

HOUSING AND SHELTER

Community Development Council	1-866-746-3696 or
Durham—Housing Help Durham	905-686-2661
Joanne’s House	905-239-9477
Emergency hostel for youth (16-24)	
Herizon House	1-866-437-4066
24-hour crisis line and shelter for wom- en experiencing abuse	
John Howard Society Housing	
Bowmanville	289-927-2419
Oshawa	905-260-7961
Whitby	905-926-8073
Residential Program (youth independ- ent living)	905-718-1256
Muslim Welfare Home	905-665-0424 or
Emergency shelter for females of all faiths, 16+ and their children	1-866-666-1115
Safe Hope Home	info@safehopehome.com
The Denise House	
24 hour crisis line, shelter, counselling, and programs, for abused women and their children	905-728-7311 or 1-800-263-3725
YWCA Durham	
24-hour crisis line and shelter for wom- en experiencing abuse	1-888-576-2997

IDENTIFICATION

Durham Community Health Centre	905-723-0036
Birth certificate replacement	Ext. 2272
John Howard Society	905-579-8482
Birth certificate replacement	
Office of Registrar General (Birth Certificate)	1-800-461-2156
Service Ontario (Health Card)	1-800-267-8097
Service Canada (Passport)	1-800-567-6868
Service Canada (SIN Number)	1-866-274-6627

IMMIGRANT SERVICES

Welcome Centre	1-877-761-1155
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INDIGENOUS SUPPORTS

Durham Community Health Centre	1-877-227-3217
Metis Nation of Ontario	1-800-263-4889
Baagwating Indigenous Student Centre (Ontario Tech)	905-721-8668 Ext. 6795
First Peoples Indigenous Centre (Durham College)	905-721-2000 Ext. 2529 or 2573

LEGAL

Durham Family Court Clinic	905-436-6754
Durham Legal Aid	905-576-2334 or 1-800-668-8258
Durham Community Legal Clinic	905-728-7321 or
Landlord, tenant, and small claims	1-888-297-2202
Family Law Information Centre	905-579-1988 or 1-877-294-6529
Luke’s Place	905-728-0978 or
Family law assistance for survivors of abuse	1-866-516-3116

PHYSICAL AND SEXUAL HEALTH

AIDS Committee Durham	905-576-1445
AIDS Hotline	1-800-668-2437
Durham Community Health Centre	1-877-227-3217
Oshawa	905-723-0036
Pickering	905-420-0333
Hepatitis C Program	1-855-808-6242
Services for Hep C screening (treatment, counselling, support)	
Durham Health Connection	905-668-2020 or
Speak with a public health nurse	1-800-841-2729
Durham Virtual Urgent Care	
By Lakeridge Health	durhamvirtualurgentcare.lh.ca
East Region Virtual Care Clinic	1-888-684-1999
www.virtualcareontario.ca	
Durham Region Sexual Health Clinic	1-800-314-8533
Oshawa	905-433-8901
Pickering	905-420-8781
Telehealth Ontario	1-866-797-0000

PREGNANCY/YOUNG PARENT

Durham Community Health Centre	
Oshawa	905-723-0036
Pickering	905-420-0333
Parent Support Team	905-243-9146
Durham Region Health Department	905-668-7711
Health Babies Healthy Children, Infant and Child Development, SMILE, Post-partum depression support	1-800-841-2729 Ext. 3203 or 3247
Family and Community Action Program(FCAP)	905-686-6466 or 1-800-214-7163
Parenting programs (0-6 years)	
Food 4 Thought	905-428-8111 Ext. 222
Pre/post natal nutrition program coordinated by Girls Inc.	

PREGNANCY/YOUNG PARENT

EarlyOn Child and Family Centres	905-619-4565 Ext.30
Ajax	905-697-3171 Ext. 302
Bowmanville	905-987-6914
Newcastle	905-434-3831
Oshawa	905-839-3007
Pickering	905-985-2824
Port Perry	905-666-4794
Whitby	
Rose of Durham	905-432-3622
Oshawa	905-410-1741
Ajax/Pickering	905-213-1742
North Durham	

VOLUNTEERING

Volunteer Durham	www.durham.cioc.ca
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2SLGBTQI

Durham Community Health Centre	905-903-3512
Programs and Gender Care Team	
Lesbian, Gay, by, Trans Youth Line	1-800-268-9688 or
Peer support line	Text 647-694-4275
Pride Line Durham	1-855-877-7433
24/7 Helpline	905-231-0533 or
PFLAG Durham	1-888-530-6777 Ext.533

