



**DURHAM CATHOLIC
DISTRICT SCHOOL BOARD**
Learning and Living in Faith

Durham Region Community Resources

Updated June 22, 2020

**Please note that this information is up-to-date as of June 22, 2020, but may become outdated as circumstances change.
Please connect directly with the agencies and services listed for the most up-to-date information.**

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Durham Region Community Resources

Crisis Services in Durham Region (24 hours)

If you feel you can't keep yourself safe, call 911.

Kids Help Phone	1-800-668-6868; text CONNECT to 686868; www.kidshelpphone.ca
Distress Centre Durham	1-800-452-0688 or 905-430-2522; text 258258 (text open 2 pm to 2 am)
Durham Mental Health Services	1-800-742-1890 or 905-666-0483
Mental Health Helpline	1-866-531-2600
Ontario Shores Crisis Line	1-800-263-2679

Mental Health and Addictions Supports

Service	Current Status
Lakeridge Health COVID-19 Mental Health & Addictions (MH&A) Clinic	<p>The new Lakeridge Health COVID-19 Mental Health & Addictions (MH&A) Clinic is a professional, phone-based support and counselling service. It is designed to help callers recognize and respond to the effects of COVID-19 on their mental health and substance use concerns. The Virtual COVID-19 MH&A Clinic will also help callers with health alternatives, such as coping strategies, mindfulness exercises and anxiety management skills related to substance use, gaming/gambling and mental health issues that are often associated with stress and isolation.</p> <p>The new Virtual COVID-19 MH&A Clinic is available to all Durham Region residents, and will be staffed by clinicians, trained and certified in a range of therapeutic modalities.</p> <p>To access the Clinic, individuals may call 905-440-7534, Toll-Free 1-833-392-7363, internally, extension 37534. The Clinic is staffed Monday to Friday 9:00 a.m. to 4:00 p.m.</p> <p>If calls are urgent, or during times when the clinic is not open, we are asking people to contact Durham Mental Health Crisis Services at 905-666-0483 or 1-800-742-1890</p>
Wellness Together Canada: Mental Health	<p><i>Wellness Together Canada</i> provides tools and resources to help Canadians get back on track. These include modules for addressing low mood, worry, substance use, social isolation and relationship issues.</p> <p>Wellness Together Canada offers the following at no cost to Canadians:</p>

<p>and Substance Use Support</p>	<ol style="list-style-type: none"> 1. Wellness self-assessment and tracking. 2. Self guided courses, apps, and other resources. 3. Group coaching and community of support. 4. Counselling by text or phone <p>For immediate support: Adults: Text WELLNESS to 741741 Youth: Text WELLNESS to 686868 Front Line Workers: Text FRONTLINE to 741741 Access at: https://ca.portal.gs/</p>
<p>Health Care Worker Assist: Ontario Shores</p>	<p>* The purpose of this clinic is to provide rapid access to services for all health care workers to provide skills that enhance resilience and reduce symptom burden.</p> <p>Services Offered</p> <ul style="list-style-type: none"> • System navigation • Crisis planning • Psychoeducation • Brief individual therapy • Primary care phone consultation guidance • Referral to Prompt Care Clinic for most high risk <p>Inclusion Criteria</p> <ul style="list-style-type: none"> • Health care workers who are experiencing increased feelings of anxiety and depression <p>* Referrals are accepted from individuals (self), health professionals, family physicians, nurse practitioners, or current psychiatrists, through our Central Intake department at 1-877-767-9642 (Monday to Friday 8:30 a.m. to 4:30 p.m.). Outside of these hours, please use our crisis line at 800.263.2679.</p>
<p>Kinark Child and Family Services</p>	<p>* Kinark is excited about all the services and supports we can now provide virtually. These will continue and continue to expand as we gradually move towards more in-person services.</p> <p>* Continuing our regular contact schedule for waitlist clients and active clients</p> <p>* Durham Office number (905-668-2411) has been sent to all clients (waitlist included) as having urgent/critical support available 9-5 daily</p> <p>* We are operating on a skeletal staff of clinicians and supervisors to provide urgent/critical support</p> <p>* Supervisors are managing case management tasks (contact with collaterals, CAS, etc. where needed)</p> <p>* Support by phone (*note: we are aiming to prevent in-person contact but not entirely ruling it out if risk requires it)</p>

