

**Below you will find an extensive list of programs and services available to the residents of Durham Region. If you are in crisis or know someone who is in imminent danger, please call 9-1-1.**

## **211**

211 is the source Canadians trust when seeking information and services to deal with life's challenges. The award-winning telephone helpline (2-1-1) and website provide a gateway to community, social, non-clinical health and related government services. 211 helps to navigate the complex network of human services quickly and easily, 24 hours a day, 7 days a week, in over 150 languages.

<https://211ontario.ca/>

## **YOUTH SERVICES**

### **Carea-905-723-0036 ext. 3205 (age 13-29, various programs)**

Carea Community Health Centre (pronounced Care-ee-ah) is a registered charitable organization providing a variety of free, community programs and services to people of all ages across Oshawa, Whitby, Ajax and Pickering. Our services include: health promotion and wellness; primary care, counselling and mental health; diabetes education; Hepatitis C screening, treatment support, education and outreach; geriatric assessment & intervention; young parent support, early years, youth, Indigenous and community development programs.

[www.careachc.ca](http://www.careachc.ca)

### **Central Intake-1-888-454-6275**

Central Intake is the front door to services and supports for children and youth who need help with a mental health issue. Central Intake can answer your questions, guide you through the referral process or steer you to an agency or service in the community that can best meet your needs.

### **Durham Children's Aid Society 905-433-1551**

Durham Children's Aid Society is responsible for providing child protection services to children and youth under the age of 18, and their families, who live in Durham Region.

[www.durhamcas.ca](http://www.durhamcas.ca)

### **Durham Counseling Walk-in-905-428-1212 ext. 269 (age 3-19)**

The Durham Counselling Walk-in Clinic (DCWIC) is a free, confidential counselling "walk-in" clinic that provides services for children and youth ages 3 - 19 years and their families.

### **Lakeridge Health, Child, Youth & Family Program-905-576-8711**

The Child, Youth and Family Program (CYFP) provides services for children and adolescents, aged 5 to 18, who are struggling with serious mental health issues. We offer crisis intervention, an inpatient unit and

outpatient services.

<https://www.lakeridgehealth.on.ca/en/ourservices/childyouthandfamilyprogram.asp>

**Durham Mental Health Services-1-800-742-1890 (age 16+)**

Durham Mental Health Services (DMHS) is a charitable not-for-profit agency providing services and supports to individuals and families who are living with mental health concerns.

<https://dmhs.ca/>

**Frontenac Youth Services-1-888-579-5914 (age 12-18)**

Frontenac Youth Services is a non-profit Mental Health Centre which has been providing assistance to adolescents struggling emotionally and behaviourally (12-18 years) and their families within the Durham Region

<https://frontenacyouthservices.org/>

**Kid's Clinic-1-800-436-1600 (age 18 and under)**

The Kids Clinic improves the quality of life of children, youth and adults with behavioural, developmental and psychiatric disorders, by providing the best solutions for each individual. We have built a multidisciplinary team who can collaborate together to identify client needs, and develop appropriate treatment plans for the best outcome.

<http://www.kidsclinic.ca/>

**Kids Helpline-1-800-668-6868 or text "CONNECT" to 686868**

Kids Help Phone is Canada's only 24/7, national support service. We offer professional counselling, information and referrals and volunteer-led, text-based support to young people in both English and French.

<https://kidshelpphone.ca/>

**Kinark Child & Family Services-1-888-454-6275 (age 12 and under)**

Kinark serves more than 9,900 children and youth each year in our three program streams: Community-Based Child and Youth Mental Health, Autism and Forensic Mental Health/Youth Justice Services.

<https://www.kinark.on.ca/>

**Autism Ontario-1-800-472-7789**

Autism Ontario (legally incorporated as Autism Society Ontario) is a charitable organization with a history of over 46 years representing the thousands of people on the autism spectrum and their families across Ontario.

