

# How Can I Help?



The Region of Durham is committed to ending chronic homelessness in our community. Using a housing-focused approach, the Region provides supports, services and strategies that lead to housing. The goal is to help people, who consent to receive supports, to secure housing and end their homelessness.

This document includes contact information for supports that are available in Durham Region.

## **I see a person in need of shelter and/or supports, who should I contact?**

Please contact the Region of Durham's Homelessness Outreach Program by calling 311 extension 5510, or emailing [HomelessHelp@durham.ca](mailto:HomelessHelp@durham.ca); messages are monitored 24 hours a day. The Homelessness Outreach Program is available seven days a week, 24 hours a day.

## **I know someone who needs drop-in meals, where can I find information?**

Visit [durham.ca/FoodSupports](http://durham.ca/FoodSupports) for information about food banks, food support programs and community gardens.

## **I see someone who may be struggling with their mental health, who do I call?**

If there is an urgent health and/or safety concern, call 911 and say you are calling about a mental health emergency.

If the situation is not an urgent health and/or safety concern, contact:

- The Durham Mental Health Services' Crisis Access and Linkage Line, which provides crisis counselling on the phone and can provide support to access hospital mental health beds. Call 905-666-0483 or 1-800-742-1890, seven days a week, 24 hours per day.
- The Primary Care Outreach Program (PCOP), which offers counselling/psychotherapy and medical assistance directly on location, including homeless encampments. Call 289-979-9428, seven days a week from 8 a.m. to 6 p.m.
- The Mental Health Outreach Program (MHOP), which offers counselling/psychotherapy directly on location, including homeless encampments. Call (289) 927-1979, Monday to Friday from 8 a.m. to 4 p.m.

## **How can I learn more about homelessness in Durham Region?**

To learn about homelessness, resources and supports, visit [durham.ca/AboutHomelessness](http://durham.ca/AboutHomelessness).



If you have any questions, please contact [HomelessHelp@durham.ca](mailto:HomelessHelp@durham.ca) or call 905-666-6239 ext. 5510.  
[durham.ca/AboutHomelessness](https://durham.ca/AboutHomelessness)

Scan the QR code below for information on community and crisis-related supports in Durham Region.

