

# Community Resource Guide for Pregnant and Parenting Families



# Table of Contents

Health Care Providers.....	2
Food Support .....	3
Help with Money/ Need a Job.....	4
Places to Live .....	5
I am Pregnant / I am a Parent .....	6
Prenatal Classes .....	10
Newcomer / Multicultural Supports.....	11
Indigenous Health .....	13
Need Help Now (Crisis Services and Shelters) .....	14
Talk to Someone (Support groups and counselling).....	17
Help With Drugs & Alcohol/Addictions .....	20
My Sexuality.....	21
Legal Services/Supports.....	22
Lost My I.D. ....	23

# Emergency Numbers and Telephone Information Lines

<b>Durham Regional Police Non-emergency Line</b>	905-579-1520 1-888-579-1520
<b>Fire, Police, Ambulance</b>	911
<b>Poison Control</b>	1-800-268-9017
<b>Durham Health Connection Line</b> Public Health Nurses provide information about health issues and community services. Monday - Friday 9:00 am – 5:00 pm	905-668-2020 1-800-841-2729
<b>Telehealth Ontario</b> Free, confidential telephone service for health advice or information from a Registered Nurse, 24 hours a day, seven days a week.	1-866-797-0000 Or TTY 1-866-797-0007



## Health Care Providers

<p><b>Community Health Centres</b> Provide medical services and health promotion programs for individuals and families that live within their area. If you do not have health insurance or are waiting for your coverage to begin, you can find primary health care and treatment services at Community Health Centres.</p>	
<p><b>Brock Community Health Centre</b> A community health service for residents of Brock Township and surrounding areas. <a href="http://www.brockchc.ca">www.brockchc.ca</a></p>	705-432-3322
<p><b>Carea Community Health Centres</b> Free community programs and services for people of all ages. Services include: medical, dietician, counselling/mental health support, prenatal and parenting support. Help with food security for registered clients. <a href="http://www.careachc.ca">www.careachc.ca</a></p>	<p><b>Ajax</b> 905-428-1212 <b>Pickering</b> 289-212-2732 <b>Oshawa</b> 905-723-0036 <b>Whitby</b> 289-212-2964</p>
<p><b>College of Physicians and Surgeons of Ontario</b> <a href="http://www.cpso.on.ca">www.cpso.on.ca</a></p>	1-416-967-2600
<p><b>Health Care Connect</b> A program that refers Ontarians without a family health care provider (family doctor or nurse practitioner) to providers accepting new patients in their community.</p>	1-800-445-1822
<p><b>Midwives</b> Provide complete care and support prenatally, during labour, birth and postpartum. Covered by OHIP.</p>	
<p><b>College of Midwives of Ontario</b> <a href="http://www.cmo.on.ca">www.cmo.on.ca</a></p>	1-416-640-2252
<p><b>Community Care Midwives</b> Clinic located in Oshawa <a href="http://www.communitycaremidwives.com">www.communitycaremidwives.com</a></p>	905-723-6088
<p><b>Midwifery Services of Durham</b> Clinics located in Ajax and Markham <a href="http://www.durhammidwives.com">www.durhammidwives.com</a></p>	905-427-5407
<p><b>New Life Midwives</b> Clinic located in Bowmanville <a href="http://www.newlifemidwives.com">www.newlifemidwives.com</a></p>	905-419-3232
<p><b>Sages-Femmes Rouge Valley Midwives</b> Clinic located in Scarborough. <a href="http://www.sagesfemmesrougevalleymidwives.com">www.sagesfemmesrougevalleymidwives.com</a></p>	905-409-6447
<p><b>Uxbridge Community Midwives</b> Clinic located in Uxbridge <a href="http://www.uxbridgemidwives.com">www.uxbridgemidwives.com</a></p>	905-862-3535

# Food Supports

<p><b>Food '4' Thought</b> - Drop in program for pregnant women 26 years of age and under to get free groceries and prenatal vitamins.</p>	1-800-841-2729
<p><b>Ajax / Pickering</b>            Carea Community Health Centre            Food 4 Thought            Salvation Army Ajax            Southside Worship Centre/Storehouse Food Bank            St. Paul's On The Hill</p>	1-800-841-2729 1-877-447-5795 905-427-7123 905-428-1985 905-839-9537
<p><b>Clarington</b>            Clarington East Food Bank            Newcastle Baptist Church            Salvation Army            Seventh Day Adventist            St. Vincent de Paul (St. Joseph's)</p>	905-987-1418 905-987-5549 905-623-2185 905-623-6031 905-623-6371
<p><b>North</b>            Brock Community Food Banks            Food 4 Thought            Loaves and Fishes (Uxbridge)            Nourish Food Pantry            Operation Scugog            St. Andrews-Chalmers Church</p>	705-426-1771 1-877-447-5795 905-852-6262 705-432-2444 905-985 3087 905-852-6262
<p><b>Oshawa</b>            Backdoor Mission            Carea Community Health Centre            Durham College Outreach Services            Food 4 Thought            Gate 3:16            Knox Presbyterian Church            New Life Neighbourhood Centre            Salvation Army Oshawa            Seventh Day Adventist            Simcoe Hall Settlement House            St. Peter's Food Bank (St. Peter's Anglican Church)            St. Vincent de Paul (St. Gertrude's)            St. Vincent de Paul (St. Phillip's)            St. Vincent's Kitchen            The Eating Well Ministries            The Refuge            Zion/Hope Food Bank</p>	905-728-4664 905-723-0036 905-721-2000 x2315 1-877-447-5795 905-432-5316 905-728-8673 905-404-2004 905-723-7422 905-433-8800 905-728-7525 905-728-8080 905-431-1796 905-728-3937 905-433-4006 905-579-1706 905-404-2420 905-436-3255
<p><b>Whitby</b>            Salvation Army Whitby</p>	905-430-3454