<https://www.autismontario.com/chapters/durham-region>

**Durham Youth Services (Outreach) Shelter line 905-239-9477 / Shelter cell for texting 289-980-7889**

Provide programs for at-risk and homeless youth in the Durham Region to prevent homelessness, provide shelter and other opportunities that will support their success and end the stigma of homelessness.

<https://durhamyouth.com/>

**The Refuge 300 Court Street Oshawa (age 16-26) 905-404-2420**

The Refuge offers a wide variety of programs that involve food, basic needs, housing, life change and education but at the heart of each program is to have the youth experience love, nurture,

encouragement, safety and belonging...to be a part of a family and community that will help them overcome their past and move towards a victorious future!

<https://refugeoutreach.com/programs/>

### **Youth Justice Services, The Ministry of Children and Youth Services (MCYS)**

MCYS has a mandate that includes the detention, incarceration and community supervision of young persons aged 12 to 17 at the time of offence. We work to provide a continuum of rehabilitative programs addressing criminogenic-risk factors, in partnership with the community to reduce youth re-offending rates and meet public safety and young person reintegration needs. We have clients that are supervised by Probation Officers that are directly involved at various levels in Human Trafficking. We are very invested to contribute towards a better solution for our clients and our community.

[www.children.gov.on.ca](http://www.children.gov.on.ca)

### **York Support Services Crisis Line 1-855-310-COPE (2673)**

For Durham residents under 18, partnership with York Support Services Network brings specialized crisis support for children, you and families – specifically geared to child/youth mental health.

## **LGBTQ SERVICES**

### **Lesbian Gay Bi Trans Youthline-1-800-268-9688**

LGBT YouthLine is a Queer, Trans, Two-Spirit\* youth-led organization that affirms and supports the experiences of youth (29 and under) across Ontario. We do this by: Providing anonymous peer support and referrals; Training youth to provide support to other youth; and Providing resources so youth can make informed decisions.

<https://www.youthline.ca/>

### **PFLAG-1-888-530-6777 ext. 300**

Pflag Canada is a national charitable organization, founded by parents who wished to help themselves and their family members understand and accept their LGBTQ2S children.

<https://pflagcanada.ca/about-us/>

### **Transgender Youth Clinic Sick Kids Hospital-416-813-5097**

The primary function of the interdisciplinary SickKids Transgender Youth Clinic (TYC) is to provide information, options and care to pubertal youth experiencing gender dysphoria, which includes assessment and treatment planning. Our clinic takes an affirming approach to gender identity and care. Through ongoing assessment and discussions, we support the young person and family in deciding about options that can help the young person feel more comfortable in their body with the goal of decreasing feelings of gender dysphoria.

<https://www.sickkids.ca/en/care-services/clinics/transgender-youth-clinic/>

**Rainbow Health Ontario-Provider List:** Tel: 416-324-4100

A program of [Sherbourne Health](#), Rainbow Health Ontario creates opportunities for the healthcare system to better serve LGBT2SQ communities.

<https://www.rainbowhealthontario.ca/>

**Carea Community Health Centre-905-723-0036**

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<https://www.careachc.ca/>

**Canadian Mental Health Association (CMHA) Trans Peer Outreach, Haliburton, Kawartha, Pine Ridge-705-748-6711 ext. 2100.**

The Trans Peer Outreach program offers supports and services for transgender and gender diverse people, to assist them to improve the quality of their lives through the provision of community-based, client centered care that supports positive interdependence. The program is available to individuals 16 years or older who reside in Peterborough and County, Kawartha Lakes, Haliburton, and Northumberland.

<https://cmhahkpr.ca/programs-services/trans-peer-outreach/>

**CMHA-2S and LGBTQQIA+ Care, Oshawa-905-436-9945.**

**Positive Care Clinic: Lakeridge Health-905-668-6831 ext. 53127.**

The Positive Care Clinic is designed to be a "one stop shop" for our clients seeking HIV, AIDS and Hepatitis C care. We work closely with people to give them the information and care they need to manage their health.