	<p>* Durham Crisis Line remains open for 24/7 support - 1-800-742-1890 - for children/youth (families will be connected back to Kinark during business hours)</p>
Frontenac Youth Services	<p>* Frontenac has temporarily suspended all in-person services until further notice. Counsellors continue to be available through telephone support and through a virtual platform for crisis services, walk-in sessions and counselling services. Current clients are being instructed to connect with their case manager directly (If you do not remember the name of your case manager, please call our main number for support in connecting to them 905-579-1551).</p> <p>* For those requiring more immediate support and not currently involved in services, call 905-579-1551 ext 245, (Monday-Thursday 10-5:30pm, or Friday 9-4:30pm). For those who require support outside of these hours, call the Durham Mental Health Crisis Line at 905-666-0483 or 1-800-742-1890.</p> <p>* For those who are not currently in counselling services and have already contacted Central Intake (1-888-454-6275) please contact the Walk-In Telephone Support Number at 905-579-1551 ext. 245.</p> <p>* Frontenac School Mental Health Workers will be staying in contact with their clients for sessions and check-ins over the phone, and they will have their work phones on during regular business hours 9:00am-4:30pm (Monday to Friday).</p>
Durham Mental Health Services	<p>* DMHS' Crisis Services now offers virtual visits using videoconferencing technology. To access this service please call our C.A.L.L. (Crisis Access Linkage Line) at 905-666-0483 or toll-free 1-800-742-1890 . Crisis staff will set up a videoconference with you when you call. This service is now offered daily, seven days a week – from 7:00am to 11:00pm.</p> <p>* DMHS Crisis Line (24/7) is available: 1-800-742-1890 or 905-666-0483</p> <p>* DMHS Mobile Visits are currently not operating</p> <p>* DMHS Crisis Beds are open but only for limited referrals from Lakeridge Health or internal Case Management</p> <p>* DMHS Case Management – no new intakes, they are supporting current caseloads over the phone and only in limited circumstances with management approval are they seeing clients Face to Face at this time</p> <p>* All other services DMHS provides are still running, if there are any questions please let us know</p>
Catholic Family Services	<p>* Providing phone/virtual support only to existing clients during this State of Emergency. No in person sessions or intakes.</p> <p>* Clients can leave messages for their workers to initiate phone support.</p> <p>* Please call reception for more information. Contact us at 905-725-3513 or Toll Free: 1-877-282-8932</p>
Family Services Durham	<p>* Providing phone-based counselling for all existing clients and are continuing to complete intakes and offer phone counselling services to new clients. During the initial session (verbal consent) the counsellor reviews the consent forms which are then mailed out for signature. Contact: 905-666-6240 or Toll Free: 1-866-840-6697.</p>
Mental Health and Addictions Nurses	<p>* Our MHAN nurses are still receiving new referrals – MHAN nurses are striving to do phone assessments/visits only. Face to Face to visits will be reviewed on a case by case scenario by the nurse and Senior Manager, Suzanne Wilson.</p>

Carea Community Health Centre	<p>* Carea will still be providing individual medical appointments for our clients. Most of these will be via telephone or videoconference. If necessary, they will be in person. We are still providing counselling appointments. Again, most of these will be via phone or videoconference. Group counselling has been cancelled. Also providing some outreach services and food support.</p> <p>Please DO NOT visit any of our sites if you do not have an existing appointment.</p> <p>Call us toll free at 1-877-227-3217 and we will do our best to help you!</p> <p>* The Youth Outreach Worker (YOW) is continuing to connect with clients over the phone and is taking new referrals. The YOW can support families with navigating the system. Contact Sharon: 905-903-3512</p>
Durham Counselling Walk-in Clinic	<p>* Closed</p>
CMHA Durham	<p>* Our services have resumed with our new enhanced screening measures. We are now open to the public from 9am-12pm and 1pm-3pm. All visitors to our building are required to be screened. We are focusing on priority services and reducing face-to-face care where possible based on your needs.</p> <p>We are also providing medical appointments with our Nurse Practitioner Led Clinic (NPLC) for any members of the vulnerable community who does not have access to a primary care provider. 1-844-436-8760.</p> <p>*CMHA Durham’s Recovery College has gone online! There is a new course catalogue and information about how to join Google Classroom on our website. New Courses will be launched every Tuesday that will offer supports to individuals during this Pandemic. https://cmhadurham.ca/services/recovery-college-wellness-centre/</p>
Lakeridge Health- Child Youth and Family Program	<p>* CAIP is open for youth needing admission. Youth CIT is also still accessible through the ER 24/7 when needed, although we are hopeful to minimize traffic through the ER when possible. Group programming in outpatient and the IAP programming is cancelled. Therapists are providing telephone support to all group and any individual clients. Psychiatrists are doing the majority of their sessions by phone, with face-to-face visits only when required and agreed to by both the patient and physician. Contact 905-576-8711 ext. 34345</p>
Pinewood Centre of Lakeridge Health	<p>* From community treatment we continue phone access for sessions, intakes, assessments on hold, provide harm reduction supplies, and manage any barriers to access to phones for clients who may drop in. For all the Pinewood programs, contact our phone number to speak directly with the department: 905-721-4747 or toll free 1-888-881-8878</p> <p>* We have our crisis phone number available for substance use concerns at 905-721-4747 ext. 31208 or toll free 1-888-881-8878.</p>
Big White Wall	<p>* The Big White Wall is an anonymous community where: members can support each other; access 24 hours a day, 365 days a year; Trained practitioners are available 24/7 to keep the community safe; Self-assessments &</p>