## Help with Money/ Need a Job

<b>Agilec Employment Services</b>	1-800-361-4642
<b>Child Care Subsidy</b>	1-800-387-0642
<b>Durham Region Social Services Ontario Works</b>	1-877-678-6333
<b>META Vocational</b> Specializes in services for those with disabilities.	905-725-0087
<b>Service Canada</b> Canada Child Tax Benefit CPP & Disability Insurance Employment Insurance (EI) Maternity and Parental Benefits	1-800-387-1193 1-800-277-9914 1-800-206-7218 1-800-206-7218
<b>Trillium Drug Program</b> Help with costs of medications.	1-800-575-5386
<b>Unemployed Help Centre</b>	905-579-1821
<b>Ajax / Pickering</b> VPI Working Solutions YMCA Durham Employment Services	905-683-3529 905-427-7670
<b>Clarington</b> Durham College Community Employment Services	905-697-4472
<b>North</b> Durham College Community Employment Services	905-852-7848
<b>Oshawa</b> Durham College Community Employment Services John Howard Society Employment Services VPI Working Solutions	905-438-1041 905-579-8482 x 240 905-571-3301
<b>Whitby</b> John Howard Society Employment Services YMCA Durham Employment Services	905-666-8847 x21 905-668-0044



## Places to Live

<b>Durham Region Housing Services</b>	1-800-669-2956
<b>DYHSS (Durham Youth Housing and Support Services)</b> For youth 16-24 (13 beds).	905-239-9477
<b>Housing Help Durham</b>	905-686-2661
<b>John Howard Society – Residential Program</b> Help youth living independently.	905-434-5388
<b>YWCA Durham</b> 24 hr crisis line and shelter for those dealing with abuse.	1-888-576-2997
<b>Ajax/Pickering Herizon House</b> Shelter for abused women and their children.	1-866-437-4066
<b>Joanne’s House</b> Shelter for youths aged 16-24, both male and female.	905-239-9477
<b>Clarington Bethesda House</b> Shelter for abused women and their children, pet friendly.	1-800-338-3397
<b>John Howard Society</b> Housing Services.	905-623-6814
<b>North North House</b> Community homelessness prevention and eviction prevention. Mediate landlord and tenant matters.	1-877-406-8723
<b>Oshawa John Howard Society</b> Housing Services.	905-579-8482
<b>YWCA Durham 2nd Stage (Transitional) Housing</b> Housing for single women fleeing violence.	905-576-8880
<b>The Denise House</b> Shelter for abused women and children.	1-800-263-3725
<b>Y Wish Shelter</b> Shelter for abused women and their children.	905-576-2997
<b>Cornerstone Community Services Durham Inc.</b> Single men over 16 yrs of age, single men with dependent children, couples with children in their care.	905-433-0254 x228
<b>Whitby John Howard Society</b> Housing Services.	905-666-8847
<b>Muslim Welfare Home</b> Emergency shelter for women (+16) and their children of all faiths.	905-665-0424

## I am Pregnant / I am a Parent

<p><b>Durham Behaviour Management Services</b>            Consultation for parents of children between the ages of 2-7 years, with a developmental delay. Consultation to childcare centers for children ages 2-12 years (no diagnosis required for that service).</p>	1-800-387-0642
<p><b>Durham Children's Aid Society</b>            Help for pregnant women, children and their families.</p>	905-433-1551
<p><b>Durham Parents of Multiples (DPOM)</b>            Yearly membership fee provides support and information for those pregnant or parenting twins or multiples.  <a href="http://www.durhamparentsofmultiples.wildapricots.org/">www.durhamparentsofmultiples.wildapricots.org/</a></p>	
<p><b>Durham Region Health Department</b>            Healthy Babies Healthy Children Program            Free Prenatal classes - SMILE ( for young parents)            Online Prenatal Classes  <a href="http://www.durham.ca/onlineprenatalclasses">www.durham.ca/onlineprenatalclasses</a>            Breastfeeding Support            Infant &amp; Child Development Program            Durham Health Connection Line (free, confidential help line where you can talk to a Public Health Nurse)  <a href="http://www.durham.ca">www.durham.ca</a></p>	1-800-841-2729
<p><b>Family Services Durham</b>            Locations include Ajax, Whitby, Oshawa, North Durham. Couple, individual, child, family counselling.</p>	1-866-840-6697
<p><b>FCAP (Family Community Action Program)</b>            Parenting Programs (0-6yrs).</p>	1-800-214-7163
<p><b>Fetal Alcohol Spectrum Disorder Caregiver Support Group</b>            Opportunities for caregivers to share support, information and resources. A referral is not required.</p>	905-427-8862 x346
<p><b>Fetal Alcohol Spectrum Disorder Program</b>            Work with the family, service providers and educators to support children and youth with suspected or confirmed FASD. Service is available to children and youth up to the age of 18 and young people between the ages of 18 and 21 who remain in school, and their families.</p>	905-427-8862 x504
<p><b>Food 4 Thought</b>            Weekly drop-in for pregnant women 26 years of age and under. Support, information and free groceries provided. Multiple sites throughout Durham Region. Call Durham Health Connection Line for information.  <a href="http://www.girlsinc-durham.org">www.girlsinc-durham.org</a></p>	1-800-841-2729
<p><b>Government of Canada</b>            El Maternity and Parental Benefits.  <a href="http://www.canada.ca/en/services/benefits/ei/ei-maternity-parental.html">www.canada.ca/en/services/benefits/ei/ei-maternity-parental.html</a></p>	1-800-206-7218



