

### CRISIS

In crisis? Contact these agencies for help.

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

### COUNSELLING / SUPPORT

Need someone to talk to?

|   |                                    |
|---|------------------------------------|
| <b>Bereaved Families of Ontario – Durham Region</b>   | 905-579-4293 or<br>1-800-387-4870  |
| Support for families and individuals who have lost a significant person due to death.                           |                                    |
| <b>Catholic Family Services of Durham</b> (not limited to Catholics)  | 1-877-282-8932                     |
| Ajax .....  | 905-428-1984                       |
| Oshawa (Intake) .....   | 905-725-3513                       |
| <b>Family Services Durham</b>   | 1-866-840-6697<br>(central intake) |
| Couple, individual, child & family counselling.   |                                    |
| <b>Frontenac Youth Services</b>   | 905-579-1551<br>1-877-455-5527     |
| Mental health services for youth, ages 12-18, with behavioural, emotional, psychiatric & learning difficulties. |                                    |
| <b>Girl's Inc.</b>  | 905-428-8111 or<br>1-877-447-5795  |
| Teen parent program, friendship, support, parenting ideas.  |                                    |
| <b>John Howard Society</b>  |                                    |
| Individual & group counselling.   |                                    |
| Ajax .....  | 905-427-8165                       |
| Whitby .....  | 905-666-8847                       |
| Oshawa .....  | 905-579-8482                       |
| Bowmanville .....   | 905-623-6814                       |
| <b>Kinark Child &amp; Family Services</b>   | 905-668-2411                       |
| Durham Region Intensive Child & Family Counselling.   | 1-888-454-6275<br>(Central Intake) |
| <b>Lesbian, Gay, Bisexual Youth Line</b>  | 1-800-268-9688                     |
| Peer support line<br>4:00 p.m. - 9:30 p.m. Sunday to Friday   |                                    |
| <b>Muslim Welfare Centre</b>  | 905-665-0424                       |
| Support for abused women and their children (open to all faiths).   |                                    |
| <b>Oshawa Community Health Centre</b>   | 905-723-0036                       |
| Medical, counselling and recreational programs for youth.   |                                    |
| <b>COPE Mental Health</b>   |                                    |
| Individual or group support for 16+   |                                    |
| <b>Ajax/Pickering</b> .....   | 905-837-0017                       |
| <b>Whitby</b> .....   | 905-668-6223                       |
| <b>Oshawa</b> .....   | 905-434-1693                       |
| <b>The Youth Centre</b>   | 905-428-1212                       |
| A community health centre for Ajax & Pickering youth offering free & confidential services.                     |                                    |
| <b>Ontario Shores: Centre for Mental Health Sciences</b>  | 905-668-5881                       |
| Free psychiatric / psychological assessment and outpatient counselling  |                                    |
| <b>Centralized Intake</b>   | 1-888-454-6275                     |
| All Children's Mental Health services in Durham   |                                    |
| <b>Durham Youth Gang Strategy</b>   | 905-436-6754/<br>905-571-4655      |
| Provide support/community education to at risk or gang involved youth   |                                    |

