

# 2024 Regional Directory



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## Message from the Regional Chair

The Regional Municipality of Durham is here for you! Our objectives are to identify and respond to community needs, to plan for resilience and prepare for the future.

Our commitment is to deliver innovative, accessible and affordable services to residents and businesses across Durham. We pride ourselves on service excellence.

As a complement to our website, [Durham.ca](http://Durham.ca), this directory outlines Regional services and provides key information in a paper format.

The guide includes:

- Regional Council and Committee members and their contact information.
- Regional roles and responsibilities.
- Regional Services, locations and contact information.
- The Region's budget.
- Contact information for local, federal and provincial representatives.

At Regional Headquarters in Whitby, residents can access our central services in one location. The Region also operates satellite offices, depots and other facilities across Durham. To discover more about our programs and services, subscribe to news alerts and social media feeds, and view event calendars, visit our website.

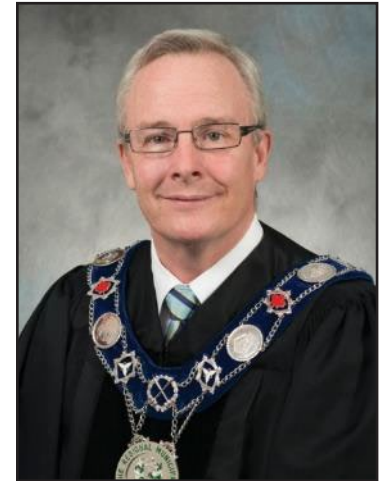
Regional Council and Committee meetings are broadcast live online. View meeting dates using the [Council and Committee meetings calendar](#) and access the live feed. Meetings are also archived for viewing on demand.

We hope that this guide and our website help residents understand the role of the Region, how your property tax dollars are put to work in the community and how to connect with us. Regional government works best when our citizens are informed and engaged.

If you have any questions or comments about regional services, please call, email or come in to see us. We are eager to hear from you! Working together, we can make Durham Region a welcoming and vibrant place to call home.

Yours truly,

John Henry  
Regional Chair and CEO



## About Durham Region

Durham Region lies just east of Toronto in the highly developed and populated economic centre of Ontario known as the Golden Horseshoe, stretching from Clarington to Niagara Falls. At more than 2,590 square kilometers, Durham is geographically the largest municipality in the Greater Toronto Area, with a variety of landscapes and communities.

The southern part of Durham has experienced rapid urban growth in the past decade. North Durham is predominantly rural with a thriving agricultural sector. Eighty percent of the Region lies within the provincially designated Greenbelt and contains the environmentally significant Oak Ridges Moraine. With access to ample green space and lakes, as well as urban amenities, Durham Region offers a high standard of living for both city and rural dwellers.

The regional system of municipal government consists of two tiers. The upper tier is the regional level, which operates on a broader scale, providing planning, servicing, and financing for the Region. The eight area municipalities – Ajax, Brock, Clarington, Oshawa, Pickering, Scugog, Uxbridge and Whitby – constitute the lower tiers, and operate on a local scale, responsible for local planning, fire protection, tax collection and parks and recreation. The region also encompasses the self-governed Mississauga's of Scugog Island First Nation.

The Regional Municipality of Durham began operating on January 1, 1974. In five decades, the Region's population has almost tripled from about 228,000 to over 750,000 today. The local economy has been transformed from one heavily dependent on auto manufacturing to a more resilient mix. The energy sector, health, research, and education sectors have grown dramatically and become major employers.

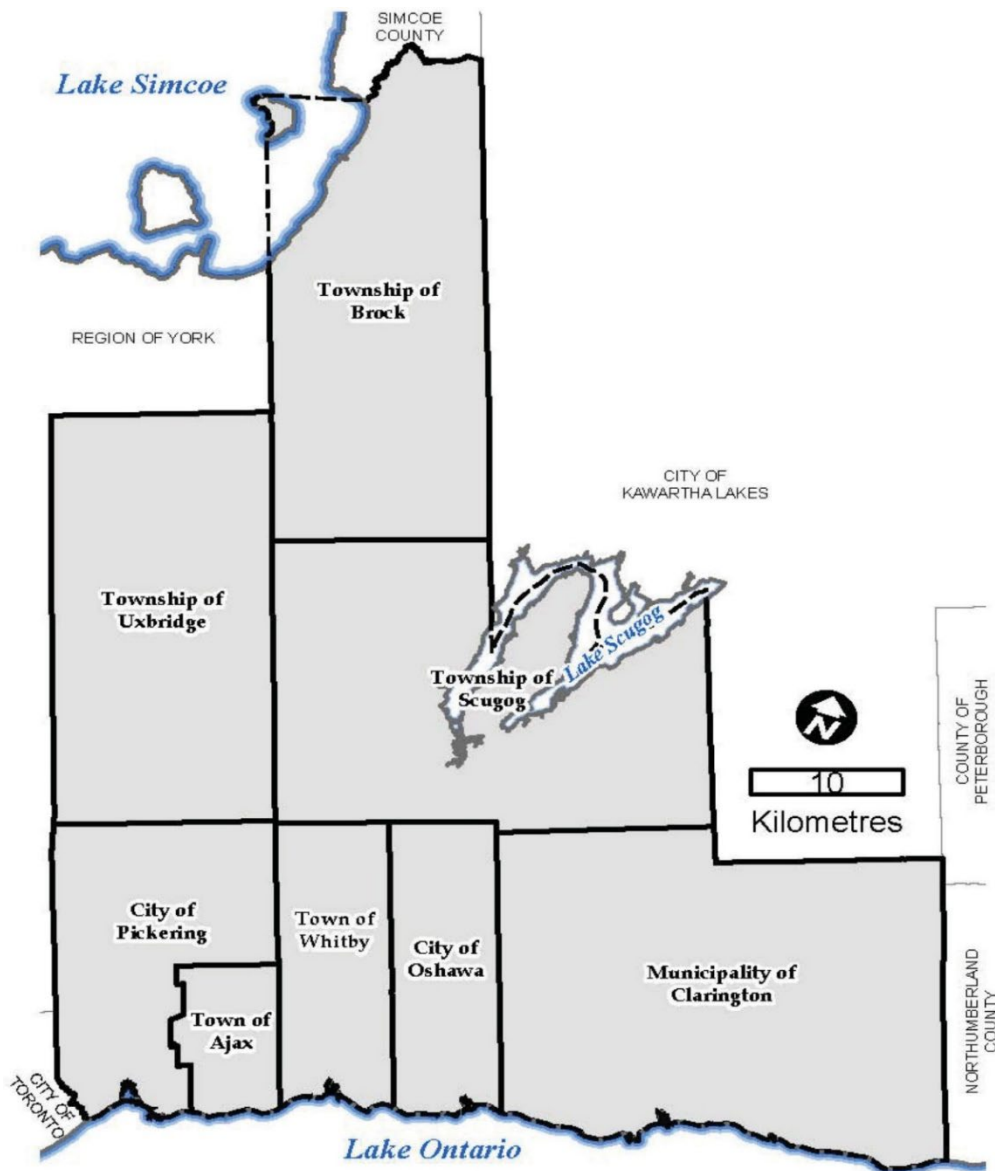
Durham's dynamic mix of urban and rural lifestyles is supported by an excellent transportation network, public utilities, and social infrastructure, and boasts a young, skilled labour force. The Region is a diverse, vibrant, and evolving community: a place where you can live and learn, inspire, and create, work, play and grow.

## Durham Region Map

**Population: 753,090 residents**

**Area: 2,537 square kilometres (979.5 square miles)**

Source: Planning and Economic Development Department (December 2023 estimate)



## Durham Regional Council

Regional Council is comprised of the Regional Chair and the Mayors and Regional Councillors from the eight area municipalities. Council meetings are held at The Regional Municipality of Durham Headquarters in Whitby. The Regional responsibilities are listed on page 6 of this directory. You will find an outline of the Region's financial data on page 40.

### **Regional Municipality of Durham**

John Henry, Regional Chair and CEO

### **Region of Durham Headquarters**

605 Rossland Road East, PO Box 623  
Whitby, Ontario L1N 6A3

**Phone: 905-668-7711**

Toll Free: 1-800-372-1102

Email: [chair@durham.ca](mailto:chair@durham.ca)

Website: [Durham.ca](http://Durham.ca)

### **Town of Ajax**

#### **Shaun Collier, Mayor**

Marilyn Crawford, Regional Councillor

Joanne Dies, Regional Councillor

Sterling Lee, Regional Councillor

### **Town of Ajax Municipal Office**

65 Harwood Avenue South  
Ajax, Ontario L1S 2H9

**Phone: 905-683-4550**

TTY: 1-866-460-4489

Email: [contactus@ajax.ca](mailto:contactus@ajax.ca)

Website: [Ajax.ca](http://Ajax.ca)

### **Township of Brock**

#### **Walter Schummer, Mayor**

Michael Jubb, Regional Councillor

### **Township of Brock Municipal Office**

1 Cameron Street East, P.O. Box 10  
Cannington, Ontario L0E1E0

**Phone: 705-432-2355**

Toll Free: 1-866-223-7668

Email: [brock@townshipofbrock.ca](mailto:brock@townshipofbrock.ca)

Website: [Townshipofbrock.ca](http://Townshipofbrock.ca)

### **Municipality of Clarington**

#### **Adrian Foster, Mayor**

Granville Anderson, Regional Councillor

Willie Woo, Regional Councillor

### **Municipality of Clarington Municipal Office**

40 Temperance Street  
Bowmanville, Ontario L1C 3A6

**Phone: 905-623-3379**

Toll Free: 1-800-563-1195

Email: [info@clarington.net](mailto:info@clarington.net)

Website: [Clarington.net](http://Clarington.net)

**City of Oshawa****Dan Carter, Mayor**

Bob Chapman, Regional Councillor  
Rick Kerr, Regional Councillor  
Tito-Dante Marimpietri, Regional Councillor  
John Neal, Regional Councillor  
Brian Nicholson, Regional Councillor

**City of Oshawa Municipal Office**

50 Centre Street South  
Oshawa, Ontario L1H 3Z7  
**Phone: 905-436-3311**  
Toll Free: 1-800-667-4292  
Email: [service@oshawa.ca](mailto:service@oshawa.ca)  
Website: Oshawa.ca

**City of Pickering****Kevin Ashe, Mayor**

Maurice Brenner, Regional Councillor  
Linda Cook, Regional Councillor  
David Pickles, Regional Councillor

**City of Pickering Municipal Office**

1 The Esplanade  
Pickering, Ontario L1V 6K7  
Phone: 905-683-2760  
Toll Free: 1-866-683-2760  
Email: [customerservice@pickering.ca](mailto:customerservice@pickering.ca)  
Website: Pickering.ca

**Township of Scugog****Wilma Wotten, Mayor**

Ian McDougall, Regional Councillor

**Township of Scugog Municipal Office**

181 Perry Street, P.O. Box 780  
Port Perry, Ontario L9L 1A7  
Phone: 905-985-7346  
Fax: 905-985-9914  
Email: [mail@scugog.ca](mailto:mail@scugog.ca)  
Website: [Scugog.ca](http://Scugog.ca)

**Township of Uxbridge****Dave Barton, Mayor**

Bruce Garrod, Regional Councillor

**Township of Uxbridge Municipal Office**

51 Toronto Street South, P.O. Box 190  
Uxbridge, Ontario L9P 1T1  
**Phone: 905-852-9181**  
Email: [info@uxbridge.ca](mailto:info@uxbridge.ca)  
Website: Uxbridge.ca