	recommended resources; Creative tools to help express how you are feeling; Wide range of self-guided courses to do at your own pace: https://www.bigwhitewall.com
12 Step Recovery Meetings	<p>* To respond to the growing need for community and support during this time, below are the details on 12-step recovery meetings for all addictions:</p> <ul style="list-style-type: none"> • Every Tuesday at 12:30 pm EST • Every Thursday at 12:30 pm EST • Sunday evening at 7 pm EST <p>* Click this link to join the meeting: https://zoom.us/j/6721499373</p> <p>* Please share this group and this zoom link to those in need of a home group during this time.</p>

Children’s Services (including Emergency Child Care for Essential Workers)	
Service	Current Status
Resources for Exceptional Children and Youth (REFCY)	REFCY staff are still checking voicemail and email regularly. Staff are also initiating contact with families. The Access Line (905-427-8862 x504) remains active and calls are being responded by the Access Coordinator. REFECY assists families in Durham Region to enhance their children’s participation in the community, and supports families to advocate for services that they require.
Durham Children’s Aid Society	CAS is following the best practices for social distancing due to the COVID-19 pandemic. Currently operating with reduced staff; most working remotely for urgent protection matters. 905-433-1551
Dnaagdawenmag Binnoojiiyag Child & Family Services	The Agency is open and reachable by phone 24/7 (toll free 1-844-523-2237). For non-urgent matters and for urgent after-hours, please contact Durham Children’s Aid Society.
Pregnancy Help Centre Durham	Support for pregnant women and children up to the age of four years. Emergency needs: diapers, wipes, baby food, formula and pregnancy tests. Limited quantities, no proof of income required. For more information please call 905-720-3252.
Emergency Childcare for Essential Workers	Following the directive of the Government of Ontario, The Regional Municipality of Durham is offering emergency child care to eligible workers, at no cost. Emergency child care services are reserved exclusively for children of eligible workers who have no other alternatives. The safest option for your family is to have children remain at home if possible. Spaces available to eligible families on a first come, first serve basis. If the level of demand exceeds the Region’s ability to provide care, the Region will prioritize space for frontline health care workers and first responders. 905-668-7711 ext. 2786. https://forms.durham.ca/Emergency-Child-Care-Eligibility-and-Application

Autism Services	
Service	Current Status
Kerry's Place Autism Services	* While offices remain closed to the public, individualized support by telephone and email will be available, and select services via web-conferencing platforms. Email OAP.Intake@kerrysplace.org , or connect with a familiar service professional at Kerry's Place Autism Services. 1-888-292-5512 or 905-579-2720
Ontario Autism Program: Kinark Child and Family Services	* The Autism Services office and our ABA centres are closed to the public. Kinark has suspended all office, school and home based services in the interest of infection prevention and control. * If you need help urgently for a critical issue, we are here for you. Our staff will provide you with telephone support and advice and help you assess what else you might need. Please call our Autism Services number at 1-800-283-3377 * If the crisis is related to coping and mental health concerns, they should contact Kinark Central Intake at 1-888-454-6275. Alternately they can access a general hotline (not Kinark related) at 1 (800) 742 1890 (Durham Region). * We are currently designing service offerings that can be delivered by phone or video. * OAP funding is still being granted
Lakeridge Community Supports	* All face-to-face services are suspended however we continue to deliver effective ABA services via Telehealth and online Virtual sessions. * If you're a current client of Lake Ridge Community Support Services contact your clinician to discuss your service delivery options.

Basic Needs and Services to Support Vulnerable and Marginalized Individuals	
<p>The Region of Durham has compiled a listing of available resources to support vulnerable and marginalized individuals in our communities. This website is being updated regularly resources that are available: Durham.ca</p> <p>Get the most up-to-date information about COVID-19 in Durham Region at durham.ca/NovelCoronavirus or call Durham Region Health Department at 1-800-841-2729. Impacts related to Regional programs and services can be found at durham.ca/ServiceChanges</p> <p>Services for homelessness, including warming stations, drop-in centres, food locations, etc. also updated daily at: https://gapcommittee.ca/</p>	
Service	Current Status
Basic Needs	<ul style="list-style-type: none"> • Housing- During a State of Emergency families cannot be evicted • Doctors are writing prescriptions for formula, so that you can go to a pharmacy if you are unable to get formula in stores.
Income Security	<ul style="list-style-type: none"> • Emergency Assistance may be available via Ontario Works. Call the application centre 1-877-678-6333