YOUTH CENTRES

Backdoor Mission (Showers, Programs)	905-728-4664
Boys and Girls Club of Durham	905-728-5121
CMHA-YASP Program (Programs, meals, showers, OW trustee)	905-436-8760 Ext.600 or 1-877-447-5795
Girls Inc (Girls success programs)	905-428-8111 or 1-877-447-5795
Municipal Recreation Programs	
Ajax	905-619-2529 Ext. 7508
Oshawa	905-436-3311
Pickering	905-420-4660 Ext. 2079
Whitby	905-655-2010
The Firehouse (Bowmanville)	905-623-6814 Ext. 451
The Refuge Centre (Oshawa)	905-404-2420
Women’s Multicultural Resource & Counselling Centre	905-427-7849



Whitby/Clarington 289-404-3034

Oshawa 905-435-3100 or 905-442-7722

Ajax/Pickering 905-903-3512 or 905-903-3612

Youth Outreach Workers (YOWs) aim to build relationships with youth and their support systems, identify needs, and provide advocacy to overcome barriers and empower youth to make positive life choices.

- Housing
- Food security
- ID
- Accessing primary care
- Any many more!
- Income support
- Employment

can assist youth (12-21 years old) in connecting with community resources, navigating services, and making informed and independent decisions. Supports include:

Youth Outreach Workers



Youth Services Guide

Created by Youth Outreach Workers (YOW's) from Durham Community Health Centre



CRISIS	
EMERGENCY	911
CRISIS	988
Be Safe App	www.besafeapp.ca
Crisis safety planning resources	
Distress Centre Durham	905-430-2522 or
24-hour telephone counselling,	1-800-452-0688
crisis, and suicide intervention	
Durham Mental Health Services	905-666-0483 or
Short –term crisis beds/mobile	1-800742-1890
crisis team	
Frontenac Mental Health Crisis	1-855-310-2673
24/7 support	
Kids Help Phone	1-800-668-6868 or
www.kidshelpphone.ca	Text “connect” to 686868
Victim Services of Durham	1-888-579-1520 Ext. 3400
Ontario Shores Crisis Line	1-800-263-2679

ABUSE AND PARTNER VIOLENCE

Bethesda House Bowmanville	905-623-6050 or
24-hour support line and shelter	1-800-338-3397
Durham Children’s Aid	905-433-1551
For youth experiencing abuse or fear	
for safety (ages 0-16)	
Durham Rape Crisis Centre	905-668-9200
24-hour crisis line, counselling and	
support groups	
Durham Region Domestic Violence/	905-576-8711
Sexual Assault Care Centre	Ext. 33286
Medical, emotional support for anyone	
who has experienced or needs info	
about sexual violence, services, and	
community referrals	
DRIVEN	1-877-723-3905
Fem-aide	1-877-336-2433
Francophone Helpline	
Herizon House	905-426-1064 or
24-hour crisis line and shelter for wom-	1-866-263-3725
en dealing with abuse	
Denise House	905-728-7311 or
24-hour crisis line and shelter for wom-	1-800-263-3725
en dealing with abuse	
YWCA Durham	905-576-2997 or
24-hour crisis line and shelter for wom-	
en dealing with abuse	

ALTERNATIVE EDUCATION		
Durham Alternative Secondary School (DDSB)		
Oshawa/Port Perry/Teen Parents	905-579-1990	
DASS Pickering	905-839-2913	
Durham Catholic District School Board		
Alternative Education (DCDSB)		
Return Ticket Program (Ajax)	905-666-1146	
Reconnect Program (Ajax)	905-666-1146	
Continuing Education (Ajax)	905-683-7713	
Continuing Education (Oshawa)	905-438-0570	
Durham Continuing Education (DDSB)	905-436-3211	
Learning, Earning, and Parenting (LEAP)	905-432-2929	
Highschool for young parents on OW		

ANGER MANAGEMENT		
Boys and Girls Club of Durham		
	289-404-3259	
Community Justice Alternatives	905-683-8615	
John Howard Society	905-623-6814 Ext. 304	
Salvation Army—Family Services		
Oshawa	905-723-7422	
Whitby	905-430-3454	