## I am Pregnant / I am a Parent

<p><b>Grandview Children’s Centre</b> Offer a variety of services such as physiotherapy, occupational therapy, speech-language, social work, audiology, preschool outreach programs, therapeutic recreation and specialized clinics.</p>	905-728-1673
<p><b>La Leche League Canada</b> To find breastfeeding help near you. <a href="http://www.lllc.ca">www.lllc.ca</a></p>	1-800-665-4324
<p><b>Metis Nation of Ontario</b> Family support from prenatal to 6 years, peer counselling and referrals, advocacy support and educational family wellness workshops events. This program is designed to be sensitive to Metis culture but participation in this program is not limited to Metis people and everyone is welcome to utilize its services.</p>	905-443-1002
<p><b>Newborn Registration 4 -in-1 Service</b> An online service for: Birth registration, Birth Certificate, Canada Child Tax Benefit and Social Insurance Number. <a href="http://www.serviceontario.ca">www.serviceontario.ca</a></p>	
<p><b>Pinewood Centre-Umbrellas Program</b> For pregnant women or mothers of children (0-3yrs) who are worried about their alcohol and drug use.</p>	1-888-881-8878 x31251 905-721-4747 x31251
<p><b>Pregnets</b> Website information on quitting smoking for pregnant and postpartum women. <a href="http://www.nicotinedependenceclinic.come/en/pregnets">www.nicotinedependenceclinic.come/en/pregnets</a></p>	
<p><b>Resources for Exceptional Children and Youth Duham Region</b> Services to support children/youth with special needs and their families. Service is available up to the age of 18 and to young people between the ages of 18 and 21 who remain in school, and their families.</p>	1-800-968-0066 905-427-8862 x504 access line
<p><b>Rose of Durham</b> Provide free programs and services to young parents (26 and under), including counselling, high school program, prenatal classes, parent support groups, dad’s group, and donation room services.</p>	905-432-3622
<p><b>The Pregnancy Help Centre of Durham</b> Pregnancy testing, options information, adoption referrals, community referrals, ongoing parental and parenting support.</p>	905-720-3252

## I am Pregnant / I am a Parent

<p><b>Ajax/ Pickering</b>  <b>Carea Community Health Centre</b>          Free community programs and services for people of all ages. Services include medical, dietician, counselling/ mental health support, prenatal and parenting support. Help with food security for registered clients.</p> <p><b>Early ON Child and Family Centre (Ajax)</b>          Programs &amp; activities for children 0-6 yrs and their families.</p> <p><b>Early ON Child and Family Centre (Pickering)</b>          Programs &amp; activities for children 0-6 yrs and their families.</p> <p><b>Food 4 Thought</b>          Pre and Post Natal Nutrition Project.</p> <p><b>Pregnancy Help Centre</b>          Pregnancy testing, options information, adoption referrals, community referrals, ongoing parental and parenting support.</p> <p><b>Rose of Durham (Outreach)</b>          Provide free programs and services to young parents (26 and under), including counselling, high school program, prenatal classes, parent support groups, dad's group, and donation room services.</p>	<p>Ajax            905-428-1212            Pickering            289-212-2732</p> <p>905-619-4565</p> <p>905-839-3007</p> <p>1-877-447-5795</p> <p>905-619-9878</p> <p>905-410-3622</p>
<p><b>Clarington</b>  <b>Early ON Child and Family Centre (Bowmanville)</b>          Programs &amp; activities for children 0-6 yrs and their families.</p> <p><b>Early ON Child and Family Centre (Newcastle)</b>          Programs &amp; activities for children 0-6 yrs and their families.</p> <p><b>Pregnancy Help Centre</b>          Pregnancy testing, options information, adoption referrals, community referrals, ongoing parental and parenting support.</p> <p><b>TEAM (Teen Education and Mothering)</b>          Program helps support mothers under the age of 21 to work on completing high school.</p>	<p>905-697-3171</p> <p>905-987-6914</p> <p>289-685-0768</p> <p>905-623-6505</p>
<p><b>North</b>  <b>Early ON Child and Family Centre</b>          Programs &amp; activities for children 0-6 yrs and their families.</p> <p><b>Food 4 Thought</b>          Pre and Post Natal Nutrition Project.</p> <p><b>Rose of Durham (Outreach)</b>          Provide free programs and services to young parents (26 and under), including counselling, high school program, prenatal classes, parent support groups, dad's group, and donation room services.</p> <p><b>Sunrise: Pregnancy and Family Support Services</b>          Uxbridge and surrounding area. Offers both educational and practical help for families. <a href="http://www.sunriseuxbridge.com">www.sunriseuxbridge.com</a></p>	<p>905-985-2824</p> <p>1-877-447-5795</p> <p>905-410-3622</p> <p>905-852-4192</p>