**Town of Whitby****Elizabeth Roy, Mayor**

Chris Leahy, Regional Councillor  
Rhonda Mulcahy, Regional Councillor  
Maleeha Shahid, Regional Councillor  
Steve Yamada, Regional Councillor

**Town of Whitby Municipal Office**

575 Rossland Road East  
Whitby, Ontario L1N 2M8  
**Phone: 905-668-5803**  
Email: [info@whitby.ca](mailto:info@whitby.ca)  
Website: Whitby.ca



## Regional Responsibilities

- 9 1 1 Management
- Borrowing of Money for Capital Expenditures of Upper and Lower Tier Municipalities
- Child-Care Centres, Nursery School Programs and Durham Behaviour Management Services for children
- Delegated Authority for Local Area Municipal Official Plans and Amendments
- Durham Regional Official Plan and Implementation
- Economic Development and Tourism
- Emergency Management
- Family Counselling
- Industrial, Commercial and Residential Development Approvals
- Land Ambulance Services
- Land Division Consent Applications
- Long-Term Care and Services for Seniors
- Municipal Elections for the Office of the Regional Chair
- Municipal Water Supply, Treatment, Distribution and Billing
- Ontario Works Programs and Services
- Police Services
- Property Tax Policy
- Provincial Offences Court, Prosecution Services, Administration and Collection of Fines
- Public Health Programs and Services
- Regional Roads, Bridges and Traffic Signals and Controls
- Sewage Collection, Treatment and Billing
- Social Housing
- Strategic Land Use Planning
- Subdivision and Condominium Approvals
- Transit and Specialized Transit Services
- Waste Disposal Facilities, Material Recovery Facility and the Durham York Energy Centre
- Waste Management: The Region is Responsible for Collection, Composting, Processing/Disposal of all Garbage, Blue Box Recyclables, Green Bin Compostables, Yard Waste, White Goods and Bulky Items in all Municipalities except for Oshawa and Whitby who are responsible for their own Collection of Garbage, Green Bin Compostables, Yard Waste, White Goods and Bulky Items

## Regional Standing Committee Structure

The Regional Municipality of Durham uses a Standing Committee structure. The four Standing Committees of Regional Council are as follows:

- Finance and Administration Committee
- Health and Social Services Committee
- Planning and Economic Development Committee
- Works Committee

Each Standing Committee is made up of seven Regional Council members. The Regional Chair is an ex officio member of all Committees.

When there is a matter that affects more than one Standing Committee, the Committee of the Whole will meet. The Committee of the Whole is one committee that includes all Durham Regional Council members and the Regional Chair.

## Standing Committees of Durham Regional Council

### Finance & Administration Committee

**Chair:** Councillor Ashe  
**Vice-Chair:** Councillor Leahy  
**Members:** Councillor Garrod  
Councillor Lee  
Councillor McDougall  
Councillor Schummer  
Councillor Woo

### Health & Social Services Committee

**Chair:** Councillor Roy  
**Vice-Chair:** Councillor Dies  
**Members:** Councillor Anderson  
Councillor Brenner  
Councillor Carter  
Councillor Foster  
Councillor Jubb

### Planning & Economic Development Committee

**Chair:** Councillor Chapman  
**Vice-Chair:** Councillor Pickles  
**Members:** Councillor Collier  
Councillor Kerr  
Councillor Neal  
Councillor Shahid  
Councillor Wotten

### Works Committee

**Chair:** Councillor Barton  
**Vice-Chair:** Councillor Marimpietri  
**Members:** Councillor Cook  
Councillor Crawford  
Councillor Mulcahy  
Councillor Nicholson  
Councillor Yamada

The Regional Chair is an ex officio member of all Committees

## Advisory Committees and Board Appointments

Members of Regional Council and members of the public are appointed to serve on several advisory committees, agencies and boards by Regional Council. Below is a list of advisory committees and boards individuals are appointed to by Regional Council:

- 9 1 1 Management Board
- Accessibility Advisory Committee
- Development Charges Complaint Committee
- Durham Active Transportation Committee
- Durham Advisory Committee on Homelessness
- Durham Agricultural Advisory Committee
- Durham Environment and Climate Advisory Committee
- Durham Nuclear Health Committee
- Durham Region Anti-Racism Taskforce
- Durham Region Child and Youth Advocate
- Durham Region Community Safety and Well-Being Plan Steering Committee
- Durham Region Non-Profit Housing Corporation
- Durham Regional Local Housing Corporation
- Durham Regional Police Services Board
- Durham Vision Zero Task Force
- Energy from Waste – Waste Management Advisory Committee

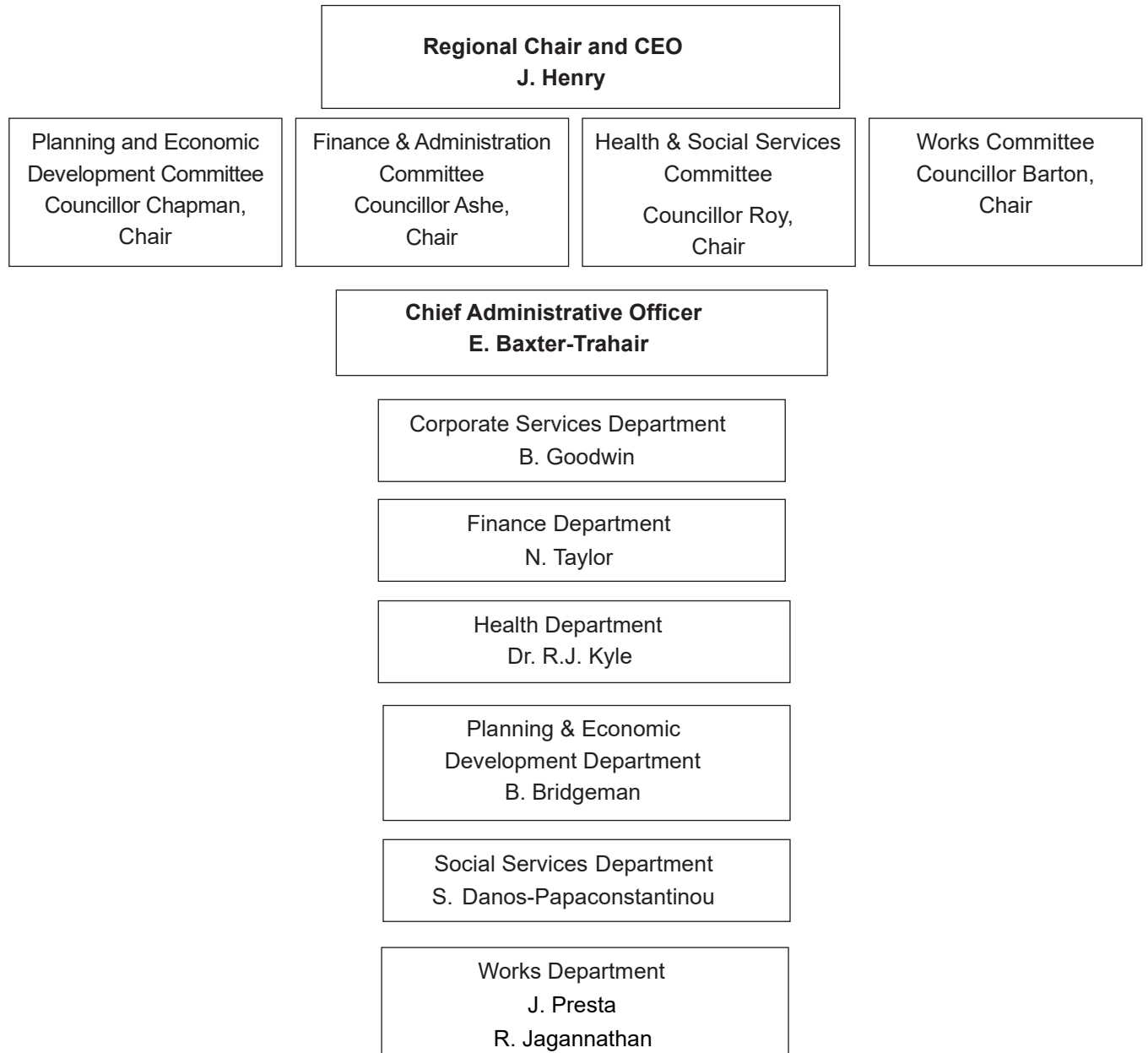
For Regional Council appointments to the above advisory committees and boards, please visit [www.durham.ca](http://www.durham.ca) or contact the Corporate Services Department – Legislative Services Division during office hours, Monday to Friday, 8 AM to 5 PM at 905-668-7711.

For Regional Council appointments to the following external committees and boards, please visit [www.durham.ca](http://www.durham.ca).

- Business Advisory Centre Durham
- Canadian National Exhibition Association
- Central Lake Ontario Conservation Authority
- CTC (Credit Valley/Toronto/Central Lake Ontario) Source Protection Committee
- Durham Local Immigration Partnership Council
- Ganaraska Region Conservation Authority
- Golden Horseshoe Food & Farming Alliance
- Greater Toronto Airports Authority
- Kawartha Region Conservation Authority
- Lake Simcoe Region Conservation Authority
- Royal Agricultural Winter Fair Association
- Toronto and Region Conservation Authority
- Trent Conservation Coalition Source Protection Committee

## Organizational Chart

Organizational Chart of The Regional Municipality of Durham – Policy Development and Staff Administration.



## Regional Chair and CEO

**John Henry**  
**Regional Chair and Chief Executive Officer (CEO)**  
Email: [chair@durham.ca](mailto:chair@durham.ca)

**Phone: 905-668-7711**  
**extension 2000**

The Regional Chair is the head of Regional Council and is the Chief Executive Officer (CEO) of the Region. He chairs all Regional Council meetings and is an ex officio member of all Regional Committees. He also serves on the Durham Region Transit Commission and as Chair of Durham One Net Inc.

The Regional Chair works with Regional Council and staff to improve the economic, social, and environmental well-being of Durham Region and its residents. He meets with community groups and residents to encourage public participation in Regional activities, and to understand their concerns. A key role of the Chair is to advance Regional priorities with other levels of government. He also represents the Region on various boards, committees and municipal sector organizations.

## Chief Administrative Officer

**Elaine Baxter-Trahair**  
**Chief Administrative Officer**  
Email: [cao@durham.ca](mailto:cao@durham.ca)

**Phone: 905-668-7711**  
**extension 3000**

The Chief Administrative Officer (CAO) is the most senior staff member in the Regional corporation and reports to Regional Council. She delivers expert advice from staff in all departments to support Council decision-making and works with the Regional Chair to carry out Council's direction. She guides the Regional staff team in planning, budgeting and implementing programs and delivering services within the framework of the strategic plan. Leading and motivating staff to provide effective, efficient, and innovative services is a vital part of the CAO role. The CAO also works with other governments, municipalities and organizations to share information and best practices and advance Regional projects.

## **Corporate Communications**

### **Alison Burgess, Director of Communications and Engagement**

Phone: 905-668-7711 extension 2098

Email General Inquiries to: [Alison.Burgess@durham.ca](mailto:Alison.Burgess@durham.ca)

The Communications and Engagement Division aims to increase awareness of, and participation in, the Region's services, programs and initiatives – providing an open and transparent approach to external communications and outreach.

The Division develops and delivers a variety of communication materials and approaches for both internal and external audiences, including digital and social media, strategic communications, collaborative campaigns with municipal partners, and more. The Division also coordinates organizational training for communications and plays an important role in communicating to the public in the event of an emergency.

Meaningful community engagement is important and the division supports Regional departments with stakeholder mapping, community engagement planning, and event support. The team also leads the intergovernmental relations portfolio and advocacy initiatives for the Region's priorities at the local, provincial and federal levels.