<https://www.lakeridgehealth.on.ca/en/ourservices/positivecareclinic.asp>

**Boys and Girls Club of Durham Region, Oshawa 905-728-5121**

Our Club serves thousands of children and youth each year with programs that address a variety of needs in the community including aquatics, physical activity, mental health, life skills, leadership and more. We are constantly adding new programs to address arising needs – if a young person needs it, our Club can provide it.

BGC Durham's trained staff and volunteers foster a safe and supportive atmosphere where children and youth can learn, participate, grow and prepare themselves for the future.

<https://www.bgcdurham.com/>

### **LGBTQ Prideline Durham (6–10pm Phone support) 1-855-87-PRIDE (77433)**

Prideline Durham operates from 6 pm to 10 pm daily. If you are in crisis and calling outside of Prideline Durham's hours of operation, please contact the Distress Centre Durham 24 Hour Helpline at 905-430-2522 or 1-800-452-0688. The helpline, known as Prideline Durham is aimed at providing emotional support, crisis intervention, and community referral information specific to the concerns and issues of the LGBTQ community in Durham Region.

<https://distresscentredurham.com/gethelp/lgbtprideline/>

## **INDIGENOUS SUPPORTS**

### **Durham Mental Health Services- Aboriginal Services-905-666-0831**

Durham Mental Health Services (DMHS) is a charitable not-for-profit agency providing services and supports to individuals and families who are living with mental health concerns. They offer a service specifically for indigenous people which includes self-identified First Nation, Inuit and Metis (FNIM) youth and adults.

<https://dmhs.ca/>

### **Enahtig Child and Youth Mental Health and Addictions 905-723-0036 (Indigenous youth support)**

### **Nijkiwendida-705-741-0900 (Indigenous VAW, Counselling & Housing Support)**

Nijkiwendidaa Anishnaabekwag Services Circle (NASC) is a not-for-profit organization dedicated to the development and delivery of healing services for Anishnaabekwewag and their families who have been abused, are being abused, or are at risk of being abused.

### **Métis Nation of Ontario-1-800-263-4889 ext. 350 (Housing Stabilization Line)**

The Métis Nation of Ontario offers a variety of programs and services to address the needs of Métis people in Ontario. They also provide a 24-hour mental health and addictions crisis line 1-877-767-7572

<https://www.metisnation.org/>

### **Carea CHC Indigenous Outreach-905-723-0036**

Carea Community Health Centre is a registered charitable organization providing a variety of free, community programs and services including: health promotion and wellness programs; primary care, counselling and mental health; diabetes education; Hepatitis C screening, treatment support, education and outreach; geriatric assessment & intervention; young parent support, youth programs, Indigenous programs; community development programs; and fundraising events which include developing charitable partnerships/sponsorships to fund programs. They also offer Indigenous specific programs

and services.

<https://www.careachc.ca/Community-Programs/Programs-by-Type/Indigenous-Programs>

**Indigenous Crisis Responders– Text “First Nations” “Metis” or “Inuit” to 68 68 68 (youth)  
or 741 741 (Adult)**

## **GRIEF AND BEREAVEMENT and FAMILY SUPPORT**

### **Bereaved Families of Ontario-1-800-387-4870**

We are a local charitable organization whose cause is to support a person, family or group dealing with grief from the death of a loved one.

<https://www.bfotoronto.ca/>

### **Carea-905-723-0036**

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<https://www.careachc.ca/>

### **Family Services Durham - 905-666-6240**

Family Services Durham (FSD) provides individual, couple and family counselling to people who live or work in Durham Region. We provide help for a variety of problems.

<https://www.durham.ca/en/living-here/counselling.aspx?mid=24458>

### **Salvation Army Durham Region-905-723-7422**

The Salvation Army is a Christian organization that gives hope and support to vulnerable people in 400 communities across Canada and in 131 countries.