	<ul style="list-style-type: none"> • If you are worried about paying a utility bill, contact your utility company for information about relief and other options. All utility companies that provide service in Durham Region have created COVID-19 assistance and flexibility programs to support residents. • Hydro and water disconnects are suspended until further notice • All eviction orders are suspended until further notice. • The federal government has assured seniors that OAS and GIS payments will not be interrupted
<p>Community Development Council Durham Temporary Housing Support Program</p>	<ul style="list-style-type: none"> • The Temporary Housing Support Program is intended to support low-income Durham region residents who may face evictions or utility cut-offs as a result of COVID-19 restrictions. This benefit will provide temporary (up to 3 months) assistance for those who are struggling to pay their rent or utility bills. Eligible tenants will have the benefit paid directly to their landlord or utility company. Each household will be required to pay 70% of their household income towards their housing costs, including rent and utilities, at which time the Temporary Housing Support Program may cover the difference. <p>Eligibility You may be eligible for the Temporary Housing Support Program if you meet all of the eligibility criteria for HSP, in addition to the following conditions:</p> <ol style="list-style-type: none"> 1. You are in receipt of Employment Insurance (EI) or the Canada Emergency Response Benefit (CERB) as a result of COVID-19. 2. You reside in the Durham Region and your rent is not subsidized by any other government program, non-profit organization or any other program that provides rental subsidies. <p>To complete an application, we recommend that you connect with a Housing Outreach Worker:</p> <p>Clarington- John Howard Society at 905.623.6814 Oshawa- John Howard Society at 905.579.8482 Whitby- John Howard Society at 905.666.8847 Ajax/Pickering- Community Development Council Durham at 905.686.2661 Scugog/Brock/Uxbridge- North House at 705.432.8654 or 1.877.406.8723 or Community Living Durham North at 905.985.8511</p>
<p>Food Banks</p>	<p>Oshawa</p> <ul style="list-style-type: none"> • Simcoe Hall Settlement House: Open twice per day for food and baby essentials (formula, diapers). Food Bank will remain OPEN on Tuesdays, Thursdays and Fridays from 9-11:30am and 1-3pm. 905-728-7525; https://simcoehall.com/ • Oshawa Knox Presbyterian Church 147 Simcoe St N Oshawa, 905-728-8673- Open: 2nd and 4th Thursdays from 9:00 am – 11:00 am • New Life Neighbourhood Centre 33 Olive Avenue Oshawa, 905-404-2004

- **Salvation Army** – Oshawa 45 King Street East Oshawa, **905-723-7422 ext 21- Open: Monday, Wednesday, Friday 9:30-12 pm**
- **Seventh Day Adventist Community Centre** 1170 King Street East Oshawa, **905-433-8800**
Open: Wednesday 12:30 pm – 3:00 pm and Thursday 9:00 am – 3:00 pm
Delivery Available – Please Call: 905-433-8800
- **St. Peter's Food Bank** 1175 Cedar St Oshawa, **905-728-8080**
- **St. Vincent de Paul Society** – St. Gertrude's (Oshawa) 690 King St E Oshawa, **905-431-1796**
- **CAREA Community Health Centre** 115 Grassmere Ave. Oshawa- **905-723-0036** ***Please call ahead to schedule pick up. No drop-ins at this time.**
- **St. Vincent de Paul Society:** St. Philip's (Oshawa) 1314 Oxford Street Oshawa, **905-728-3937**

Whitby

- **St. Andrew's Presbyterian Church-** 209 Cochrane St. Whitby **Drop-in By Appointment Only. Please call 905-668-4022**
- **Kendalwood Seventh Day Adventist-** 300 Kendalwood Rd, Whitby. **By Appointment Only. Please call 905-434-8300 to arrange pick-up Wednesday's 3:00 pm – 5:00 pm.**
- **Salvation Army Community & Family Services** -710 McQuay Boulevard, Whitby. **Monday, Wednesday & Thursday 12:30 pm – 3:30 pm.** By Appointment Only – Please Call: 905-430-3454

Ajax

- **1 Hope International Foundation-** 13 Atkinson Court, Ajax. Please Call: 647-786-9998
- **Christian Life Centre-** 1030 Ravenscroft Road, Ajax 905-686-1411 ext. 203. **Food Bank Operates 3rd Saturday of the month – 9:00 am – 11:00 am**
- **The Salvation Army Hope Church and Community Services,** 122 Hunt St, Ajax. **Food Assistance: Monday – Thursday 10:00 am – 3:00 pm** By Appointment Only – Please Call: 905-427-7123
- **Southside Worship Centre,** 55 Emperor Street, Ajax 905-428-1985 **Food Assistance: Thursday 12:00 pm – 7:00 pm** – To arrange for pick-up, please call 905-428-1985 or email lbogner@southsidewc.com. Limited Delivery Available – Please Call: 905-428-1985