# I am Pregnant / I am a Parent

<p><b>Oshawa</b>  <b>Carea Community Health Centre</b>          Free community programs and services for people of all ages. Services include medical, dietician, counselling/mental health support, prenatal and parenting support. Help with food security for registered clients.</p> <p><b>Early ON Child and Family Centre</b>          Programs &amp; activities for children 0-6 yrs and their families.</p> <p><b>Food 4 Thought</b>          Pre and Post Natal Nutrition Project.</p> <p><b>Pregnancy Help Centre</b>          Pregnancy testing, options information, adoption referrals, community referrals, ongoing parental and parenting support.</p> <p><b>Rose of Durham (Outreach)</b>          Provide free programs and services to young parents (26 and under), including counselling, high school program, prenatal classes, parent support groups, dad's group, and donation room services.</p>	<p>905-723-0036</p> <p>905-723-9922</p> <p>1-877-447-5795</p> <p>905-720-3252</p> <p>905 432-3622</p>
<p><b>Whitby</b>  <b>Carea Community Health Centre</b>          Free community programs and services. Children and youth mental health team specializes in ages 0-24. Counselling and groups, walk in counselling on Wednesday from 1 pm - 8 pm.</p> <p><b>Early ON Child and Family Centre</b>          Programs &amp; activities for children 0-6 yrs and their families.</p>	<p>289-212-2964</p> <p>905-666-4794</p>



## Prenatal Classes

These classes vary in cost and length. Please contact individual organizations for information.

<p><b>Durham Region Health Department</b>          Free Prenatal Classes (SMILE) for young parents.          Online Prenatal Classes  <a href="http://www.durham.ca/onlineprenatalclasses">www.durham.ca/onlineprenatalclasses</a></p>	<p>1-800-841-2729</p>
<p><b>Lakeridge Health Corporation</b>  <a href="http://welovebabies.ca">welovebabies.ca</a>  <b>Kangaroo Kapers Sibling Preparation Class</b>          Class is offered at the Oshawa Site.  <b>Prenatal Breastfeeding Class</b>  <b>Prenatal Classes</b>          Classes are offered in Oshawa, Ajax and Port Perry.</p>	<p>905-576-8711          x 34116</p>
<p><b>Lamaze Prepared Childbirth of Durham Region</b>          Childbirth, baby care, and breastfeeding classes for prenatal clients. Services are also available for Chinese speaking families. <a href="http://www.durhamlamaze.com">www.durhamlamaze.com</a></p>	<p>289-638-3220</p>



## Newcomer / Multicultural Supports

<p><b>Canadian Centre for Refugee and Immigrant Health Care</b> 4158 Sheppard Ave. East Scarborough - Medical treatment and assistance to those new to Canada who are medically uninsured. <a href="http://www.healthequity.ca">www.healthequity.ca</a></p>	1-647-267-2176
<p><b>Caribbean African Canadian Social Services</b> 995 Arrow Rd, Toronto - Programs and services for Jamaican, Caribbean and African-Canadian communities. Parenting program, youth outreach, violence against women program, individual and family counselling available. Must be able to go to office. <a href="http://www.cafcan.org">www.cafcan.org</a></p>	1-416-740-1056
<p><b>Catholic Family Services of Durham</b> Couple, individual, child and family counselling available in French and English.</p>	905-725-3513 1-877-282-8932
<p><b>Durham Immigration Portal</b> Resource to help newcomers settle in Durham Region. <a href="http://www.durhamimmigration.ca">www.durhamimmigration.ca</a></p>	
<p><b>Durham Region</b> Provides information on living in Durham Region for all services such as doing business, government and health and wellness translated in over 90 different languages. <a href="http://www.durham.ca">www.durham.ca</a></p>	
<p><b>Durham Region Public Libraries</b> Provides programs to increase and support literacy for families, opportunities to develop social networks, community engagement, personal development and wellness. <a href="http://www.durham.ca/en/living-here/libraries.aspx">www.durham.ca/en/living-here/libraries.aspx</a></p>	
<p><b>Faith-based organizations</b> Offer prayer, language classes, cultural and music classes, recreation programs, food drives, family planning, individual counselling, parenting programs, childcare. <a href="http://www.settlement.org/ontario/community/religion-and-worship/religion-and-worship/where-can-i-find-information-about-places-of-worship/">www.settlement.org/ontario/community/religion-and-worship/religion-and-worship/where-can-i-find-information-about-places-of-worship/</a></p>	
<p><b>Hong Fook Mental Health Association</b> 3320 Midland Ave. Scarborough - Services for Cambodian, Cantonese, Mandarin, Korean and Vietnamese communities. Language specific services available to Durham residents if able to meet in Scarborough. <a href="http://www.hongfook.ca">www.hongfook.ca</a></p>	1-416-493-4242
<p><b>Muslim Family and Child Services of Ontario</b> 305 Rusholme Rd. Toronto - Assessment, treatment, prevention, crisis support, court case support and support for family and child issues. Religiously appropriate and culturally sensitive. <a href="http://www.mfcsco.ca">www.mfcsco.ca</a></p>	1-416-588-7864