## **Diversity, Equity and Inclusion**

### **Allison Hector-Alexander, Director of Diversity Equity and Inclusion**

Phone: 905-668-7711 extension 3893

Email General Inquiries to: [Diversity@durham.ca](mailto:Diversity@durham.ca)

The Diversity, Equity and Inclusion (DEI) Division works with staff, service providers, and local communities to advance equity, reconciliation and anti-racism through evidence-based policies and practices. The team works on initiatives that support the Region's commitment to creating an inclusive workplace and community where everyone feels a sense of belonging and each person's contributions are valued. The Division's work is focused on identifying and removing barriers in the workplace and community that relate to one or more of the protected grounds of the Ontario Human Rights Code: citizenship, race, place of origin, ethnic origin, colour, ancestry, disability, age, creed, sex/pregnancy, family status, marital status, sexual orientation, gender identity, gender expression, receipt of public assistance, and record of offences.

The DEI Division is responsible for the management of the Regional Community Safety and Well-Being Plan, Multi Year Accessibility Plan, and Local Immigration Partnership and is strategically leading Durham Region through several interconnected initiatives such as education and awareness, improving access to services, building partnerships and programs, measuring diversity and inclusion, and developing practice frameworks to guide decision-making.

## **Durham Emergency Management (DEM)**

**Jessica Eng, Acting Director of Durham Emergency Management**

Phone: 905-668-7711 extension 6262

Email: [demo@durham.ca](mailto:demo@durham.ca)

Durham Emergency Management (DEM) assists in the protection of Durham Region residents by coordinating effective preparedness, response and recovery to natural and human-caused emergencies. DEM maintains a comprehensive emergency management program that focuses on risk assessments, emergency plans and procedures, training exercises, business continuity, and public education and awareness. DEM also assists the municipalities in the preparation and revision of local plans and co-ordinates the efforts of local, provincial, and federal multi-agency response and recovery activities in the event of an emergency.

## **Legal Services Division**

The Legal Services division is comprised of three sections: the Solicitors' Office, POA Court Services, and POA Prosecution Services.

### **Solicitor's Office**

The Solicitor's Office is an in-house legal team comprised of lawyers, paralegals, and support staff. Lawyers in the office provide comprehensive legal advice to Regional Council and the Region's corporate departments, but do not provide advice to members of the public.

### **POA Court Services**

POA Court Services handles charges laid under the *Provincial Offences Act* (POA). Offences under the POA include those committed under the *Highway Traffic Act*, the *Compulsory Automobile Insurance Act*, the *Trespass to Property Act*, the *Liquor Licence and Control Act*, and other provincial legislation, municipal by-laws and minor federal offences.

The Region's POA Court Services responsibilities include:

- Court facility and management;
- Public services include receiving payments, hearing requests, fine enforcement and court transcripts;
- Court support and court administration; and
- Management services include liaison and coordination with justice partners, including the Attorney General, Ministry of Transportation, French Language Services, the judiciary and prosecuting agencies and enforcement agencies.



## **POA Prosecution Services**

Prosecution Services is responsible for prosecuting offences under the *Provincial Offences Act* (POA) and the federal *Contraventions Act*. Majority of the offences prosecuted are pursuant to the *Highway Traffic Act*. However, there exists a wide range of prosecutions, including but not limited to: *Compulsory Automobile Insurance Act*, *Dog Owner's Liability Act*, *Health Protection and Promotion Act*, Regional by-laws, and local Municipal by-laws.

Prosecution Services oversee both Part I and Part III offences as well as Part IX which involves orders on application under statutes. Prosecution Services also represent the Region in POA appeal proceedings at the Ontario Court of Justice at 150 Bond Street in Oshawa.

## Corporate Services

**Barb Goodwin, Commissioner of Corporate Services**

Phone: 905-668-7711 extension 2125

Email: [corpserv@durham.ca](mailto:corpserv@durham.ca)

Corporate Services is comprised of four Divisions: Human Resources, Legislative Services, Information Technology and Service Durham. The divisions provide enterprise-wide support services, based on specialized knowledge, best practices, and technology to serve internal and external customers and business partners.

### Human Resources Division

The Human Resources division provides continual support to the employees of the Region throughout the entire employee life cycle from onboarding, continuous learning, promotion, retention and offboarding. There are five business units as follows:

- The Compensation and Benefits unit which supports job evaluation and benefits administration inclusive of ensuring both the onboarding and offboarding process is seamless as well as providing staff with access to new benefits coverage and ensuring a smooth transition to retirement;
- The Health, Safety and Wellness unit which is responsible for abilities support (Workplace Safety and Insurance Board and accommodations), wellness programming, and health and safety programs;
- The HRIS and Finance unit provides ongoing support and education on the Human Resources Information System, metrics and Corporate Services budgets;
- The Labour Relations unit offers expertise in the interpretation of employment legislation, carriage of the grievance process and workplace investigations; and
- The Talent Acquisition and Corporate Learning unit is responsible for ensuring transparent and accessible hiring and promotion practices and continuous learning while embracing the Region's core competencies.

### Information Technology Division

The Information Technology division is the primary provider of Information Technology services to the Region including Security, Network and Data Centre Infrastructure, Application and GIS Services, Desktop and Device Management, Project and support services. The Service Delivery section of IT provides audio/visual support to both Council and Standing Committees as well as operating a 24/7 IT Help Desk. Information Technology also manages the Telephony services to all Regional users and maintains the wireless connectivity provided to its users.

## **Legislative Services Division**

The Legislative Services division provides Council and Committee support ensuring statutory and legislative compliance with the Municipal Act, the Municipal Elections Act, and the Municipal Conflict of Interest Act. This division is also responsible for the Information Management Program, ensuring that official records are managed from creation to final disposition. As part of the Information Management Program the Legislative Services Division also operates the Region's Access and Privacy Office, supporting residents with information requirements and privacy protection in accordance with the Municipal Freedom of Information and Protection of Privacy Act.

## **Service Durham Division**

The Service Durham division is responsible for myDurham311, which provides exceptional customer service by creating a consistent, convenient, and personalized experience for our customers (residents and visitors). By dialing three digits, 311, customers can reach the centralized customer service for support related to Regional programs and services. Service Durham also offers self-service through the newly launched customer portal, [www.mydurham311.ca](http://www.mydurham311.ca). Service Durham ensures that interactions with the Regional Municipality of Durham, whether by phone, in person, or online, are seamless and efficient.

## Finance Department

**Nancy Taylor, Commissioner of Finance and Treasurer**

Phone: 905-668-7711, extension 2300

Email: [finance@durham.ca](mailto:finance@durham.ca)

The Finance Department is responsible for promoting and maintaining the financial strength, stability, and accountability of the Regional Corporation. The Commissioner of Finance and Treasurer advises the Chief Executive Officer, Finance & Administration Committee and Committee of the Whole, Regional Council, the Chief Administrative Officer and other Regional Department Heads on all matters pertaining to the efficient and prudent financial management of the Region of Durham, including the Transit Commission and the Durham Regional Local Housing Corporation.

The Finance Department co-ordinates and controls all Regional financial management activities and supports other department's fiscal and financial planning including the following:

- Fulfillment of the legislated duties to receive and safely keep all money of the corporation, to keep all books of account and to prepare and publish financial statements as required by the province.
- Formulation and implementation of fiscal policy and financial procedures.
- Long term financial planning and economic analysis.
- Centralized business planning, budgeting, purchasing, inventory control, accounting, payroll, expenditure management and reporting functions for all Regional departments.
- Insurance and risk management program for Regional assets and operations.
- Financial services for the Provincial Offences Act delivered by the Region of Durham.
- Co-ordination and monitoring of current and capital business plans and budgets.
- Internal audit services.
- Management of the corporation's investment portfolio.
- Co-ordination of asset management and performance measurement across the corporation.
- Provision of secure, stable, reliable Financial Processes and Projects, including Workforce Scheduling, Human Capital Management, Financial Management, Risk & Insurance, Utility Finance Customer Care and Billing and Durham Regional Local Housing Corporation systems.
- Provision of meter reading, billing, customer service and accounts receivable services related to the Region's water and sewer systems.
- Centralized printing, and mail/courier service.

## Health Department

### **Dr. Robert Kyle, Commissioner and Medical Officer of Health**

Phone: 905-668-7711, extension 3111- Administrative Assistant to Dr. Kyle

Email: [health@durham.ca](mailto:health@durham.ca)

The Health Department aims to protect and promote the health of Durham Region residents through delivery of public health programs and services and paramedic services. The Health Department is led by the Commissioner and Medical Officer of Health, who reports directly to the Board of Health (Regional Council) on issues relating to public health concerns and public health programs and services under the Health Protection and Promotion Act (HPPA) or any other Act.

Public health programs and services are aligned with the Ontario Public Health Standards: Requirements for Programs, Services, and Accountability (OPHS), which articulate expectations for the provision of mandatory public health programs and services under the HPPA or any other Act. The OPHS include a broad range of population-based activities designed to promote and protect the health of the population and reduce health inequities.

The Health Department's programs and services are organized into the following categories: Health Analytics, Research & Policy; Health Protection; Healthy Families; Healthy Living; Infectious Diseases; and Paramedic Services. Professional and administrative support, including community and resource development, technical and administrative support staff enable the Health Department programs to effectively communicate with the public and community partners, and provide effective and efficient programs and services.

Health Protection programs include emergency management; food safety; healthy environments; sewage systems; and safe water.

Healthy Families programs include the Durham Health Connection Line; child & youth health; prenatal & newborn health; Healthy Babies Healthy Children; and infant & child development.

Healthy Living programs include chronic disease prevention; prevention of injury and substance misuse; school health; oral health; and enforcement of the Smoke-Free Ontario Act.

Infectious Diseases programs include immunization; and infectious diseases prevention and control (including rabies prevention and control, sexually transmitted infections, blood-borne infections and tuberculosis prevention and control).

The goals of these programs are to:

- Respond effectively to current and evolving conditions and contribute to the public's health and well-being with programs and services that are informed by the population's health status, including social determinants of health and health inequities.
- Decrease health inequities such that everyone has equal opportunities for optimal health and can attain their full health potential without disadvantage due to social position or other socially determined circumstances.
- Enable consistent and effective management of emergency situations.
- Prevent or reduce the burden of food-borne illness, burden of illness from health hazards in the physical environment and water-borne illness and injury.
- Prevent diseases in humans and contamination of the physical environment due to on-site private sewage systems.
- Achieve optimal preconception, pregnancy, newborn, child, youth, parental, and family health.
- Enhance the growth and development of infants and young children with developmental disabilities or those at risk for developmental delay.
- Reduce the burden of chronic diseases of public health importance and improve well-being.
- Reduce the burden of preventable injuries and substance use.
- Achieve optimal health of children and youth in schools through partnership and collaboration with school boards and schools.
- Improve the oral health of children and youth.
- Reduce or eliminate the burden of vaccine preventable diseases through immunization.
- Reduce the burden of communicable diseases and other infectious diseases of public health importance.

Region of Durham Paramedic Services provides land ambulance services, both basic and advanced life support services, as well as community paramedicine (a community-based health care model where paramedics use their education and expertise to help support the community at home) throughout Durham Region. These services are complemented by the Lakeridge Health Base Hospital program, Oshawa Central Ambulance Communications Centre and emergency first response by local fire services tiered-response programs. The goal of Region of Durham Paramedic Services is to provide a quality Paramedic Services system that is responsive to client needs and utilizes advanced out-of-hospital medical intervention to reduce mortality and morbidity.