Pickering

- **St. Paul's Community Food Bank,** 1537 Pickering Parkway, Pickering 905-839-9537 **Open: Tuesday & Friday 10:00 am – 12:00 pm**

North Durham

- **Brock Community Food Bank**
Food bank for individuals and families struggling to make ends meet and need food assistance.
705-426-1771, brockcommunityfoodbank1@gmail.com
- **Beaverton Site** – in a portable behind St. Andrew's United Church – 523 Simcoe St., Beaverton, ON

	<ul style="list-style-type: none"> • Sunderland Site – behind the United Church – 10 Church St., Sunderland, ON Currently open Fridays 10 a.m. – 1 p.m., and are taking measures to keep all clients safe and healthy. They are limiting the number of clients allowed in the food bank at one time. • Nourish Community Hub 16 York St., Cannington, 705-432-2444 1-855-445-8633, info@tndf.ca Suspended all programming and workshops, and have put all efforts into food distribution. The food pantry is currently operating Monday through Friday but they ask that people book an appointment in advance between 10 a.m. and 4 p.m. so they can ensure only one person is entering the building at a time. • Operation Scugog Victory Christian Centre 593 Alma St., Port Perry, 905-985-3087 Currently Open Wednesdays 12 noon – 4 p.m. They are serving people outside. People can call the food bank with any questions or concerns. • Uxbridge Loaves and Fishes Food Bank- St. Andrew’s-Chalmers Presbyterian Church, 40B Toronto St. S., Uxbridge, 905-852-6262 uxbridgeloavesandfishes@hotmail.com Open Wednesdays from 1 p.m. to 4 p.m.
St. Vincent’s Kitchen	Currently closed
The Eating Well	Currently closed
IN & OUT OF THE CRISIS (IOTC) SHELTER PROGRAM AT CAMP SAMAC	<p>First Light Foundation of Hope (FLFOH) and Christian Faith Outreach Centre (CFOC) have partnered to create the In & Out of The Crisis (IOTC) program at Camp Samac. This is a 24/7 alternative shelter location.</p> <p>Patrons will be given all meals, daytime activities and other support services directly on site.</p> <p>How Do You Access This Program?</p> <p>To access this program, you will need to get a referral from a community hub. Currently, referrals to this program will only be completed by:</p> <p>Oshawa Backdoor Mission Hub - 66 Simcoe St. S 7 days a week from 10:00am-7:00pm.</p> <p>This program has a limited capacity and clients will be accepted based on available space. Anyone who arrives at the IOTC program without going through the proper intake process will be directed to the Backdoor Mission Hub for appropriate referral and escorted off the property.</p> <p>Before a referral to the program can proceed, you will first be screened for COVID-19. Once you arrive, Program Staff will meet with you.</p> <p>Our goal is that once you arrive at Camp Samac, you will remain at the site for the duration of your stay. If you leave, except for medical reasons, you will have to get a new referral.</p>
Herizon House (shelter for women)	<p>Herizon House is at capacity and will not be taking in any new intakes. Our outreach services are providing phone counselling only. We are in the process of posting safety plans and safety tips on our social media (Facebook and IG) accounts.</p> <p>Outreach workers are providing counselling by phone.</p>

	Please call 905-426-1064 or 1-866-437-4066 .
Joanne's House (shelter for youth)	Remains open but currently the shelter is at capacity. Youth are encouraged to contact the shelter for other options and support if they are struggling. Please reach out and call 905-239-9477 All of our outreach services have been suspended for the time being. The outreach workers are working solely from home and scheduling any follow ups over the phone.
The Refuge (shelter for youth) 300 Court St., Oshawa	We will be OPEN for lunch and dinner on Saturdays and Sundays, and continue to offer Breakfast and lunch take-out style, regardless of age. The number of individuals receiving food in the centre will be limited to 5 individuals at a time. Bathroom will remain open between 9:00am-2pm. Shower will be available (only one shower stall available) while we are open. Schedule (Effective May 4th) Monday, Tuesday, Wednesday, Thursday, Friday Breakfast 9-2. Please note lunch will not be available on Tuesdays and Wednesdays. Patrons are invited to lunch at Gate 3:16 on these days Shower 9-2 Washroom 9-3:30 Saturday and Sunday Lunch 12-2 (staying open for coffee between lunch and dinner) Dinner 4-6pm Shower 12-6 Washroom 12-6 All daytime and evening programs are currently not operating.
Bethseda House (shelter for women)	Shelter remains open for existing clients however we are at capacity and we will not be offering bed space to new clients until further notice. 24 hour support line remains open with counselors available to provide support, information and safety planning as needed. 1-800-338-3397 Community Outreach Counselor will continue to provide support to existing and new community clients via telephone sessions. Administration line remains open during business hours. If we're not able to take your call immediately, we will call you back as soon as we can. 905-623-6045 . We will continue to monitor the situation as it evolves and follow the advice and direction of Public Health and other appropriate officials.
Community Development Council Durham (CDCD)	CDCD is currently available through phone and email only. The agency is closed to the community at this time. The Housing Stability Program and LEAP are accepting applications as normal. Please note that due to other services having limited or restricted hours, there may be some additional time needed to verify eligibility. Outreach Services for Ajax/Pickering continue through phone and email. Please contact 905-686-2661 ext. 227 for support. Voicemails will be returned within 1-2 business days.

