



COVID-19 SUPPORTS in DURHAM REGION

Distributed in collaboration with **The Gap Committee** Prevent and End Homelessness in Durham Region
Together We Can

Service Updates October 20, 2021

If you have updates for your service/agency or if you are aware of any errors, omissions or discrepancies, please provide them to dhumemckenna@lh.ca before 3:00 pm on Tuesday of each week. The Service Updates will be updated weekly. Exceptions will be made if necessary.

The Service Updates will include everything from the previous version plus new items at the beginning. This will enable you to have one comprehensive document to work with. Please delete or discard the previous version to avoid confusion.

If you would not like to receive this service update please let me know at the same email address. Thank you for everyone's efforts and collaboration during these continuing COVID-19 times. If you are aware of any unmet basic needs for the people you are serving please let me know.

Contact: Doreen Hume McKenna at 905-444-3245. This information is also on the **Gap Committee** Facebook page at [gapcommittee-durhamregion](https://www.gapcommittee-durhamregion.org) or for cell phone friendly referencing at www.gapcommittee.ca

Please consider donating these items to the organization or faith community of your choice:

- Hot pockets,
- Winter coats,
- Winter walking Boots and running shoes
- Winter weight Sleeping bags,
- Blankets, in particular fleece,
- Tarps and Tents
- Socks,
- Pants and hoodies
- Gym bags and backpacks,





Thank you so much for all of your food donations over the past few weeks. They are much appreciated and much used.


Durham Mental Health Services recognizes that many Indigenous Nations have longstanding relationships, both historic and modern, with the territories upon which our programs/ agency are located. Today, this area is home to many Indigenous peoples from across Turtle Island (North America). We acknowledge that Durham Region forms a part of the traditional and treaty territory of the Mississaugas of Scugog Island First Nation, the Mississauga Peoples and the treaty territory of the Chippewas of Georgina Island First Nation. It is on these ancestral and treaty lands that we support and live.

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Service	Current Status
<p>Please see the new Built for Zero Monthly Report Card – for August 2021</p> <p>For a deeper dive into the progress we are making monthly toward ending homelessness in Durham Region please visit DURHABuilt For Zero Report Card August 2021 (durham.ca) Subscribe to this page to get notified when the next monthly report card goes live: Homelessness Coordinated Access System - Region of Durham</p> <div>  <p>5 people were HOUSED from Durham Region's By-Name List</p> </div> <div>  <p>177 people are Actively Homeless on Durham's By-Name List 93 of whom are Chronically Homeless 14 people were newly identified</p> </div> <div> <p>139 people have been housed in 2021</p> </div> <p><i>Everyone we support has been housed before and they can be housed again.</i></p>	
NEW UPDATES	
<p>ONTARIO WORKS</p> <p>Engagement Session for Community Partners</p> <p>(flyer is attached with October 20th Service Update)</p>	<p>We have been asked by the Ministry of Children, Community and Social Services to hold an engagement session for community partners to gather feedback about the future state of Social Assistance.</p> <p>A virtual presentation and feedback session will be held 2:00 p.m. to 4 p.m. Thursday October 21st, 2021</p> <p>This virtual session allows community service providers the opportunity to learn about the current changes occurring within OW and ODSP and provide valuable feedback to help shape the future of social assistance in Ontario.</p> <p>To register please email Janine.stolarek@durham.ca</p>
<p>DUO</p> <p>454 Simcoe St. South</p> <p>Oshawa</p>	<ul style="list-style-type: none"> • Saturday and Sunday dinner meal from 6 – 8 pm • Open daily between 11:00 am to 1:00 pm and 9 pm to 11 pm to offer supports needed including clothing, washrooms, phones and charging, 2 desktop computer stations with internet • Street checks from 11:00 pm on in Oshawa area <p>Please monitor for further changes that currently in the planning stage.</p>


Service	Current Status
UTILITY AND EVICTION PRACTICES - Update	<ul style="list-style-type: none"> • If you are worried about paying a utility bill, contact your utility company for information about relief and other options. There are ongoing services in place that are no longer COVID-19 related. • Hydro and water disconnects are no longer suspended. • The moratorium on evictions was lifted as of late July 2020. This means that the tenant eviction process is able to move ahead now. The Advocacy Centre for Tenants Ontario website at https://www.acto.ca/ has several Tip Sheets for tenants about their rights and responsibilities
WALK – IN COVID-19 TESTING CLINIC	The next clinic will be October 26th from 3:00 – 7:00 pm at the McLean Community Centre Ajax – 95 Magill Drive. Flyer is attached.
ACDR – TOTALLY OUTright PROGRAM (flyer with QR code attached)	The ACDR is in our final push for advertising for one of our programs, called Totally OUTright. This program is for GBTQ+ men and non-binary folks aged 18-29, and is focused on sexual health and leadership. We cover topics from colonialism and transphobia, to developing practical skills like how to build advocacy skills. If you, or anyone you know, is interested in signing up, they can register at Totally Outright @ ACDR (https://www.totallyoutrightdurham.com/) .
SIMCOE HALL CONTACT US FOR MORE INFO KIDS@SIMCOEHALL.COM (905) 728-7525 WWW.SIMCOEHALL.COM	<p>Simcoe Hall would like to share with you two programs for children and youth.</p> <p>The After School Program provides a safe place for children grades 1-8 to participate in various enrichments such as arts and culture activities, homework support, life skills classes, physical fitness, a nutritious meal program and much more. Monday & Tuesdays from 3:15 – 7:15 pm and Wednesday – Friday 3:15 – 6:15 pm (\$15.00/month)</p> <p>New to this year, we are piloting a Youth Night program for individuals between the grades 9-12, in hopes to fill in the gap of services offered to this age group. Every Tuesday from 6:30 – 7:30 (free)</p> <p>Two program flyers are attached.</p> <p>If you have any questions or would like to learn more about our programs, please feel free to contact us.</p>
MISSION UNITED	<p>Primary Care Clinic – will be CLOSED on October 20 and 22</p> <p>Influenza Vaccine is now available. No appointment necessary.</p> <p>COVID Vaccinations are available Tuesdays and Thursdays by appointment.</p>
METIS NATION OF ONTARIO	MNO employees in client-facing programs have resumed in-person client services as of August 9, 2021. Client services may be by appointment, or drop-in. Please consult your local MNO office for a list of offered services.

Service	Current Status
	<p>Please visit COVID-19 Support Programs - Métis Nation of Ontario (metisnation.org) for available supports and programs.</p> <p>If you have COVID-19 related concerns or need help accessing support, please contact us by phone at 1-800-263-4889 or by email at covidhelp@metisnation.org.</p>
SYSTEM NAVIGATION	
<p>211 INFORMATION</p> 	<p>Call, text, chat with 211 or search online durham.211central.ca</p> <ul style="list-style-type: none"> * For information and referral to government, health, community and social services * Free, confidential, available by phone 24/7/365 in 150+ languages * Refer clients or call yourself to be connected to information serving Durham Region / Central (Toronto, Peel and York) / Ontario * mwatson@findhelp.ca Michele Watson, Partnership and Outreach Coordinator (CRS)
CELL PHONE and INTERNET SUPPORT	
<p>CELL PHONE CHARGING LOCATIONS</p>	<p>These locations are available for cellphone charging depending on availability. Please let staff know that you would like to charge before plugging in.</p> <ul style="list-style-type: none"> • Christian Faith Outreach Centre – Doors of Compassion (Ajax); • Ajax Hygiene Hub (also has Wi-Fi) • The Refuge • Gate 3:16 (please speak to manager first) • Backdoor Mission (Mission United) • First Light Foundation of Hope (during open hours) • DUO – also has desk top stations and internet available • All 4 of Oshawa Public Libraries branches have cell phone charging stations available for free to the public – customers are encouraged to keep their visit to 1 hour.
<p>ROGERS – CONNECTED FOR SUCCESS</p>	<p>We bring more Canadians online.</p> <p>Connected for Success offers high-speed, low-cost internet across Ontario, New Brunswick and Newfoundland to subsidized tenants, seniors, families with children and to individuals receiving disability and income support. Monthly plans start at \$9.99.</p> <p>For more information here is the link for the Connected For Success program through Rogers: Connected For Success Ontario - About Rogers</p>

Service	Current Status
	To apply on behalf of a client email cfsapplication@rci.rogers.com and include the applicants first and last name, their email address, and their phone number. Rogers requires written confirmation that the person is in receipt of government assistance (OW, ODSP, RGI, etc.). Rogers will then contact the client and set up a date and time to come set-up their internet for them.

Service	Current Status
FUNDING and COMMUNITY BUILDING OPPORTUNITIES (AGMs, Open Houses, Recognition)	
ESSENTIAL SERVICES CONTINGENCY RESERVE Government of Canada	<p>Expansion of the Government of Canada's Essential Services Contingency Reserve to the Social Service Sectors</p> <p>Organizations in the social service sectors can now request personal protective equipment (PPE) and critical supplies at no cost through Stream 3 of the Government of Canada's Essential Services Contingency Reserve (ESCR).</p> <p>The ESCR provides eligible businesses or organizations with access to PPE and critical supplies to address urgent, short-term needs and protect frontline workers. PPE and critical supplies are provided at no cost to businesses and organizations in essential service sectors on a cost recovery-basis and to organizations serving Indigenous communities, the social service sector, and provincial or territorial governments.</p> <p>Organizations eligible for the ESCR's Stream 3: Social service sectors are those who provide services-based social programs in support of personal, social and emotional well-being. These include health care, housing and social development programming provided by organizations such as:</p> <ul style="list-style-type: none"> • registered charitable organizations and qualified donees; • non-government organizations; and, • not-for-profit organizations. <p>Organizations in the social service sector may access short-term supply of PPE at no cost and reorder based on the availability of requested supplies. To apply to Stream 3: Social service sectors of the ESCR:</p> <ul style="list-style-type: none"> • Step 1: <u>Register your organization</u> by completing the online registration form. • Step 2: Once you are notified that your registration has been approved, you will also receive login credentials to access the online catalogue and <u>request the critical supplies</u> your organization requires.

Service	Current Status
	<ul style="list-style-type: none"> • Step 3: You will receive the <u>status of your request</u> by email and be asked to <u>confirm</u> that you are ordering the approved supplies. <p>Once your organization's application is accepted, your request may be accepted in full or in part based on the availability of requested supplies. Please note that the Government of Canada reserves the right to limit quantities if necessary. Supplies are available on a “first-come, first-served” basis.</p> <p>For more information on the ESCR’s Stream 3: Social service sectors, please visit: www.canada.ca/en/public-services-procurement/services/escr-stream3.html#a2.</p>
Funding to assist people who are QTBIPOC	<p>Are you a QTBIPOC person in Durham Region looking for financial assistance due to the current pandemic? Including but not limited to:</p> <ul style="list-style-type: none"> -Bill Support -Food -Care and Support of Loved ones - Gender affirming materials - Physical, Emotional and Spiritual Wellness <p>Please note there is a \$200.00 limit per person.</p> <p>Email: inquiries@pflagdurhamregion.com</p>
THE RAINY DAY FUND Shine Through the Rain Foundation (application & flyer included with previous Service Update)	<p>Shine Through the Rain Foundation aims to help individuals and families affected by life threatening illness, working hard to improve and enrich the lives of those who approach us in their time of need. We support adults, children and families from all walks of life, providing advice, guidance and financial support as they try to navigate emotional, physical and financial challenges that arise from a health crisis. Our organization offers care, comfort and compassion as we endeavor to shine a light on the devastating impact of life threatening illness.</p> <p>A maximum funding award of \$1500.00 may be considered per family per year. The deadline for all applications is the 15th of every month, unless the 15th falls on a weekend, in which case the deadline will be a Friday.</p> <p>For more information phone 905-477-7743 or 1-866-753-0303 or Email: info@shinethroughtherain.ca www.shinethroughtherain.ca</p>
RESEARCH and KNOWLEDGE SHARING	
DURHAM REGION	<p>The Point-in-Time (PiT) Count captures a snapshot of individuals experiencing homelessness in the Durham Region. Conducted within a 24-hour period in October, the</p>

Service	Current Status
<p>POINT IN TIME COUNT</p> <p>OCTOBER 20-21st</p> <p>(flyer is attached Sept 22 Service Update with more information)</p>	<p>count will gather information on the number of persons/families experiencing homelessness. This will be done by visiting shelters such as emergency shelters, transitional housing, unsheltered areas such as outdoor and public locations, and service count, which would be conducted at key non-profit and public institutions.</p> <p>Why is the PIT Count important especially during a pandemic? Every year, the number of people experiencing homelessness changes and it is crucial to understand how homelessness has been affected by the pandemic. Therefore, we need to gather reliable estimates for each community. This will help in determining whether homelessness is increasing or decreasing. Results from the PiT Count will help to demonstrate the housing and service needs specific to the Region of Durham. This is important as the most recent national picture of homelessness is from Spring 2018. Further delays increases the gap in data. It will also provide information to aid organizations, funders and levels of government in planning for the funding and service needs of persons/families experiencing homelessness.</p> <p>How do I get involved and what will I be doing? Volunteers sign up for one or more 3-hour shifts, attend a two-hour training session in advance of the event, and must be 18 years of age or older to participate. Volunteers will canvass the community in teams of 3-5 persons and collect survey data through interviewing homeless persons. Interested? Volunteer link provided in attached flyer.</p>
 <p>New Training – Harm Reduction for the Homelessness Sector</p>	<p><i>Homelessness Learning Hub</i></p> <p>The Homelessness Learning Hub (HLHUB) launched a NEW online training on harm reduction and substance use for service providers in the housing and homelessness sector! The training is entirely self-paced and 100% free.</p> <p>The training covers:</p> <ul style="list-style-type: none"> • Goals and benefits of harm reduction • Principles of harm reduction • Harm reduction practices and policies for shelters and housing programs • Equity-based approaches to working with people who use substances and people experiencing homelessness • Challenges of implementing harm reduction <p>Sign up to get started!</p> <p>Take the training</p>

Service	Current Status
<p>DURHAM COLLEGE – INVITATION TO PARTICIPATE IN RESEARCH</p> <p>Details and Consent form are attached with May 12 Service Update</p>	<p>My name is Lorraine Closs and I am a professor at Durham College currently leading a research project related to financial literacy and financial empowerment for persons experiencing low income.</p> <p>The research study is entitled: <i>Building Bridges Together: Co-production of Financial Empowerment Strategies with People Experiencing Low Income</i></p> <p>Today, I am inviting you to participate in a short telephone interview to discuss your experience working with people living on low income, and in particular I am interested in hearing your thoughts about the engagement, or lack of engagement in the income tax system for the people you serve. Interview questions will be shared with you in advance. Details about the study are attached as well as a consent to participate form.</p> <p>Please indicate, by contacting me at Lorraine.Closs@durhamcollege.ca , if you would be willing to participate and we will schedule an interview within the next few weeks.</p> <p>We will need the attached consent signed and returned prior to your telephone interview. Thank you for your time and consideration, and please let me know if you have any questions.</p>

BUILT FOR ZERO – Coordinated Access to Housing in Durham Region

WHAT IS BUILT FOR ZERO

The Region of Durham was invited to join the Built for Zero Canada (BFZ-C) campaign in July 2019. The Region was one of the nine communities selected from a pool of 16 candidates. The BFZ-C campaign is led by the Canadian Alliance to End Homelessness (CAEH).

The Mission of the Canadian Alliance to End Homelessness is to prevent and end homelessness in Canada.

“Built for Zero Canada is an ambitious national change effort helping a core group of leading communities end chronic homelessness and veteran homelessness - a first step on the path to eliminating all homelessness in Canada.”

Work has been ongoing with housing and housing support providers, a range of community partners, and the Region of Durham to work towards ending chronic homelessness in Durham Region.

Coordinated Access and the By-Name List are key elements of a Built For Zero community.

COORDINATED ACCESS TO HOUSING IN DURHAM REGION

Coordinated Access is a standardized way of connecting people experiencing homelessness to available resources. Coordinated Access assesses people’s housing-related needs, prioritizes them for resources, and links those in need to a range of services. Community Access Points are trained to identify and assess people who are homeless or at-risk of homelessness. Access Points use a common intake and assessment tool to assess the needs of individuals and families experiencing homelessness. Access Points are also able to provide referrals to the By-Name List.

The **By-Name List** is a real-time list of all people experiencing homelessness. It allows communities to know every person experiencing homelessness by name, understand their unique needs, and prioritize them for the most appropriate and available housing resource. Individuals and families can be added to the By-Name List through intake and assessment at a Community Access Point that are listed below.

Durham achieved an 11/11 on our BNL Scorecard in June 2020. This means that Durham has implemented the steps needed to effectively operate our By-Name List. Durham Region is also the 12th community in Canada to achieve a Reaching Home and Basic Quality Coordinated Access System. Having a quality Coordinated Access System is considered one of the essential elements for having a local system that is built for zero and designated to end homelessness. In Durham Region we are now tracking monthly trends against our baseline to measure progress towards ending chronic homelessness.

BUILT FOR ZERO – Coordinated Access to Housing in Durham Region

BY-NAME LIST ELIGIBILITY AND ACCESS POINTS

Eligibility requirements for addition to the By-Name List include:

- Experiencing homelessness for at least 14 days
- Residing in Durham Region for 90 days, or have a meaningful connection to Durham Region
- Consent to participate
- VI-SPDAT completed score

DURHAM BY-NAME LIST COMMUNITY ACCESS POINTS

Ajax Community Centre	Cornerstone
Durham Youth Services	Muslim Welfare Home
North House	Oshawa Mission United
Boys and Girls Club - Durham	The Refuge
Salvation Army	Primary Care Outreach Program (PCOP)

Durham Region's Coordinated Access Guide has been developed and is available at www.durham.ca/BNL.

BY-NAME LIST REFERRAL PROCESS

Process Maps have been added at the end of the Service Update for ongoing reference.

The **By-Name List Referral Process Map** outlines the process for agencies and Community Access Points who would like to refer an individual or family to the BNL. The **Housing Provider By-Name List Process Map** is for Housing Providers who have a vacancy and need to receive the top 3 names from the By-Name List.

We also have a new online form called the **Durham Region By-Name List Vacancy Form**. This is located on our website www.durham.ca/bnl under the first tab – “Homelessness Coordinated Access System & By-Name List”. If you are a Housing Provider and have a vacancy, please complete this form and the BNL Coordinator will follow-up with you and provide the top 3 names from the BNL.

If you have any questions, please do not hesitate to contact Alyx Riddell at Alyxandra.Riddell@durham.ca.