<https://salvationarmy.ca/>

### **Catholic Family Services of Durham 905-725-3513**

Provides services to the entire community, regardless of beliefs. Our desire is to stand in solidarity with those experiencing difficulties and assist them in their healing journey through individual, couple, family

and group therapy, addressing a wide variety of presenting problems.

[https://www.cfsdurham.com/english/Index\\_1.html](https://www.cfsdurham.com/english/Index_1.html)

**Suicide Survivors group (Distress Centre Durham) 905-430-3511**

**Durham Mental Health Services-905-666-0483 (Family Support for people who have a loved one with a mental illness)**

## **COUNSELLING AND SUPPORT**

**Canadian Mental Health Association, Durham-905-436-8760**

**Carea Community Health Centre 905-723-0036**

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<https://www.careachc.ca/>

**COPE Mental Health Group (age 16+)-905-668-6223 ext. 613**

The COPE Mental Health Program of Community Care Durham is a unique community-based program that supports adults with mental health concerns to live in their community. The goal is to assist adults age 16 and up with emotional or mental health concerns to remain in the community and function as effectively as possible while maximizing their quality of life. Services include support and coping skills groups co-facilitated by trained volunteers and COPE Staff. When needed, the COPE staff will provide one-to-one support on a short-term, focused basis with a goal of moving the client eventually into the volunteer-based services.

<https://www.communitycaredurham.on.ca/services/cope/>

**Durham Mental Health Services-1-800-742-1890**

Durham Mental Health Services (DMHS) is a charitable not-for-profit agency providing services and supports to individuals and families who are living with mental health concerns.

<https://dmhs.ca/>

**Lakeridge Health, Adult Out-Patient Services-905-576-8711**

The Adult Mental Health program at Lakeridge Health provides support for adults 18 and over who are struggling with serious mental health issues. Through a variety of programs and services, we focus on you and your journey. We offer crisis intervention, an inpatient unit and outpatient services at our Lakeridge Health Oshawa site and many community locations.

<https://www.lakeridgehealth.on.ca/en/ourservices/Adult-Mental-Health.asp>

**Ontario Shores Centre for Mental Health Sciences–905-430-4055**

Ontario Shores Centre for Mental Health Sciences (Ontario Shores) is a public teaching hospital providing a range of specialized assessment and treatment services to those living with complex and serious mental illness.

<https://www.ontarioshores.ca/>

**Pinewood Centre, Lakeridge Health-905-721-4747 or 1-888-881-8878**

Pinewood Centre of Lakeridge Health provides a variety of services to help people with alcohol, drug, concurrent mental health and gambling related concerns. Our wide range of treatment services includes residential withdrawal management services, residential treatment services, structured community based individual and group services, and walk-in and telephone support. Services are also available for family members and personal supports. There are specialized services for women, pregnant women, youth, opiate dependence, concurrent disorders and court related concerns.

<https://www.lakeridgehealth.on.ca/en/ourservices/pinewood-addiction-services.asp>

**York Support Services Crisis Line 1-855-310-COPE (2673)**

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**ONLINE****Bounce Back Ontario**

BounceBack is a free, guided self-help program that's effective in helping people aged 15 and up who are experiencing mild-to-moderate anxiety or depression, or may be feeling low, stressed, worried, irritable or angry. Participants receive telephone coaching, skill-building workbooks and online videos to help them overcome these symptoms and gain new skills to regain positive mental health. To receive telephone coaching support, clients must either be referred by their primary care provider (family doctor, nurse practitioner) or psychiatrist, or they may self-refer as long as they're connected with a primary care provider. For those who are not quite ready for coaching, our online videos can provide helpful tips. BounceBack is not a crisis service, psychotherapy or counselling, but a life-skills program that participants work with to develop coping techniques so they can overcome challenges now or in the future. Typically, participants take three to six months to complete the program.

<https://bouncebackbc.ca/3>

**Togetherall**

Togetherall is a unique mental health service offering an anonymous and safe support community, moderated by professionals and counsellors.

<https://togetherall.com/en-ca/>