<p>First Light Foundation of Hope 253 Simcoe St S, Oshawa</p>	<p>For now, overnight services are now offered at the IOTC Program at Camp Samac. Access this program by registering at the Backdoor Mission at 66 Simcoe St. South Oshawa. First Light Outreach Center on Simcoe remains is open now for: Monday to Friday 6am to 8am- Breakfast to Go 6pm to 8pm Supper to Go Cell phones can be charged while we are open</p>
<p>Christian Faith Outreach Centre Warming Station 158 Harwood Ave. S, Ajax</p>	<p>CFOC-DOC is open Mon-Fri from 5pm - 7pm & Sat/Sun 12:00pm - 4pm for light refreshments, warm-up, phone charging and washrooms.</p>
<p>The Back Door Mission 66 Simcoe St S, Oshawa</p>	<p>OPERATIONS WILL BE LIMITED AND WITH RESTRICTIONS. Services are coordinated with Gate 3:16 We are now open 7 days a week 9 am to 7 pm. Meals are served (take-out only) between 10 am – 1 pm Bathrooms are available from 9 am-11 am and 5 pm-7 pm (however, there is generally someone here the entire time from 9 am to 7 pm and letting people in to use the washroom)</p>
<p>Gate 3:16 64 Albany St, Oshawa</p>	<p>**Will be closed July 1st We will be giving information card handouts to patrons on our hours for meals, showers and washrooms. Monday to Friday Breakfasts and Lunches 8am to 2 pm. Please note that dinners are no longer being served.</p> <p>- Both breakfast and lunch are limited to groups of 12 patrons at a time. The rule is one eats and then leaves to accommodate the next group waiting outside. We are also doing take outs as the need requires. -Showers and washrooms will be open during our opening hours.</p>
<p>John Howard Society</p>	<p>Harm Reduction Services are being offered at all of the JHS offices. Oshawa – Monday to Friday 1- 4pm Whitby – Monday and Thursday 10am-noon Bowmanville – Monday and Thursday 1-4pm Evening Harm Outreach continues 6pm - 11pm by phone. Resource rooms are not open but staff are answering phones and helping clients and directing calls to outreach workers for intake, etc. Other Programs Clients will continue to be supported via phone and email.</p>

<p>Salvation Army 45 King St. Oshawa</p>	<p>**Closed July 1st The Salvation Army Oshawa Community & Family Services is still in operation but with reduced programming. All counselling sessions are now being done via Zoom conferencing or by phone All group programs are on hold for the time being. Our food bank will be operating on the following days: Monday, Wednesday & Friday 9:30-12pm.</p>
<p>Salvation Army 122 Hunt St. Ajax</p>	<p>The Salvation Army Food Bank and Family Services is open for family food service for new and existing clients and those need during this difficult time. Emergency food bags specific to those without cooking facilities are available. Appointments can be made at 905-427-7123 to register or book an appointment for food pick up. The centre is open Monday to Thursday 10 am – 12 pm and 1 pm to 3 pm. Bagged lunches are provided on Tuesday and Thursday from 12pm – 1pm. To support physical distancing all pick-ups are being facilitated at the back entrance door.</p>
<p>Community Homelessness Prevention Initiative (CHPI Program) Community Living Durham North</p>	<p>Our building is closed but we are meeting with clients digitally and are still offering all our services. New clients are welcome. CHPI offers housing support services to anyone experiencing or at risk of homelessness across Durham North including;</p> <ul style="list-style-type: none"> • Assisting to find and maintain housing • Advocating with landlords for tenants • Support at the landlord tenant tribunal • Applying for and obtaining supports through community resources • Connecting people to community resources. <p>We offer a wraparound service that works with all elements that affect housing. We work from a holistic, non-judgmental place and meet clients where they are at. Our goal is to assist individuals to be as successful as possible in maintaining and sustaining housing that is healthy and safe. Our contact information is 905-852-5919 and we are open from 8 to 5.</p>
<p>Canadian Mental Health Association -Durham</p>	<p>All CMHA Durham services remain available through remote delivery where possible within our usual operating hours. Only our Recovery College is closed. We are providing medical appointments with our Nurse Practitioner Led Clinic (NPLC) for any members of the vulnerable community who does not have access to a primary care provider. 1-844-436-8760.</p> <p>We are screening all visitors and directing at-risk individuals to be tested for COVID-19. The building is open for in-person screening Monday to Friday 9-noon and 1-3pm. We have maintained access to food via deliveries from our food pantry while supplies remain. We continue to accept and triage referrals from the hospital for high priority psychiatric and medical needs. Two psychiatrists are available for consults via our NPLC and a third psychiatrist is following ACT clients. We have indicated our availability to assist with maintaining RAAM services while LHO staff are reassigned</p>