Service	Current Status
SHELTER and OVERNIGHT SUPPORTS	
EMERGENCY SHELTERS AND SUPPORT SERVICES	<p>Homeless shelters are continuing to use hotel spaces to maintain capacity while following physical distancing.</p> <p>Homeless shelters in Durham Region are housing focused and will also help people look for housing.</p> <p>Housing-Focused shelter programs usually have space available and are open 24/7. To enquire about available space call:</p> <p>Cornerstone (men) : 905-433-0254 Muslim Welfare Home (women): 866-666-1115 Durham Youth Services (youth up to 24 yrs): 905-239-9477</p>
CORNERSTONE FAMILY SHELTER PROGRAM FOR COUPLES	<p>Eligibility for the family shelter program through Cornerstone is expanded to accommodate couples. Eligibility below:</p> <ul style="list-style-type: none"> • A couple with demonstrated co-residency (on the same OW/ODSP benefit unit or prior shared lease) who: • Has a demonstrated extenuating situation where the male person is medically dependent on their partner or caregiver for their daily living needs. This dependency must be medical in nature and cannot be tasks that can be accommodated within a Shelter setting. • Are expecting <p>Couples in the Emergency shelter program would be required to meet all program requirements.</p>
CORNERSTONE SENIOR MOTEL PROGRAM	<p>Cornerstone also accepts seniors. Eligibility below:</p> <ul style="list-style-type: none"> • Male or female seniors over the age of 55 with significant medical needs that cannot be accommodated in a shelter. • Examples of these seniors would be seniors that require a bridge to long-term care or those that require a PSW for their daily living tasks (showering, bathing etc.) <p>Seniors would be required to meet all program requirements.</p>
CORNERSTONE GYM - Safe Overnight Sleep Location in collaboration with First Light Foundation of Hope.	<p>The Overnight Safe Sleep location is at the Cornerstone Gym (old Girl Guide building) at Simcoe and John Street – 121 Simcoe St. South Oshawa. It is open nightly from 9:30 pm to 5:30 am.</p>

	Intake is on a first come, first serve basis. It is available for both men and women.
CHRISTIAN FAITH OUTREACH CENTRE -DOORS OF COMPASSION	<p><u>CFOC-DOORS OF COMPASSION</u></p> <p>In Nov 1, 2020, Christian Faith Outreach Centre-Doors of Compassion (CFOC-DOC) expanded from a drop in centre and became a 20-bed low barrier housing-focused emergency shelter.</p> <p>We are located in the downtown core of Ajax at 158 Harwood Ave. S. CFOC-DOC can be accessed through screening at any two of the partnering community hubs located in Ajax and Oshawa. We also take direct referrals from partnering agencies.</p> <p>The shelter is a 24/7 supported environment and accommodates individuals who are 18 years or older and have no housing. CFOC-DOC patrons receive 3 meals, snacks, beverages, a bed and access to showers and laundry. As a housing focused shelter, all of our patrons will be partnered with a Housing Retention Specialist who will support them as they acquire housing as well when they are housed. Through the Ajax Hub, patrons will also have access to community supports such as CDCD, OW, Aids society, Carea and much more.</p> <p>Ajax Hub Hours: Monday & Tuesday: 9am – 1pm Ajax Community Centre: 75 Centennial Road 905-427-8811</p> <p>Friday: 9am – 11am McLean Community Centre: 95 Magill Drive 905-428-7711</p> <p>Oshawa Hub Hours: Daily from 9am – 4pm Back Door Mission: 66 Simcoe Street South 905-728-4664</p> <p>For more information please contact: doc@cfoc.ca or call 905-619-2670</p>
DO UNTO OTHERS Overnight Drop In 454 Simcoe St. South Oshawa	<p>Saturday and Sunday dinner meal from 6 – 8 pm</p> <ul style="list-style-type: none"> • Open daily between 11:00 am to 1:00 pm and 9 pm to 11 pm to offer supports needed including clothing, washrooms, phones and charging, 2 desktop computer stations with internet • Street checks from 11:00 pm on in Oshawa area <p>Please monitor for further changes that currently in the planning stage.</p>

<p>DURHAM RECOVERY AND ISOLATION PROGRAM (DRIP)</p>	<p>As new cases of COVID-19 have been showing an upwards trend, it is important to ensure there is capacity to provide space for people to be isolated either while waiting for test results or while recovering.</p> <p>People who are suspected of having COVID-19 pending COVID-19 test results, or who are confirmed positive may be referred to the Durham Isolation and Recovery Program provided they meet the following admission criteria:</p> <p>Residency: Must be a resident of Durham Region.</p> <p>Age: Must be 16 years of age or older</p> <p>Homelessness Status in the following physical living situations:</p> <ul style="list-style-type: none"> • Unsheltered – living on the streets or in places not intended for human habitation • Emergency Shelters – staying in homeless shelters or warming centers <p>Consent:</p> <ul style="list-style-type: none"> • Patient must consent voluntarily to up to 14-day admission to the Isolation and Recovery Program. • Patient must sign the consent before a referral can be made. <p>Independence: Must be capable of completing activities of daily living with minimal support or supervision and ambulatory (Note: may utilize assistive devices for ambulation).</p>
<p>PATHWAYS TO SHELTER</p>	<p>Under revision.</p>

HARM REDUCTION and OVERDOSE PREVENTION

Increase in Suspected Opioid Overdoses

Please be alert to a recent increase in the number of suspected opioid overdoses. Durham Region Health Department is asking community partners and service providers to advise people of the following:

Overdose symptoms include blue lips or nails, dizziness and confusion, can't be woken up, choking, gurgling or snoring sounds, slow weak or no breathing, drowsiness or difficulty staying awake.

If you are using drugs, please do so safely. Never use drugs alone. Use with other people, but NOT at the exact same time. Start with smaller amounts than usual. Have naloxone (NARCAN®) ready - an overdose occurs quickly. **Call 911 if you suspect the person is overdosing.** Stay with the person until help arrives.

Please encourage individuals to access a **free naloxone kit**.

If your organization is interested in distributing naloxone kits to clients, please contact Durham Region Health Department.

About fentanyl

Fentanyl is a powerful synthetic opioid pain reliever that is similar to morphine and is estimated to be 50 to 100 times stronger.

About carfentanil

It is a toxic synthetic opioid which is sometimes mixed into street drugs.

It is not intended for human consumption.

It has been used in tablets that look like prescription drugs.

It has no smell or taste and you can't see it.

You may not know that your drug is laced with carfentanil.

It comes in many forms: powder, pill, liquid and blotter.

Durham Region Opioid Information System

For access to local statistics including paramedic data regarding suspected opioid overdoses, Emergency Department visits and opioid overdose deaths visit and / or subscribe to:

www.durham.ca/opioidstats

JOHN HOWARD SOCIETY

Project X-Change Outreach is delivering harm reduction supplies to individuals in the community with adjusted hours of 6-11pm - Clients can text or call outreach at (905) 440-5410.

Harm Reduction Services are being offered at all of the JHS offices. New Hours are:

Oshawa – Monday to Friday 8am – Noon and 1- 4pm

Whitby – Monday to Thursday 8am- 4 pm
Fridays 8 am – 2:30 pm

Bowmanville – Monday to Friday 8:30 am – 4:30 pm

Evening Harm Outreach continues 6pm - 11pm by phone.

All hours and phone numbers are posted at all offices.

**ACDR
Aids Committee of Durham
Region

HARM REDUCTION**

Here is a list of where our harm reduction services are throughout the week at ACDR:

Mondays: 9:00 am - 1:00 pm at The Ajax ACC Hub

Tuesdays-Thursdays: 10:00 am - 3:00 pm at The Backdoor Mission Hub

Fridays: 9:00 am - 12:00 pm at The Ajax McLean Hub

(As of right now) Saturdays in the outreach van 11:00 am - 4:00 pm

Locations of the outreach van may vary but right now we are operating out of The Backdoor Mission parking lot.

For more information please contact Kayla
at harmreduction@aidsdurham.com

<p>CAREA COMMUNITY HEALTH CENTRE</p>	<p>At this time the Outreach Teams don't have a set schedule. They operate as on-call/mobile outreach for Durham Region at the numbers below.</p> <p>Carea's Harm Reduction Team (Mon – Fri 8:30 – 4:30) Durham Region wide Melissa Lauria and Leah Wall (Outreach Workers)</p> <p>Carea's Hep C Team (Mon – Fri 8:30 – 4:30) Durham Region wide RN: Linda Simmons Outreach Workers: Adam Kelly Colyer and Lindsay Hannah Coordinator: Teresa DiMartino</p> <p>1-855-808-6242</p> <p>We are also driving around in the van and offering services as necessary. Look for the dark blue van with Carea labelling and flag us down!</p>
<p>MISSION UNITED HARM REDUCTION</p>	<p>Harm Reduction is on-site from 10:00 am to 5:00 pm 7 days per week</p>
<p>OVERDOSE PREVENTION LINE</p>	<p style="text-align: center;">1-888-853-8542</p> <p>Grenfell Ministries Overdose Prevention Line (O.P.L) is a number you can call if you are about to use drugs and are located in Ontario.</p> <p>This is a peer development initiative, and your call will be answered without judgment. You will be asked for your code (which is comprised of the first 2 letters of your first name, the first 2 letters of your last name, and the last two digits of your date of birth), your location and a few questions in relation to anonymous data collection, no personal data that can be used to identify you will be collected or stored.</p> <p>The operator will stay with you on the phone line while you use drugs, in the event that they receive no response after administration of narcotics the operator will call 911 and alert them to a possible overdose at the location you had given.</p> <p style="text-align: center;">The Line is now open 24/7</p> <p>You can call us if you are about to use drugs or if you are in need of harm reduction supplies or assistance with at home detoxing.</p> <p>For more information : https://www.grenfellministries.org/overdose-prevention-line</p>
<p>NATIONAL OVERDOSE RESPONSE SERVICE</p>	<p>NORS is an overdose prevention hotline for Canadians providing loving, confidential, nonjudgmental support for you, whenever and wherever you use drugs.</p> <p>Call (Canada only): <u>1-888-688-NORS(6677)</u></p>

<p>Please see postable flyer attached with May 5th Service Update</p>	<p>Mobile App (Global): The Brave App Call NORS before you use drugs to connect with people who want to help you stay safe. NORS is an initiative between Grenfell Ministries, the Brave Technology Coop and Dr. Monty Ghosh. You can reach us by emailing weloveyou@nors.ca - and we mean it.</p> <p>NATIONAL OVERDOSE RESPONSE SERVICE (NORS)</p>
<p style="text-align: center;">ADDICTION SERVICES AND RECOVERY SUPPORT</p>	
<p>24 HOUR MENTAL HEALTH AND ADDICTIONS PHONE SUPPORT</p>	<ul style="list-style-type: none"> • Distress Center Durham 1-800-452-0688 or 905-430-2522 • Durham Mental Health Services 1-800-742-1890 • Kids Help Phone 1-800-668-6868 • Pinewood's 24/7 Addictions Support Line for substance use: 905-721-4747 ext. 31208 or toll free 1-888-881-8878
<p>LAKERIDGE HEALTH MENTAL HEALTH AND PINEWOOD CENTRE</p>	<p>Please note that Pinewood Community Treatment offices remain closed and Pinewood's support line is available 24/7.</p> <ul style="list-style-type: none"> • Outpatient mental health services, Pinewood Centre and Child Youth and Family Program services are provided virtually, through telephone and Microsoft Teams. • Residential withdrawal management program are now re-opened with limited capacity for safety during the pandemic. There will be 8 beds open at this time and priority will be given to individuals who are medically stable and experiencing active withdrawal. • New clients are being admitted into all outpatient services. • Reminder of our new centralized access line for community mental health and Pinewood Centre: 905-721-4747. • Rapid Access Addiction Medicine (RAAM) is re-opening for in-person new client assessments on May 7 2020 at the 300 Centre Street location. Appointments only. Please call 905-721-4747 ext 37226 to leave a message and calls to returned same day. Follow up remains virtual.
<p>BACK DOOR MISSION RECOVERY GROUPS</p>	<p>After hours Recovery Groups: Monday – Saturday starting at 3:00 pm. All are welcome. Drop-in.</p> <ul style="list-style-type: none"> • Monday – AA • Tuesday, Thursday and Saturday – Bible Study • Wednesday – Recovery Peer Group • Friday NA

12-STEP RECOVERY MEETINGS	<p>To respond to the growing need for community and support during this time, below are the details on 12-step recovery meetings for all addictions:</p> <p>Every Tuesday at 12:30 pm EST</p> <p>Every Thursday at 12:30 pm EST</p> <p>Sunday evening at 7 pm EST</p> <p>Click this link to join the meeting: https://zoom.us/j/6721499373</p> <p>Please share this group and this zoom link to those in need of a home group during this time.</p>
ADDICTION SUPPORT Central Lake Ontario Narcotics Anonymous	<p>This website is offering addictions support via online meetings. Many in-person meetings are beginning to take place at various locations across Durham Region and information and guidelines for them may be found at the following website http://cloana.org</p> <p>Please visit the above website and select the option called <u>Printable Meeting List</u>. It is important to check this website often as there are frequent changes.</p>
ID REPLACEMENT	
JOHN HOWARD SOCIETY ID CLINICS	<p>Clinics are held once per month at the beginning of each month. Some preparation is required prior to attending the clinics.</p> <p>Please pick up the required application at the John Howard Society office at 75 Richmond St. Oshawa. It is open from 8:00 am to 12 noon and 1:00 pm to 4:00 pm. More specific information about when and where to return will be provided when applications are picked up.</p>
PUBLIC ACCESS TO COMPUTERS	
OSHAWA PUBLIC LIBRARY	<p>All 4 of OPL branches have public access computers available for up to 45 minutes per day per customer, people must wear a mask/face covering, participate in contact tracing screening at the door and practice social distancing. No appointment is necessary. Open hours are Monday to Thursday 10-6/Friday and Saturday 10-5. Reopening begins on June 2, 2021</p> <p>Students requiring a longer time in the library for study purposes/independent learning will be granted a student pass and can have a longer stay.</p>
AJAX PUBLIC LIBRARY MAIN BRANCH	<p>Ajax Public Library will be offering in-person computer access, printing, photocopying and faxing services as well as study space by appointments only starting June 2, 2021</p>

INCOME SECURITY	
<ul style="list-style-type: none"> • If you are worried about paying a utility bill, contact your utility company for information about relief and other options. There are ongoing services in place that are no longer COVID-19 related. • Hydro and water disconnects are no longer suspended. • The moratorium on evictions was lifted as of late July 2020. This means that the tenant eviction process is able to move ahead now. The Advocacy Centre for Tenants Ontario website at https://www.acto.ca/ has several Tip Sheets for tenants about their rights and responsibilities 	
CANADA-ONTARIO HOUSING BENEFIT PROGRAM – Annual Eligibility Renewals	<p>The Ministry of Finance has mailed out the annual eligibility renewals for the Canada-Ontario Housing Benefit (COHB) program. In order for participants to remain eligible for the program, they must complete and return the renewal form by the return date on the form, as well as file their 2020 income tax with Canada Revenue Agency.</p> <p>Many participants become ineligible for the program through this process because they do not return the renewal or file their taxes. I wanted to let you know so that you can connect with any of your clients that are currently receiving a benefit to ensure that they have sent back the renewal and completed their taxes for this year. If participants do not do this, the benefit will not be paid, starting in July. Once a participant has been removed from the program, the Ministry will not reactivate them. Our goal is that those who want to continue in the program, do so.</p> <p>If you have any questions, please feel free to reach out to Lori.Barber@durham.ca 905-668-7711 x2461 or have your client contact the Ministry directly at 1-888-544-5101.</p>
ONTARIO WORKS LIBRARY OUTREACH	<p>Newcastle: Monday 1-3 pm</p> <p>Orono: Fridays 10 am to noon</p> <p>Bowmanville: Tuesdays and Thursdays 10 am – 3 pm</p> <p>Courtice: Wednesdays</p> <p>Northview Oshawa: Wednesdays 10 am – 3 pm</p> <p>Jess Hahn Oshawa: Thursdays</p>
ONTARIO WORKS Cheque pick up dates for clients with NO FIXED ADDRESS for NOVEMBER 2021	<p>Cheque pick up dates for Ontario Works clients with NO FIXED ADDRESS for November 2021 payments.</p> <p>Cheques and reloadable payment cards for clients with No Fixed Address will be available for pick up the following dates and locations. Clients without proper identification to have their cheques cashed by the bank will need to get them stamped by Ontario Works staff at time of cheque pickup.</p>

	<ul style="list-style-type: none"> • Ajax Office: Friday October 29th only between the hours of 11:00 a.m. and 2:00 p.m. at the Ajax Ontario Works office, 140 Commercial Ave Ajax • Oshawa Office: Friday October 29th and Monday November 1st between the hours of 11:00 a.m. and 2:00 p.m. at the Oshawa Ontario Works office, C1A-200 John St., Oshawa • Whitby Office: Friday October 29th and Monday November 1st between the hours of 11:00 a.m. and 2:00 p.m. at Regional Headquarters 605 Rossland Road E, Whitby – Garden Street entrance ONLY. • Clients will be expected to present valid ID (Driver's license, passport, Birth Certificate, Ontario photo ID, etc.)
ONTARIO WORKS	<p>All Income and Employment Support offices are currently closed to the public, which includes the Employment Resource Centre located in the Midtown Mall. Ontario Works clients can continue to contact their caseworker for supports as all staff are currently teleworking.</p> <p>Ontario Works Clients will continue to receive their monthly payments via direct bank deposit, reloadable payment card or cheque.</p> <p>To apply for Ontario Works or Emergency Assistance through Ontario Works please call the application centre at 1-877-678-6333</p> <p>Applications for Ontario Works financial assistance will continue online and through the Application Centre which is available Monday to Friday from 8am to 4pm.</p> <p>The telephone application will take approximately one hour to complete.</p> <p>*Local calls: 905-428-8982 *Toll-free: 1-877-678-6333 *Bell Relay: 1-800-855-0511</p> <p>Ontario Works is on-site at:</p> <ul style="list-style-type: none"> • Mission United in Oshawa Monday to Friday 10 am – 3 pm • Ajax Hygiene HUB every Tuesday and Friday from 9 a.m. – 12 p.m. to assist clients who attend the HUB. Their role will primarily be assisting in areas related to financial empowerment and life stabilization as well as ensuring that individuals are connected to appropriate resources/services.
FOR OW AND ODSP CLIENTS WHEN WANTING TO ACCESS THE NEW ON DEMAND SERVICE THROUGH DURHAM REGION TRANSIT	

On September 28, Durham Region Transit is launching new services, including On Demand in areas where bus routes continue to experience low ridership. For more information on the new transit network and help to plan your trip, please visit durhamregiontransit.com or call 1-866-247-0055.

Please note that Specialized Transit and On Demand trips may be served by a DRT taxi partner and are not equipped for PRESTO payments. In these cases Ontario Works and Ontario Disability Support Program clients using PRESTO through the Transit Assistance Program (TAP) must show their PRESTO card and proof of assistance. Acceptable verification of proof of assistance includes a paper copy of the client's Statement of Assistance or their active MyBenefits social assistance status (see image below) either on their mobile device or as a print out with their PRESTO card when boarding.

Showing proof of assistance is not required when boarding DRT buses or other PRESTO equipped vehicles as part of your trip. Simply tap your PRESTO card when boarding.

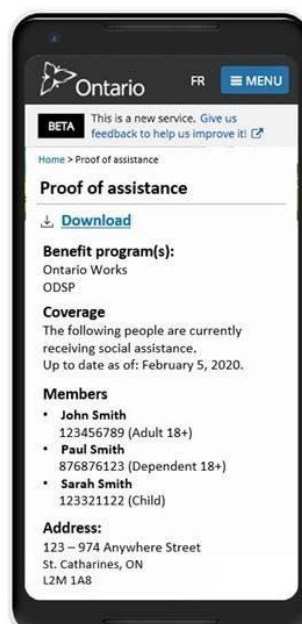
Acceptable proof of assistance examples

MyBenefits - Proof of social assistance/household members

You can expect proof of social assistance status and household members to look like this image:

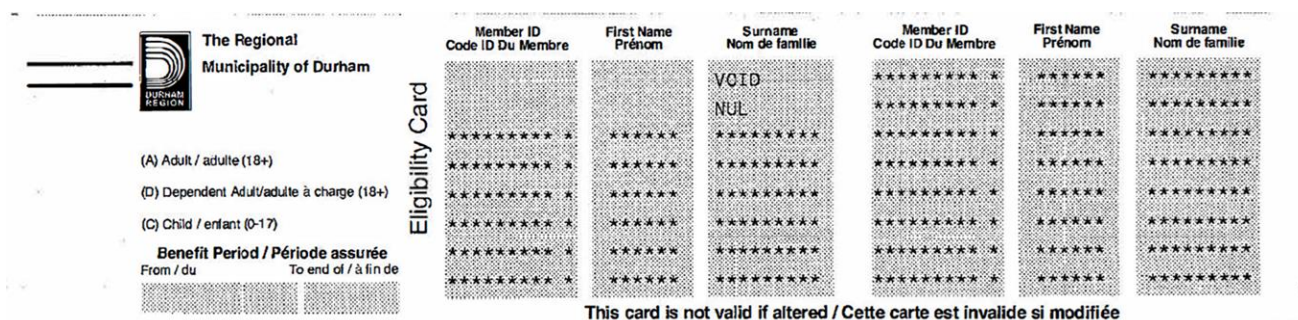
What to look for:

- **Benefit programs(s):** to identify if a client is receiving financial support from Ontario Works or ODSP
- **Date:** to identify when this information was downloaded or printed. You can expect to see today's date if viewing this information live on a mobile device
- **Who's covered:** check the list of benefit unit members
- **Address:** to identify the current place of residence on file



If the client is no longer receiving any form of social assistance support, only the following message will display on the page

You are not currently receiving social assistance.