## Health Department Contacts

<p><b>Durham Health Connection Line</b>            Phone: 905-668-2020            Toll Free: 1-800-841-2729</p>	<p><b>Infant and Child Development</b>            Phone: 905-668-7711            extension 3247 or 3203            Toll Free: 1-800-841-2729</p>
<p><b>Healthy Living</b>            (Cancer Prevention, Nutrition, Physical Activity, Smoke-Free Living)            Phone: 905-668-7711            Toll Free: 1-800-841-2729</p>	<p><b>Infectious Diseases Prevention and Control</b>            Phone: 905-668-7711, extension 2996            Toll Free: 1-800-841-2729</p>
<p><b>Immunization</b>            Phone: 905-666-6242, extension 6242            Toll Free: 1-800-841-2729</p>	<p><b>Prenatal Health/Breastfeeding/Parenting Health Babies Healthy Children</b>            Phone: 905-666-6241            Toll Free: 1-800-841-2729</p>

## Area Offices

<p><b>Region of Durham Paramedic Services</b>            4040 Anderson Street            Whitby, ON L1R 3P6            Phone: 905-665-6313            Toll Free: 1-877-999-4336</p>	<p><b>Health Protection Division</b>            101 Consumers Drive, 2nd Floor            Whitby, ON L1N 1C4            Phone: 905-723-3818            Toll Free: 1-888-777-9613</p>
<p><b>North Office (Port Perry)</b>            200-181 Perry Street            Port Perry, ON L9L 1B8            Phone: 905-985-4889            Toll Free: 1-866-845-1868</p>	<p><b>Oral Health Division (Dental Clinic)</b>            200 John Street West, Unit E8            Oshawa, ON L1J 2B4            Phone: 905-723-1365            Toll Free: 1-866-853-1326</p>

## Sexual Health Clinics

<p><b>Oshawa Sexual Health Clinic</b>  <b>Oshawa Centre – Office Galleria</b>            419 King Street West, Suite 180            Oshawa, ON L1J 2K5            Phone: 905-433-8901            Toll Free: 1-800-314-8533</p>	<p><b>Pickering Sexual Health Clinic</b>  <b>Pickering Town Centre</b>            1355 Kingston Road, Unit 14A, Lower Level            Pickering, ON L1V 1B8            Phone: 905-420-8781</p>
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## Planning and Economic Development Department

### **Brian Bridgeman, Commissioner of Planning and Economic Development**

Phone: 905-668-7711, extension 2535

Fax: 905-666-6208

Email Planning at: [planning@durham.ca](mailto:planning@durham.ca)

Email Tourism at: [tourism@durham.ca](mailto:tourism@durham.ca)

Email Economic Development at: [invest@durham.ca](mailto:invest@durham.ca)

The Planning and Economic Development Department consists of two main Divisions charged with establishing and implementing a long-term vision for the growth and economic prosperity of the Region.

The Planning Division is responsible for preparing and maintaining the Durham Regional Official Plan (ROP), also known as Envision Durham. Envision Durham provides a broad policy framework for managing the future growth and development of the Region to 2051. A goal of the ROP is to protect the environment and encourage economic opportunities for the well-being of present and future residents. Ongoing review and development of long-range land use and transportation policy ensures that the ROP continues to satisfy the Region's needs, while respecting provincial policies and plans. Implementation is advanced through the review and approval of development applications, including area municipal official plan amendments, plans of subdivision/condominium, and land division applications. Citizen engagement is encouraged and is also facilitated through the advisory committees on agriculture, environment and active transportation.

The Economic Development and Tourism Division promotes Durham Region as an ideal place to establish and do business and enjoy a high quality of life. The Division's main objectives are to create job opportunities, promote tourism, increase the property tax base and nurture private sector investment. To accomplish these objectives, the Division engages in strategic business missions, and partners with area municipalities, businesses, educational institutions, international agencies and industries. Business attraction, retention and expansion, as well as visitor attraction are of the highest priority. The Division's work is guided by a long-term strategy and action plan called Ready Set Future which sets out the Region's aspirations for talented workforce, vibrant downtowns, a reputation for business innovation and a distinct creative identity. Key clusters including future energy; next gen-mobility; arts, culture and creative; applied digital technology; and agri-food, are promoted through the development of goal-oriented programs, key partnerships, marketing campaigns and effective response to investment inquiries.

In addition to the above two Divisions, the Rapid Transit and Transit Oriented Development Office is also associated with the Planning and Economic Development Department. With respect to rapid transit implementation, the Office reports to the Works Department. With respect to transit-oriented development, the Office reports to the Planning and Economic Development Department recognizing the connection between land use planning, transportation planning and the Region's future prosperity.



## Social Services Department

**Stella Danos-Papaconstantinou, Commissioner of Social Services**

Phone: 905-668-7711, extension 2675

The Social Services Department provides human services through a variety of programs and services to the citizens of Durham. On behalf of the Region, the Social Services Department acts as the Service System Manager in areas of; Housing, Homelessness, Child Care, Employment and is a delivery agent for Ontario Works. Additional service provisions within the department include community counselling and outreach programs to vulnerable populations. Also, on behalf of the Region, Long-term care (LTC) is provided across four regionally owned and operated LTC homes and includes Adult Day Centres.

The role of Service System Manager involves system planning, managing of programs and funding administration across sectors for the delivery of human services to residents of Durham. The aim of this role is to address community needs for individuals and/or families to live a quality of life. Social Services provisions and program delivery for eligible individuals include childcare, life stabilization, financial assistance housing and homelessness supports.

There are eight Regionally owned and operated early learning & childcare centres across Durham. Additionally, childcare needs are met through Social Services contracts with approximately 300 child-care programs to provide inclusive services and to lower fees for families. Management of the Canada Wide Early Learning and Child Care (CWELCC) program help make child care more affordable for families and the child care fee subsidy program further assists qualifying families with affording child care in Durham. Funding to special needs resourcing programs including the Children's Developmental and Behavioural Supports program. Ensures children with special needs are well supported in licensed childcare settings. The Best Start Network includes a system approach to childcare programming and planning that is lead by the Social Services Department.

The Ontario Works programs involves administering financial assistance for basic needs, shelter and basic health benefits to eligible residents as well as life stabilization case management to help people through person centered services to address challenges that may relate to housing, poverty, mental health, and addictions etc.

As the Employment Service System Manager, we offer planning, design and management of employment related benefits and services to help people obtain and maintain employment through purchase of service agreements with Employment Service providers and direct delivery supports.

The Social Services Department includes counselling services for individuals, couples or families and specialized support services/outreach accessible to residents across Durham Region. The Adult Protective Service Worker (APSW) Program provides case management services and supports for adults with developmental disabilities living independently. The administration of the Partner Assault Response Program provides structured group programs for individuals living in Durham Region charged with domestic assault. Further programs available include Employee Assistance Programs, Critical Incident Stress Management, workplace mediation and consultation to employers.

Social Services Department is responsible for the administering community housing and portable housing benefit programs as well as implementing new affordable housing initiatives. This includes funding administration for community housing providers in Durham Region including municipal non-profits, private non-profit providers, and housing co-operatives as well as management of the Durham Access to Social Housing (DASH) waitlist for rent geared to income, modified housing and other housing assistance programs. Property management and tenant supports for the Durham Regional Local Housing Corporation, Durham's largest community housing provider is also provided. Leadership is also provided with the development and implementation of the Region's 10-year Housing and Homelessness Plan – At Home in Durham. The Homelessness Support Services Program oversees the delivery of emergency shelter services, and a range of programs to address homelessness in Durham Region. Focus of these programs involve a coordinated access system with a priority for housing first, understanding everyone in Durham deserves a place to call home.

Through the Social Services Department the Emergency Social Services (ESS) coordinates the delivery of services and supports to address short term and immediate needs in the community, typically for those who have been impacted by an emergency or disaster. Services are commonly provided in an evacuation or reception centre which is a safe place where residents can go to receive essentials when there is an ongoing emergency, essentials include: shelter, food, clothing, information about the emergency and how to navigate receiving the proper supports during an event.

The Region's four (4) long term care homes are all accredited by Accreditation Canada: Fairview Lodge, Hillsdale Estates, Hillsdale Terraces and Lakeview Manor. Our services are geared toward the physically frail and/or cognitively impaired adults who require supervision and/or assistance with activities of daily living and personal care, in a secure, safe and caring environment. We also provide the services of a Seniors' Safety Advisor for Durham Region.

The homes employ a range of skilled health professionals to meet the multiple complex care needs of the residents. Each of the sites provides a special care unit for residents with Alzheimer's disease and related dementias. The Region also operates three (3) Adult Day Programs at Hillsdale Estates, Lakeview Manor and Port Perry.

## Children's Services Offices

<p><b>Children's Services</b>          605 Rossland Road East          Whitby, ON L1N 6A3          Phone: 905-666-6238          Toll Free: 1-800-387-0642</p>	<p><b>Village Union Early Learning and Child Care Centre</b>          155 Gibb Street          Oshawa, ON L1J 1Y4          Phone: 289-928-6301</p>
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## Behaviour Management Office

<p><b>Behaviour Management</b>          605 Rossland Road East          Whitby, ON L1N 6A3          Phone: 905-668-7711</p>
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## Child Care Programs

<p><b>Ajax Early Learning and Child Care Centre</b>          22 Centennial Road          Ajax, ON L1S 3K4          Phone: 905-683-4001</p>	<p><b>Pickering Early Learning and Child Care Centre</b>          1262 Radom Street          Pickering, ON L1W 1J4          Phone: 905-839-5831</p>
<p><b>Edna Thomson Early Learning and Child Care Centre</b>          410 North Scugog Court          Bowmanville, ON L1C 3K2          Phone: 905-623-6717</p>	<p><b>Sunderland Early Learning and Child Care Centre</b>          41 Albert Street          Sunderland, ON L0C 1H0          Phone: 905-404-4792</p>
<p><b>Clara Hughes Early Learning and Child Care Centre</b>          610 Taylor Avenue          Oshawa, ON L1H 6T9          Phone: 905-404-8012</p>	<p><b>Whitby Early Learning and Child Care Centre</b>          501 Dunlop Street East          Whitby, ON L1N 1S8          Phone: 905-668-4751</p>
<p><b>Lakewoods Early Learning and Child Care Centre</b>          353 Chaleur Avenue          Oshawa, ON L1J 1G5          Phone: 905-725-1425</p>	

## Family Services Offices

All Family Services Numbers go through the Social Services Centralized Call Centre with the following numbers for all locations:

Phone: 905-666-6239, Option #5 or Toll Free: 1-888-721-0622, Option #5

<p><b>Main Office (including central intake)</b>          605 Rossland Road East          Whitby, ON L1N 6A3          Phone: 905-666-6239 option #5          Toll Free: 1-888-721-0622          Email: <a href="mailto:socialservices@durham.ca">socialservices@durham.ca</a>          Website: <a href="http://Durham.ca">Durham.ca</a></p>	<p><b>Oshawa Office</b>          200 John Street West, Unit C1A          Oshawa, ON L1J 2B4          Phone: 905-666-6239 option #5          Toll Free: 1-888-721-0622 option #5</p>
<p><b>Ajax Office</b>          339 Westney Road South, Suite 103          Ajax, ON L1S 7J6          Phone: 905-666-6239 option #5          Toll Free: 1-888-721-0622 option #5</p>	<p><b>Scugog Office</b>          169 North Street, Unit 3          Port Perry, ON L9L1B7          Phone: 905-666-6239 option #5          Toll Free: 1-888-721-0622 option #5</p>
<p><b>Beaverton Town Hall</b>          397 Simcoe Street          Beaverton, ON L0K 1A0          Phone: 905-666-6239 option #5          Toll Free: 1-888-721-0622 option #5</p>	<p><b>Uxbridge Office</b>          2 Campbell Drive, Suite 301          Uxbridge, ON L9P 1H6          Phone: 905-666-6239 option #5          Toll Free: 1-888-721-0622 option #5</p>
<p><b>Brock/Beaverton</b>          c/o Lakeview Manor, 133 Main Street          West Beaverton, ON L0K 1A0          Phone: 905-666-6239 option #5          Toll Free: 1-888-721-0622 option #5</p>	<p><b>Whitby Office</b>          c/o Fairview Lodge          632 Dundas Street West,          P.O. Box 300          Whitby, ON L1N 5S3          Phone: 905-666-6239 extension 450          Toll Free: 1-888-721-0622 option #5</p>
<p><b>Brock Municipal Building</b>          1 Cameron Street East, (Lower Level),          Cannington, ON L0E 1E0          Phone: 905-666-6239 option #5          Toll Free: 1-888-721-0622 option #5</p>	<p><b>Adult Community Support Services (ACSS) Program</b>          Phone: 905-666-6239 option #5, selection 3          Toll Free: 1-888-721-0622 option #5, selection 3</p>
<p><b>Clarington Office (Bowmanville)</b>          234 King Street East, Unit 4          Bowmanville, ON L1C 1P5          Phone: 905-666-6239 option #5          Toll Free: 1-888-721-0622 option #5</p>	<p><b>Family Services Employee Assistance Program</b>          Phone: 905-666-6169          Toll Free: 1-888-721-0622 option #5</p>

## Housing Services Locations

<p><b>Oshawa</b>                  Durham Non-Profit Housing Corporation                  28A Albert Street                  Oshawa, ON L1H 8S5                  Phone: 905-436-6610</p>	<p><b>Whitby</b>                  Region of Durham Headquarters                  605 Rossland Road East, P.O. Box 623,                  Whitby, Ontario L1N 6A3                  Phone: 905-668-7711                  Toll Free: 1-800-669-2956</p>
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## Income and Employment Support Offices

<p><b>Ajax</b>                  140 Commercial Avenue                  Ajax, ON L1S 2H5                  Phone: 905-666-6239                  Toll Free: 1-888-721-0622</p>	<p><b>Ontario Works Applications (Central Intake)</b>                  Phone: 905-428-8982                  Toll Free: 1-888-721-0622                  Visit Ontario Works Applications (<a href="http://Ontario.ca/socialassistance">Ontario.ca/socialassistance</a>) for more information</p>
<p><b>Oshawa</b>                  200 John Street West, Unit C1A                  Oshawa, ON L1J 2B4                  Phone: 905-666-6239                  Toll Free: 1-888-721-0622</p>	<p><b>Community Resource Centre</b>                  200 John Street West, 2nd Floor                  Oshawa, ON L1J 2B4                  Phone: 905-666-6239                  Toll Free: 1-888-721-0622</p>
<p><b>Whitby</b>                  605 Rossland Road East, P.O. Box 623, Whitby, ON L1N 6A3                  Phone: 905-666-6239                  Toll Free: 1-888-721-0622</p>	<p><b>Ontario Works Coordinated Intake and Eligibility Unit</b>                  Phone: 905-666-6239                  Toll Free: 1-888-721-0622</p>
<p><b>Uxbridge</b>                  2 Campbell Drive, Suite 305                  Uxbridge, ON L9P 1H6                  Phone: 905-666-6239                  Toll Free: 1-888-721-0622</p>	<p><b>Ontario Works Interactive Voice Response</b>                  Toll Free: 1-800-808-2268</p>

## Long Term Care Facilities

<p><b>Long-Term Care Divisional Office</b> 605 Rossland Road East, P.O. Box 623, Whitby, ON L1N 6A3 Phone: 905-666-6197 Toll Free: 1-800-372-1102, extension 6197</p>	<p><b>Fairview Lodge</b> 632 Dundas Street West, P.O. Box 300, Whitby, ON L1N 5S3 Phone: 905-668-5851</p>
<p><b>Hillsdale Terraces</b> 600 Oshawa Boulevard North Oshawa, ON L1G 5T9 Phone: 905-579-3313</p>	<p><b>Lakeview Manor</b> 133 Main Street, P.O. Box 514 Beaverton, ON L0K 1A0 Phone: 705-426-7388</p>
<p><b>Hillsdale Estates</b> 590 Oshawa Boulevard North Oshawa, ON L1G 5T9 Phone: 905-579-1777</p>	

## Works Department

### **John Presta, Commissioner of Works**

Phone: 905-668-7711, extension 3520

Toll Free: 1-800-372-1102, extension 3520

### **Ramesh Jagannathan, Commissioner of Works**

Phone: 905-668-7711, extension 2183

Toll Free: 1-800-372-1102, extension 2183

Email: [workscommissioner@durham.ca](mailto:workscommissioner@durham.ca)

The Regional Municipality of Durham's Works Department provides the following services to Durham Region residents and businesses:

- Plan, design, build, operate and maintain Regional roads, bridges, traffic signals, rapid transit systems, and facilities
- Supply safe municipal drinking water. Plan, design, build, operate and maintain the water treatment and distribution systems across the region
- Plan, design, build, operate and maintain the sanitary sewage collection and treatment systems
- Collect, process and dispose of garbage, recyclables and compost. Dispose of electronic and household hazardous waste
- Operate the Durham York Energy Centre and York-Durham Regional Environmental Lab
- Manage all Regional Facilities, Regional property interests and the Durham Region Forest

## **Durham Region Works Department Contact Information**

Please contact the Durham Region Works Department during office hours, Monday to Friday, 8 AM to 5 PM at 905-668-7711 or by email at [Works@durham.ca](mailto:Works@durham.ca).

\* Indicates services provided through Traffic Operations Centre; inquiries may be directed to the Traffic Operations Centre.

\*\* Indicates services provided through Regional Works Depots; inquiries may be directed to the appropriate Regional Works Depot.

## **Roads, Construction and Traffic Operations (Regional Roads Only)**

Construction/reconstruction, data collection (turning movement and AADT counts) \*, ditch drainage\*\*, entrance permits/property access applications, line painting\*, potholes\*\*, road occupancy permits, roadside grass cutting\*\*, snow clearing\*\*, special events permits (parades and filming) \*, traffic by-laws\*, traffic signal design, operation and maintenance\*, traffic signs and detour information\*, weight restrictions.

## Water

Fire hydrants, water efficiency programs, water locates, water meters\*\*, water quality testing, water supply plants, water supply system planning and design, watermain breaks\*\*, watermain construction/rehabilitation.

## Development Approvals

Development charges and collection of applicable fees

## Existing Development Servicing

Sanitary sewer connections, sanitary sewer frontage charges, water connections, water frontage charges.

## New Development Servicing

Entrance permits, sanitary sewer connections, sanitary sewer frontage charges, water connections, water frontage charges

## Sanitary Sewer

Sewer back-ups\*\*, sewer construction/rehabilitation, sewer inspection fees, sewer system planning and design, sewage treatment plants, sewer use by-law enforcement.

## Traffic Engineering and Operations Centre

Responsible for calls related to data collection (turning movement and annual average daily traffic counts), line painting, special events permits (parades and filming), traffic by-laws, traffic signal design, operation and maintenance, traffic signs and detour information.

101 Consumers Drive,  
P.O. Box 623  
Whitby, Ontario L1N 6A3  
**Phone: 905-666-8116**  
Toll Free: 1-866-786-8116



## Regional Works Depots

Hours of operation: Monday to Friday from 7:30 AM to 3:30 PM.

Responsible for calls related to pothole repairs, ditch drainage, roadside grass cutting, snow clearing on regional roads, water meters, fire hydrants, maintenance hole covers and blocked sanitary sewer connections.

<p><b>Ajax/Pickering Depot</b>                  2020 Salem Road                  Ajax, Ontario L1T 4V7                  Phone: 905-683-1471                  Email: <a href="mailto:Works-MO-AjaxDepot@durham.ca">Works-MO-AjaxDepot@durham.ca</a></p>	<p><b>Sunderland Depot</b>                  S995 Regional Road #10 (River Street),                  Sunderland, Ontario L0C 1H0                  Phone: 705-357-3140                  Email: <a href="mailto:SunderlandDepot@durham.ca">SunderlandDepot@durham.ca</a></p>
<p><b>Scugog Depot</b>                  10 Goodwood Road,                  Port Perry, Ontario L9L 1B5                  Phone: 905-985-7170                  Email: <a href="mailto:ScugogDepot@durham.ca">ScugogDepot@durham.ca</a></p>	<p><b>Oshawa/Whitby Depot</b>                  825 Conlin Road,                  Whitby, Ontario L1R 3K3                  Phone: 905-655-3344                  Toll Free: 1-866-212-0435                  Email: <a href="mailto:OshawaDepot@durham.ca">OshawaDepot@durham.ca</a></p>
<p><b>Orono Depot</b>                  3480 Taunton Road                  Orono, Ontario L0B 1M0                  Phone: 905-983-5116                  Email: <a href="mailto:OronoDepot@durham.ca">OronoDepot@durham.ca</a></p>	<p><b>After-hours emergency calls:</b>                  (Monday to Friday from 3:30 PM to 7:30 AM and full day Saturday, Sunday and Statutory Holidays)                  Phone: 905-576-9991                  Toll Free: 1-800-372-1104</p>

## Waste Management Information

Waste collection, sorting, reuse and disposal service, waste management facilities for recycling, composting and disposal, promotion and education programs for residents on recycling and composting programs.

Blue box collection for residents in all municipalities. Collection services for green bins, yard waste, bulky and metal goods and garbage collection for the residents of Ajax, Brock, Clarington, Pickering, Scugog and Uxbridge.

## Waste Management Call Centre

1998 Bowmanville Avenue,  
Bowmanville, Ontario

**Phone: 905-697-5300**

Toll Free: 1-800-667-5671

Email: [waste@durham.ca](mailto:waste@durham.ca)

Website: [Waste Management Facilities - Region of Durham](#)

For information about waste collection services in Oshawa and Whitby (**other than blue box collection**) please contact your local municipality:

<p><b>Whitby Operations Centre 333</b> McKinney Drive Whitby, Ontario Phone: 905-668-3437 TTY Phone: 905-430-1942 Email: <a href="mailto:pw.operation@whitby.ca">pw.operation@whitby.ca</a></p>	<p><b>City of Oshawa</b> 50 Centre Street South Oshawa, Ontario Phone: 905-436-3311 Toll Free: 1-800-667-4292 Email: <a href="mailto:service@oshawa.ca">service@oshawa.ca</a></p>
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For information about **blue box collection services**, please use the following contacts for private contractors operating in Durham Region:

### Oshawa and Whitby

Green For Life (GFL)

Toll Free: 1-855-577-4351

Email: [OshawaWhitbyRecycle@GFLenv.com](mailto:OshawaWhitbyRecycle@GFLenv.com)

Website: [www.GFLenv.com/CanadaRecycles](http://www.GFLenv.com/CanadaRecycles)

### Ajax, Brock, Clarington, Pickering, Scugog and Uxbridge

Miller Waste Systems Inc.

Toll Free: 1-888-852-4723

Email: [area8@MillerWaste.ca](mailto:area8@MillerWaste.ca)

For **blue box program information** in Ontario, please contact:

### Circular Materials Ontario

Toll Free: 1-877-667-2626

Email: [info@circularmaterials.ca](mailto:info@circularmaterials.ca)

Website: [www.cicularmaterials.ca/durham](http://www.cicularmaterials.ca/durham)

## Regional Waste Management Facilities

Hours of operation for Regional Waste Management Facilities and Household Hazardous Waste (HHW) depots are Tuesday to Saturday from 8:00 AM to 4:00 PM and 8 AM to 6 PM on Tuesdays only, from the first Tuesday in May until the first Tuesday in October. Sites are closed on all holidays.