## Newcomer / Multicultural Supports

<p><b>Settlement.org</b>          Providing information for newcomers settling in Ontario. Including "My First Days" guide with information for newcomers' first two weeks in Ontario.  <a href="http://www.settlement.org">www.settlement.org</a></p>	
<p><b>TAIBU Community Health Centre</b>          27 Tapscott Rd. Scarborough - Serves the black community across the greater Toronto area. Comprehensive health care is provided by a team of physicians, Nurse Practitioners, Nurses, Dieticians, Social Workers, a Diabetes Education Program and Counselling services are also available. Must be able to go to office.  <a href="http://www.taibuchc.ca">www.taibuchc.ca</a></p>	<p>1-416-644-3536</p>
<p><b>Welcome Centre Immigrant Services</b>          Free services to assist refugees, immigrants and newcomers based on their settlement needs (i.e. language training, legal, counselling, housing, health care, employment etc.).  <a href="http://www.welcomecentre.ca">www.welcomecentre.ca</a></p>	<p><b>Ajax</b>          289-482-1037  <b>Pickering</b>          905-420-3008          Toll free          1-877-761-1155</p>
<p><b>Women's Multicultural Resource and Counselling Centre of Durham</b>          Confidential culturally sensitive counselling and supportive services to women and children of diverse cultural, racial and religious backgrounds. Individual counselling, group counselling, support groups for abused women and youth programs available.  <a href="http://www.wmrccdurham.org">www.wmrccdurham.org</a></p>	<p>905-427-7849          Toll free          1-877-454-6760</p>



# Indigenous Health

<p><b>Carea Community Health Centre</b> Counselling and support for Indigenous people of all ages. <a href="http://www.careachc.ca">www.careachc.ca</a></p>	<p>905-723-0036 x 1222</p>
<p><b>Dnaagdawenmag Binnoojiiyag Child and Family Services</b> Help for pregnant women, children and their families, provided by Indigenous multidisciplinary team, to ensure all services respect culture, tradition and needs, both on and off reserve.</p>	<p>1-844-523-2237</p>
<p><b>Durham Mental Health Services</b> Aboriginal Addiction and Mental Health Outreach Worker provides support and community service navigation to youth and adults. <a href="http://www.dmhs.ca">www.dmhs.ca</a></p>	<p>Central Intake 905-666-0831 x 3312</p>
<p><b>First Nations and Inuit Hope for Wellness Helpline</b> Counsellors offer 24-hour phone and chat counselling, immediate mental health counselling and crisis intervention. <a href="http://www.hopeforwellness.ca">www.hopeforwellness.ca</a></p>	<p>1-855-242-3310</p>
<p><b>Helpline for Indigenous Women</b> A 24-hour helpline, talk, text or chat, crisis counselling, advice and support. <a href="http://www.talk4healing.com">www.talk4healing.com</a></p>	<p>1-855-554-4325</p>
<p><b>Indigenous Education and Cultural Services</b> Ontario Tech University Support for successful transition to post-secondary school including cultural counselling and traditional supports. There is also a traditional knowledge keeper on staff.</p>	<p>905-721-8668 x 6795 905-721-8668 x 6793</p>
<p><b>Metis Nation of Ontario</b> Family support from prenatal to 6 years, peer counselling and referrals, advocacy support and educational family wellness workshop events. This program is designed to be sensitive to Metis culture but participation in this program is not limited to Metis people and everyone is welcome to utilize its services.</p>	<p>905-443-1002</p>





# Need Help Now (Crisis Services and Shelters)

## Crisis Services

For more information on mental health supports please call Durham Health Connection Line 1-800-841-2729 and please access the Mental Health Services in Durham Region resource.

*\*Note - Due to call volume you may get voice mail when calling some of these lines but your call will be returned as soon as possible. Anyone experiencing a mental health crisis can be assessed at a hospital emergency department.*

In an immediate crisis call or visit your nearest hospital emergency department.	911
<b>Assaulted Women's Helpline</b> Provides free, confidential support and crisis counseling, 24 hours a day, 7-days a week to abused women. Also provides information and support to family members and service providers involved with victims. Service available in over 150 languages.	1-866-863-0511 TTY: 1-866-863-7868 Mobile: #SAFE (#7233)
<b>Distress Centre Durham Crisis Line</b> 24 hours a day, 365 days per year, confidential, anonymous service. Volunteers are trained in crisis intervention and suicide prevention. Will provide referrals to community agencies. Has a Suicide Survivor Support Group.	905-430-2522 or 1-800-452-0688 <b>*Note - Due to call volume you may get voice mail when calling these lines but your call will be returned as soon as possible.</b>
<b>ONTX - Ontario Online and Text Crisis Services</b> Chat online or text from 2:00 pm to 2:00 am daily.	Text 258258
<b>DRIVEN (Durham Region's Intimate-Relationship Violence Empowerment Network)</b> Services and supports for women dealing with relationship abuse.	905-432-7233
<b>Durham Children's Aid Society</b> Providing child protection services to children and youth under the age of 18, and their families.	905-433-1551
<b>Durham Mental Health Services Crisis Access Linkage Line (C.A.L.L.)</b> 24 hour phone support for people of all ages by trained mental health specialists. May link with mobile crisis team if person is in immediate crisis. Also provide follow up support and community linkage. Crisis beds available. <b>Mobile Crisis Team</b> - Can provide crisis visits in the community 10 a.m. - 8 p.m., Monday- Friday.	905-666-0483 or 1-800-742-1890 <b>*Note - Due to call volume you may get voice mail when calling these lines but your call will be returned as soon as possible.</b>
<b>Durham Rape Crisis Centre</b> 24 hr crisis line.	905-668-9200