**ONTARIO DISABILITY
SUPPORT PROGRAM
(ODSP)**

**COVID-19 KEY
INFORMATION**

ODSP office hours are now **10am – 2pm. Monday to Friday.**

For everyone's health and well-being, please continue to avoid going to an ODSP office unless asked to do so. Phone will be answered **8:30am - 5pm.** Clients are encouraged to connect with their caseworker through email (if possible) at oshawa.odsp@ontario.ca.

We strongly encourage clients to register for MyBenefits. <https://mybenefits.mcass.gov.on.ca/>. You can use this service to report changes or get information about your Ontario Works or Ontario Disability Support Program case.

Key information for clients

You will continue to receive your monthly ODSP payment. If you usually pick up payments from your ODSP office, you should contact the office for instructions.

You do not need to drop off an income report in person. You may use the MyBenefits online service, mail, email, or call the office. Payments will not be suspended if the report is late.

Payments for Special Diet Allowance, Mandatory Special Necessities or other recurring benefits expiring will be extended and a new form is not required. If you need a new benefit such as eyeglasses, repairs to a wheelchair, or other assistance, contact your ODSP office. If you can't get in to see a healthcare practitioner, we will help you complete the relevant form.

Applying for ODSP and medical reviews

The ministry is still processing ODSP applications. We can send the application package directly to an applicant's healthcare practitioner to help avoid in-person visits.

If you have an ODSP application package or medical review package that is due soon but you can't submit it to the Disability Adjudication Unit by the deadline, we will accept late packages during the COVID-19 emergency period. Please disregard any letters you may receive about the deadline for your ODSP application package, medical review package, or internal review request during this time. We will re-assess the situation at a later date and inform you of any changes.

Call the Disability Adjudication Unit at 1-888-256-6758 if you have any questions.

Appeals and reviews

If you disagree with a decision and want to ask for an internal review, the timeline for asking is suspended during the emergency period. If you disagree with a decision and want to appeal it, you can appeal to the Social Benefits Tribunal (SBT) after seeking internal review. You must still request an internal review to appeal.

For questions about an SBT appeal, contact the SBT at 1-800-753-3895 (toll free), 1-800-855-0511 (TTY), or visit sjto.gov.on.ca/sbt

Treatment of the Canada Emergency Response Benefit (CERB)

For all **ODSP applicants and recipients**, CERB payments are treated like employment income. The first \$200, and 50 per cent of each additional dollar received, is exempt.

If you are receiving the CERB, you should report this income. You can do this using phone, fax, mail, secure email or the general ODSP office email address. If you become financially ineligible for ODSP income support while receiving the CERB, you will **not** lose access to health benefits. You will remain on social assistance, at a nominal amount, to ensure continued access to benefits and case management supports.

Please do not contact ODSP to apply for the CERB. **For information on eligibility for CERB or to apply visit:** [Canada Emergency Response Benefit](#)
Additional resources

- **Receiving payments by cheque?** Consider switching to direct bank deposit (DBD) payment or a reloadable payment card (RPC). [Contact your ODSP office](#) to ask about this.
- **Want to know more about your ODSP payment or benefits?** Visit [Ontario.ca/mybenefits](https://ontario.ca/mybenefits) or use the [Interactive Voice Response \(IVR\) system](#). Contact your ODSP office for help getting set up.
- **Want more information about the provincial response to COVID-19?** Visit [Ontario.ca/covid19](https://ontario.ca/covid19)

SERVICE CANADA	<p>Check to see if your local office is open. Due to physical distancing, space is limited. Please make a request for an appointment by filling out the service request form. A Service Canada officer will call you back within 2 business days.</p> <p>https://www.canada.ca/en/employment-social-development</p> <p>Canadians will still be able to access their benefits. The best way to apply remains online at: https://www.canada.ca/en/services/benefits/ei.html.</p>
CANADA RECOVERY BENEFIT (CRB)	<p>CERB has been replaced by Employment Insurance (EI) or the Canada Recovery Benefit (CRB) for people who do not qualify for EI. Access to the CRB applications became on-line effective October 12th (2020). Anyone who applied for and received CERB through the CRA will need to apply anew for EI, if they qualify.</p> <p>For the most up-to-date information about CRB please visit Canada Recovery Benefit (CRB) - Canada.ca</p> <p>The CLEO (Community Legal Education Ontario) links below may be helpful for additional information. Live chat is available on this website for further assistance. www.stepstojustice.ca. The links below are part of this website.</p> <p>Employment Law:</p> <p>Who qualifies for the Canada Recovery Benefit (CRB) and how do I apply?</p> <p>Who qualifies for the Canada Recovery Sickness Benefit (CRSB) and how do I apply?</p> <p>Who qualifies for the Canada Recovery Caregiver Benefit (CRCB) and how do I apply?</p> <p>I'm a Personal Support Worker (PSW), do I get a pay raise?</p> <p>New Benefit Charts:</p> <p>Learn about new benefits for people who don't qualify for EI.</p>
ONTARIO HEALTH CARDS	<p>The Ontario government has extended validation periods for Ontario Health Cards. Anyone with an expiring or expired health card will continue to have access to insured health services.</p> <p>The Ontario government is waiving the three-month waiting period for Ontario Health Insurance Plan (OHIP) coverage and will cover the cost of COVID-19 services for any uninsured people who do not meet the criteria for OHIP coverage.</p>

SERVICE ONTARIO	<p>To help ensure your safety and the safety of others, we urge Ontarians not to visit a ServiceOntario centre unless completely necessary. Please consider:</p> <ul style="list-style-type: none"> • completing your transactions online (if available) • staying home if you are sick • please do wear a mask and observe COVID-19 precautions when in the building <p>Please note that some ServiceOntario centres are operating with reduced hours, please check the times for your location. Information about open locations and hours is at: https://www.ontario.ca/page/serviceontario</p> <p>Continue to monitor Service Ontario extensions by googling 'Service Ontario extensions' for a current list of extensions.</p> <p>Service Ontario General Enquiry: 416-235-2999.</p>
INCOME TAX	
Region of Durham INCOME TAX ASSISTANCE	<p>Durham.ca/fileyourtaxes</p> <p>We are happy to share information about your tax clinics on this page, please forward to Nora.Landry@durham.ca or Samantha.billingham@durham.ca and please feel free to share this page with your networks.</p>
CRA Interest Relief for low income filers	<p>INTEREST RELIEF PROGRAM</p> <p>Some COVID 19 benefits were not taxed at source and low income residents who were eligible and received these benefits may be concerned about owing tax \$. The CRA has announced Interest relief for low income filers for those who owe taxes on COVID 19 benefits they were eligible for and received. To qualify for this targeted interest relief program individuals must have a total taxable income of less than \$75,000 in 2020 and have received income support through one of the COVID-19 measures in 2020.</p> <ul style="list-style-type: none"> • If a low income filer owes tax on COVID benefits they received, they will not be required to pay interest on any outstanding income tax debt for the 2020 tax year until April 30, 2022, and any CRA administered benefits usually paid monthly or quarterly, including the Canada Child Benefit and the GST/HST credit, will not be applied to pay those tax bills. • Clients must file 2020 taxes and those eligible for the interest relief program will automatically be enrolled by CRA.

	<ul style="list-style-type: none"> • If 2020 taxes are not filed, benefits and credits will be interrupted. • Canadians are encouraged to file on time, by April 30, 2021, as late filing penalties will still apply and to ensure that their benefit payments continue without interruption.
PERSONAL INCOME TAX	<p>Payment of some federal benefits and credits will stop in Oct 2020 for those who have not yet filed 2019 tax returns. GIS payments will stop after December 2020 for those seniors who have not yet filed 2019 taxes. Free tax filing through both virtual and drop off clinics, is available in for low income residents. Please see the list here.</p> <p>Find information and resources about filing your own taxes from the Government of Canada here: https://www.canada.ca/en/services/taxes/income-tax/personal-income-tax/doing-your-taxes.html</p> <p>CRA: Find a free or pay-what-you-want tax software https://www.canada.ca/en/revenue-agency/services/e-services/e-services-individuals/netfile-overview/certified-software-netfile-program.html</p> <ul style="list-style-type: none"> • Scroll half way down the above link and open drop-down arrow • There are free and low-cost options available based off of your device and needs (i.e. desktop, mobile, etc.). • A family member or trusted friend of the family could file remote, from anywhere, by using this option
EMPLOYMENT SUPPORT and SKILLS DEVELOPMENT	
DURHAM REGION UNEMPLOYED HELP CENTRE	<p>Since 1983, Durham Region Unemployed HELP Centre (DRUHC) has provided employment support, staffed by Employment Counsellors, Job Developers, Youth Mentor and Resources Coordinators. DRUHC is a not-for-profit organization funded by both the provincial and federal government.</p> <p>DRUHC Employment Ontario offices in Oshawa and Pickering (addresses below) will be open as of Tuesday June 29, 2021, by appointment only, for clients needing to access the Computer and Resource area for employment-related purposes. Client should be able use the computer independently.</p> <p>All other programs and services continue to be offered via telephone, email and other online platforms to job seekers, workers and employers:</p> <ul style="list-style-type: none"> • One-on-One Employment Counselling • Career assessment and coaching • Virtual Job Search Workshops • Youth Job Connect Programs (YJC):

	<ul style="list-style-type: none"> ○ YJC - youth aged 15 to 29, 3 weeks paid pre-employment training, paid job placement ● Access to government sponsored employment and training programs ● Apprenticeship Information ● Job Portal ● Virtual Job Fairs ● Specialized services and programs for Newcomers/ Immigrant Professionals (Welcome Centre Immigrant Services – Ajax and Pickering) <p>DRUHC is still matching job seekers to employers hiring in Durham Region.</p> <p>Office hours: Monday to Friday 8:30 a.m. to 4:30 p.m. Oshawa: 272 King St. E. 905-579-1821 info@unemployedhelp.on.ca Pickering: 1410 Bayly St, Unit 4 905-420-4010 careadmin@unemployedhelp.on.ca Pickering Welcome Centre: 1400 Bayly St, Unit 5 905-420-3008 jswinfo@unemployedhelp.on.ca Website: www.unemployedhelp.on.ca and www.welcomecentre.ca</p>
AGILEC	<p>Out of school, out of work? We offer Free, customized services and support to help people and organizations develop their potential.</p> <p>The Agilec Advantage:</p> <ul style="list-style-type: none"> ● Connect to employers – job matching support ● Create realistic, individualized action plans ● Develop resumes, cover letters, and social media presence ● Prepare and practice for interviews ● Assist with career decision making ● Access training and education ● Obtain labour market information and resources <p>COVID-19 Notice – Ajax and Courtice offices are now open! Our doors are wide open. We’ve returned to in-person service and are excited to welcome you back by appointment. The safety of our customers and staff is our top priority and we continue to implement Covid-19 Health and Safety Guidelines which include:</p> <p>Limiting customer capacity in the office at one time</p> <p>Physical Distancing of 6ft/2m apart</p> <p>Mandatory use of masks and other Personal Protective Equipment (PPE)</p> <p>Hand sanitizing and general hygiene practices</p> <p>Increased cleaning/disinfecting protocols</p>

	<p>Additionally, our staff have been instructed to work from home if they show any signs of COVID-19 or believe they have been in contact with anyone who has the virus.</p> <p>Agilec is an integral partner in the full recovery of our communities and economy. Our programs and services are helping people get back to work and take the next step forward in their career – we are committed to assisting you. You can continue to access our services (including live interaction with our staff) through a variety of options:</p> <p>Call our Customer Care Centre at (800) 361-4642</p> <p>Ajax Location: 905-426-1760</p> <p>Courtice Location: 905-743-7242</p> <p>Email us here</p> <p>Connect with your local Agilec office</p> <p>Access our Online Resource Centre</p>
<p>CONSTRUCT</p> <p>(Flyer attached to July 21st Service update)</p>	<p>Construct offers a valuable opportunity to learn new skills and begin a career in the trades and construction industry here in Durham. Construct is a solution at the intersection of two challenges; growing demand for skilled employees in the construction industry and vulnerable low-income individuals need low barrier jobs and a higher income to achieve housing stability. Our program is designed to help break down barriers to employment and provide direct connections to employment opportunities and careers.</p> <p>Construct a New Career</p> <p><i>Cohorts of 8 Trainees will complete an 8-week full-time training program 40hrs per week</i></p> <p>Transportation throughout the program, to and from classes and job sites as well as safety equipment is provided.</p> <p>Participants will receive:</p> <ul style="list-style-type: none"> • 2 weeks in-class skills training in trades math, reading comprehension, social skills & work etiquette, writing resumes, job interview techniques, trades skills, and health and safety certifications. • 6 weeks of on-the-job training to learn and apply your trades skills. • One-on-one support for the duration of the program and for up to one year after graduation to assist you in securing a long-term career. • Additional personal and professional supports generously provided by YMCA • Intake tool package generously donated by the Home Depot Foundation • Personal Protective Equipment (PPE) required to work on-site generously donated by LiUNA! Local 506 • Meal support for the duration of the program <p>Eligibility:</p>

	<ul style="list-style-type: none"> • Grade 10 education or equivalent • Canadian Citizen, Refugee or Permanent Resident status in Canada • Ages 18+ <p>Please refer interested individuals to our website For Trainees Blue Door (constructgta.ca) and complete the accompanying form to apply. Any other questions or inquiries, please reach out to Rudi Genovese at rudi.g@bluedoor.ca or (289)-716-1878.</p>
<p>WINDREACH FARM – HARVEST OF HEALTH</p> <p>Programs in Horticultural Therapy and Therapeutic Horticulture</p> <p>312 Townline Road RR #1 Ashburn, Ont L0B 1A0</p> <p>www.windreachfarm.org</p>	<p>WindReach Farm’s Harvest Of Health Horticultural Therapy program uses nature- and plant-based activities to meet the wide-ranging goals of many diverse populations and ability levels. Using a holistic approach, HT and TH focuses on individual strengths, building upon aspirations and skills.</p> <p>Sessions are delivered by a Horticultural Therapist and programs can be individualized or group-oriented, typically lasting from 45-60 minutes. Program outcomes include improved self-esteem, motor function, reduction in social isolation and improved cognitive skills.</p> <p>Activities are designed to stimulate the sense, exercise the body, teach new skills and promote stress relief and relaxation. WindReach Farm is a safe space that encourages connection to the living, external environment.</p> <p>Hours: Monday – Friday 9:30 am – 4:30 pm Year-round programs available.</p> <p>To book your farm visit, please contact us at 905-655-5827 ext 233 or htherapy@windreachfarm.org</p>
<p>WINDREACH FARM Roots and Shoots Garden Club</p> <p>(revised flyer is attached)</p>	<p>Fridays from 9:00 am to noon, starting September 24th.</p> <p>Includes:</p> <ul style="list-style-type: none"> • Access to prepared garden beds, year-round greenhouse, indoor space • Garden tools, seeds, water source • Fully accessible facilities • Light lunch, tea, coffee • Cost \$10 per week/\$75 for 10 weeks <p>Pre-registration is required.</p> <p>For registration and details please contact: htherapy@windreachfarm.org or call us at 905-655-5827 x233</p>

VETERANS SUPPORT	
Service	Current Status
Ontario Command Of The Royal Canadian Legion OPERATION: LEAVE THE STREETS BEHIND	<p>The mission of Operation: Leave the Streets Behind is to ensure that every veteran who is homeless or near homeless finds the help they need to leave the streets behind. This program is for anyone who has served in the military or police.</p> <p>Office hours are Monday to Friday 9 am to 5 pm. For more information: Homeless Veterans Assistance (legion.ca)</p> <p>Veterans Hotline: 437-228-4747 rclontariocommand@on.legion.ca</p>
SOLDIERS AID COMMISSION FINANCIAL ASSISTANCE PROGRAM	<p>The Ontario Government is supporting service men and women by modernizing the Soldiers' Aid Commission to ensure its reach is extended to all Veterans regardless of when and where they served, as well as their families.</p> <p>The <i>Soldiers' Aid Commission Act, 2020</i> will continue the corporation known as the Soldiers' Aid Commission, and enable its mandate to administer a financial assistance program for eligible Veterans and eligible family members of Veterans who are residents of Ontario.</p> <p>A new Regulation under the <i>Soldiers' Aid Commission Act, 2020</i>:</p> <ul style="list-style-type: none"> • defines eligibility and operationalizes the financial assistance program administered by the Soldiers' Aid Commission. • describes who is eligible for Soldier's Aid Commission financial assistance, how to apply and defines eligible expenses to a maximum of \$2,000 over a 12-month period. <p>Amendments to a regulation under the <i>Ontario Works Act</i> and the <i>Ontario Disability Support Program Act</i> exempt financial assistance provided by the Soldiers' Aid Commission as income and assets for social assistance purposes. The amendments ensure financial assistance provided to eligible individuals by the Soldiers' Aid Commission will not negatively impact their eligibility for social assistance. The Regulation allows Veterans and their eligible family members to receive financial assistance from the Soldier's Commission that is fully exempt from Ontario Disability Support Program and Ontario Works.</p>
TRANSPORTATION	
Service	Current Status
Durham Region Transit in	How to access free On Demand and Specialized Services - ENDS SEPT 16TH

<p>partnership with OPG</p> <p>FREE ON DEMAND AND SPECIALIZED SERVICES TO VACCINE CLINICS</p>	<p>Residents who meet the eligibility requirements to register for the COVID-19 vaccine in Durham Region can book free trips to and from vaccination sites.</p> <p>Customers already registered with Specialized transit can book their trips by contacting a booking agent at 1-866-247-0055, and press 1.</p> <p>For On Demand transit, residents can book their trip by using the On Demand app or by calling a booking agent at 1-866-247-0055, and press 3.</p> <p>Learn about bus stop and route information for COVID-19 vaccine clinics.</p> <p>For more information, please contact Corporate Communications.</p> <p>Read this article on our website.</p>
<p>COMMUNITY CARE DURHAM</p> <p>Free transportation to Vaccine Clinics</p>	<p>Community Care Durham is offering free transportation services to community members in need of a ride to their appointment to receive their COVID-19 vaccination.</p> <p>Arrange a ride with us to your appointment by calling 1-888-255-6680 or by completing the online referral form found at communitycaredurham.on.ca.</p> <p>If you haven't already booked an appointment for your vaccination, visit the provincial vaccine booking platform at https://covid-19.ontario.ca/book-vaccine/ or call the vaccine booking line at 1-833-943-3900</p>
<p>OSHAWA SENIOR COMMUNITY CENTRES 55+</p> <p>Free transportation to Vaccine Clinics</p>	<p>The OSCC will transport Oshawa residents to clinics located in Oshawa. They have four accessible walk-on vehicles and four drivers available to transport seniors to and from Oshawa vaccine clinics, on Monday through Friday.</p> <p>Cost: Free</p> <p>Contact: 905-576-6712 ext. 2878</p>
<p>KIDS ON WHEELS</p> <p>TRANSPORTATION SERVICE</p>	<p>Kids on Wheels, is an established, personal transportation provider service in the Durham region.</p> <p>Our mission is to provide safe, reliable, caring and personalized transportation services for all those in need.</p> <p>Kids on Wheels has always looked forward to developing relationships with new clients and organizations in the Durham Community. We provide transportation to assist agencies to help their clients with trips such as:</p> <ul style="list-style-type: none"> ○ House viewing ○ Doctor's Appointments ○ Pharmacy ○ Court/ Police visits ○ Other appointments as needed <p>We are currently working with our Durham Region service provider community to provide transportation for individuals who are experiencing homelessness and housing challenges</p>