Contact any of the following sites for current information on waste disposal fees, directions, or for details about types of materials accepted for reuse, recycling, composting or disposal.

<p><b>Brock Waste Management</b>  C22480 Brock Sideroad 17  Township of Brock, Ontario  Phone: 705-437-2933</p>	<p><b>Pickering Private Waste Disposal</b>  1220 Squires Beach Road  Pickering, Ontario  Phone: 905-426-4222</p> <p>Note: this is a privately-operated waste disposal site which contains a Regional household hazardous waste facility.</p>
<p><b>Clarington Household Special Waste</b>  1998 Bowmanville Avenue  Bowmanville, Ontario  Phone: 905-623-4387, extension 6086</p> <p>This location accepts only household hazardous waste.  There is no charge for household hazardous waste disposal.</p>	<p><b>Scugog Waste Management</b>  1623 Reach Street  Port Perry, Ontario  Phone: 905-985-7973</p>
<p><b>Oshawa Waste Management</b>  1640 Ritson Road North  Oshawa, Ontario  Phone: 905-433-2050</p>	

## **York Durham Regional Environmental Laboratory**

This laboratory is accredited by the Canadian Association for Laboratory Accreditation to ISO/IEC 17025 and licensed to test drinking water by the Ministry of the Environment, Conservation, and Parks.

The laboratory provides analytical services for:

- drinking water
- wastewater monitoring, and
- industrial monitoring

### **Hours of operation:**

8 AM to 5 PM Monday to Friday

901 McKay Road,

Pickering, Ontario L1W 3A3

**Phone: 905-686-0041**

## Durham Region Transit

### **William (Bill) Holmes, General Manager**

Phone: 905-668-7711, extension 3700

Email: [drtHelps@durham.ca](mailto:drtHelps@durham.ca)

Regardless of where you're travelling in the Region, Durham Region Transit (DRT) will get you there with its flexible service model. DRT's frequent scheduled service network operates on major corridors across the urban areas of the Region and into Scarborough, with connections to local routes providing transit service 24 hours a day.

DRT also offers On Demand service using smaller vehicles and dynamic routing where and when scheduled bus routes are not operating. Integrated within On Demand service, door-to-door Specialized transit service is available for eligible customers whose disabilities prevent them from using scheduled service for all or parts of their trip. Eligibility for Specialized Service can be confirmed through an application process, and you can learn more at [DurhamRegionTransit.com/OnDemand](http://DurhamRegionTransit.com/OnDemand).

Other features riders can experience when using DRT include:

### **One Fare service**

DRT riders can transfer for free when using a valid PRESTO product to connect to and from transit agencies within the GTA. This provides a seamless and affordable transit experience for DRT customers transferring to and from the TTC on DRT Routes 900 and 920 or On Demand including Specialized transit trips. In addition to seamless transfer across GTA transit agencies, DRT fare is free when transferring with Go Transit.

### **Planning your trip**

Planning your transit trip is easy. Download DRT's integrated apps to plan, schedule, book and monitor your trip in real-time, or call a booking agent. The Transit App and On Demand App are both available for free through the Apple App Store and Google Play Store.

### **Travel Training available**

New public transit users may benefit from travel training with DRT staff, learning how to use public transit and discovering the freedom of travelling independently. Experience the benefits of real-time information at your fingertips – as well as the full suite of accessibility features such as low-floor buses, automated next-stop announcements on board and priority seating at the front of the bus. Contact DRT Customer Service to learn more or book a training session.

## Save with PRESTO fare payment

Using the PRESTO card or digital version, or E-Ticket ensures the best value and lowest fare for customers, offering approximately \$10 savings for every 10 trips. Customers travelling on Durham Region Transit (DRT) can also download and use the new PRESTO E-Tickets app and save the \$4 card fee. Android users can pay their fare by tapping a digital version of the PRESTO card in Google Wallet, on an Android smartphone or Wear OS smartwatch.

The PRESTO fare payment system, with products available online and at various locations throughout Durham, offers many benefits for travel on DRT that make using transit easier and more affordable.

For more information about DRT, visit [DurhamRegionTransit.com](http://DurhamRegionTransit.com)

To get connected with DRT via social media:

- Facebook: [facebook.com/durhamregiontransit](https://facebook.com/durhamregiontransit)
- X: [@durham\\_transit](https://twitter.com/durham_transit)
- Instagram at: [durhamregiontransit](https://www.instagram.com/durhamregiontransit)

## Durham Region Transit Office – Contact Us!

### Customer Service Centre

110 Westney Road South  
Ajax, Ontario L1S 2C8  
Toll-free: 1-866-247-0055  
Email: [drthelps@durham.ca](mailto:drthelps@durham.ca)

On Demand transit (including Specialized Services)

**Toll-free: 1-866-247-0055**

## Durham Region Transit Committees

### Durham Region Transit Advisory Committee

For the [Transit Advisory Committee membership and terms of reference](#), please visit our website at: [durhamregiontransit.com](http://durhamregiontransit.com) or contact the Corporate Services Department during office hours, Monday to Friday, 8 AM to 6 PM at 905-668-7711.

## Durham Region Transit Executive Committee

**Chair:** Commissioner Crawford, Town of Ajax  
**Vice-Chair:** Commissioner Schummer, Township of Brock  
**Members:** Commissioner Anderson, Municipality of Clarington  
Commissioner Brenner, City of Pickering  
Commissioner Carter, City of Oshawa  
Commissioner Garrod, Township of Uxbridge  
Commissioner Roy, Town of Whitby  
Commissioner Wotten, Township of Scugog  
Regional Chair Henry

## Durham Region Transit Commission

**Chair:** Regional Chair Henry  
**Members:** Commissioner Anderson  
Commissioner Ashe  
Commissioner Barton  
Commissioner Brenner  
Commissioner Carter  
Commissioner Chapman  
Commissioner Collier  
Commissioner Cook  
Commissioner Crawford  
Commissioner Dies  
Commissioner Foster  
Commissioner Garrod  
Commissioner Jubb  
Commissioner Kerr  
Commissioner Leahy  
Commissioner Lee  
Commissioner Marimpietri  
Commissioner McDougall  
Commissioner Mulcahy  
Commissioner John Neal  
Commissioner Nicholson  
Commissioner Pickles  
Commissioner Roy  
Commissioner Schummer  
Commissioner Shahid  
Commissioner Woo  
Commissioner Wotten  
Commissioner Yamada

## Durham Regional Police Service

### Chief of Police

605 Rossland Road East, P.O. Box 911

Whitby, Ontario L1N 0B8

**Phone: 905-579-1520**

Toll Free: 1-888-579-1520

EMERGENCIES CALL: 911

Email address: [media@drps.ca](mailto:media@drps.ca)

Website: [drps.ca](http://drps.ca)

Durham Regional Police Service is a leader in community safety. Their members protect the citizens of Durham Region every day through a variety of crime prevention programs and investigative services.

They employ a hard-working team of police officers, civilians, auxiliary officers, special constables and volunteers who help keep Durham safe. They promote responsible and healthy behaviour and prevent injuries and property damage by patrolling the streets, removing dangerous drivers from the roads, and educating adults and children about safety.

The use of leading-edge technology is vital in fighting crime. Durham Regional Police was one of the first municipal police services in Canada to use a helicopter, and their computer technology is second to none. Durham Regional Police operates out of five main community divisions located in Ajax-Pickering, Clarington, North Durham, Oshawa and Whitby. Each location responds to calls in their area 24 hours a day, seven days a week.

### Community Police Office Locations

For general inquiries for all Community office locations call 905-579-1520 or Toll Free 1-888-579-1520.

<p><b>Central East Division</b> 77 Centre Street North Oshawa, Ontario L1G 4B7</p>	<p><b>North Division</b> 15765 Hwy #12 Port Perry, Ontario L9L 1B2 (South of Reach Rd)</p>
<p><b>Central West Division</b> 480 Taunton Road East Whitby, Ontario L1N 5R5</p>	<p><b>West Division</b> 1710 Kingston Road East Pickering, Ontario L1V 1C6</p>
<p><b>East Division</b></p>	



2046 Maple Grove Road Bowmanville, Ontario L1C 3K3	
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## **Durham Regional Police Service Board Members**

Shaun Collier, Chair

Garry Cubitt, Vice-Chair

Dan Carter, Member of Council

Willie Woo, Member of Council

Mark Welch, Member

Shashi Bhatia, Member

Karen Fisher, Member

Requests of the Board should be made through the Board office at 905-579-1520

B. Clancy, Executive Director      905-579-1520, extension 4295

A. Longo, Executive Assistant      905-579-1520, extension 4307

## Durham Region Strategic Plan 2020-2024

**Connect. Grow. Succeed.**

### **Our Vision**

A healthy, prosperous community for all.

### **Our Mission**

Working together to deliver service excellence through leadership, collaboration, innovation, and environmental stewardship.

### **Our Corporate Values**

- Leadership: We demonstrate integrity and vision, providing the organization with good governance and management.
- Effectiveness: We anticipate the changing needs of the community and provide services within a framework of financial stability and transparency.
- Innovation: We support life-long learning and commitment to ongoing research, knowledge exchange, and continuous quality improvement.
- Inclusion: We provide an accessible, inclusive environment that values the diversity of our staff and the community.
- Environmental Responsibility: We prioritize community leadership and environmental sustainability in our operations.
- Service Excellence: We encourage professional excellence through collaboration, partnerships and teamwork in a culture that fosters trust and respect

### **Executive Summary**

- Strengthen the economy and promote more local employment.
- Protect, enhance and restore the natural environment and build resilient, safe communities that are supported by reliable, affordable transportation systems and services.
- Maintain and improve the health of our community and build a regional community that is inclusive, cohesive and welcoming.
- Deliver exceptional municipal services through strategic, compassionate and innovative leadership.

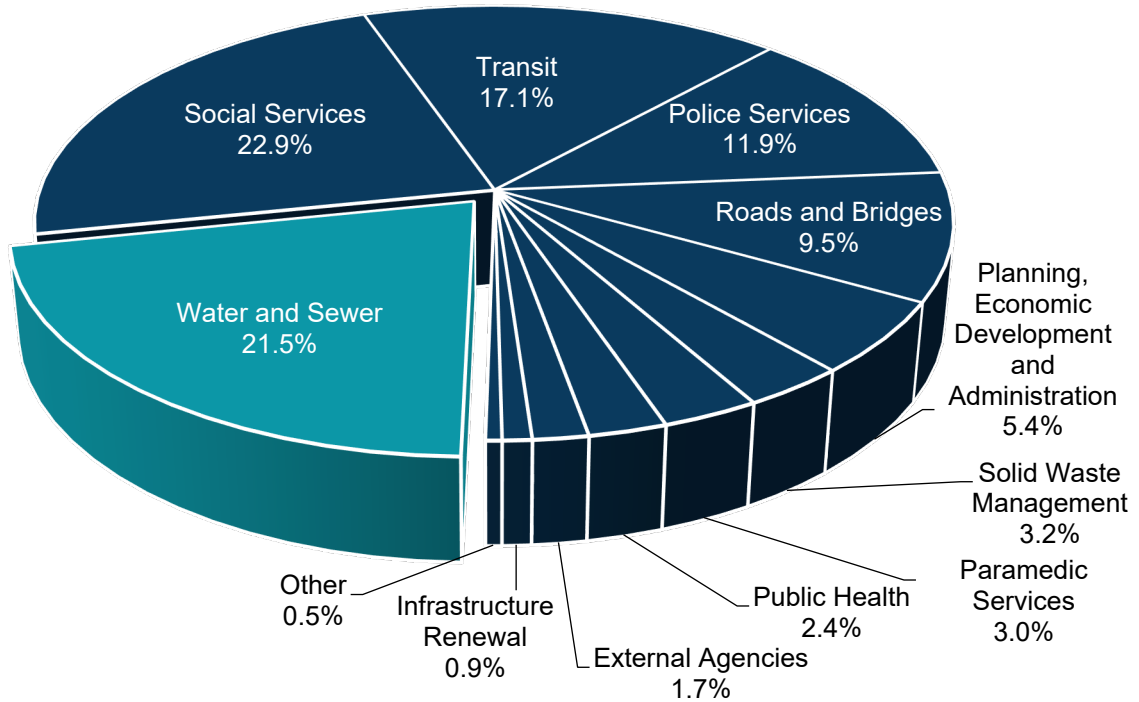
View the full [Durham Region Strategic Plan](#)