Street Outreach	
Service	Current Status
Primary Care Outreach Team	Primary Care Outreach Team continues to provide Outreach Monday to Friday 8:00-4:00.
Carea and Welcoming Streets	<p>**Closed July 1st</p> <p>Limited Outreach will be beginning during the week where people can access harm reduction supplies, Naloxone and Light Refreshments. Schedule will be updated as needs are assessed.</p> <p>Monday, Tuesday and Wednesday: By Gate 3:16: 10AM – 10:30AM. By Memorial Park: 10:35AM – 11:00AM</p> <p>Thursday and Friday: By Backdoor Mission: 10AM – 10:30 AM. By ACDR: 10:35AM – 11:00AM</p> <p>Call or text Adam 289-285-3741 (Harm Reduction and Hep C info) or Lindsay 289-355-8938 (Welcoming Streets). Look for the Carea Van!</p>
John Howard Society	Project X-Change Outreach is delivering harm reduction supplies to individuals in the community with adjusted hours of 6-10pm - Clients can text or call outreach at (905) 440-5410 . Outreach presence at community agencies, Women's drop-in program, and kit-making groups have been temporarily suspended until further notice.
AIDS Committee of Durham Region (ACDR)	ACDR youth programs are temporarily on hold while COVID19 is a concern. Staff is working remotely and will respond to emails as soon as possible. Please email rather than call. For more information on ACDR's pandemic response, please check our website: https://www.aidsdurham.com/
Salvation Army Street Ministry - Oshawa	Our Street Ministry is still ongoing on Metcalfe Street at Memorial park on Tuesday evening from 6pm-7pm.
Cornerstone Street Outreach	Staff are in the office and offering limited services by appointment only, through their Case Manager. Staff are located at the accessible door entrance, when individuals do come by. We are screening individuals and asking them to wash hands before entering building.
Embassy Heart Street Outreach	Service at Memorial Park has been regrettfully discontinued
Life Rally Oshawa	1-3 pm, 7 days a week in Memorial Park Oshawa. Access free clothing, necessities and food.

Financial Support Options for Families

Canada Emergency Response Benefit (CERB):

The Federal Government has announced a new benefit to help people who have been impacted by COVID-19, the Canada Emergency Response Benefit (CERB). This benefit which will provide \$2,000 a month for up to four months for workers who lose their income because of the COVID-19 pandemic. This benefit has been extended until October 3rd and will provide support to Canadians who:

- have lost jobs;
- are quarantined;
- are taking care of someone who is sick with COVID-19;
- working parents who must stay home and lose pay to care for children at home due to school closures;
- wage earners, contract workers and self-employed workers who would not otherwise be EI eligible;
- workers who are still employed but not receiving income because of disruptions to their work due to COVID-19.

Support for Families:

While schools and child care centres are closed, parents can apply for direct funding to offset the cost of buying materials to support their children's learning, while they practice self-isolation and physical distancing. Eligible parents will receive a one-time per child payment of:

- \$200 for children aged 0 to 12
- \$250 for children or youth aged 0 to 21 with special needs

Information for benefits listed above can be found at: <https://www.durham.ca/en/regional-government/covid-19-community-resources.aspx#Financial-Security>

Services for Seniors

Service	Current Status
Town of Ajax Friendly Check-In	Register to receive a friendly check-in call from Town staff, for social connection, updates and links to local resources. To register call 905-427-8811 .
Helping Hands Uxbridge	Helping hands Uxbridge volunteers will do shopping for seniors. Call 1-833-Help852 which is 1-833-435-7852 .