	<p>including those who may be facing eviction, or that have challenges with mental illness or addictions.</p> <p>What sets Kids on Wheels apart from other transportation services, is the personal touch and reliability that our drivers offer to the clients and organizations.</p> <p>www.kidsonwheels.ca 647-224-2879 info@kidsonwheels.ca</p>
<p>DURHAM REGION TRANSIT (DRT) currently has a maximum bus load capacity protocol in place to facilitate physical distancing measures onboard. Please continue practising frequent hand washing and physical distancing, and respect onboard protocols and signage. More information can be found at durhamregiontransit.com/COVID-19.</p> <p>New On Demand service is replacing local routes that continue to experience low ridership, offering service to customers in these areas when and how they need it: stop-to-stop within a zone, facilitating connections to frequent and grid routes, or to the local GO station or bus terminal.</p> <p>If you have any questions about how to get where you need to go, or about our updated policies, please reach out to our Customer Service team at 1-866-247-0055 or use our Customer Comment form to find the DRT transit solution for you.</p> <p>Here is a link to the latest information for TAP for OW and ODSB clients: Fares - Durham Region Transit</p> <p>Here is a link to news about current service updates for September that you may find useful: News Releases - Durham Region Transit</p>	

Service	Current Status
VICTIMS OF VIOLENCE, ASSAULT OR ABUSE	
BETHESDA HOUSE THE DENISE HOUSE HERIZON HOUSE Y'S WISH	<p><i>During the course of the COVID-19 pandemic, the essential services of the four "Violence Against Women" (VAW) shelters in Durham Region are open to support women with and without children who are experiencing violence and abuse. We manage our bed counts and capacity issues daily and the availability of beds can change frequently. We do not want the fear that a bed might not be available to stop a woman from reaching out to us for the specialized support we can provide. Our trained and experienced counselors are there to take their calls 24/7, helping them identify their options and resources. Women can reach us at...</i></p> <ul style="list-style-type: none"> The Denise House 905-728-7311 or 1 - 800 -263 - 3725 Y'sWISH 905 576 2997 or 1 – 888 – 576 - 2997

Service	Current Status
	<ul style="list-style-type: none"> • Herizon House 905-426-1064 or 1 - 866 – 437 – 4066 • Bethesda House 905-623-6045 or 1 - 800 – 338 - 3397
DURHAM RAPE CRISIS CENTRE	<p>Our counselling services are for women and women-identified survivors of sexual violence who are 16 years of age and older.</p> <p>Currently we are intaking new clients and offering individual and group counselling on phone or secure video. (Clients can also begin intake but defer if they prefer to wait for in-person counselling sessions.)</p> <p>Our Intake Worker, is Michaela and she can be reached at 905 444 9672 ext: 25 or (the best way) her e-mail is michaela@drcc.ca. Our current wait time for individual counselling is 3 – 4 months, however once clients begin intake they can join groups (currently we have a meditation, yoga, youth survivors, and survivors circle all via zoom.) These services are between 9 – 5, Monday – Friday.</p> <p>Our crisis and support line is for any survivor of sexual violence aged 16 or older. It operates 24/7 and staffed by trained volunteers. The number is 905 668 9200.</p> <p>Our email address is also available at info@drcc.ca for general information or information about public education.</p>
VICTIM/WITNESS ASSISTANCE PROGRAM	<p>During the COVID 19 pandemic, we have continued to offer services to Victims/Witnesses of crime, however, our offices are currently closed to walk in clients. In order to access services, please call into our office at 905-743-2790 and leave a message. To expedite service, please state the victim's name, the name of the accused person and clearly state a number the victim can be reached at. A worker will then reach out as soon as possible, normally within one business day. All of our services are free of charge.</p> <p>The Victim/Witness Assistance Program provides information, assistance and support to victims and witnesses of crime to increase their understanding of, and participation in, the criminal court process. This service is offered in cases where charges are laid and the matter is still before the Court.</p> <p>Services are provided on a priority basis to the most vulnerable victims and witnesses of violent crime, such as domestic violence, child abuse, sexual assault, homicide and hate crime. Families of traffic fatality victims are also eligible. Services begin once police have laid charges and continue until the court case is over.</p> <p>Victim/Witness Assistance Program services include:</p> <ul style="list-style-type: none"> • Crisis intervention

Service	Current Status
	<ul style="list-style-type: none"> • Emotional support • Case specific information (court dates, bail conditions) • Court preparation and orientation information • Needs assessment • Referrals to community agencies. <p>For more information, please refer to the Victim/Witness Assistance Program brochure.</p>
VICTIM SERVICES OF DURHAM REGION	<p>Victim Services of Durham Region (VSDR) is supporting individuals and families victimized by gender- based violence.</p> <p>Clients will be supported by VSDR and connected to appropriate community partners which could include, Income Support, Housing Services, and Shelter Outreach Workers.</p> <p>Victim Services of Durham Region is no longer accepting new clients into our Hotel Program (Safe Accommodation Program). All clients who are currently supported in hotels through the program will remain in the program until their pre-determined check-out date, and then supported in finding longer term housing. The program will conclude at the end of July 2020.</p> <p>For emergency accommodation needs 24/7 please contact one of Durham’s VAW shelters.</p> <p>Victim Services of Durham Region continues to support clients in accessing emotional support, connecting clients to services, and VQRP+ resources. Please call us at 905-721-4226.</p> <p>The Eligibility Criteria for Accessing this Program Includes:</p> <ul style="list-style-type: none"> • Client (inclusive of client and children) is a victim of gender-based violence with a current threat for their safety in their current place of residence • Client would be appropriate to refer to a shelter if available • Client is a Durham Region resident • Clients do NOT need prior connections with Income Support, DRPS, etc. to access this funding <p>To Access this Program: Calls for general Victim Services support can be made to our mainline at 905-721-4226</p>
DURHAM REGION DOMESTIC VIOLENCE/SEXUAL	<p>Acute care medical services for victims of sexual assault and domestic violence. Including examination, treatment, evidence collection, documentation, referrals and follow –up. Services are available 24/7 staffed by on call nurses through</p>

Service	Current Status
ASSAULT CARE CENTRE	<p>the Emergency Department at the Lakeridge Health Oshawa site (LHO). Availability of services have not changed during Covid-19.</p> <p>We also offer trauma counselling for victims over 18 years of age who present within a year of the assault. Counselling is currently being done via a phone call.</p> <p>To reach the office 905 576-8711 ext. 33286....Mon-Fri, 0700-1500</p> <p>To reach emergency services Please go directly to the Emergency Department at LHO</p> <p>To reach counselling services 905 576-8711 ext.32328....Mon-Fr-, 0900-1700</p>
DRIVEN	<p>DRIVEN is open every Monday, excluding statutory holidays, from 8:30am-4:30 pm.</p> <p>DRIVEN operates under a hub model of service, providing wrap around support to any individual that identifies as female and has been affected by any form of gender-based violence. During COVID-19, we are still available to provide phone support on Mondays. Our phone number is 905-432-7233. Our email is info@durhamdriven.com. It's important to note that our phone and email are not monitored Tues-Fri. DRIVEN provides a number of supports including housing, counselling, safety planning, connection to legal support, connection to financial support, connection to settlement and newcomer support, connection to employment support, and many other supports through our on-site and off-site partners.</p>
Consolidated Violence Against Women (VAW) Emergency Response	<ul style="list-style-type: none"> A full list of violence against women resources available during the COVID-19 crisis is available at Violence Prevention Coordinating Council of Durham. http://www.vpcddurham.org/covid19
LUKE'S PLACE	<p>A PDF document is attached to the March 27, 2020 Service Update. Please save it separately as a resource for women who require access to family law supports.</p>
SAFE PET ONTARIO	<p>SafePet Ontario coordinates foster care for pets of individuals fleeing violent situations. We offer long- or short-term fostering options for the duration of a survivor's transition to safety. Once they're ready, we reunite owners with their pets so they can move into a better future together.</p> <p>For survivors who are unable to find a trusted family member, friend or co-worker to care for their pet, SafePet Ontario can save lives. 89 per cent of abused women say their partner also abused a pet. 56 per cent of women delayed leaving an abusive relationship due to fear for a pet's safety.</p>

Service	Current Status
	SafePet Program Ontario Veterinary Medical Association www.ovma.org/pet-owners/safepet-program
INDIGENOUS PEOPLES	
CITY OF OSHAWA Truth and Reconciliation Resources	https://www.oshawa.ca/residents/national-indigenous-history-month.asp
NATIONAL INDIAN RESIDENTIAL SCHOOL SURVIVOR SUPPORT AND CRISIS LINE	<p>Support is available for anyone affected by the effects of residential schools, and those who are triggered by the latest reports. This Crisis Line has been set up to provide support for former students and those affected. People can access emotional and crisis referral services by calling the</p> <p style="text-align: center;">24 hour national crisis line 1-866-925-4419</p> <p style="text-align: right;"><i>Source: CBC News posted May 31, 2021</i></p>
NIIJKIWENDIDAA ANISHNABEKWAG SERVICES CIRCLE (NASC) Serving Durham Region	<p><u>Reason for Being:</u></p> <p>Nijkiwendidaa Anishnabekwag 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.</p> <p>Healing work is conducted through the use of Traditional Anishnaabe Spirituality, blended with appropriate Western Modalities.</p> <p><u>Programs & Services:</u></p> <p>All programs offer individual counselling and group support.</p> <ul style="list-style-type: none"> • Crisis and Long Term Counselling • Child Witness to Violence Program • Transitional Housing Support Program (THSP) • Indigenous Youth in Transition Support Worker (IYIT) • Indigenous Healthy Babies and Healthy Families Program (IHBHF) <p>Due to the COVID-19 pandemic and current province wide shut down all of our services are virtual and via phone.</p> <p>Our office hours are Monday – Friday 9am-4:30pm</p> <p><u>Contact Information:</u> 705-7471-0900 or Toll Free 1-800-663-2696 or you can visit our website at www.nijjki.com</p>


Service	Current Status
METIS NATION OF ONTARIO COVID-19 SUPPORT PROGRAMS	<p>The Métis Nation of Ontario has created several COVID-19 Emergency Financial Support Programs to provide supplemental emergency financial supports for citizens and their families. COVID-19 Support Programs - Métis Nation of Ontario (metisnation.org).</p> <p>For more information please contact us at: 1-800-263-4889 or at covidhelp@metisnation.org</p> <p>Assistance programs include:</p> <ul style="list-style-type: none"> • Yard Maintenance • Rent Supplement • Tablet Support for Seniors • Housing Stabilization • Child Care Support • Special Needs Support • Emergency Income Relief • Emergency Family Support • Emergency Financial Support • Care Kits • Metis Micro-Business Fund • Benevolent Fund <p>Please visit COVID-19 Support Programs - Métis Nation of Ontario (metisnation.org) for available supports and programs.</p> <p>If you have submitted an application to MNO's COVID-19 Emergency Support Programs please know that our staff is working to provide citizens and families with help as quickly as possible. An intake coordinator will be in contact. Thank you for your patience and understanding at this time.</p>
METIS NATION OF ONTARIO	<p>MNO employees in client-facing programs have resumed in-person client services as of August 9, 2021. Client services may be by appointment, or drop-in. Please consult your local MNO office for a list of offered services.</p> <p>Please visit COVID-19 Support Programs - Métis Nation of Ontario (metisnation.org) for available supports and programs.</p> <p>If you have COVID-19 related concerns or need help accessing support, please contact us by phone at 1-800-263-4889 or by email at covidhelp@metisnation.org.</p>

Service	Current Status
<p>FIRST NATIONS, INUIT AND METIS CRISIS TEXT SUPPORT</p> <p>In collaboration with Kids Help Phone</p>	<p>Indigenous youth and adults now have the option of connecting with First Nations, Inuit and Métis crisis responders when available!</p> <p>Simply text “First Nations” “Metis” or “Inuit” to 68 68 68 (youth) or 741 741 (adults) and individuals will be connected with a corresponding crisis responder if available.</p> <p>Here’s an example of how this will work...</p> <p>If a Métis young person would like to speak with a Métis crisis responder, they would text “Metis” to 68 68 68 and they will be transferred to a Métis crisis responder if one is available. If a Métis crisis responder is not available, they will be transferred to an Indigenous crisis responder from another nation. If no Indigenous crisis responders are available, the texter will be connected with a non-Indigenous crisis responder.</p> <p>As more Indigenous people apply and advance through our comprehensive crisis responder training, more and more people will be able to connect with a crisis responder from their Indigenous group or Nation if they wish. If you would like to apply to be a crisis responder, please complete the application here and note that applications are only open to Indigenous individuals at this time.</p> <p>A little background on this initiative...</p> <p>After engaging with Inuit, First Nations and Métis youth in early 2020 (see the full report here) we learned how important it is for Indigenous youth to have the option to connect with Indigenous crisis responders. In response, we took action #6 of Finding Hope: Kids Help Phone’s Action Plan for Supporting First Nations, Inuit, and Métis Young People one step further to offer this choice.</p> <p>In accordance with the guiding principles of Finding Hope, this initiative also takes a distinctions-based approach by recognizing the distinct needs of First Nations, Inuit and Métis people.</p>
<p>CAREA CHC INDIGENOUS OUTREACH</p>	<p><i>Aaniin, BoozhooGreeting Brothers and Sisters,</i></p> <p>Carea Community Health Centre wishes you and your families continued health & wellness during this pandemic and time of uncertainty. It is up to each of us to stay healthy, remain optimistic and be kind to ourselves and others. In response to COVID-19 and the fracturing to global economy and social norms, we are very pleased to announce potential relief from the present circumstances that impact our financial stability and life as we know it.</p> <p>An initiative available through <i>Miziwe Biik Development Corporation*</i> for those that identify as <i>First Nations, Métis or Inuit</i> may have available subsidy potential for you and your family affected by the COVID-19 Pandemic. Pending criteria, you may be</p>

Service	Current Status
	<p>eligible to access this support in such areas as <i>shelter and rental/ housing subsidy, food and groceries, medical supplies/assistance, travel to appointments, home cleaning, emergency shelter</i>. In some cases, you may be eligible to apply for assistance to recover expenses incurred as a result of the pandemic, loss of income and associated factors, retroactive to April 2020.</p> <p>The following list are examples of situations where you may qualify (but not limited to):</p> <ul style="list-style-type: none"> • Financial hardship due to lack of employment: reduced hours, closures, lay-offs etc. • Landlord eviction resulting from loss of income and rental and/or creditor insufficient funds • Medical circumstances for you and/or other family members • Caregiving and support (children and seniors) requiring at-home “can’t work” scenarios • Homelessness, couch surfing due to pandemic upset • Unemployed/self-employed, can’t work due to nature of business and no-contact compliance <p>In community housing and supportive housing this funding could be used toward the following initiatives:</p> <ul style="list-style-type: none"> • Housing allowance for in-situ tenants • Food and supplies for households in quarantine and/or isolation • Non-medical staffing requirements • Protective equipment • Food banks and grocery gift cards • Community and outreach to support seniors in self-isolation • Recruitment and coordination of volunteers • Transportation to get to and from medical appointments <p>Please contact Frank Galea fgalea@careachc.ca. 905-723-0036</p> <p>*Miziwe Biik Development Corporation (MBDC) The mission of MBDC is to serve as a vehicle for the economic advancement and self-sufficiency of the Aboriginal community in the Greater Toronto Area (GTA) through the creation of affordable housing and homeownership.</p>
<p>CITY OF OSHAWA</p> <p>Truth and Reconciliation Resources</p>	<p>https://www.oshawa.ca/residents/national-indigenous-history-month.asp</p>

Service	Current Status
HOUSING SECURITY	
CDCD Temporary Housing Support Program Flyer attached to February 10 Update	<p>Community Development Council Durham's Temporary Housing Support Program is offering financial assistance for housing costs during the COVID-19 Pandemic.</p> <p>Financial Assistance Includes:</p> <ul style="list-style-type: none"> • Rent and Utility arrears • Monthly housing costs for up to 3 months <p>For more information contact: Community Development Council Durham 905.686.2661 www.cdcd.org</p>
CDCD HOUSING STABILITY PROGRAM CHANGES	<p>CDCD, in partnership with the Region of Durham, and DARHN have been conducting a reconstruction of the Housing Stability Program throughout 2020. COVID-19 has placed significant strain on our most vulnerable residents and we anticipate that the impacts of COVID will be felt well into 2021 and beyond. CDCD continues to remain flexible and meet the needs of the community as they arise. Please also note that we are open to feedback and anticipate that further changes will be made as we learn more about how HSP can encourage housing retention for Durham's most vulnerable residents.</p> <p>For questions or concerns please contact Ashley McDonald, Team Lead Housing at amcdonald@cdcd.org, 905.686.2661 Ext 225.</p>
COMMUNITY DEVELOPMENT COUNCIL DURHAM Housing Stability Program Two documents attached to March 23 rd update – please save.	<p>The Housing Stability Program (HSP) application has been updated to be fillable online. This will allow applications to be submitted electronically to promote social distancing for clients that do not have access to a printer/scanner.</p> <p>The 'Original' version has the electronic signature option enabled. For clients/applications that do not have the ability to use an electronic signature, the 'Edited' version can be used.</p> <p>If applicants do not have the ability to print/sign the application, they can use the below e-mail script as an alternative to a physical signature:</p> <p>By sending this email, I confirm that I submitted an application to the Housing Stability Program dated [insert date]. Please accept this email as my consent for Community Development Council Durham (CDCD) to contact the Social Services Department, Region of Durham/my landlord/utility company/creditor/Ontario Disability Support Program to confirm eligibility for this program. I further consent to CDCD contacting the income source named above to verify my income. I fully understand the nature and purpose of this consent and have given my consent and</p>