(<https://www.durham.ca/en/regional-government/strategic-plan.aspx>) or visit our website at [Durham.ca](#)

## Financial Data

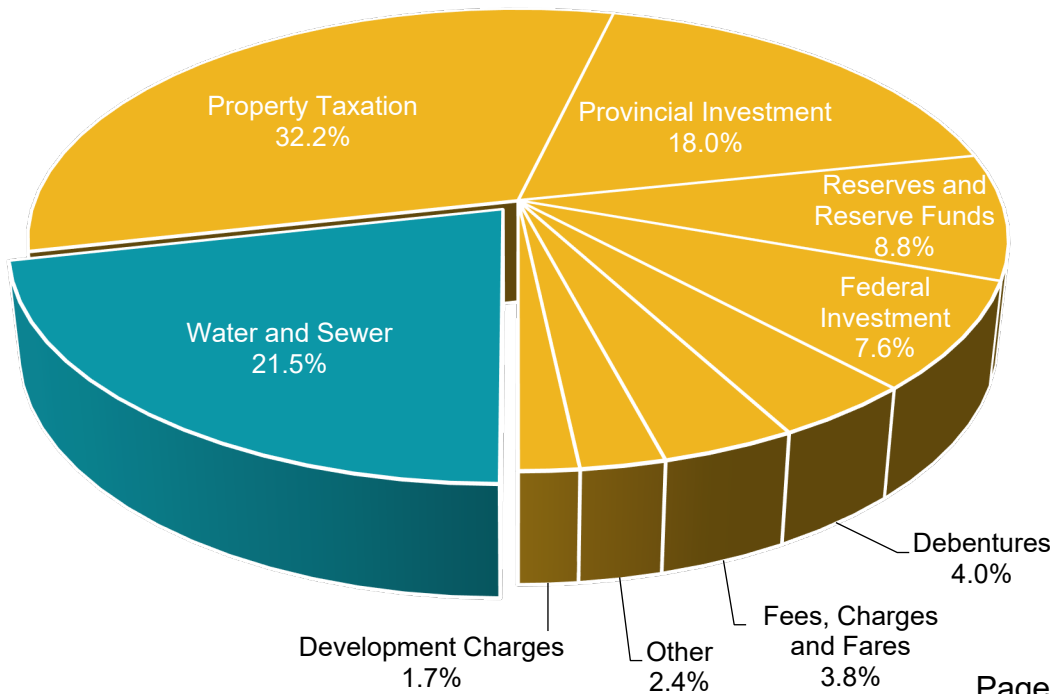
### 2024 Gross Budgeted Regional Expenditures

Total \$2.781 billion



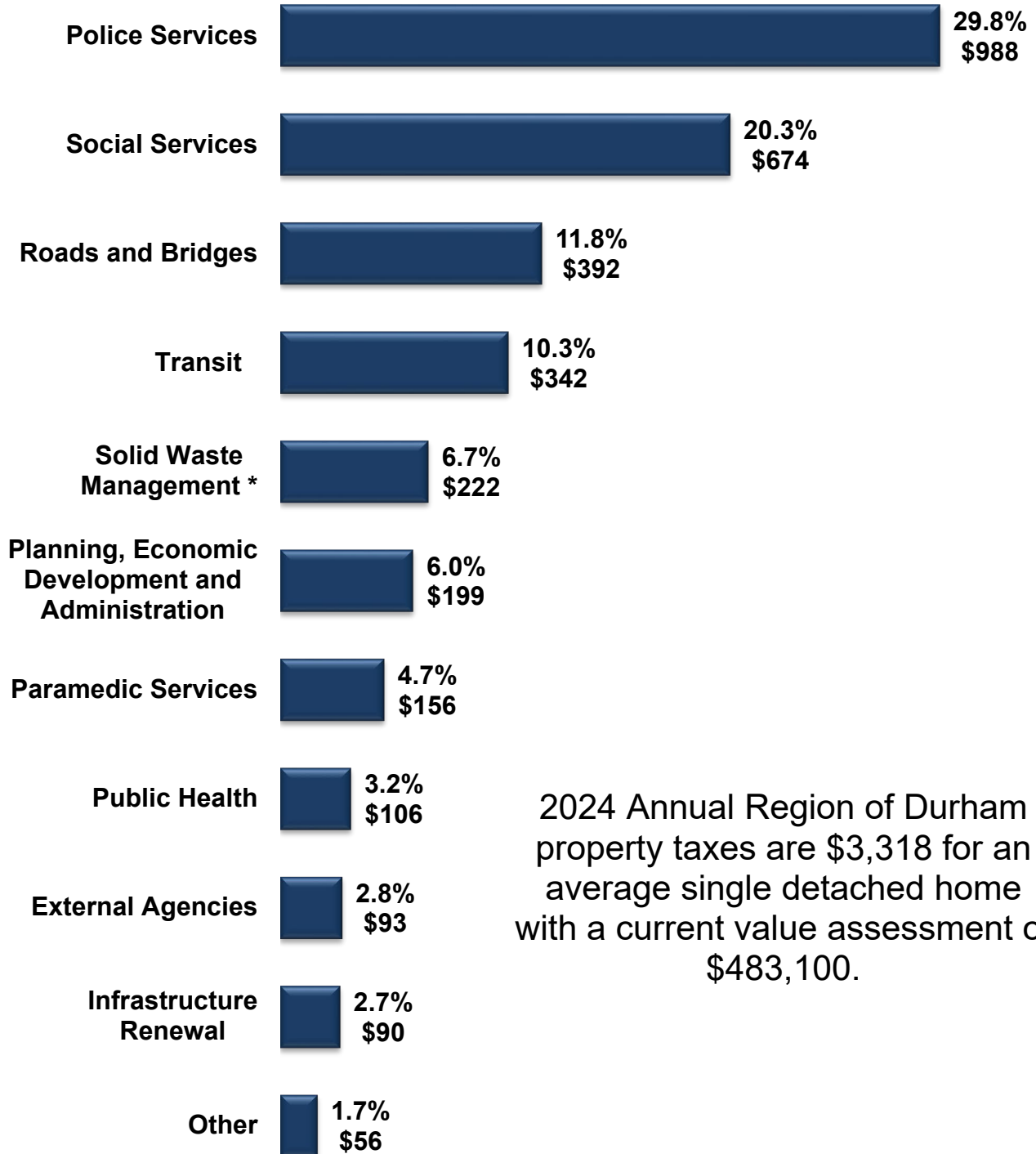
### 2024 Gross Budgeted Regional Revenues

Total \$2.781 billion



## Financial Data

### 2024 Average Annual Regional Residential Property Taxes



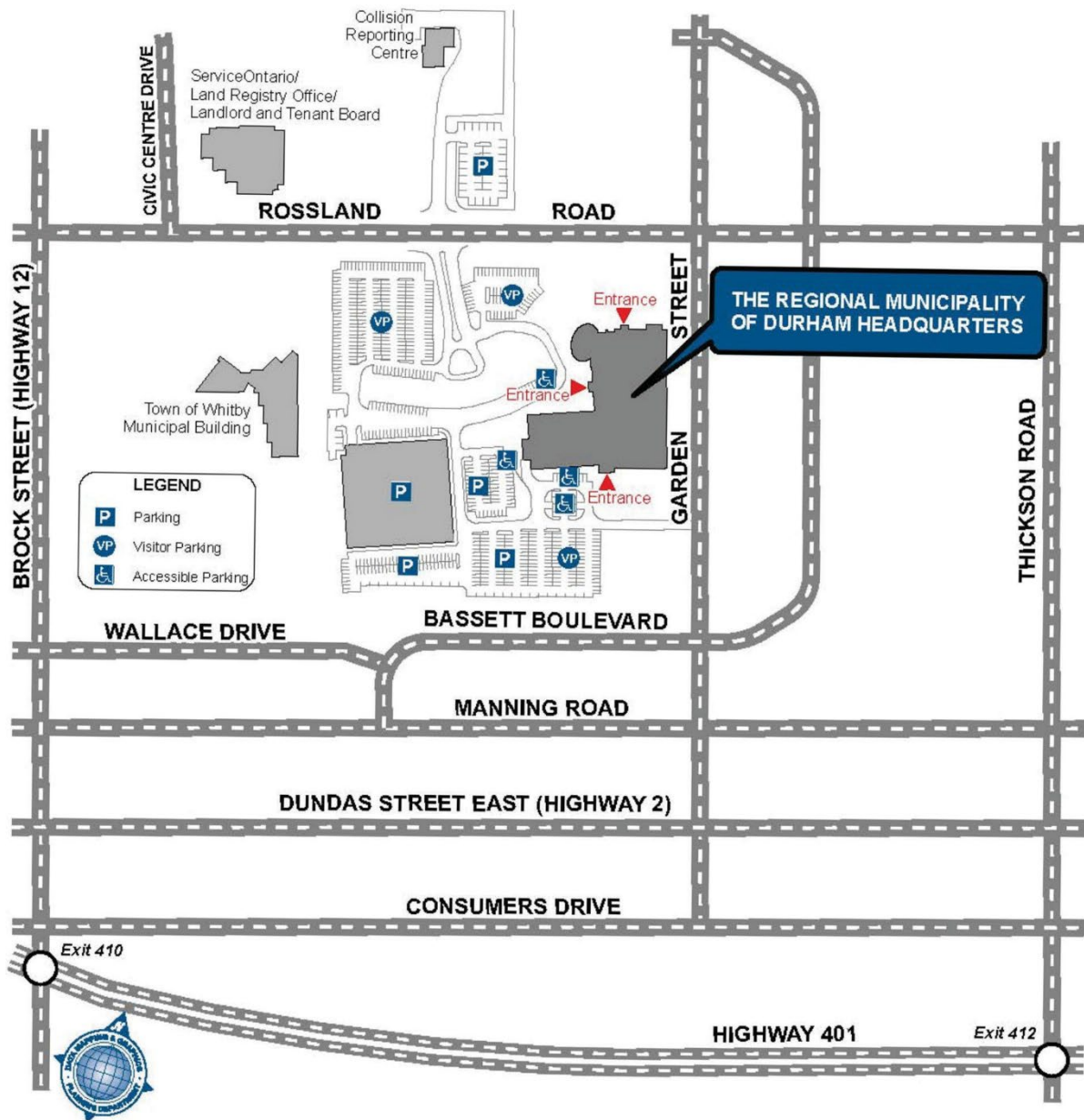
2024 Annual Region of Durham property taxes are \$3,318 for an average single detached home with a current value assessment of \$483,100.

\* Solid Waste Management varies as Oshawa and Whitby residential collection services are provided by the local area municipality.

## Durham Region Headquarters Location Map

The Regional Municipality of Durham Headquarters is located at 605 Rossland Road East, Whitby, Ontario.