COUNSELLING AND SUPPORT

Bereaved Families of Ontario	905-579-4293 or
Support for families/children	1-800-387-4870
experiencing loss or grief in Durham	
Centralized Intake	1-888-454-6275
Intake and referral for all children’s mental	
health services in Durham	
Catholic Family Services of Durham	905-428-1984
Ajax/Oshawa	905-725-3513 or
Oshawa (Intake)	1-877-282-8932
Couple, individual, or child	
& family counselling	
Durham Community Health Centre	
Toll Free—All Sites	1-877-227-3217
Oshawa	905-723-0036
Pickering	905-420-0333
Durham Community Health Centre	289-509-0603
Children and Youth Mental Health	905-743-9960
Child , Youth and Family Clinic	
COPE Mental Health (18+)	1-888-255-6680
General Intake and questions	905-668-6223 Ext. 613
Program Registration	
Durham Counselling Walk-In Clinic	289-509-0603
Phone counselling for children and youth (3-19)	Ext. 3203
and their families	

COUNSELLING AND SUPPORT		
Family Services Durham		
General Intake	905-666-6239 Ext. 5	
Couple, individual, child and family coun-	1-888-721-0622	
selling	Ext. 5	
Frontenac Youth Services	905-579-1551 or	
Support for youth (12-18) with behaviour-	1-888-454-6275	
al, emotional, psychiatric and learning		
difficulties		
Hearth Place Cancer Support Centre	905-579-4833	
John Howard Society		
Ajax (appointment only)	905-579-8482	
Clarington	905-623-6814	
Oshawa	905-579-8482	
Whitby	905-666-8847	
Kinark Child and Family Services	905-668-2411 or	
Individual, couple, and family counselling	1-888-454-6275	
Ontario Shores Centre		
Central Intake		
Family Resource Centre	1-877-767-9642	
Prompt Care Clinic	905-430-4055 Ext. 6970	
Salvation Army—Family Services	905-432-4121	
Oshawa		
	905-723-7422	

DRUGS, ALCOHOL, GAMBLING

Alcoholics Anonymous/Alateen	905-728-1020 or
Support for recovering alcoholics or	1-888-425-2666
young people affected by drinking	
Back Door Mission	905-728-4664
Alcoholics Anonymous	Mondays—3pm
Cocaine Anonymous	Sundays—2pm
Connex Ontario	Text “CONNEX” to 247247
Drug & Alcohol Helpline	1-800-565-8603
Narcotics Anonymous	1-888-811-3887
Ontario Problem Gambling Helpline	1-888-230-3505
Pinewood Centre Crisis Line	905-721-4747 or
Ajax (Ext.6)	1-888-881-8878
Bowmanville (Ext. 3)	
Oshawa (Ext.2)	
Port Perry (Ext. 4)	
Project X-Change	905-440-5410
John Howard Society needle exchange	
program, clean supplies and mobile sites	
YMCA Youth Gambling	905-903-5995
Awareness Program	

EMPLOYMENT	
Aglicc	905-443-1001
Ajax	905-426-1760
Courtice	905-743-7242
Centre for Education and Training	905-420-1919
Unemployed Help Centre	
Oshawa	905-579-1821
Pickering	905-420-4010
Durham College Community	
Employment Services	
Bowmanville	905-697-4472
Oshawa	905-438-1041
John Howard Society Employment	
Oshawa	905-579-8482 Ext. 333
Whitby	905-665-8847 Ext. 335
META Vocational Services	905-725-0087
VPI Inc.	
Ajax	905-683-3529
Oshawa	905-571-3301
YMCA Durham Employment	
Pickering	905-427-7670
Whitby	905-668-0044

FINANCES

Ontario Works Durham Region Social Services	
General Intake	1-877-678-6333
Ajax/Pickering Intake	905-428-8982
Interpreter Line	1-800-523-1786

FOOD SECURITY

For a complete list of current food banks in	
Durham Region, please visit:	
www.feedtheneedindurham.ca/find-food	

HOUSING AND SHELTER

Backdoor Mission	905-728-4664
Safe sleep area, mental health and hous-	
ing help	
Bethesda House (Bowmanville)	905-623-6050 or
24-hour crisis line and shelter	1-800-742-1890
Durham Mental Health Crisis Beds	905-666-0483 or
Christian Faith Outreach Centre	1-800-742-1890
Emergency beds and food bank	905-619-1109
Cornerstone Community Association	905-433-0254
Emergency hostel for males 16+	
Durham Region Housing Services	905-668-7711 or
	1-800-372-1102
Durham Region Non-Profit Housing	905-436-6610 or
	905-686-1278