Service	Current Status
	<p>authorization voluntarily. I understand that if something on my application form is incorrect or not true, I may be ineligible for assistance. I also understand that all information provided in my application will be verified.</p> <p>I am unable to print, sign and return the form by email at this time, so I ask that you please accept this email in lieu of my physical signature.</p> <p>It is important to note that it is strongly preferred that applicants physically sign the application. Applicants can also take pictures of the physical, signed application and send the pictures via e-mail to submit their application.</p> <p>The Housing Stability Program and LEAP are accepting applications as normal. Please note that due to other services having limited or restricted hours, there may be some additional time needed to verify eligibility.</p>
<p>COMMUNITY DEVELOPMENT COUNCIL DURHAM</p> <p>TEMPORARY HOUSING SUPPORT PROGRAM</p>	<p>The Temporary Housing Support Program (COVID-19) is a homelessness prevention initiative for low income Durham Region residents. It is a program of the Region of Durham and funded through the Region of Durham and the provincial Community Homelessness Prevention Initiative (CHPI).</p> <p>Please see THSP guideline changes below for our updated guidelines of the program.</p> <p>If you are ineligible for the Temporary Housing Support Program but are having difficulty making your rent or utility payments or need assistance completing the application, we recommend that you connect with a Housing Outreach Worker:</p> <p>Clarington- John Howard Society at 905.623.6814 Oshawa- John Howard Society at 905.579.8482 Whitby- John Howard Society at 905.666.8847 Ajax/Pickering- Community Development Council Durham at 905.686.2661 Scugog/Brock/Uxbridge North House at 705.432.8654 or 1.877.406.8723 OR; Community Living Durham North at 905.985.8511</p> <p><u>How to apply</u> Eligible applicants must complete the Temporary Housing Support Program Application with all supporting documents In addition to the HSP requirements, applicants must provide: - Proof of loss of employment (Record of Employment, letter from employer) AND, THSP (COVID-19) Application May 2020 Page 2 of 7 - Proof of Current Income (Employment Insurance or Canada Emergency Response Benefit Confirmation) OR, - Self- Employed- Proof of approval from CRB.</p> <p><u>How will I know that my application has been approved?</u> Applicants will be connected with a Housing Stability Program Eligibility Worker upon receipt of application who will have ongoing communication with both the tenant</p>

Service	Current Status
	<p>and the landlord and/or utility provider. All parties will be notified by phone and in writing via email or mail of the eligibility decision. Please note that you can speed up the process by ensuring a complete application with all supporting documents is submitted.</p> <p>Please allow five to seven business days after all required forms and proof have been received for an application to be processed.</p> <p><u>How long is the program?</u></p> <p>At this time, we will endeavor to provide this support for the duration of COVID-19 restrictions. Upon the decision of eligibility, you will be placed into the program for the next 3 months and will be required to forward any updated information to your HSP Worker.</p> <p>Please note that the availability of the Temporary Housing Support Program is subject to funding and priority will be given to those facing eviction.</p> <p><u>Is this program available for those who receive social assistance (Ontario Works/Ontario Disability Support Program) and/or housing subsidies?</u></p> <p>No, this benefit is for individuals/families who are not currently receiving another form of social or rental assistance. Anyone who is receiving social assistance and/or is paying rent that is based on their income is not eligible.</p> <p>Please note that HSP will not be available to cover months in which the Temporary Housing Support Program has been provided for.</p> <p>You may mail, fax or email your completed application to: (Please note that our offices are open by appointment only.) Community Development Council Durham Attn: Housing Stability Program 458 Fairall Street, Unit 4 Ajax, Ontario L1S 1R6 Tel: 905-686-2661 Ext. 227 Fax: 905-686-0984 Email: housinghelp@cdcd.org</p>
 <p>TEMPORARY HOUSING SUPPORT PROGRAM GUIDELINE CHANGES November 2020</p>	<p>As many of you are aware, in June 2020 CDCD introduced the Temporary Housing Support Program (THSP) to assist clients who are facing financial hardships due to COVID-19.</p> <p>Though we have been able to assist several individuals already, things are always changing as new developments arise with COVID. In order to keep up with the changes CDCD has established new guidelines for THSP that will allow us to administer the program more effectively throughout this time and reach as many individuals as possible who have been financially impacted.</p> <p>These new guidelines will be effective immediately, if any additional changes are required they will be communicated in a memo similar to</p>

Service	Current Status
	<p>this one.</p> <p>The new THSP guideline changes are as follows:</p> <p>1) Tiered Approach THSP has incorporated a tiered approach to the percentage of housing costs the client is expected to pay and how much THSP would assist with.</p> <ul style="list-style-type: none"> • Clients with a gross income of \$0-\$1,999 would be expected to pay 50% of their income towards their housing costs, at that point THSP would assist with the remaining 50%. • Clients with a gross income of \$2,000 + would be expected to pay 70% of their income towards their housing costs, at that point THSP would assist with the remaining 30%. • Eligible applicants will be entitled to this benefit for up to 3 months, at which time they can reapply if needed. <p>2) Client's Income Source In addition to assisting clients who are on EI and CRB, THSP will begin assisting clients who are employed but have had a reduction in hours due to COVID. Please note the clients will be asked to provide documentation that shows the hours decreased since the COVID pandemic.</p> <p>Please do not hesitate to contact me directly with any questions.</p> <p>Ashley McDonald, Team Lead, Housing amcdonald@cdcd.org 905-686-2661 Ext 225</p> <p>An updated application that reflects these changes is included with the November 18th update as an additional attachment. Please save it for your reference and discard the previous version.</p>

Service	Current Status
YOUTH, CHILD and FAMILY	
DURHAM YOUTH SERVICES – JOANNE'S HOUSE	Joanne's House emergency shelter remains open with a reduced capacity of 8 beds. The shelter is open 24 hours a day, 7 days a week and is open to anyone in the Durham Region between the ages of 16 and 24.

Service	Current Status
	<p>Youth are encouraged to contact the shelter for options and support. DYS can assist youth in working towards finding a safe alternative to the emergency shelter system. Joanne's House provides a housing-focused shelter model to aid youth with their housing search, through case management support and life skills.</p> <p>Shelter line: 905-239-9477 Shelter cell phone for texting: 289-980-7889 Address: 82 Kings Crescent, Ajax L1S 2M6</p>
<p style="text-align: center;">THE REFUGE</p> <p>300 Court St. Oshawa Serving youth 16 to 26 yrs.</p>	<p>Patio is now open from 9am to 1pm Monday to Friday. COVID precautions are in place.</p> <ul style="list-style-type: none"> • Breakfast is served from 9:00 to 10:30. • Lunch is served 12 noon to 1 pm. • Meals are served or available for take-out. <p>Laundry and shower is available during open hours.</p> <p>Evening Programs</p> <ul style="list-style-type: none"> • Rec Room Drop In – Monday, Wednesday & Thursday 6:00 – 8:00 pm – Youth programming includes a light meal, movies, pool table, hang out. • Tuesday – Levi's Table and Bible Study 6:00 – 8:00 pm • Family Dinner – Friday night 6:00 – 8 pm. Last meal is served at 7:30. • Tuesday and Friday dinners are open to past and present youth. <p>Available Services</p> <ul style="list-style-type: none"> • Social worker on site Monday to Friday 9:00 am – 3:30. Drop in or by appointment • Counselling on site Monday to Friday by appointment; and noon – 1:00 drop in beginning July 5th. • ID Support <p>Hours</p> <ul style="list-style-type: none"> • 9 am – 1 pm for drop in. The Centre is open until 3:30 to assist with more specific needs. • To make appointments or for more information call 905-404-2420.
<p style="text-align: center;">SIMCOE HALL</p> <p>CONTACT US FOR MORE INFO KIDS@SIMCOEHALL.COM (905) 728-7525 WWW.SIMCOEHALL.COM</p>	<p>Simcoe Hall would like to share with you two programs for children and youth.</p> <p>The After School Program provides a safe place for children grades 1-8 to participate in various enrichments such as arts and culture activities, homework support, life skills classes, physical fitness, a nutritious meal program and much more. Monday & Tuesdays from 3:15 – 7:15 pm and Wednesday – Friday 3:15 – 6:15 pm (\$15.00/month)</p>

Service	Current Status
	<p>New to this year, we are piloting a Youth Night program for individuals between the grades 9-12, in hopes to fill in the gap of services offered to this age group. Every Tuesday from 6:30 – 7:30 (free)</p> <p>Two program flyers are attached.</p> <p>If you have any questions or would like to learn more about our programs, please feel free to contact us.</p>
<p>CHIMO Youth & Family Services</p> <p>KINARK Child & Family Services</p> <p>FRONTENAC Youth Services</p> <p>YORK SUPPORT SERVICES NETWORK (YSSN)</p> <p>New Partnership</p>	<p>Chimo Youth and Family Services, Kinark Child and Family Services, and Frontenac Youth Services are pleased to announce that we have joined a new partnership with York Support Services Network (YSSN) to bring the community specialized crisis support for children, youth and families. YSSN is a not-for-profit charitable agency that has provided mental health services, including crisis service, for over 40 years.</p> <p>Children, youth, or parents can now access crisis support with mental health clinicians trained specifically in issues of child/youth mental health, by calling the toll-free number 1-855-310-COPE (2673) or (TTY) 1-866-323-7785.</p> <p>Clients can speak with a crisis worker anytime the need arises. The crisis worker will provide an immediate telephone response in a variety of situations, such as feeling depressed, distressed, lonely, anxious, scared, or angry. The workers can also provide information about mental health services in the community and make referrals to the appropriate service provider for additional services potentially available such as mobile crisis intervention, short term crisis stabilization, and referrals for ongoing service.</p> <p><u>We are asking our community partners to share the following information with children and families who identify that they are in need of Crisis Support:</u></p> <p>To access Crisis Support, the child/youth/family:</p> <ul style="list-style-type: none"> • Must reside in Durham, Peterborough, Kawartha Lakes, Haliburton, or York • Be calling with concerns regarding a child/youth under the age of 18yrs • Parents are welcome to call with or without their child/youth present but should note we cannot speak with a child/youth without his/her permission. <p>Support is accessed by calling 1-855-310-COPE (2673) or TTY (1-866-323-7785)</p>
LOCATION SUPPORT	
<p>MISSION UNITED</p> <p>At the</p>	<p>Showers are available by appointment between 2:00 to 5:00 pm Monday to Friday. Please speak to the Coordinator on-site to make an appointment.</p> <p>Daily services include:</p>

Service	Current Status
<p>BACKDOOR MISSION</p> <p>66 Simcoe St. South</p> <p>Oshawa</p>	<ul style="list-style-type: none"> • Washrooms from 9:00 to 5:00 pm. • Take Out Meals from 10:00 am to 1:00 pm • Harm Reduction from 10:00 am to 5:00 pm <p>Other programming (below) will run from 10 am – 3 pm Monday to Friday. Partners on site include CMHA-Durham, Region of Durham Primary Care Outreach Program, Durham Mental Health Services and Pinewood Centre of Lakeridge Health, Ontario Works, and John Howard Society.</p> <p>All visitors will be screened for COVID-19 testing and linked with assessments and isolation locations if necessary. Visitors will have access to several stations:</p> <ul style="list-style-type: none"> • Pantry and food Basket (10 am – 1:00 pm) • Mental Health Support • Safe Sleep • Health Clinic for primary care and psychiatric support • Withdrawal Management • Housing Navigation & Supports • Ontario Works support on-site. • John Howard Society on-site some Thursdays <p>After hours support groups: Monday – Saturday starting at 3:00 pm. All are welcome. Drop-in.</p>
<p>CURRENT HOUSING FOCUSED SHELTER SUPPORT LOCATIONS</p>	<p>Shelter and support are currently provided as follows:</p> <ul style="list-style-type: none"> • Existing Emergency Shelters at Cornerstone Community Association Oshawa (905-433-0254); Muslim Welfare Home Whitby (1-866-666-1115); Durham Youth Services (905-239-9477) • Violence Against Women Shelters at The Denise House (1-800-263-3725); Herizon House (1-866-437-4066), Y's Wish (1-888-576-2997) and Bethesda House (1-800-338-3397). • Safe sleep beds and support at Mission United from 10:00 am to 3 pm Monday to Friday. • Monday and Tuesday support at the Ajax Hygiene Hub from 9 -1 at the Ajax Community Centre and Fridays at the McLean Community Centre. <p>As our Built for Zero work continues, the goal of which is to end Homelessness in Durham Region by 2024, these locations are working with patrons who are homeless to add their names to the By-Name List.</p>
<p>FIRST LIGHT FOUNDATION OF HOPE</p> <p>253 Simcoe St S, Oshawa</p>	<p>After April 5 First Light will resume its schedule of take out:</p> <p>Monday –Friday Breakfast 6 am to 8 am</p>

Service	Current Status
	<p>Breakfast to go Hot Sandwich, Snack Bag, Coffee, juice and water</p> <p>7 Days a Week Supper 6 pm - 8 pm Dinner to go Pizza, Hot Meal in a Cup, Coffee, water Cell phones can be charged while we are open</p>
<p>CHRISTIAN FAITH OUTREACH CENTRE WARMING STATION 158 Harwood Ave. S, Ajax</p>	<p>Temporary Change effective November 2020 – meal support: CFOC-DOC is open Mon to Fri from 5pm - 7pm & Sat/Sun 12:00pm - 4pm for a bagged meal handout.</p> <p>For the time being, we will not be admitting anyone who is not a guest here into the building at this time.</p>
<p>GATE 3:16 64 Albany St, Oshawa</p>	<p><u>We now are in our regular hours during the week:</u> Monday to Thursday 8am to 2pm Friday 8am to 1pm</p> <p>Saturdays; Every <u>Second</u> and <u>Fourth</u> Saturday of each month we serve lunch at approximately 11 / 11:30 am and we are usually finished by the latest 2pm. This is hosted by a local church located in Whitby and on our premises.</p> <p>Sundays Every Sunday at 3pm, a Pastor comes from a local church to our premises. He conducts a quick church service and then serves a BBQ / meal.</p> <p>Free laundry services. Showers and washrooms available during opening hours. Clothing is distributed on Tuesdays and Thursdays.</p> <p>Once we are into full stream, podiatrist service and medical services available on specific days. Days to be determined once COVID19 precautions are over and past.</p>
<p>JOHN HOWARD SOCIETY</p>	<p>Clients will continue to be supported via phone and email.</p> <p>Resource rooms are not open to the public but staff are available by phone to assist clients with</p> <ul style="list-style-type: none"> • Housing search, eviction prevention, landlord mediation, advocacy • Forms and applications such as housing stability funds, OESP, rental applications, Canadian birth certificates

Service	Current Status
	<ul style="list-style-type: none"> • Referrals to community resources <p>Please call:</p> <p>Bowmanville: 289-927-2419</p> <p>Oshawa: 905-260-7961</p> <p>Whitby: 905-926-8073</p>
COMMUNITY DEVELOPMENT COUNCIL DURHAM (CDCD)	<p>CDCD is currently available through phone and email only. The agency is closed to the community at this time.</p> <p>Please see Housing Security and Street Outreach for specific programs.</p>
AJAX COMMUNITY CENTRE HYGIENE HUB	<p>The Ajax HUB will be open at the Ajax Community Centre on Monday and Tuesday's from 9am – 1pm; and at the McLean Community Centre on Fridays from 9 am – 12pm. VHA Home Health Care is coordinating ARI screening and direction to Public Health for COVID positive clients.</p> <p>We are also offering box lunches, snacks, and beverages on-site as well as, shower and bathroom facilities. Cell phone charging and Wi-Fi available onsite.</p> <p>Additionally there are VHA staff on-site for connections to referrals for community resources and informal counselling such as; housing, OW, ODSP, Harm Reduction supplies, Hep C and HIV/AIDS antibody testing.</p> <p>There will be two OW Caseworkers present at the Ajax HUB every Tuesday from 9-1 and Friday from 9 a.m. – 12 p.m. to assist clients who attend the HUB.</p> <p>Their role will primarily be assisting in areas related to financial empowerment and life stabilization as well as ensuring that individuals are connected to appropriate resources/services.</p>
CLARINGTON OUTREACH COMMUNITY HUBS Flyers attached with June 30 Service Update	<p>Effective Monday, July 5th:</p> <p>Connect with an Ontario Works Outreach Worker at Clarington Public Libraries and learn about the variety of social services supports and resources available to you.</p> <p>Get assistance communicating with community agencies, online form application, and navigating the social services system.</p> <p>Learn about the social services supports and resources available, including:</p> <ul style="list-style-type: none"> • Housing; • Food security; • Financial stability and literacy; • Counselling; • Crisis intervention;

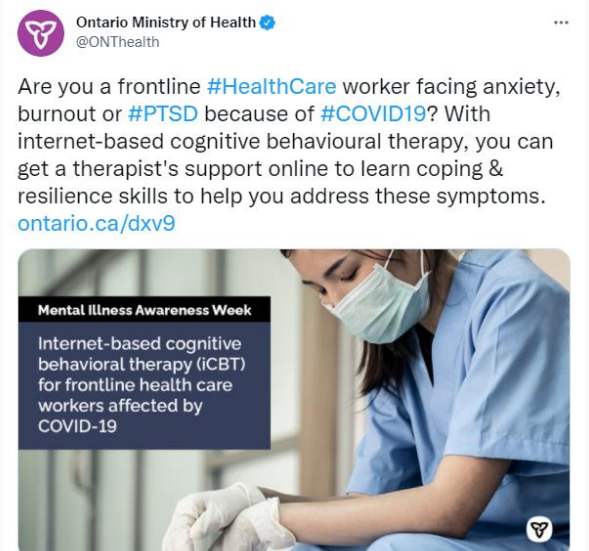
Service	Current Status
	<ul style="list-style-type: none"> • Advocacy; • Case management; • Children's Services referrals; • Trusted Youth Program; • And more. <p>BOWMANVILLE: Tuesdays, Thursdays, 10 a.m. to 3 p.m. 163 Church St.</p> <p>COURTICE: Wednesdays 10 a.m. to 3 p.m. 2950 Courtice Rd.</p> <p>NEWCASTLE: Mondays, 1 to 3 p.m. 150 King Ave. E.</p> <p>ORONO: Fridays, 10 a.m. to 12 p.m. 127 Church St.</p>
HOPE ON WHEELS PROGRAM - Ajax	<p>The Hope on Wheels Program is a Mobile Outreach Unit that is currently out in the community on Wednesday Evenings from 6:00-7:30 PM. We are set up in the plaza across from Town Hall in Ajax (Harwood / 401). During this time we are serving hot meals, hot coffee, cold drinks and snacks. We are also distributing sleeping bags and street backpacks as well as emergency food bags. We expect this program to grow over the coming months and we will continue to update with new locations and services being offered. For more information about the program please call Holly at The Salvation Army Hope Church and Community Services in Ajax (905) 427-7123.</p>

Service	Current Status
STREET OUTREACH	
PRIMARY CARE OUTREACH TEAM	<p>PCOP continues to provide Outreach 8-4 Monday to Friday, in collaboration with Mission United.</p> <p>Contact: 289-979-9428</p>
CAREA Welcoming Streets https://www.careachc.ca/	<p>At this time the Outreach Teams don't have a set schedule. They operate as on-call/mobile outreach for Durham Region at the numbers below. Please call or text to connect.</p> <p>Carea's Welcoming Street Outreach Workers (Mon – Fri 8:30 – 4:30) Pickering, Ajax, Whitby, Oshawa Adam McNeil 289-385-6992 Crystal Soper 289-404-6582 Samantha Wakeling 289-404-6341</p>