Hours of operation are 8:00 AM to 5:00 PM, Monday to Friday, or [search our services online \(https://www.durham.ca\)](https://www.durham.ca) 24 hours a day.



## Local Area Municipal Councils (Municipal Government)

### Town of Ajax

#### Shaun Collier, Mayor

Lisa Bower, Local Councillor  
Nancy Henry, Local Councillor  
Rob Tyler-Morin, Local Councillor  
Marilyn Crawford, Regional Councillor  
Joanne Dies, Regional Councillor  
Sterling Lee, Regional Councillor

#### Town of Ajax Municipal Office

65 Harwood Avenue South  
Ajax, Ontario L1S 2H9  
Phone: 905-683-4550  
Email: [contactus@ajax.ca](mailto:contactus@ajax.ca)  
Website: [Ajax.ca](http://Ajax.ca)

### Township of Brock

#### Walter Schummer, Mayor

Lynn Campbell, Local Councillor  
Angela Canavan, Local Councillor  
Claire Doble, Local Councillor  
Peter Frank, Local Councillor  
Cria Pettingill, Local Councillor  
Michael Jubb, Regional Councillor

#### Township of Brock Municipal Office

1 Cameron Street East, P.O. Box 10  
Cannington, Ontario L0E 1E0  
Phone: 705-432-2355  
Toll Free: 1-866-223-7668  
Email: [brock@brock.ca](mailto:brock@brock.ca)  
Website: [Townshipofbrock.ca](http://Townshipofbrock.ca)

### Municipality of Clarington

#### Adrian Foster, Mayor

Sami Elhajjeh, Local Councillor  
Lloyd Rang, Local Councillor  
Corinna Traill, Local Councillor  
Margaret Zwart, Local Councillor  
Granville Anderson, Regional Councillor  
Willie Woo, Regional Councillor

#### Municipality of Clarington Municipal Office

40 Temperance Street  
Bowmanville, Ontario L1C 3A6  
Phone: 905-623-3379  
Toll Free: 1-844-790-1599  
Email: [info@clarington.net](mailto:info@clarington.net)  
Website: [Clarington.net](http://Clarington.net)

## City of Oshawa

### **Dan Carter, Mayor**

Derek Giberson, Local Councillor  
John Gray, Local Councillor  
Jim Lee, Local Councillor  
Bradley Marks, Local Councillor  
Rosemary McConkey, Local Councillor  
Bob Chapman, Regional Councillor  
Rick Kerr, Regional Councillor  
Tito-Dante Marimpietri, Regional Councillor  
John Neal, Regional Councillor  
Brian Nicholson, Regional Councillor

### **City of Oshawa Municipal Office**

50 Centre Street South  
Oshawa, Ontario L1H 3Z7  
Phone: 905-436-3311  
Toll Free: 1-800-667-4292  
Email: [service@oshawa.ca](mailto:service@oshawa.ca)  
Website: [Oshawa.ca](http://Oshawa.ca)

## City of Pickering

### **Kevin Ashe, Mayor**

Shaheen Butt, Local Councillor  
Mara Nagy, Local Councillor  
Lisa Robinson, Local Councillor  
Maurice Brenner, Regional Councillor  
Linda Cook, Regional Councillor  
David Pickles, Regional Councillor

### **City of Pickering Municipal Office**

One The Esplanade  
Pickering, Ontario L1V 6K7  
Phone: 905-683-7575  
Toll Free: 1-866-683-2760  
Email: [customerservice@pickering.ca](mailto:customerservice@pickering.ca)  
Website: [Pickering.ca](http://Pickering.ca)

## Township of Scugog

### **Wilma Wotten, Mayor**

Terry Coyne, Local Councillor  
Janna Guido, Local Councillor  
David Le Roy, Local Councillor  
Robert Rock, Local Councillor  
Harold Wright, Local Councillor  
Ian McDougall, Regional Councillor

### **Township of Scugog Municipal Office**

181 Perry Street, P.O. Box 780  
Port Perry, Ontario L9L 1A7  
Phone: 905-985-7346  
Email: [mail@scugog.ca](mailto:mail@scugog.ca)  
[clerks@scugog.ca](mailto:clerks@scugog.ca)  
Website: [Scugog.ca](http://Scugog.ca)

## Township of Uxbridge

### **Dave Barton, Mayor**

Pamela Beach, Local Councillor  
Zed Pickering, Local Councillor  
Willie Popp, Local Councillor  
Gord Shreeve, Local Councillor  
Todd Snooks, Local Councillor  
Bruce Garrod, Regional Councillor

### **Township of Uxbridge Municipal Office**

51 Toronto Street South, P.O. Box 190  
Uxbridge, Ontario L9P 1T1  
Phone: 905-852-9181  
Email: [info@uxbridge.ca](mailto:info@uxbridge.ca)  
Website: [Uxbridge.ca](http://Uxbridge.ca)

## Town of Whitby

### **Elizabeth Roy, Mayor**

Victoria Bozinovski, Local Councillor  
Matt Cardwell, Local Councillor  
Steve Lee, Local Councillor  
Niki Lundquist, Local Councillor  
Chris Leahy, Regional Councillor  
Rhonda Mulcahy, Regional Councillor  
Maleeha Shahid, Regional Councillor  
Steve Yamada, Regional Councillor

### **Town of Whitby Municipal Office**

575 Rossland Road East  
Whitby, Ontario L1N 2M8  
Phone: 905-430-4300  
Email: [clerks@whitby.ca](mailto:clerks@whitby.ca)  
Website: [Whitby.ca](http://Whitby.ca)



## **Local Municipal Responsibilities**

- Animal Control
- Building and Plumbing Inspections and Permits
- Business and Lottery Licensing
- Fire Protection/Prevention
- Green Bin, Garbage, Yard Waste and White/Bulky items collection in Oshawa and Whitby only
- Library Services
- Local Planning and Development
- Local Roads and Bridges
- Municipal Elections
- Parking and By-Law Enforcement
- Parks and Recreation
- Property Standards
- Property Tax Billing and Collection
- Sidewalks
- Storm Sewers
- Vital Statistics

## Federal Government – Local Members

The House of Commons is located in Ottawa, Ontario, and members of the House of Commons are known as Members of Parliament (MPs). Below are the Members of Parliament representing ridings in Durham Region:

### Ajax

#### **Mark Holland, MP**

Constituency Office:

100 Old Kingston Road, Suite 1  
Ajax, Ontario L1T 2Z9

**Phone: 905-426-6808**

Email: [mark.holland@parl.gc.ca](mailto:mark.holland@parl.gc.ca)

Website: [markholland.libparl.ca](http://markholland.libparl.ca)

### Durham

#### **Jamil Jivani, MP**

Constituency Office:

68 King Street East  
Bowmanville, Ontario L1C 3X2

**Phone: 905-697-1699**

Email: [jamil.jivani@parl.gc.ca](mailto:jamil.jivani@parl.gc.ca)

Website: [jamiljivani.ca](http://jamiljivani.ca)

### Haliburton/Kawartha Lakes/Brock

#### **Jamie Schmale, MP**

Constituency Office:

68 McLaughlin Road, Unit 1  
Lindsay, Ontario K9V 6B5

**Phone: 705-324-2400**

Toll Free: 1-866-688-9881

Email: [jamie.schmale@parl.gc.ca](mailto:jamie.schmale@parl.gc.ca)

Website: [jamieschmale.ca](http://jamieschmale.ca)

## Northumberland – Peterborough South

### Philip Lawrence, MP

Constituency Office:  
12 Elgin Street, East, Unit 4  
Cobourg, Ontario K9A 0C5

**Phone: 905-372-8757**

Email: [philip.lawrence@parl.gc.ca](mailto:philip.lawrence@parl.gc.ca)

Website: [philiplawrencemp.ca](http://philiplawrencemp.ca)

## Oshawa

### Colin Carrie, MP

Constituency Office:  
57 Simcoe Street South, Suite 2B  
Oshawa, Ontario L1H 4G4

**Phone: 905-440-4868**

Email: [colin.carrie@parl.gc.ca](mailto:colin.carrie@parl.gc.ca)

Website: [colincarriemp.ca](http://colincarriemp.ca)

## Pickering/Uxbridge

### Jennifer O’Connell, MP

Constituency Office:  
1154 Kingston Road, Unit 4  
Pickering, Ontario L1V 1B4

**Phone: 905-839-2878**

Email: [jennifer.oconnell@parl.gc.ca](mailto:jennifer.oconnell@parl.gc.ca)

Website: [jenniferoconnell.ca](http://jenniferoconnell.ca)

## Whitby

### Ryan Turnbull, MP

Constituency Office:  
400 Dundas Street West, Suite 105-106  
Whitby, Ontario L1N 2M7

**Phone: 905-665-8182**

Email: [ryan.turnbull@parl.gc.ca](mailto:ryan.turnbull@parl.gc.ca)

Website: [ryanturnbullmp.ca](http://ryanturnbullmp.ca)

## Provincial Government – Local Members

Queen's Park is located in Toronto, Ontario, and members serving in the Legislative Assembly of Ontario are designated as Members of Provincial Parliament (MPPs). Below are the Members of Provincial Parliament representing ridings in Durham Region:

### Ajax

**Patrice Barnes, MPP**

Constituency Office:

230 Westney Road South, Suite 502

Ajax, Ontario, L1S 7J5

**Phone: 905-427-2060**

Email address: [patrice.barnes@pc.ola.org](mailto:patrice.barnes@pc.ola.org)

### Durham

**Todd McCarthy, MPP**

Constituency Office:

23 King Street West

Bowmanville, Ontario, L1C 1R2

**Phone: 905-697-1501**

Email address: [todd.mccarthy@pc.ola.org](mailto:todd.mccarthy@pc.ola.org)

### Haliburton/Kawartha Lakes/Brock

**Laurie Scott, MPP**

Constituency Office:

14 Lindsay Street North

Lindsay, Ontario K9V 1T4

**Phone: 705-324-6654**

Toll Free: 1-800-424-2490

Email address: [laurie.scottco@pc.ola.org](mailto:laurie.scottco@pc.ola.org)

### Northumberland – Peterborough South

**David Piccini, MPP**

Constituency Office:

117 Peter Street

Port Hope, Ontario L1A 1C5

**Phone: 905-372-4000**

Email address: [david.piccinico@pc.ola.org](mailto:david.piccinico@pc.ola.org)

## Oshawa

### Jennifer French, MPP

Constituency Office:

78 Centre Street North, Unit 2

Oshawa, Ontario L1G 4B6

**Phone: 905-723-2411**

Email address: [jfrench-co@ndp.on.ca](mailto:jfrench-co@ndp.on.ca)

## Pickering/Uxbridge

### Peter Bethlenfalvy, MPP

Constituency Office:

1550 Kingston Road, Suite 213

Pickering, Ontario L1V 1C3

**Phone: 905-509-0336**

Toll Free: 1-888-444-1730

Email address: [peter.bethlenfalvyco@pc.ola.org](mailto:peter.bethlenfalvyco@pc.ola.org)

## Whitby

### Lorne Coe, MPP

Constituency Office:

3000 Garden Street, Suite 202

Whitby, Ontario L1R 2G6

**Phone: 905-430-1141**

Email: [lorne.coe@pc.ola.org](mailto:lorne.coe@pc.ola.org)

Corporate Services Department  
Legislative Services Division  
The Regional Municipality of Durham

P.O. Box 623

605 Rossland Road East

Whitby, Ontario L1N 6A3

Phone: 905-668-7711

Toll free: 1-800-372-1102

Email address: [clerks@durham.ca](mailto:clerks@durham.ca)

Website address: [Durham.ca](http://Durham.ca)



If this information is required in an accessible format, please  
contact 1-800-372-1102 extension 2009