## Need Help Now (Crisis Services and Shelters)

<p><b>Durham Region Domestic Violence Sexual Assault Care Centre (DV/SACC)</b>            Medical and support for anyone who has experienced or needs info about sexual /domestic violence services and community referrals.</p>	<p>911  <b>Lakeridge Health Oshawa (or your local) Emergency Dept.</b>            905-576-8711 ext 33286</p>
<p><b>Fem-aide</b>            Francophone helpline for women dealing with violence.</p>	<p>1-877-336-2433</p>
<p><b>Kids Help Phone</b>            24/7 counselling and information service for young people.</p>	<p>1-800-668-6868</p>



<p><b>Lakeridge Health - Crisis Intervention Team</b>            Provided through emergency departments Operates 24 hours per day, 7 days a week.</p>	<p>905-576-8711 x 34384  <b>Go directly to Emergency Department</b></p>
<p><b>Ontario Shores Centre for Mental Health Crisis Line</b>            24 hr crisis phone support by mental health staff.</p>	<p>1-800-263-2679</p>
<p><b>Pinewood Centre</b>            24 hr crisis line .</p>	<p>1-888-881-8878</p>
<p><b>Victim Services of Durham Region</b>            Service provides short-term immediate emotional and practical support to victims of crime or tragic circumstances. Police referral or self-referral, Monday to Friday 8:00 am to 5:00 pm. On scene police referred support available 24 hours a day, 7 days a week. The program represents a partnership between the community, Durham Regional Police Service, the Ontario Provincial Police and Ministry of the Attorney General.</p>	<p>905-721-4226</p>

## Need Help Now (Crisis Services and Shelters)

<b>Ajax/Pickering Herizon house</b> Shelter for abused women and their children.	1-866-437-4066
<b>Clarington Bethesda House</b> Shelter for abused women and their children.	1-800-338-3397
<b>Oshawa The Denise House</b> Shelter for abused women and children. <b>YWCA Y's Wish Shelter</b> 24 hr crisis line and shelter for those dealing with abuse.	1-800-263-3725 1-888-576-2997
<b>Whitby Muslim Welfare Home</b> Emergency shelter for women (+16) and their children of all faiths.	905-665-0424



## Talk to Someone (Support Groups and Counselling)

<p><b>Bereaved Families of Durham Region</b> Support for families and individuals dealing with loss of a child.</p>	1-800-387-4870
<p><b>Canadian Mental Health Association</b> Provides a range of community-based mental health services and support to help people move forward (life skills, wellness, recovery support, caregiver support, housing support, etc.). A Nurse Practitioner Led Primary Care Clinic is offered at the same site. Provides primary health services for people with chronic diseases as well as health promotion.</p>	905-436-8760 <b>appointments are required</b>
<p><b>Catholic Family Services of Durham</b> Couple, individual, child &amp; family counselling.</p>	1-877-282-8932
<p><b>Central Intake</b> Intake and referral for children's mental health services in Durham Region.</p>	1-888-454-6275
<p><b>Children's Aid Society</b> Abuse or fear for safety (ages 0-16yrs).</p>	1-800-461-8140
<p><b>DRIVEN (Durham Region's Intimate-relationship Violence Empowerment Network)</b> Services and supports for women dealing with relationship abuse.</p>	905-432-7233
<p><b>Durham Rape Crisis Centre</b> Counselling and support for recent or past abuse.</p>	905-668-9200
<p><b>Durham Region Domestic Violence Sexual Assault Care Centre (DV/SACC)</b> Medical and support for anyone who has experienced or needs info about sexual /domestic violence services and community referrals.</p>	905-576-8711 x 33286
<p><b>Family Services Durham</b> Couple, individual, child &amp; family counselling.</p>	1-866-840-6697
<p><b>Fem-aide</b> Francophone helpline for women dealing with violence.</p>	1-877-336-2433
<p><b>Frontenac Youth Services</b> Mental Health support for youth 12-18 with behavioural, emotional, psychiatric &amp; learning difficulty.</p>	1-888-454-6275
<p><b>Hearth Place Cancer Support Centre</b></p>	905-579-4833
<p><b>Kinark Child &amp; Family Services</b> Children's mental health organization, provides support for children up to age 12, individual family and group counselling.</p>	1-888-454-6275