Service	Current Status
	We are also driving around in the van and offering services as necessary. Look for the dark blue van with Carea labelling and flag us down!
COMMUNITY DEVELOPMENT COUNCIL DURHAM	<p>Outreach Services for Ajax/Pickering continue through phone and email. Please contact 905.686.2661 ext 227 for support. Voicemails will be returned within 1-2 business days.</p> <p>Outreach will be attending the Ajax Hygiene HUB on:</p> <ul style="list-style-type: none"> • Mondays from 9 to about 2 pm. • Wednesdays from 12 – 5 pm. • Friday all day <p>We are available to meet with clients from the Ajax/Pickering area who attend the HUB, to provide housing supports.</p>
AIDS COMMITTEE OF DURHAM REGION (ACDR)	<p>ACDR programs are being held remotely as much as possible while social distancing is in effect. For program information or to request a virtual sexual health workshop for your organization or youth group, email education@aidsdurham.com to be directed to the coordinator you need. For support services such as food bank and health system navigation for people living with HIV and their families, please email support@aidsdurham.com. We will get back to you as soon as possible. For more information on ACDR, please Check: https://www.aidsdurham.com/</p> <p>ACDR's volunteer department is currently receiving applications for student placements for fall 2020 and later. Our volunteer opportunities will increase as it becomes safe to do so. Contact volunteer@aidsdurham.com</p>
CORNERSTONE STREET OUTREACH	Staff are located at the accessible door entrance, when individuals come by. We are screening individuals and asking them to wash hands before entering building.
MENTAL HEALTH SUPPORT	
24 HOUR MENTAL HEALTH AND ADDICTIONS PHONE SUPPORT	<p>Distress Center Durham 1-800-452-0688 or 905-430-2522.</p> <ul style="list-style-type: none"> • Phone Support 905-430-2522 & 1-800-452-0688. Available 24 hours a day. Crisis support and backup up to the volunteers offered by Durham Mental Health Services' CALL staff. • Prideline Durham operates from 6 pm to 10 pm daily 1-855-87PRIDE (77433) • Text is available from mobile phone through ONTX from 2 PM to 2 AM daily and is accessed by dialing 258258. Upon entering our service, individuals are required to complete a pre-chat survey and agree to the

Service	Current Status
	<p>terms and conditions of service. Once completed individuals will be placed into a queue.</p> <p>Durham Mental Health Services 1-800-742-1890</p> <p>Kids Help Phone 1-800-668-6868</p> <p>Pinewood's 24/7 Addiction Support line for substance use: 905-721-4747 ext. 31208 or toll free 1-888-881-8878</p>
<p>DISTRESS CENTRE DURHAM</p> <p><i>Lakeridge Health and Distress Centre Durham Working Together to Support Durham Mental Health Needs</i></p>	<p>Since 1970, Distress Centre Durham has provided a 24-hour helpline staffed by specially trained community volunteers. In 2003, thanks to the support of the Ontario Trillium Foundation, Distress Centre Durham expanded its services to better suit the growing needs of the Durham Region community.</p> <ul style="list-style-type: none"> • 24 Hour Telephone Helpline Service • Community Contact Call-Out Program • Resource Centre • Suicide Survivor Support Groups • Community Training / Education • Prideline • Senior Call-Out Program • ONTX <p>Phone Support 905-430-2522 & 1-800-452-0688. Available 24 hours a day. Crisis support and backup up to the volunteers offered by Durham Mental Health Services' CALL staff.</p> <p>Prideline Durham operates from 6 pm to 10 pm daily 1-855-87PRIDE (77433)</p> <p>Text is available from mobile phone through ONTX from 2 PM to 2 AM daily and is accessed by dialing 258258. Upon entering our service, individuals are required to complete a pre-chat survey and agree to the terms and conditions of service. Once completed individuals will be placed into a queue.</p> <p><i>Lakeridge Health and Distress Centre Durham (DCD) are working together, with a shared goal of providing better, more coordinated mental health and crisis intervention programs and services across Durham Region. This partnership builds on the current mental health and addictions programs and services offered by Pinewood Centre and Durham Mental Health Services (DMHS), under the Lakeridge Health umbrella.</i></p> <p><i>DMHS has had a long-standing partnership with DCD, complementing DCD's volunteer-based support with community-based crisis counselling and suicide prevention programs. The new partnership is the first step in joining DCD with DMHS and Pinewood Centre to provide client-centred, wrap-around support with a common objective.</i></p>

Service	Current Status				
	<p><i>Moving forward, Lakeridge Health will help manage DCD operations and facility. Professional staff from DMHS will also provide additional support for DCD's home call program, which provides immediate telephone and texting support to high risk callers to DCD's 24/7 crisis line.</i></p>				
<p>DURHAM DISTRESS CENTRE</p> <p>Suicide Survivor Support Group</p>	<p>Suicide Survivor Support Group: Wednesday, September 22, 2021 – Wednesday, September 10, 2021, still room available.</p> <p>This is an 8-week closed Support Group for individuals grieving the loss of someone who died by suicide. The focus of the support group is to better understand the uniqueness of the grief associated with suicide. Each week we discuss and share our feelings and experiences related to specific topics. Group members must be 18 and older and the group is open to both men and women.</p> <p>For more information, call 905-430-3511 and ask for Susan.</p>				
<p>DURHAM MENTAL HEALTH SERVICES</p> <p>PHONE IN AND VIRTUAL SUPPORTS</p>	<p><u>Crisis Services</u> DMHS' Crisis Services now offers Virtual Visits using videoconferencing technology. It's a way for us to continue providing effective, accessible and immediate mental health support to Durham Region.</p> <p>To access this service, please call our C.A.L.L. (Crisis Access Linkage Line) at 905-666-0483 or toll-free 1-800-742-1890</p> <p>Crisis staff will set up the videoconference with you when you call. This service is now offered daily – seven days a week – from 7:00am to 11:00pm.</p> <p><u>Peer Support</u> DMHS' Peer Support program offers a wide variety of free psychoeducational and wellness-based group programming. We have now moved these groups online, and joining is easy. To register or for more information, please email peer@dmhs.ca or call 905-666-0483. Please see below for more information about available programs.</p>				
<p>DMHS FAMILY SUPPORT PROGRAM</p>	<p>The Family Support Program Offers individual support, family peer support group and family empowerment workshop Community and self-referrals are welcome. For more information or to register contact dgould@dmhs.ca or 905-666-0483.</p> <table border="0"> <tr> <td>Family Support Group</td> <td>Family Empowerment Group</td> </tr> <tr> <td>Tuesdays 6:30-8:30</td> <td>Once per month Wednesdays 7:00 – 8:30</td> </tr> </table>	Family Support Group	Family Empowerment Group	Tuesdays 6:30-8:30	Once per month Wednesdays 7:00 – 8:30
Family Support Group	Family Empowerment Group				
Tuesdays 6:30-8:30	Once per month Wednesdays 7:00 – 8:30				

Service	Current Status
<p>DMHS VIRTUAL PROGRAMS July and August</p> <p>For more information or to register contact: Peer Support: peer@dmhs.ca or 905-666-0483 Family Support: dgould@dmhs.ca or 905-666-0483</p>	<p>Durham Mental Health Services is offering the following program opportunities in July and August. Please see the flyers attached with the June 16th Service Update for more information.</p> <ul style="list-style-type: none"> • Variety of Skills and Practice Sessions • Crisis Planning Group • Mindfulness Practice Group • Escaping Vices – Peer Addiction and Support • Craft and Chat • Pots, Pans and Peers • Music Group • Wellness Social Group • Wellness Recovery Action Plan (WRAP) • H.O.P.E. Series - Health Opportunities for Peer Empowerment • Mental Health First Aid • New Leaf and New Winds Day Programs • Suicide Survivors Groups - contact susan@distresscentredurham.com or call 905-430-3511 and ask for Susan <p>If you would like more information or to register for Peer Support Programming please contact DMHSPeer@lh.ca or call 905-666-0483.</p> <p>For more information about the Family Support Program please contact Denise at dgould@lh.ca 905-666.0483.</p>
<p>ONTARIO MINISTRY OF HEALTH</p> <p>Internet Based Cbt For Frontline Healthcare Workers Affected By Covid-19</p>	 <p>Ontario Ministry of Health @ONThealth</p> <p>Are you a frontline #HealthCare worker facing anxiety, burnout or #PTSD because of #COVID19? With internet-based cognitive behavioural therapy, you can get a therapist's support online to learn coping & resilience skills to help you address these symptoms. ontario.ca/dxv9</p> <p>Mental Illness Awareness Week</p> <p>Internet-based cognitive behavioral therapy (iCBT) for frontline health care workers affected by COVID-19</p>

Service	Current Status
	<p>With internet-based cognitive behavioural therapy, you can get a therapist's support online to learn coping & resilience skills to help you address these symptoms. https://t.co/e327Ny0FDf https://t.co/irO5k9yft</p>
<p>DMHS</p> <p>WELLNESS RECOVERY ACTION PLAN</p>	<p>For more information or to register, contact: peer@dmhs.ca or 905-666-0483</p> <p>The Wellness Recovery Action Plan® or WRAP® is a self-designed prevention and wellness process that <i>anyone</i> can use to get well, stay well and make their life the way they want it to be. It was developed in 1997 by a group of people who were searching for ways to overcome their own mental health issues and move on to fulfilling their life dreams and goals. It is now used extensively by people in all kinds of circumstances, and by health care and mental health systems all over the world to address all kinds of physical, mental health and life issues.</p> <p>WRAP Will Help You:</p> <ul style="list-style-type: none"> • Discover your own simple, safe Wellness Tools • Develop a list of things to do every day to stay as well as possible • Identify upsetting events, early warning signs and signs that things have gotten much worse and, using Wellness Tools, develop action plans for responding at these times • Guide you through the process of developing a Crisis Plan or Advance Directive • Introduce you to Post Crisis Planning <p>Key Elements of WRAP</p> <ul style="list-style-type: none"> • Wellness Toolbox • Daily Maintenance Plan • Identifying Triggers and Action Plans • Identifying Early Warning Signs and Action Plans • Identifying When Things Are Breaking Down and Action Plans • Crisis Planning • Post Crisis Planning
<p>LAKERIDGE HEALTH, AJAX OUTPATIENT SERVICES</p> <p>VIRTUAL PSYCHO-EDUCATIONAL GROUP PROGRAM</p>	<p>Effective Tuesday October 13, 2020 the Lakeridge Health, Ajax Outpatient Staff will be providing a virtual psycho-educational group program for individuals suffering with mental health issues.</p> <p>Referrals can be made by a psychiatrist or physician in the community who has clients that may benefit from support, counseling and psychoeducation. Priority will be given to Ajax Lakeridge Inpatients and Crisis referrals; a waitlist will be generated if necessary.</p>

Service	Current Status
	<p>We will be providing the same format of services that we have in the past. Clients will start in the Day Hospital program with daily support Monday to Friday, and then progress to the Day Treatment program when less support is required. Individual phone support will also be provided to individuals who are attending the virtual groups.</p> <p>Day Hospital – Monday to Friday daily virtual groups for 3 weeks Day Treatment, Phase One – Monday, Wednesday, Friday virtual groups for 3 weeks Day Treatment, Phase Two – Tuesday, Thursday virtual groups for 3 weeks</p> <p>Clients would need to have access to the internet in order to access these group services. However, we also provide individual, time limited, telephone supportive counselling for individuals who can not access a computer for virtual groups.</p> <p>The referral will be available on the Lakeridge Health website. Please fax the completed referral to Lakeridge Health, Ajax Outpatient Services Fax: 905-683-8527.</p>
<p>CANADIAN MENTAL HEALTH ASSOCIATION – DURHAM (CMHA-Durham)</p>	<p>The building at the corner of Bond and Centre in Oshawa is open Monday to Friday 9-noon and 1-3:00pm with the last appointment at 2:30.</p> <p>We are screening all visitors and directing at-risk individuals to be tested for COVID-19. All visitors are required to wear a face mask. We continue to accept and triage referrals from all sources.</p> <p>We are providing virtual case management and support services as per the direction of the Ministry of Health. The purpose of this type of service is to support physical distancing and minimizing contact with COVID19. We continue to provide high-quality care while ensuring the safety of our clients and caregivers, front-line providers, and our community.</p> <p>We are providing medical appointments with our Nurse Practitioner Led Clinic (NPLC) for any members of the vulnerable community who does not have access to a primary care provider. The clinic can be reached at 1- 844-436-8760.</p> <p>Our Nurse Practitioner led clinic is providing medical supports to Mission United (Simcoe Street United Church - 66 Simcoe Street South, Oshawa) a collaboration amongst existing service providers who work with the unsheltered population in Oshawa to provide essential low-barrier services in one accessible location, delivered by trusted providers during the COVID-19 Pandemic.</p>

Service	Current Status
	<p>Our onsite Bond Street Pharmacy is open Monday to Friday 9-noon and 1- 3pm Two psychiatrists are available for consults via our NPLC and a third psychiatrist is following ACT clients.</p>
<p>CMHA RECOVERY COLLEGE</p>	<p>CMHA Durham’s Recovery College has gone online! There is a new course catalogue and information about how to join Google Classroom on our website. These include online courses in wellness planning and coping with fatigue.</p> <p>New Courses will be launched every Tuesday that will offer supports to individuals during this Pandemic. Anyone can sign up for free.</p> <p>https://cmhadurham.ca/services/recovery-college-wellness-centre/</p>
<p>COMMUNITY CARE DURHAM (CCD) Mental Health Supports</p>	<p>COPE is a community mental health service offering emotional support to adults aged 16 and older, with emotional and/or mental health concerns. COPE accepts referrals from a wide variety of community sources. Self-referrals are welcome. Once a referral is processed, an assessment is completed to determine service initiation. There is no fee for COPE services.</p> <p>During this current COVID-19 situation this essential service is being offered online and by telephone. The Downloadable Referral Form is available here on the CCD website at http://communitycaredurham.on.ca/health-wellness/mental-health-support-groups/.</p> <p>Questions about this service can be directed to the local CCD office – see http://communitycaredurham.on.ca/about-us/contact-us/</p>
<p>SALVATION ARMY 45 King Street Oshawa</p>	<p>Counselling sessions and Anger Management are still being run via zoom.</p> <p>Contact the office for more information. Denise Handy – 905-723-7422 x224 or denise.handy@salvationarmy.ca</p>
<p>24 Hour On-Line Mental Health Support</p>	<p>Big White Wall organization has listened to the stakeholders and have relaunched with a new name – Togetherall. New name – same tool!</p> <p>Togetherall is an anonymous community where: members can support each other; access 24 hours a day, 365 days a year; Trained practitioners are available 24/7 to keep the community safe; Self-assessments & recommended resources; Creative tools to help express how you are feeling; Wide range of self-guided courses to do at your own pace.</p> <p>https://togetherall.com/en-ca/</p> <p>BounceBack</p>

Service	Current Status
	<p>This is a guided self-help program for adults and youth aged 15 and over using workbooks with online videos and phone coaching support. To access, visit bouncebackontario.ca for more information or ask your primary care provider for a referral.</p> <p><u>Crisis Text Line</u> <i>This is an extension of the Kids Help Phone for people of all ages to provide 24/7 support by text. You will be connected with a trained crisis counsellor on a secure platform that is confidential and anonymous. To access text 741741.</i></p> <p>Help is also available at these on-line sites or through phone access:</p> <ul style="list-style-type: none"> • Kids Help Phone: 24/7 virtual support service offering professional counselling, information and referrals as well as volunteer-led, text-based support to young people in both English and French at 1-800-668-6868. • Good2Talk is a free, confidential mental health support service providing professional counselling and information and referrals for mental health, addictions and well-being to postsecondary students in Ontario, 24/7/365. Learn more at www.good2talk.ca. <p>ConnexOntario. For assistance in accessing other mental health and addictions services in Ontario for those over 18, contact ConnexOntario, Ontario's mental health, addictions and problem gambling help line at 1-866-531-2600.</p>
PRIDEline	<p>1 (855) 87-PRIDE (77433)</p> <ul style="list-style-type: none"> • Mental Health/Distress Support for LGBTQ community • Open 6 pm to 10 pm
ACCESSIBILITY SUPPORTS	
CANADIAN HEARING SERVICES	<p>Anyone needing help trouble-shooting their hearing aids or assistive devices, or general support with hearing loss struggles can connect with a counsellor through a variety of means.</p> <p>Phone, email and virtual (video) appointments are all available.</p> <p>Phone: 1-866-518-0000 ext 4080; 289-355-8695 (cell)</p> <p>Email: amcintosh@chs.ca</p> <p>Up-to-date information on programs and services are available on the CHS website: www.chs.ca</p>

Service	Current Status
	<p>Phone tips sheets are also available to service providers as there is so much phone communication happening right now, which can be challenging for those with hearing loss.</p> <p>Virtual Hearing Help Classes - Free Individual 1:1 support Length: 4 weeks, 1-2 hours/week Format: Webex (Video)</p> <p><i>Everything you want to know about hearing loss and communication</i></p> <p>Classes provide information on:</p> <ul style="list-style-type: none"> • Hearing Health • Communication with family and friends • Coping with the impact of hearing loss • Coping with difficult listening situations • Coping during COVID-19 (masks, communication, other challenges) <p>Contact Anna McIntosh for more information: amcintosh@chs.ca 289-355-8695</p>
<p>CANADIAN HARD OF HEARING ASSOCIATION</p>	<p>National Online Hearing Loss Peer Mentoring Program</p> <p>(For Immediate Release) January 28, 2021 - The Canadian Hard of Hearing Association (CHHA) is pleased to announce its National Online Hearing Loss Peer Mentoring Program will officially launch on February 1, 2021. The virtual online mentoring program will be available for Canadians seeking guidance and mentoring in adjusting to their hearing loss. The mentoring program will have trained volunteer peers who can relate to hearing loss issues by providing support through the online platform.</p> <p>"We are thrilled to offer the Mentoring Program across Canada. The program's success with our CHHA-BC Chapter under the leadership of Dr. Ruth Warick and Dr. Marilyn Dahl has allowed us to expand our outreach to connect with more Canadians," said Lee Pigeau, CHHA National Executive Director. The pandemic's current situation has created additional barriers to accessibility, making it very challenging for individuals to be active and connected in their communities. Our goal is to ensure Canadians, especially our seniors in remote and rural populations that may be experiencing social isolation, will benefit from our mentoring program connecting with some incredible mentors."</p> <p>"The launch of the Mentoring Program comes at a perfect time to ease the isolation a person may feel from having a hearing loss which affects communications and social interactions. Through virtual platforms, persons with</p>

Service	Current Status
	<p>a hearing loss can take part in the program wherever they live in the country at a time convenient to them. In the privacy of their own home, they can have one-on-one confidential discussions with someone else who truly understands what it is like to live with a hearing loss and. The mentors in the program are peer experts, generously donating their time and expertise to share their knowledge and experience with mentees,” said Dr. Ruth Warick.</p> <p>The program is free and available to all Canadians who have a hearing loss. The mentoring program's benefits will help individuals acquire skills in managing their hearing loss in everyday life, achieving optimal well-being and personal fulfillment. Individuals will be linked up with a trained mentor who has the experience of living with a hearing loss.</p> <p>Visit www.chha.ca/mentor for more details and to sign up.</p> <p>About the Canadian Hard of Hearing Association The Canadian Hard of Hearing Association (CHHA) was established in 1982 and is Canada’s leading consumer advocacy organization representing the needs of the nearly 4-million people living with hearing loss. With a network across Canada, CHHA works cooperatively with hearing loss professionals, service providers, government and provides life-enhancing information, support, and advocacy to ensure people with hearing loss are able to overcome barriers in all aspects of their lives.</p> <p>To learn more about the Canadian Hard of Hearing Association, visit www.chha.ca</p> <p>Members of the media can contact us for articles, information or interviews. Gordana Mosher Manager, Accessibility Projects & Communications Canadian Hard of Hearing Association 613.526.1584 ext.103 Mobile 905-572-3923 . E-mail: gmosher@chha.ca</p>
FOOD SECURITY	
<p>FOODBANKS IN DURHAM REGION</p> <p>Feed the Need Durham Partners</p>	<p>This link has updated information as it comes in so it is the most up to date source of information from Feed the Need Durham.</p> <p>https://feedtheneedindurham.ca/activefoodbanks-agenciesindurhamregion/</p>
<p>ST. ANDREW’S COMMUNITY FOODBANK AND SUPPORT PROGRAM</p>	<p>Every Friday from 9:30 to 3:00 pm.</p>