### DRUG / ALCOHOL / GAMBLING ADDICTIONS

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

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

### ALTERNATIVE EDUCATION

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

### HEALTH/SEXUALITY

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

|   |                                   |
|---|-----------------------------------|
| <b>Telehealth Ontario</b>   | 1-866-797-0000                    |
| A registered nurse and pharmacist are available to answer any health questions that you have; available 24/7. |                                   |
| <b>Durham Region Health Department Health Connection Line</b>   | 905-666-6214 or<br>1-800-841-2729 |
| Talk with a public health nurse about health issues including healthy living, pregnancy, parenting            |                                   |
| <b>Community Hospitals</b>  |                                   |
| 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                      |
| <b>The Youth Centre</b>   | 905-428-1212                      |
| A community health centre for youth in Ajax/Pickering, offering free & confidential medical services.         |                                   |
| <b>Oshawa Community Health Centre</b>   | 905-723-0036                      |
| Medical, counselling and recreational programs for youth.   |                                   |
| <b>Sexual Health Clinic</b>   | 1-800-314-8533<br>(central #)     |
| All ages. Free & confidential.  |                                   |
| Pickering Town Centre .....   | 905-420-8781                      |
| Oshawa / Clarington .....   | 905-433-8901                      |
| Port Perry.....   | 905-985-4891                      |
| <b>AIDS Committee Durham</b>  | 905-576-1445                      |
| HIV/AIDS related services, education, support, advocacy & referrals   |                                   |
| <b>AIDS Hotline</b>   | 1-800-668-2437                    |
| <b>Durham Rape Crisis Centre</b>  | 905-668-9200                      |
| 24 crisis line, counselling and support groups for recent or past abuse                                       | call collect                      |
| <b>Durham Region Domestic Violence /Sexual Assault Care Centre</b>  | 905-576-8711<br>24 hr crisis line |
| Counselling and referrals for male/female sexual assault victims, all ages                                    | 905-721-6128<br>ext 2787          |
| <b>Scarborough Sexual Assault Care Centre</b>   | 416-495-2555                      |
| <b>WELFARE / FINANCIAL</b>  |                                   |
| <b>Durham Region Social Services</b>  |                                   |
| Provides financial assistance   |                                   |
| Ajax/Pickering  | 905-428-7400                      |
| Whitby  | 905-666-6239                      |
| Oshawa  | 905-436-6747                      |
| Uxbridge  | 905-852-4566 or<br>1-800-361-3268 |
| <b>Social Assistance – Intake screening</b>   | 1-877-678-6333                    |
| (Ajax / Pickering #)  | 905-428-8982                      |

| <b>COMMUNITY INFORMATION CENTRES:</b>   |                     |
|---|---------------------|
| Community information centres provide up to date information about youth programs and services. |                     |
| <b>Brock Information Centre</b>   | 905-432-2636        |
| <b>Clarington Public Library</b>  | 905-623-7322        |
| <b>Information Ajax-Pickering</b>   | 905-686-2661        |
| <b>Information United Way</b>   | 905-434-INFO (4636) |
| <b>Scugog Memorial Public Library</b>   | 905-985-7686        |
| <b>Uxbridge Public Library</b> 905-852-9747   |                     |
| <b>Whitby Public Library</b> 905-668-0552   |                     |
| <b>City of Pickering</b> 905-420-6588   |                     |
| For up to date info on youth programs   |                     |
| <b>Town of Ajax</b>   | 905-427-8811        |
| For up to date info on youth programs   |                     |
| <b>YOUTH CENTRES</b>  |                     |
| <b>The Youth Centre (Ajax/Pickering)</b>  | 905-428-1212        |
| Community health centre for youth   |                     |
| <b>The Firehouse (Bowmanville)</b>  | 905-623-6814        |
| <b>The Refuge (Oshawa)</b>  | 905-404-2420        |
| <b>Youth Outreach Workers (Mobile)</b>  |                     |
| Connecting at risk youth, 12-17, to community services and supports.                            |                     |
| Ajax <b>(The Youth Centre)</b>  | 905-428-1212        |
| Oshawa <b>(Eastview Boys and Girls Club)</b>  | 905-728-5121        |
| <b>Host Youth Program –</b>   | 905-686-2661        |
| Matching newcomer youth (14 to 22 years) to Host volunteers                                     |                     |

| <b>HOUSING / SHELTER</b>   |                                |
|--|--------------------------------|
| Some of these agencies will provide shelter. All of them will help you find shelter/housing. |                                |
| <b>Durham Youth Housing Support Services</b>   | 905-239-9477                   |
| Youth Shelter in Durham  |                                |
| <b>Bethesda House</b>  | 905-623-6045 or 1-800-338-3397 |
| Shelter for abused women and children  |                                |
| <b>The Denise House</b>  | 905-728-7311 or 1-800-263-3725 |
| Shelter for abused women   |                                |
| <b>Housing Access Centre (local offices)</b>   |                                |
| 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                   |
| <b>John Howard Society</b>   |                                |
| Oshawa   | 905-579-8482                   |
| Bowmanville  | 905-623-6814                   |
| Whitby   | 905-666-8847                   |
| <b>Scarborough Housing Help Centre</b>   | 416-285-8070                   |
| <b>Men's Hostel (Cornerstone)</b>  | 905-433-0254                   |