## Talk to Someone (Support Groups and Counselling)

<p><b>Pregnancy and Infant Loss (PAIL) Network</b> Free group and individual peer support services to any family who has experienced the loss of their pregnancy or the death of their baby up to 12 months of age. <a href="http://www.pailnetwork.ca">www.pailnetwork.ca</a></p>	1-888-303-7245
<p><b>Ontario Shores: Centre for Mental Health Sciences - Women's Consultation Clinic</b> Provides focused consultation to women with a combination of mental health and reproductive issues, including Postpartum Mood Disorder. A healthcare team provides flexible care tailored to the individualized needs of the patients. Patients must have an established psychiatrist or family doctor.</p> <p><b>Prompt Clinic</b> Provides care for individuals who require timely access to psychiatric services, but do not require an emergency department visit. A one time consultation and recommendation are provided to the referral source. Referrals are accepted from Family Physicians, walk-in clinic physicians, psychiatrists and Nurse practitioners.</p>	<p>905-430-4055 Central Intake 1-877-767-9642</p> <p>905-668-2975</p>
<p><b>Ajax/Pickering</b> <b>Carea Community Health Centre</b> Couple, individual and family counselling.</p> <p><b>Catholic Family Services of Durham</b> Couple, individual, child &amp; family counselling.</p> <p><b>COPE (Creating Opportunities for Personal Excellence Mental Health Program)</b> Mental Health Supports adults (16 yrs, and over) with emotional or psychiatric concerns. Offer peer support groups facilitated by trained volunteers. Various programs provided such as support groups for depression, bipolar, bereavement, stress and anxiety, and social/recreation, wellness, and life skills groups.</p> <p><b>Family Services Durham</b> Couple, individual, child &amp; family counselling</p> <p><b>John Howard Society</b> Adult &amp; Youth Services such as groups for anger management, parenting, individual counselling and much more.</p> <p><b>Rose of Durham</b> Support groups and counselling to young men and women who are parenting or expecting.</p> <p><b>Women's Multicultural Resource and Counselling Centre of Durham</b> Confidential culturally sensitive counselling and supportive services to women and children of diverse cultural, racial and religious backgrounds. Individual counselling, group counselling, support groups for adused women and youth programs available.</p>	<p><b>Ajax Pickering</b> 905-428-1212 289-212-2732 1-877-282-8932</p> <p>905-837-0017 x 229</p> <p>1-866-840-6697</p> <p>905-579-8482</p> <p>905-410-3622</p> <p>905-427-7849</p>
<p><b>Clarington</b> <b>COPE (Creating Opportunities for Personal Excellence) Mental Health Program</b> See description under Ajax/Pickering.</p> <p><b>John Howard Society</b> Adult &amp; Youth Services such as groups for anger management, parenting, individual counselling and much more</p>	<p>905-623-2261</p> <p>905-623-6814</p>

# Talk to Someone (Support Groups and Counselling)

<p><b>North</b>  <b>Catholic Family Services of Durham</b>          Couple, individual, child and family counselling  <b>COPE (Creating Opportunities for Personal Excellence) Mental Health Program</b>          see description under Ajax/Pickering.  <b>Rose of Durham</b>          Support groups and counselling to young men and women who are parenting or expecting.</p>	<p>1-877-282-8932   <b>Scugog</b> 905-985-8461  <b>Uxbridge</b> 905-852-7445  <b>Brock</b> 705-432-2900          905-432-3622</p>
<p><b>Oshawa</b>  <b>Canadian Mental Health Association</b>          Provides a range of community-based mental health services and support to help people move forward (life skills, wellness, recovery support, caregiver support, housing support, etc.). A Nurse Practitioner Led Primary Care Clinic is offered at the same site. Provides primary health services for people with chronic diseases as well as health promotion.  <b>Carea Community Health Centre</b>          Couple, individual and family counselling.  <b>Catholic Family Services of Durham</b>          Couple, individual and family counselling.  <b>COPE (Creating Opportunities for Personal Excellence) Mental Health Program</b>          Mental Health Supports adults (16 yrs. and over) with emotional or psychiatric concerns. Offer peer support groups facilitated by trained volunteers. Various programs provided such as support groups for depression, bipolar, bereavement, stress and anxiety, and social/recreation, wellness, and life skills groups.  <b>John Howard Society</b>          Adult &amp; Youth Services such as groups for anger management, parenting, individual counselling and much more.  <b>Rose of Durham</b>          Support groups and counselling to young men and women who are parenting or expecting.  <b>Salvation Army – Family Services</b>          Individual and family counselling, fee for service, subsidy may be available.</p>	<p>905-436-8760          Appointments are required           905-723-0036           1-877-282-8932           905-668-6223           905-579-8482           905-432-3622           905-723-7422 x 224</p>
<p><b>Whitby</b>  <b>COPE (Creating Opportunities for Personal Excellence) Mental Health Program</b>          See description under Oshawa.  <b>Durham Counselling Walk-in Clinic</b>          Counselling is available for Durham Region children and youth 3-19 and their families. Location Carea CHC Whitby site, the Whitby Mall 1615 Dundas St. E., Lang Tower West, Suite 211 Wednesday 1:00 pm - 8:00 pm, (last session starts at 6:30 pm).  <b>Family Services Durham</b>          Couple, individual and family counselling  <b>John Howard Society</b>          See description under Oshawa.  <b>Salvation Army – Family Services</b>          See description under Oshawa.</p>	<p>905-668-6223           289-509-0603 x 3203           1-866-840-6697           905-666-8847           905-430-3454</p>

## Help With Drugs & Alcohol/Addictions

<p><b>Alcoholics Anonymous/ Alateen / Al-Anon</b> Self-help group for alcohol use, call for a group near you</p>	1-877-404-5591
<p><b>Connex Ontario</b> A mental health, problem gambling, drug and alcohol helpline</p>	1-866-531-2600
<p><b>Narcotics Anonymous</b> Support for recovering drug users</p>	1-888-811-3887
<p><b>Ontario Addiction Treatment Centres (OATC)</b> Clinic for methadone and suboxone treatment</p>	905-443-0223
<p><b>Pinewood Centre for Addictions</b> Withdrawal management, 24 hr crisis support, women's residential treatment program, youth addiction services and support for problem gambling. Community treatment offices available across Durham Region and in Scarborough</p>	905-721-4747 1-888-881-8878
<p><b>Pinewood Addiction Support Services</b> Crisis walk in program 300 Centre St. S., Oshawa Hours: Monday to Friday 9:00 am - 5:00 pm, Saturday and Sunday 1:00 pm - 5:00 pm</p>	905-721-4747 1-888-881-8878
<p><b>Pinewood Centre - Umbrellas Program</b> For pregnant women or mothers of children (0-3 yrs) who are worried about their alcohol and drug use</p>	905-721-4747 x 31251 1-888-881-8878 x 31251
<p><b>Rapid Access Addiction Medicine (RAAM) clinics</b> Fast access to care on a walk-in basis for people living with alcohol and opioid-related addictions. Services include medical treatment and same-day counselling services without a doctor's referral.</p> <p>Oshawa Hospital (enter on south side of hospital at GAIN Clinic, near Cancer Centre) 1 Hospital Court, Oshawa Hours: Mondays and Thursdays from 9:00 am - 11:00 am</p> <p>Pinewood Centre 300 Centre St. S., Oshawa Hours: Tuesdays and Fridays from 9:00 am - 11:00 am</p>	905-576-8711 ext. 3 RAAM (37226)
<p><b>Project X-change (John Howard Society)</b> Needle exchange program, clean supplies and safer use info at office &amp; mobile sites (outreach phone numbers)</p>	905-440-5410
<p><b>T-CUP</b> Toronto Centre for Substance Use in Pregnancy, St. Joseph's Health Centre Toronto</p>	1-416-530-6860