Service	Current Status
	<p>St. Andrew's Presbyterian Church 209 Cochrane St. Whitby 905-668-4022</p>
<p>NEW LIFE NEIGHBORHOOD CENTRE FOODBANK</p>	<p>New Life Neighbourhood Centre will re-open Thursday May 7th from 1:00 to 3:30pm to existing clients by appointment only.</p> <p>Clients will need to call 905-404-2004 to pre-register for an appointment and assigned pickup time slot.</p>
<p>SIMCOE HALL SETTLEMENT HOUSE 387 Simcoe Street South, Oshawa 905-728-7525</p>	<p><u>Temporary Changes</u></p> <p>Effective from Monday May 11th temporary changes have been made to our food bank pick-up rules. Clients can receive:</p> <ul style="list-style-type: none"> · Full hamper, with hygiene products once a month · Top up every two weeks · Produce once a week <p>Clients can call the agency at 905-728-7525 or email foodbank@simcoehall.com.</p> <p><u>Food Bank Hours</u></p> <p>Monday: CLOSED Tuesday: 9:00 am – 11:30 am & 1 pm – 3pm Wednesday: CLOSED Thursday: 9:00 am – 11:30 am & 1 pm – 3 pm Friday: 9:00 am – 11:30 am & 1 pm – 3 pm</p>
<p>SALVATION ARMY OSHAWA FOOD BANK 45 King St. Oshawa</p>	<p>Due to Covid-19 regulations we have now moved our food bank to BY APPOINTMENT ONLY. Please call Heather at 905-723-7422 x221 to book an appointment.</p>
<p>SALVATION ARMY BOWMANVILLE FOODBANK</p>	<p>The Salvation Army Bowmanville food bank has changed our hours. We now operate by appointment only on Tuesdays, Wednesdays and Thursdays. Appointments on Thursdays are only in the morning since we now do deliveries on Thursday afternoons for our seniors and during COVID those that are isolating, etc.</p> <p>People can call 905-623-2185 or email sarmy2185@gmail.com to make an appointment.</p>

Service	Current Status
SALVATION ARMY AJAX, 122 Hunt St. Ajax	<p>The Salvation Army Food Bank and Family Services is open for family food service for new and existing clients and those in need during this difficult time. Emergency food bags specific to those without cooking facilities are available. Appointments can be made at 905 427 7123 to register or book an appointment for food pick up. The centre is open Monday to Thursday 10 am - 12 pm and 1 pm to 3 pm. Bread and some non-perishable food items are available during these hours. Bagged lunches are provided on Tuesday and Thursday from 12pm - 1pm. To support physical distancing all pick ups are being facilitated at the back entrance door.</p> <p>Delivery services are also available for clients who are isolating or who have no means of transportation.</p>
COMMUNITY CARE DURHAM (CCD) Community Food Box	<p>Community Food Box: \$35.00 after April 1, 2021 (subsidies are available). "Community to Table" Food Box. In response to the public health crisis, Community Care Durham is partnering with local businesses to offer a weekly food box containing kitchen essentials, much of which are locally made or grown.</p> <p>The Community Food Box contains essential groceries for healthy living and may contain eggs, dairy, breads, baked goods, pasta, soups, beverages, paper products, fruits and vegetables.</p> <p>Local business partners will vary weekly and we will continue to partner with local business to bring you a truly "community" experience.</p> <p>To order a Community Food Box for yourself or a loved one, please call 1-888-255-6680 or complete the online referral form found at Request Service. Order a Food Box by Thursday for FREE delivery the following Friday.</p>
FOOD LOCATIONS	
THE BACK DOOR MISSION (see Mission United under Location Support for other services at this location) 66 Simcoe St S, Oshawa	<p>We are open 7 days a week, 9 am to 5 pm</p> <ul style="list-style-type: none"> • Meals are served (take-out only) between 10 am – 1 pm and • Bathrooms are available from 9 am to 5 pm • Screening remains in effect at the door
GATE 3:16 64 Albany St, Oshawa	<p><u>Regular hours during the week effective November 2:</u></p> <p><u>Monday to Friday</u></p> <p>Breakfast: 8:15 a.m. to 10:00 a.m.</p> <p>Lunch: 11:45 a.m to 1:00 p.m.</p>

Service	Current Status
	<p>We sanitize and cook between 10 a.m. and 11:45 a.m., and sanitize after 1:00 p.m.</p> <p>Saturdays; Every <u>Second</u> and <u>Fourth</u> Saturday of each month we serve lunch at approximately 11 / 11:30 am and we are usually finished by the latest 2pm. This is hosted by a local church located in Whitby and on our premises.</p> <p>Sundays Every Sunday at 3pm, a Pastor comes from a local church to our premises. He conducts a quick church service and then serves a BBQ / meal.</p> <p>Free laundry services. Showers and washrooms available during opening hours. Clothing is also distributed on Tuesdays only.</p> <p>Once we are into full stream, podiatrist service and medical services available on specific days. Days to be determined once COVID19 precautions are over and past.</p>
<p style="text-align: center;">THE REFUGE</p> <p style="text-align: center;">300 Court St. Oshawa</p> <p style="text-align: center;">Serving youth up to 26 yrs.</p>	<p>Patio is now open from 9am to 1pm Monday to Friday. COVID precautions are in place.</p> <ul style="list-style-type: none"> • Breakfast is served from 9:00 to 10:30. • Lunch is served 12 noon to 1 pm. • Meals are served or available for take-out. <p>Laundry and shower is available during open hours.</p> <p>Evening Programs</p> <ul style="list-style-type: none"> • Rec Room Drop In/Hangout – Monday and Wednesday 7:00 – 9:30 pm • Family Dinner – Friday night 6:00 – 8 pm. Last meal is served at 7:30. <p>Available Services</p> <ul style="list-style-type: none"> • Social worker on site Monday to Friday 9:00 am – 3:30. Drop in or by appointment • Counselling on site Monday to Friday by appointment; and noon – 1:00 drop in beginning July 5th. • ID Support <p>Hours</p> <ul style="list-style-type: none"> • 9 am – 1 pm for drop in. The Centre is open until 3:30 to assist with more specific needs.

Service	Current Status
	<ul style="list-style-type: none"> To make appointments or for more information call 905-404-2420.
FIRST LIGHT FOUNDATION OF HOPE 253 Simcoe St S, Oshawa	<p>Monday –Friday Breakfast 6 am to 8 am Breakfast to go Hot Sandwich, Snack Bag, Coffee, juice and water</p> <p>Monday – Friday Supper 6 pm - 8 pm Dinner to go Pizza, Hot Meal in a Cup, Coffee, water. Hot meal on Wednesdays thanks to One Way Ministries. Cell phones can be charged while we are open.</p>
DUO 454 Simcoe St. South Oshawa	<p>Saturday and Sunday – free hot meal between 6:00 pm and 8:00 pm. (Subject to change without notice. Thank you to the volunteers who make this possible)</p>
CHRISTIAN FAITH OUTREACH CENTRE WARMING STATION 158 Harwood Ave. S, Ajax	<p>Temporary Change effective November 2020 – meal support: CFOC-DOC is open Mon to Fri from 5pm - 7pm & Sat/Sun 12:00pm - 4pm for a bagged meal handout.</p> <p>For the time being, we will not be admitting anyone who is not a guest here into the building at this time.</p>
ZION/HOPE FOOD BANK 409 Adelaide Ave. East Oshawa	<p>The Zion/Hope Food Bank continues to operate at Zion Church in Oshawa (409 Adelaide Avenue East, Oshawa - at the corner of Central Park and Adelaide) during the COVID-19 pandemic. It operates on Thursdays from 9 - 11 A.M.</p> <p>No appointment is required.</p> <p>For more information contact: office@zioncrc.ca.</p>
LIFE COMMUNITY PROJECT – COMMUNITY ASSISTED MEAL PROGRAM (C.A.M.P.) Midtown Mall – Hammer Head Road site.	<p>1-3 pm 7 days a week. Access free clothing, necessities and food. No ID or registration is required.</p> <p>LIFE Community Project, formerly LIFE Rally Oshawa, is continuing to offer free food and clothing at its new location at the Midtown Mall Hammer Head Road site.</p>

Service	Current Status
	<p>Evening meals are now discontinued.</p> <p>Free clothing giveaways: Wednesdays and Saturday 1:00 – 2:30 pm</p> <p>Dog and cat food is now available.</p> <p>For up-to-date information, a new online calendar of activities can be found at: https://life-loveisforeveryone.com/groups-community-networks/oshawa/LIFE-Activities</p>

OLDER ADULTS	
Service	Current Status
<p>INCLUSIVE COMMUNITY INITIATIVES</p> <p>Region of Durham</p>	<p>Here is the link to some great information about a grant the Region has received: Inclusive community grant: For senior and people with disabilities in Durham</p>
<p>SENIORS SUPPORT UNIT</p> <p>Durham Regional Police Services and the Region of Durham</p>	<p>Over 80% of crime involving Seniors goes unreported. Do you know someone over 55+ who may be suffering abuse?</p> <p>Contact: Seniors' Safety Advisor: Adrianna Saldutto. 905-668-4113 x2460 Seniors' Support Coordinator: Sgt Deb Anderton. 905-579-1520 x1865</p> <p>We provide support for Older Adults who are experiencing financial, physical, emotional and sexual abuse, as well as cases of neglect and self-neglect. For more information visit: www.drps.ca > Community Safety > Seniors Support</p>
<p>UPDATE ON PREVENTING SENIORS' FRAUD</p> <p>Minister of Seniors – Deb Schulte and shared by D.E.A.N. and the Senior's Support Unit</p>	<p>COVID-19 has created an environment that is ripe for fraud and cyber criminals are using the pandemic as an opportunity to profit. Canadians, including seniors, rely on the digital marketplace more than ever—using online services for groceries, banking and everyday shopping—and it's important that you have the tools and information you need to protect yourself from fraud.</p> <p>Protecting yourself from fraud – stop and think Slow down, scrutinize and stay informed to reduce fraud.</p>

- If you get emails or text messages asking you to:
 - Open attachments
 - Follow links to unfamiliar websites
 - Give sensitive, personal or financial details

Stop and think, it could be a scam. Don't click links or open attachments from unknown senders. Don't share personal information with them, like banking or credit card information. If you're not sure, ask someone you trust for help.

- If someone you meet or something you come across online seems too good to be true—it probably is!
 - **Stop and think.** Resist the pressure to act immediately. Use caution with anyone you meet online. If you're not sure, ask someone you trust for their opinion.
- Fraudsters may innocently drop requests for money into emails and conversations. They'll appear to be in very difficult circumstances and in desperate need of your help. They might also be pretending to be someone that you know.
 - **Stop and think.** Ask questions and be skeptical. It could protect you and your money.
- Service Canada will never make threatening phone calls of any kind. If you receive one of these calls, hang up and report it to [the Canadian Anti-Fraud Centre](#).
- Service Canada will never request your personal information or ask you to complete a financial transaction in an email. To learn more about how to spot a spoof, keep reading [here](#).
- The federal government is providing vaccines [for free](#) for all Canadians—any emails or text messages offering home vaccination kits or products that claim to treat or prevent COVID-19 are scams. Here is what you [need to know about COVID-19 vaccines](#).

Resources to help recognize fraud

- You can learn more about the types of scams to watch out for [here](#) and [here](#).
- [The Little Black Book of Scams](#) is a great resource to share with friends and family. It describes 12 common scams, and is available in eight different languages.

Report fraud

If you have been a victim of fraud or cybercrime, contact your local police. If you want to report an instance of a scam, fraud or cybercrime, whether you are a

	<p>victim or not, use the Canadian Anti-Fraud Centre's Online Reporting System. When you report a scam, authorities will be able to warn Canadians, which may limit it from spreading.</p> <p>Spread the word: I hope you will take a minute to ensure that this message reaches as many seniors (and the people who support them) as possible. Please share it with your networks through social media, email or your newsletter. You can now invite others to sign up for the newsletter online.</p>
<p>REGIONAL MUNICIPALITY OF DURHAM</p> <p>ADULT DAY PROGRAMS</p>	<p>In response to Durham Region Public Health COVID-19 guidelines the Regional Municipality of Durham Adult Day Program at Hillsdale Estates and Lakeview Manor remain closed to on-site programs. Instead we are offering virtual programs and telephone outreach daily between Monday-Friday. Here is an outline of the programs available during this time:</p> <p>Telephone Outreach and Wellness Program – Clients register by calling 905-579-1777 X 6318 or X 6342 to receive regular telephone calls. The goal is to reduce feelings of isolation and provide a friendly chat on topics of interest, make referrals as needed.</p> <p>Virtual ZOOM Programs – Online programming is offered daily Monday- Friday for older adults wishing to stay active and continue to be engaged. There is a wide variety of programs including gentle exercise, current events and discussion groups, trivia, word games, crossword puzzles, bingo, art and music programs, baking demonstrations and more. There is no charge for the virtual programs however registration is required. To participate in the program, call 905-579-1777 X 6318 or X 6342. Participants require a computer, smart phone or a tablet to participate.</p> <p>For more information, please visit www.durham.ca, or call 905-579-1777 ext. 6318 or X 6342.</p>
<p>CHARTWELL COMFORT KITS FOR SENIORS</p>	<p>Chartwell wants to bring some comfort to you in your home! Our complimentary Comfort Kits for Seniors are filled with activities, cozy items and treats and are delivered safely to your home by our Retirement Living Consultants. To receive your complimentary Comfort Kit for yourself or for your parent, call or email cathy at cmackrell@chartwell.com</p> <p>Discover how we are making peoples lives BETTER!</p>
<p>OSHAWA SENIOR COMMUNITY CENTRES 55+</p>	<p>Adult Day Programs – have resumed in person programming, while continuing to run virtual programs. Please call (905) 576-6712 for more information or to register.</p> <p>Footcare appointments – Have resumed at the John St Branch location only. Please call Ext. 2847 for an appointment.</p>

	<p>Income Tax – Appointments for individuals and couples can be made beginning March 24, 2021 by calling Ext. 2900</p> <p>In response to Durham Region municipalities entering Stage 3 of its Framework for Reopening, OSCC55+ has reopened branches for limited use, using a phased approach and ensuring compliance with provincial emergency orders and Durham Region Health guidelines. See www.oscc.ca COVID-19 info & reopening updates or call (905) 576-6712 ext. 2830 for more information.</p> <p>Our team is here for you during this time. All programs listed below will continue as we transition to in-person programs and services. Have questions? Check out our website www.oscc.ca on the frequently asked questions page for more information. Watch the online tutorial of how to navigate this site and gain access to all of initiatives below.</p> <p>Telephone Outreach Program – Seniors can register to receive regular check-in calls to reduce feelings of isolation and provide care and concern. This free service is available to anyone 55 or older in the Durham community. To register, please call 905-576-6712 ext. 2830 or email info@oscc.ca.</p> <p>Grocery Order & Delivery Service – in partnership with a local grocer, the OSCC55+ will be facilitating grocery orders for seniors in need through providing delivery within Oshawa by our vans and transportation staff. Seniors can call 905-576-6712 ext. 2830 or email groceries@oscc.ca with their list and staff will be in touch to confirm delivery and payment. Payments must be by cheque to the grocery store.</p> <p>OSCC55+ COVID-19 Resource Guide – OSCC55+ has prepared a resource guide to assist older adults with access to services in the community. The complete resource guide can be found at oscc.ca/stayconnected and at various businesses in Oshawa. Grocery stores or pharmacies interested in receiving copies may contact our staff at 905-576-6712 ext. 2830 to request a drop off.</p> <p>Online Programs – OSCC55+ has introduced online programming for seniors wishing to stay active and continue to be engaged. These free interactive programs are accessible at oscc.ca/onlineprograms through a computer, smart phone or a tablet. Topics include: Zumba, yoga, wellness seminars, general interest workshops, current events, cooking demonstrations and more.</p> <p>Social Connecting through Facebook – OSCC55+ is engaging with the community through the OSCC55+ Facebook page (www.facebook.com/OSCC55plus/) with entertaining videos, useful links, programs and fitness demonstrations to help keep seniors engaged and active. We invite people to comment, share and like to keep our seniors' community connected and strong.</p> <p>For more information, please visit www.oscc.ca, email info@oscc.ca or call 905-576-6712 ext. 2830.</p>
<p>BOWMANVILLE OLDER ADULT ASSOCIATION</p>	<p>The Bowmanville Older Adult Association Board of Directors, Staff and Reopening Task Force will be working towards reopening, offering small in person outdoor activities, drive thru events while also keeping our virtual programs, events and activities available on Zoom and over the phone. Updates</p>

<p>(BOAA) For older adult support</p>	<p>should always be expected – based on public health directives, dates and times are subject to change without notice. We will continue to monitor the situation, doing our best to make the right decisions for our members, our team and our community.</p> <p>What is important for all to remember is that this will only be possible if we are able to meet all Federal, Provincial, Regional & Municipal guidelines. Our organization continues to be committed to providing safe and exceptional older adult programming, services, and events to our members.</p> <p>Effective Monday, July 5th, 2021 our Front Desk, Office, and Footcare Areas will reopen Monday to Friday 9 am to 4 pm. We are offering small in-person outdoor activities, please visit our website for more information. Strict capacity limits will be in place and all members and guests will be required to pre-screen (includes a temperature check and waiver completion) prior to admission and participation.</p> <p>We encourage BOAA members to access our FREE virtual activities via:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> ZOOM <input checked="" type="checkbox"/> Phone Programming <input checked="" type="checkbox"/> Care Calls <input checked="" type="checkbox"/> Books & Puzzles Pick-Up and Delivery <input checked="" type="checkbox"/> Videos Available on BOAA's YouTube <p>https://www.youtube.com/c/BOAA2856/videos</p> <p>We truly appreciate the support you have offered us during these troubling times and we ask that you continue to make informed decisions while making sure you are always looking out for your health and safety. Reach out to us if you have questions or require further information. We will get through this together. #BOAAStrong</p> <p>www.bowmanvilleolderadults.com 905-697-2856 events@bowmanvilleolderadults.com</p>
<p>COMMUNITY CARE DURHAM</p> <p>ADULT DAY PROGRAMS</p>	<p>With the suspension of the in-person Adult Day Programs, CCD has created the CCD Virtual Social Club. Staff from the ADP programs are offering up a daily dose of activities and good clean fun. People are invited to visit daily to access a variety of word games, exercise links, videos and educational links for ADP clients and their families to enjoy. All are welcome. See https://www.facebook.com/CCDVirtualSocialClub/</p>
<p>WHITBY SENIOR CENTRE</p>	<p>The Whitby Senior Center is offering a new Seniors Connection Line connects Whitby seniors with people who can offer information, support and friendly conversation during this time of physical distancing. Call 905-668-1424 to leave your name and number and get a call back.</p>

