6610
Ajax.....		905-686-1278
John Howard Society		
Oshawa		905-579-8482
Bowmanville		905-623-6814
Whitby		905-666-8847

Scarborough Housing Help Centre		416-285-8070
Men’s Hostel (Cornerstone)		905-433-0254
Herizon House		905-426-1064 or 1-866-437-4966
Shelter for abused women and children		
Muslim Welfare Centre (shelter for women & children of all faiths)		905-665-0424
* call before midnight		
Second Base Youth Shelter (Scarborough) ages 16–21, with ID		416-261-2733
North Durham Homeless Outreach Worker		1-877-406-8723

JOB SEARCH ASSISTANCE

John Howard Society		
Whitby		905-666-8847
Oshawa		905-579-8482
Bowmanville		905-623-6814
META Vocational Services Inc.		1-866-794-4677
Whitby		905-725-0087
Bowmanville		905-697-8887
V.P.I		
Whitby – Career Strategies for Youth		905-624-3353
Oshawa – Employment Counselling –		905-571-3301
Northern Lights		905-436-2021
YMCA Durham Employment Services		905-427-7670
Employment Resource Centre, Job Connect, Summer Job Service, Youth Careers 2000		
HRDC-Youth Info Line (Human Resources Development Canada) Oshawa		1 800-935-5555
Durham College – Oshawa		905-721-3093
Bowmanville, North Durham		

LEGAL

Durham Community Legal Clinic		905-728-7321 or 1-888-297-2202
Get help with landlord and tenant problems and small claims		
Durham Legal Aid		905-576-2124 or 1-866-595-0563
Will give you a financial assessment to see if you qualify for financial assistance towards a lawyer you have chosen		
Lawyer Referral Service		1-800-268-8326
Luke’s Place		
Assists with abuse survivors with family law issues		905-728-0978
Durham Family Court Clinic		905-436-6754
Family Mediation & Information		1-877-294-6529

ANGER MANAGEMENT GROUPS

John Howard Society		
Adult/youth anger management programs		
Oshawa		905-579-8482
Ajax		905-427-8165
The Youth Centre		905-428-1212
Free parent-teen anger management workshops. Ajax-Pickering only.		
Salvation Army (Oshawa)		905-723-7422

PREGNANCY / YOUNG PARENT SUPPORT

Sages Femmes-midwives		905-409-6447
Pregnancy, labour & birthing care		
Mother Risk Info Line		416-813-6780
Rose of Durham (Oshawa)		905-432-3622
Young parents support service.		
The Pregnancy Help Centre of Durham		905-720-3252
Volunteer-run, pro-life organization providing support to individuals/families affected by a pregnancy situation.		
Ajax.....		905-619-9878
24 hour crisis line.....		1-800-395-HELP
Food 4 Thought		905-428-8111
Free pre and post natal nutrition program in the community, coordinated by Girls Inc.		
The Youth Centre		905-428-1212
Free comprehensive young parent support services.		
SMILE		905-666-6241
Free prenatal classes for parents under 26 years through Durham Region Health Dept.		
Ontario Early Years Centre (0 – 6 yrs)		
Ajax.....		905-619-4565
Pickering.....		905-839-3007
Free programs for families & their children		
Healthy Babies / Health Children Program (Durham Region Health Dept.)		905-666-6241
Link for postnatal and breast feeding support and information.		
One Parent Association		1-877-773-7714
Social support network for single parents		
FCAP (Free)		905-686-6466 or 1-800-214-7163
Parenting programs & services for at risk families & children (0 – 6 yrs) (Grandview Children’s Centre)		
Durham Preschool Speech/Language		905-728-1673
(Free) helping with speech, language, & hearing difficulties in children under 5 yrs		ext 2261 or 1-800-304-6180

IDENTIFICATION

Land Registry Office		905-665-4007
Get information on obtaining a passport.		

Human Resources Centre of Canada		1-800-206-7218
Information on obtaining a Social Insurance Card.		
Oshawa		905-725-2001
Ajax.....		905-428-8410
Ministry of Health		905-434-3700
Information on obtaining/replacing Health Cards		
Birth Certificates		1-800-461-2156
Office of Registrar General		

FOOD BANKS

Need help accessing food? These agencies are here to help.

Salvation Army		
Ajax		905-427-7123
Whitby		905-430-3454
Oshawa		905-723-7422
Bowmanville		905-623-2185
St. Paul’s on the Hill		905-839-9537
or call The Youth Centre		905-428-1212
St. Vincent’s Kitchen		905-433-4006
Simcoe Hall Settlement House		905-728-7525
St. Andrews-Chalmers (Uxbridge)		905-852-6262

Youth Services Guide



This guide was produced by The Youth Centre’s Youth Outreach Workers

2011

(for more information on the guide call The Youth Centre at 905-428-1212)

Funded by the Ministry of Children and Youth Services.