## My Sexuality

<b>AIDS Committee Durham</b> HIV/AIDS related services & support	905-576-1445
<b>Colours Group - Carea Community Centre (Ajax)</b> Group for LGBTQ youth & allies age 13-18 Thursday 6:30pm-7:45pm	905-428-1212
<b>Durham Health Connection Line</b> Free, confidential help line where you can talk to a Public Health Nurse	1-800-841-2729
<b>Durham Region Domestic Violence/Sexual Assault Care Centre</b> Medical and emotional care for anyone who has experienced or who needs info on sexual violence	905-576-8711 ext 33286
<b>Durham Region Sexual Health Clinics</b> Pregnancy/STI/HIV testing, STI treatment , free condom and referrals. Low cost birth control and pap testing available for individuals 24 years and under	1-800-314-8533
<b>Health Care Connect</b> Help to find a doctor in your area	1-800-445-1822
<b>Lesbian, Gay, Bi Trans Youth Line</b> Peer support line for youth up to age 29. Sunday-Friday 4:00 pm - 9:30 pm	1-800-268-9688 Or text 647-694-4275
<b>PFLAG Durham</b> Monthly coffee nights & support 2SLGBTQI community and allies	905-231-0533
<b>Pride Line Durham</b> Telephone support 6pm-10pm 7 days/week	1-855-877-7433
<b>Sexual Health Info Line Ontario</b>	1-800-668-2437
<b>Telehealth Ontario</b> Free, confidential telephone service for health advice or general health information from a Registered Nurse	1-866-797-0000 or TTY 1-866-797-0007
<b>Ajax/Pickering          Pickering Sexual Health Clinic</b> Pregnancy/STI/HIV testing, STI treatment, free condoms and referrals. Low cost birth control and pap testing available for individuals 24 years and under	905-420-8781
<b>Carea Community Health Centre</b>	905-428-1212
<b>Oshawa          Oshawa Sexual Health Clinic</b> Pregnancy/STI/HIV testing, STI treatment, free condoms and referrals. Low cost birth control and pap testing available for individuals 24 years and under	1-800-314-8533
<b>Carea Community Health Centre</b>	905-723-0036



## Legal Services / Supports

<b>Durham Community Legal Clinic</b> Landlord tenant & small claims	1-888-297-2202
<b>Durham Family Court Clinic</b>	905-436-6754
<b>Family Law Information Centre (FLIC)</b>	1-877-294-6529
<b>Family Mediation and Information Service</b>	1-877-294-6529
<b>Lawyer Referral Service</b>	1-800-268-8326
<b>Legal Aid Ontario</b> Assessment to see if you qualify for financial assistance	905-576-2334 1-800-668-8258
<b>Luke's Place</b> Assists abuse survivors with family law	905-728-0978
<b>Victim Services of Durham</b> Service and support immediately following a crime or sudden tragedy.	905-579-1520 ext 3400





## Lost My I.D.

<b>Birth Certificate</b> Office of the Registrar General	1-800-461-2156
<b>Driver's License Service Ontario</b>	1-800-267-8097
<b>Health Card Service Ontario</b>	1-800-267-8097
<b>John Howard Society ID Replacement</b> Oshawa Bowmanville Whitby	905-579-8482 905-623-6814 905-666-8847
<b>North House</b> ID Clinic offers birth certificates. Located in Uxbridge	1-877-406-8723
<b>Social Insurance Number (SIN) Service Canada</b>	1-800-622-6232





# This guide was created in partnership with Durham Region Health Department and Substance use in Pregnancy and Parenting Coalition (SUPPC).

*SUPPC works to provide education, leadership and support for community agencies to further the develop and implement cohesive services for pregnant or parenting women concerned about their substance use.*

For more information about SUPPC, call Pinewood Umbrellas Program  
1-888-881-8878 ext. 31251



## **Member agencies:**

Rose of Durham Young Parent Support Services  
The Youth Centre  
Women & Children's Healthcare of Lakeridge Health  
Pinewood Centre - Umbrellas Program  
Durham Children's Aid Society  
Central East Correctional Centre  
Oshawa Community Health Centre  
Durham Mental Health Services  
Family Community Action Program  
Durham Region Social Services, LEAP, Income Support & Behaviour  
Management  
Durham Region Health Department: Infant & Child Development  
Services; Reproductive & Child Health Program  
The Pregnancy Help Centre of Durham



in partnership with



If you require this information in an accessible format, contact 1-800-841-2729.