<p>Pickering 55+ Adults</p>	<p>While all of our regular programs and events are on hold, we invite Pickering adults 55+ to join our newly created 55+ Facebook Group. This group offers activities, experiences, social fun and information sharing opportunities just for our older adult community. Learn more.</p> <p>Pickering 55+ Adults is offering Seniors Centre Without Walls - Connect to free weekly programs and Spotlight Series presentations. No computer or internet required. Call 905-420-4660 ext. 2078 or email kbradley@pickering.ca.</p>
<p>Whitby Senior Centre</p>	<p>The Whitby Senior Center is offering a new Seniors Connection Line connects Whitby seniors with people who can offer information, support and friendly conversation during this time of physical distancing. Call 905-668-1424 to leave your name and number and get a call back.</p> <p>In partnership with the Whitby Public Library, the Whitby Senior Centre is now offering Seniors Centre Without Walls four times per week. Seniors can call in and participate in an hour of activities. For a schedule and call-in details, visit: https://www.whitby.ca/en/residents/seniorsservices.asp</p>

<p style="text-align: center;">Other Services</p>	
<p style="text-align: center;">Service</p>	<p style="text-align: center;">Current Status</p>
<p>Virtual Doctor Appointments (through Ontario Telemedicine Network)</p>	<p>This resource will enable a video call with a physician. You sign up for a doctor's appointment and they call you later in the day. People using this service will need to be able to receive a follow-up call. It is funded through OHIP.</p> <p>https://cover.health/#how-it-works</p>
<p>Care Mongers COVID-19 Response Phone Line Pickering, Ajax, Whitby and Oshawa (volunteer helpers)</p>	<p>1-888-573-0982</p> <p>If you need help or are isolated during the COVID-19 outbreak, volunteers throughout Durham Region are ready to help you get what you need.</p> <p>When you call, it asks you to let them know where you're calling from so they can connect you with a volunteer in the area. If a volunteer doesn't answer, you're asked to leave a detailed message about what you need. From there, you'll be connected to someone who can help.</p>
<p>Durham Region Transit</p>	<p>Effective Thursday July 2nd, fare collection will recommence on all routes.</p> <p>On Demand/Specialized customers are required to book trips via phone and complete a verbal pre-screen with the DRT booking agent. Please call 1-866-247-0055 to book your trip.</p> <p>Our point of sale at 110 Westney Rd. S. is closed to customers. Customer Service staff remain onsite to answer customer questions and help with trip planning via phone and online.</p> <p>Effective Monday, March 23rd a temporary service reduction will be implemented. T 1-866-247-0055</p>

	<p>Board buses using the rear doors only. If you have a mobility aide, or otherwise require the ramp, you can continue to use the front doors. Bus loads are limited to support customers' social distancing practices.</p> <p>An enhanced bus cleaning process to ensure thorough, daily disinfecting with Health Canada approved cleaning/disinfecting products.</p> <p>Further to the recommendation on May 20 from the Province's Chief Medical Officer of Health, all patrons of Ontario transit agencies are encouraged to wear a face covering at all times during their travels, particularly in situations where physical distancing is not possible.</p> <p>DRT currently has a maximum bus load capacity protocol in place to facilitate physical distancing</p>
Durham Legal Clinic	<p>Please note: Due to the COVID-19 policy the Durham Community Legal Clinic has implemented the following:</p> <ol style="list-style-type: none"> 1. We are suspending walk-ins and in person meetings for at least the next three weeks; 2. We will continue to offer services via telephone, where possible, unless things change. <p>Please call 905-728-7321 and speak with front reception or leave a voicemail for any assistance you may require during this period.</p>
Community Justice Alternatives	<p>Community Justice Alternatives of Durham Region is working remotely with video-conferencing, telephone, and some in person (at a distance). All of our group programming has been put on hold, however, we are moving some programming to an on-line format where possible.</p>
Cell Phone Charging Stations	<p>These locations are available for cellphone charging depending on availability. Please let staff know that you would like to charge before plugging in.</p> <ul style="list-style-type: none"> *The Refuge *Gate 3:16 (please speak to manager first) *Backdoor Mission (Mission United) *Ajax Hygiene Hub (also has wi-fi) *Christian Faith Outreach Centre- Doors of Compassion (Ajax)
Canadian Hearing Services	<p>Anyone needing help trouble-shooting their hearing aids or assistive devices, or general support with hearing loss struggles can connect with a counsellor through a variety of means.</p> <p>Phone, email and virtual (video) appointments are all available.</p> <p>Phone: 1-866-518-0000 ext 4080; 289-355-8695 (cell)</p> <p>Email: amcintosh@chs.ca</p> <p>Up-to-date information on programs and services are available on the CHS website: www.chs.ca</p> <p>Phone tips sheets are also available to service providers as there is so much phone communication happening right now, which can be challenging for those with hearing loss.</p>
Cooling Location	<p>To provide relief for Town of Ajax residents during heat alerts, the Main Branch of Ajax Public Library will act as a Temporary Cooling Centre, starting Wednesday, June 10, 2020.</p>

	<p>Hours of operation for the Temporary Cooling Centre will be 11 a.m. to 9 p.m., while heat warnings for the Region remain in effect.</p> <p>For additional questions/concerns, please call us at 289.943.5001 between 8:30 a.m. and 4:30 p.m., Monday to Saturday.</p>
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