|   |                                |
|---|--------------------------------|
| <b>Herizon House</b>  | 905-426-1064 or 1-866-437-4966 |
| Shelter for abused women and children   |                                |
| <b>Muslim Welfare Centre (shelter for women &amp; children of all faiths)</b> | 905-665-0424                   |
| * call before midnight  |                                |
| <b>Second Base Youth Shelter (Scarborough) ages 16–21, with ID</b>            | 416-261-2733                   |
| <b>North Durham Homeless Outreach Worker</b>                                  | 705-357-3424 or 1-877-406-8723 |

| <b>JOB SEARCH ASSISTANCE</b>  |                                |
|---|--------------------------------|
| <b>John Howard Society</b>  |                                |
| Ajax  | 905-427-8165                   |
| Whitby  | 905-666-8847                   |
| Oshawa  | 905-579-8482                   |
| Bowmanville   | 905-623-6814                   |
| <b>META Vocational Services Inc.</b>  | 1-866-794-4677                 |
| Whitby  | 905-725-0087                   |
| Bowmanville   | 905-697-8887                   |
| <b>V.P.I</b>  |                                |
| Pickering – Career Exploration & Preparation                                    | 905-420-6440                   |
|   | 905-571-3811 or 1-866-608-3581 |
| Whitby – Career Strategies for Youth  |                                |
| Oshawa – Employment Counselling –   | 905-571-3301                   |
| <b>Northern Lights</b>  | 905-436-2021                   |
| Serves those with physical, mental health, emotional or learning challenges     |                                |
| <b>YMCA Durham Employment Services</b>  | 905-427-7670                   |
| Employment Resource Centre, Job Connect, Summer Job Service, Youth Careers 2000 |                                |
| <b>YMCA – Youth Foyer (15-30 &amp; out of full time school)</b>                 | 905-686-7060                   |
| <b>HRDC-Youth Info Line (Human Resources Development Canada) Oshawa</b>         | 1 800-935-5555                 |
| <b>Durham College – Oshawa</b>  | 905-721-3093                   |
| Bowmanville, North Durham   |                                |

| <b>LEGAL</b>   |                                |
|--|--------------------------------|
| <b>Durham Community Legal Clinic</b>   | 905-728-7321 or 1-888-297-2202 |
| Get help with landlord and tenant problems and small claims  |                                |
| <b>Durham Legal Aid</b>  | 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 |                                |
| <b>Lawyer Referral Service</b>   | 1-800-268-8326                 |
| <b>Luke's Place</b>  |                                |
| Assists with abuse survivors with family law issues  |                                |
| <b>Durham Family Court Clinic</b>  | 905-436-6754                   |
| <b>Family Mediation &amp; Information</b>  | 1-877-294-6529                 |


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

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

| <b>IDENTIFICATION</b>                             |                |
|---|----------------|
| <b>Land Registry Office</b>                       | 905-665-4007   |
| Get information on obtaining a passport.          |                |
| <b>Human Resources Centre of Canada</b>           | 1-800-206-7218 |
| Information on obtaining a Social Insurance Card. |                |
| Oshawa .....                                      | 905-725-2001   |
| Ajax.....   | 905-428-8410   |
| <b>Ministry of Health</b>                         | 905-434-3700   |
| Information on obtaining/replacing Health Cards   |                |
| <b>Birth Certificates</b>                         | 1-800-461-2156 |
| Office of Registrar General                       |                |

| <b>FOOD BANKS</b>  |              |
|--|--------------|
| Need help accessing food? These agencies are here to help. |              |
| <b>Salvation Army</b>                                      |              |
| Ajax   | 905-427-7123 |
| Whitby   | 905-430-3454 |
| Oshawa   | 905-723-7422 |
| Bowmanville  | 905-623-2185 |
| <b>St. Paul's on the Hill</b>                              | 905-839-9537 |
| or call The Youth Centre 905-428-1212                      |              |
| <b>St. Vincent's Kitchen</b>                               | 905-433-4006 |
| <b>Simcoe Hall Settlement House</b>                        | 905-728-7525 |
| <b>St. Andrews-Chalmers (Uxbridge)</b>                     | 905-852-6262 |

# Youth Services Guide



This guide was produced by  
**The Youth Centre's**  
**Youth Outreach Workers**  
**2010**

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