	In partnership with the Whitby Public Library, the Whitby Senior Centre is now offering Seniors Centre Without Walls four times per week. Seniors can call in and participate in an hour of activities. For a schedule and call-in details, visit the Whitby Seniors Centre .
TOWN OF AJAX Friendly Check-In For Seniors	Register to receive a friendly check-in call from Town staff, for social connection, updates and links to local resources. To register call 905-427-8811.
PICKERING 55+ ADULTS	While all of our regular programs and events are on hold, we invite Pickering adults 55+ to join our newly created 55+ Facebook Group . This group offers activities, experiences, social fun and information sharing opportunities just for our older adult community. Learn more . Pickering 55+ Adults is offering Seniors Centre Without Walls - Connect to free weekly programs and Spotlight Series presentations. No computer or internet required. Call 905-420-4660 ext. 2078 or email kbradley@pickering.ca .
PET SUPPORT	
PICKERING ANIMAL SERVICES	<p>Animal Services Launches Community Pet Support Programs</p> <p>Pickering Animal Services recognizes the deep connection people have with their pets, and the benefits that come from these types of bonds. Unfortunately, residents may find themselves in vulnerable situations where they are unable to care for their pet and need temporary support. Pickering residents who find themselves in these vulnerable situations will now be able to access the following services:</p> <ul style="list-style-type: none"> Community Pet Pantry Safe Pets Victim Support Accessible Veterinary Care <p>Please see more information in the link below about community pet support offered by the City of Pickering Animal Services to assist those in need.</p> <p>Feel free to share this information with anyone you feel could benefit. For more information visit pickering.ca/animals or call 905.683.7575. https://myemail.constantcontact.com/Pickering-Animal-Services---May-2021.html?soid=1109135006045&aid=1EUeNwccOzY</p>
SAFE PET ONTARIO	<p>SafePet Ontario coordinates foster care for pets of individuals fleeing violent situations. We offer long- or short-term fostering options for the duration of a survivor's transition to safety. Once they're ready, we reunite owners with their pets so they can move into a better future together.</p> <p>For survivors who are unable to find a trusted family member, friend or co-worker to care for their pet, SafePet Ontario can save lives. 89 per cent of abused women say their partner also abused a pet. 56 per cent of women delayed leaving an abusive relationship due to fear for a pet's safety.</p>

	SafePet Program Ontario Veterinary Medical Association www.ovma.org/pet-owners/safepet-program
WOMEN'S SHELTERS IN DURHAM REGION WITH SERVICES FOR PETS OF WOMEN LEAVING VIOLENCE	<p>BETHESDA HOUSE 1-800-338-3397</p> <ul style="list-style-type: none"> We allow pets to remain with women in the shelter We provide temporary care in volunteer homes through "Safe Families, Safe Pets Durham", a program we co-run with Herizon House, our sister VAW shelter <p>HERIZON HOUSE 1-866-437-4066</p> <ul style="list-style-type: none"> We coordinate with local pet foster families <p>DENISE HOUSE SHELTER AND SUPPORT 1-800-263-3725</p> <ul style="list-style-type: none"> We allow some pets in shelter on a case by case basis

Service	Current Status
NON-MEDICAL FACE MASKS	
WELCOMING STREETS Carea CHC NON-MEDICAL FACEMASKS OSHAWA	<p>Welcoming Streets is handing out non-medical cloth face masks that have been donated to the program through Frere du Nord. Approximately 300 have been given out to date.</p> <p>Please contact Lindsay (289-355-8938) or the Welcoming Streets van if someone is in need.</p>
CANADA SEWS Non-Medical Facemasks	<p>Canada Sews is a grassroots group of people from across Canada who are sewing masks, surgical caps, headbands, and wet bags for frontline workers and people vulnerable to COVID-19.</p> <p>In Durham, we have filled many requests to hospitals, senior homes and a few shelters.</p> <p>I am sure though that there are some groups and vulnerable people who need masks and may not be able to access PPE.</p> <p>Our masks etc, aren't PPE, but they are well made and free.</p> <p>Is there any way that you can get the word out to people within Durham Region? All they need to do is go to www.canadasews.ca and make their request.</p>

Service	Current Status
<p>COMMUNICATING EFFECTIVELY WHILE WEARING MASKS AND PHYSICAL DISTANCING</p>	<p>In response to COVID-19, many people are wearing masks and standing six feet apart while in the community. This presents some new challenges for everyone, but especially people with hearing loss or communication problems.</p> <p>Masks Wearing masks can sometimes make communication more difficult, especially for people who have trouble speaking or hearing.</p> <p>How Masks Can Make It Harder to Communicate</p> <ul style="list-style-type: none"> • Masks muffle sound, making it more difficult to understand speech and some higher-pitched voices. • Masks take away our ability to read lips and see facial expressions, which help us better understand what we're hearing. • Speaking with a mask can be hard for people with communication problems, like aphasia or voice problems. • Masks can be uncomfortable for people who wear hearing aids or cochlear implants (see tips below). <p>Improving Communication with Alternatives to Standard Masks Different types of masks and barriers can help people communicate more easily. Some examples are masks with clear panels, face shields made of clear plastic, and clear barriers like plexiglass.</p> <p>Tips for Wearing Hearing Aids or Cochlear Implants with a Mask</p> <ul style="list-style-type: none"> • Secure your device with wig tape or other non-damaging material, like a cloth headband. • Instead of looping the mask over your ears, use a button extender for the mask to attach it behind your head. • Take your mask off in a safe place, then check your device to make sure it's working. <p>Tips for Communicating While Wearing a Mask or Physical Distancing</p> <ul style="list-style-type: none"> • Make sure you have your communication partner's attention. • Face your partner directly, and make sure nothing is blocking your view. • Talk a little louder. • Talk a little slower. • Use your hands and your body language. • Ask your partner if they understood you; if not, say it a different way or write it down. • Move to a quiet place if you can. • If you're talking with someone new, ask if there's anything you can do to make communication easier for both of you. <p>Face masks with a clear front panel are also available at https://www.etsy.com/market/clear_mask</p>

Service	Current Status
CORONAVIRUS: TIPS TO AVOID "MASKNE" SKIN IRRITATION	<p>“Wearing a face mask is an important way to lessen the spread of the coronavirus that causes COVID-19. As the pandemic continues, more evidence shows the effectiveness of masks, and more places require people to wear them. Since masks are essential, it’s important to do whatever we can to overcome concerns about wearing them. Sometimes, for some people, wearing a mask can cause — or worsen — breakouts, rashes and other skin problems on the face.</p> <p>Though so-called “maskne” (mask + acne) isn’t always related to acne, you might notice some facial breakouts as a possible side effect of mask use. Anna Chien, M.D., dermatologist in the Johns Hopkins Department of Dermatology, explains how you can care for facial skin problems while protecting yourself and others by wearing a mask”.</p> <p>https://www.hopkinsmedicine.org/health/conditions-and-diseases/coronavirus/coronavirus-tips-to-avoid-maskne-skin-irritation</p> <p>https://www.ctvnews.ca/health/coronavirus/maskne-what-to-know-if-your-mask-is-irritating-your-face-1.4996537</p>
OTHER KEY INFORMATION AND HELPERS	
TAUNTON VILLAGE DENTAL Free Dental Care	<p>October 31. Taunton Village Dental will be providing a free dental clinic from 8:00 am to 4 pm at 510 Taunton Road East Oshawa.</p> <p>A choice of filling, extraction or cleaning will be performed for those in need and who have no dental coverage. Please bring a food bank item. Please see flyer attached.</p> <div data-bbox="467 1146 1451 1251"> <div> TAUNTON VILLAGE DENTAL 510 Taunton Rd E Oshawa, ON L1K 1A8 </div> <div> (905) 432-5000 www.tauntondental.ca </div> </div>
COVID-19 TESTING LOCATIONS	<p>This is the link to the most recent information about COVID-19 Testing locations in Ontario, criteria for testing and access to test registration. It is updated regularly.</p> <p>https://covid-19.ontario.ca/assessment-centre-locations</p>
MISSION UNITED	<p>Durham College Dental Students will be on-site October 15.</p> <p>Primary Care Clinic – will be CLOSED on October 20 and 22</p> <p>Influenza Vaccine is now available. No appointment necessary.</p>
COVID-19 VACCINATIONS Mission United and	<p>Mission United</p> <p>Vaccinations are being administered at Mission United for members of the street-engaged population. Tuesday & Thursday mornings, by appointment only. To make an appointment, please call the office 905-728-4664, or make an appointment in-person through the coordinator or clinic. Documentation of vaccination can be provided upon request.</p>

Service	Current Status
Public Health Walk-In	<p>Public Health Walk-ins (flyer attached to August 4th Service Update)</p> <p>To increase vaccine access and enhance community protection against COVID-19, mass immunization clinics are accepting walk-ins for first and second vaccine doses. No appointment necessary.</p> <p>Durham residents who have already booked appointments at vaccination clinics can attend as scheduled. Additionally, individuals who prefer to book an appointment can do so by either:</p> <ul style="list-style-type: none"> • Visiting www.durhamvaccinebooking.ca, or • Calling 1-888-444-5113
<p>COVID-19 HELPLINE AND OTHER SUPPORTS</p> <p>(Please see flyer attached with May 26th Service Update)</p>	<p>The COVID-19 Helpline and access to other supports is now available through a partnership of Carea Community Health Centre, Lakeridge Health, Community Care Durham, Region of Durham, and Region of Durham Paramedic Services. Supports available include:</p> <ul style="list-style-type: none"> • Community Outreach and Education • Access to local COVID-19 Testing and Community Self Isolation Centre • Food and personal care items, connections to mental health and housing supports. <p style="text-align: right;">1-888-969-6746</p>
THE LIVING ROOM	<p>Wellness Art Group</p> <p>Every Tuesday night from 7 - 8pm the LivingRoom hosts a Wellness Art Group on Zoom, facilitated by Katherine Valkanas (an art therapist specialising in grief and bereavement work) and Kaitlyn Kakish (a social service worker with training in addictions counseling). Both facilitators worked at the studio and are familiar with and appreciate our community.</p> <p>The group provides an hour of gentle, guided art making around strength based themes. Participants do not need to have any experience in art making, can leave their cameras off if they wish, and can use whatever art supplies they have on hand to create whatever they need or want to make in a supportive, non-judgemental environment.</p> <p>People can find more information on The Livingroom Community Art Studio Facebook Event page, or join by clicking the below link on Tuesdays at 7pm. https://zoom.us/j/91231174319</p>
VIRTUAL DOCTOR APPOINTMENTS (through Ontario Telemedicine Network)	<p>This resource will enable a video call with a physician. You sign up for a doctor's appointment and they call you later in the day. People using this service will need to be able to receive a follow-up call. It is funded through OHIP.</p> <p>https://cover.health/#how-it-works</p>

Service	Current Status
PREGNANCY HELP CENTRE DURHAM	<ul style="list-style-type: none"> • Support for pregnant women and children up to the age of four years. • Emergency needs: diapers, wipes, baby food, formula and pregnancy tests. • Limited quantities, no proof of income required. • For more information please call 905-720-3252.
CARE MONGERS COVID-19 RESPONSE PHONE LINE Pickering, Ajax, Whitby (includes Brooklin) and Oshawa	<p>If you need help or are isolated during the COVID-19 outbreak, volunteers throughout Durham Region are ready to help you get what you need.</p> <p>When you call, it asks you to let them know where you're calling from so they can connect you with a volunteer in the area. If a volunteer doesn't answer, you're asked to leave a detailed message about what you need. From there, you'll be connected to someone who can help.</p> <p>1-888-573-0982</p>
Information about COVID-19	<p>https://www.durham.ca/en/health-and-wellness/novel-coronavirus-update.aspx#How-can-I-protect-myself.</p>
REGION OF DURHAM – link to more community resources	<p>We're helping to get the word out to support vulnerable and marginalized individuals in our communities. The Region of Durham has compiled a listing of available resources. This website is being updated regularly and reflects our understanding of resources that are available at this time. Here is the link: Durham.ca</p> <p>Get the most up-to-date information about COVID-19 in Durham Region at durham.ca/NovelCoronavirus or call Durham Region Health Department at 1-800-841-2729. Impacts related to Regional programs and services can be found at durham.ca/ServiceChanges.</p>

Service	Current Status
AJAX PUBLIC LIBRARY	<p>All branches of the Ajax Public Library are welcoming customers back! We offer the following services:</p> <ul style="list-style-type: none"> • Browsing material for borrowing • Picking up your holds in person • Studying and gatherings • Using wifi, computer, photocopying, printing and scanning • Creating 3D objects using 3D printer • Picking up material at curbside • Answering information inquiries • Proctoring your exam. • Virtual programming • Limited in branch outdoor programs. <p>Operating hours:</p> <ul style="list-style-type: none"> • Tuesday to Saturday: 9:30 am – 7:00 pm • Sunday: 12 pm – 5 pm • Monday: closed <p>For further information, please visit www.ajaxlibrary.ca or call 905.683.4000 during operating hours.</p>
OSHAWA PUBLIC LIBRARIES	<p>As of Monday, July 5th the following branches will re-open at 25% capacity with all regular services available and COVID precautions in place, including photocopying, computer use, browsing/borrowing and reading (masks on):</p> <p>Delpark McLaughlin Northview</p> <p>Hours for the above branches are Monday-Thursday 10-6/Friday and Saturday 10-5</p> <p>As of Tuesday, July 6th – Jess Hann branch will re-open. Hours are Tuesday-Thursday 10-6/Friday and Saturday 10-5</p> <p>Programs will remain online for the summer, with the hopes of being able to do in person programs in the Fall.</p> <p>For more info please visit our website https://oshlib.ca/service-update</p>

SELF CARE and CAREGIVER SUPPORT

ANXIETY AND STRESS MANAGEMENT Nurs370IU Ontario Tech

As the COVID-19 pandemic continues many people are growing more and more fatigued, including and especially caregivers and service providers. Thank you to the 3rd year nursing students at Ontario Tech (Nurs 370IU) for providing us with a series of mindfulness resources to help us care for ourselves during these times. This is Week One of the series.

Common triggers of stress

- Chronic health conditions and medications
- Financial concerns
- Social events
- Conflict in one's personal life
- Work or school life complications
- Post traumatic stress disorder (PTSD from a traumatic event)
- Unprecedented times (e.g. COVID - 19)

Symptoms of anxiety

- Chest pain/ palpitation
- Regional limb Numbness
- Grinding of teeth
- Muscle tension and physical pain
- Irritability
- Feeling of being on edge/ inability to remain still
- Inability to maintain concentration
- Restless and pacing
- Insomnia
- Feeling of a lump in the back of the throat
- Abnormal sweating
- Rapid respiratory rate

Relationship between Anxiety and Mindfulness

- Meditation is associated with a reduced stress response.
- Mindfulness meditation may encourage a display of resilience to stressful physiological events.
- Increased risk to cardiovascular disease: Utilizing meditation techniques will improve physiological health in addition to psychological conditions.
- Mindfulness meditation training is an inexpensive, low-stigma effective approach

Why to consider practicing Mindfulness:

- Mindfulness is not only something which should be practiced by individuals who are looking for mental health support, but mindfulness is something which should be considered and implemented in the lives of everyone!
- it is proven to reduce stress
- enhances performance such as concentration, productivity, and overall wellness.
- Taking care of yourself so that you can care for others.

RESILIENCE

	<p>What is Resilience?</p> <ul style="list-style-type: none"> ● The ability to adapt to difficult situations or crisis and spring back to a pre-crisis state (Farber and Rosendahl 2018) ● Being resilient is about finding ways to effectively navigate the difficult situations rather than being stoic and waiting for the period to pass. <p>Why is resilience important to mental health?</p> <ul style="list-style-type: none"> ● Negative association found between resilience and symptoms of mental distress, positive association between resilience and quality of life (Barratt, 2018) ● Three psychological domains found to be impacting resilience: <ul style="list-style-type: none"> ○ Secure attachment - strong, trusting relationship/attachment with caregiver in childhood ○ Positive emotions ○ Purpose of life (Rutten et al., 2013) <p>What can people do to achieve resilience?</p> <ul style="list-style-type: none"> ● Increase engagement in nurturing and self-care activities – giving yourself permission to be kind and caring to yourself; incorporating warmth, soothing touch, and gentle vocalization. ● Seek training to develop increased emotional intelligence (Rutten et al 2013) ● Engage with health care providers in a supportive and therapeutic relationship ● Embrace autonomy and perform tasks by self whenever possible. (Nertney 2017) ● Practice mindfulness <p>Mindfulness Resources #1 Mindful - healthy mind, healthy life</p> <ul style="list-style-type: none"> ● Goal is to provide insight, information and inspiration to help people live more mindfully ● Shares mindfulness practices through content, training, courses, and directories ● Offer courses, corporate training, personal stories, news, practical advice, directories and insights ● Mindfulness experts also available to teach effective techniques for mindful living and the science behind it. <p>Mindfulness Resource #2 Mindful Minutes How to Squeeze a Deep Breath into Your Busy Day</p> <ul style="list-style-type: none"> ● Goal is to share information about how to live a mindful life ● Website includes various categories such as benefits of mindfulness, breathing practices, meditation ● Each category consists of multiple blog style posts written by the author ● These posts include specific tips and techniques to mindfulness, as well as step by step instructions for breathing exercises, meditation practices, etc
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	<p>Mindfulness Resource #3 The Mindfulness App - Mindfulness and Meditation for you <ul style="list-style-type: none"> • Professional guided meditations • App includes: <ul style="list-style-type: none"> -Get started- a 5 day guided practice and introduction to mindfulness -Timed sessions -Personalized meditations -Meditation reminders and mindful notices -Statistics- allows you to track your meditation journey -Premium section - includes additional 250+ guided meditations and courses from trained teachers -Health app integration- allows you to sync your meditation practice time <p>Mindfulness Resource #4 Calm App- App for sleep, meditation, and relaxation Calm - The #1 App for Meditation and Sleep <ul style="list-style-type: none"> • Experience better sleep, lower stress and less anxiety • App includes: <ul style="list-style-type: none"> - Guided meditations, sleep stories, breathing programs, stretching exercises, and relaxing music <p>Guided meditation sessions can be 3, 5, 10, 15, 20 or 25 minutes</p> <p>Mindfulness Resource #5 Headspace App- App for meditation and sleep https://www.headspace.com/headspace-meditation-app <ul style="list-style-type: none"> • Learn meditation and mindfulness skills from experts • App includes: <ul style="list-style-type: none"> • Guided meditations for managing stress and anxiety, sleep, focus and mind-body health • Animations • Articles <p>Videos</p> <p>Mindfulness Resource #6 Insight Timer App- App for meditation Insight Timer - #1 Free Meditation App for Sleep, Relax & More <ul style="list-style-type: none"> • Calm the mind, reduce anxiety, manage stress, sleep deeply and improve happiness • App includes: <ul style="list-style-type: none"> - Guided meditations -Talks by world's top meditation and mindfulness experts, neuroscientists, psychologists and teachers from accredited universities -Music from renowned musical artists </p> </p></p></p>
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<p>MENTAL HEALTH SUPPORT FOR HEALTH CARE WORKERS AND OTHERS</p>	<p><u>Ontario Shores – Health Care Worker Assist Service (HCWAssist)</u> HCWAssist will provide virtual, rapid access to services for all health care workers, to provide skills that enhance resilience and reduce symptom burden, delivered over a 4-6 week period. An Intake Clinician will assess the individual’s needs and offer a plan of care utilizing a variety of services which may include system navigation, crisis planning or brief therapy intervention. The clinic is open to any health care worker over the age of 18 who meets the criteria for service.</p> <p>Health care workers can self-refer or refer through their Primary Care Practitioner to Ontario Shores’ Central Intake at 1.877.767.9642, calling crisis at 1.800.263.2679 or visit www.ontarioshores.ca/hcwassist for more information.</p> <p><u>BounceBack</u> This is a guided self-help program for adults and youth aged 15 and over using workbooks with online videos and phone coaching support. To access, visit bouncebackontario.ca for more information or ask your primary care provider for a referral.</p> <p><u>Big White Wall/Togetherall</u> This is a free online mental health support network for Ontarians 16+. Connect with others and share how you’re feeling. Whether facing daily challenges or major events, help is available. Learn new ways to take on life’s challenges. For more information or to access, visit https://togetherall.com/en-ca/</p> <p><u>Crisis Text Line</u> <i>This is an extension of the Kids Help Phone for people of all ages to provide 24/7 support by text. It provides a targeted support for front-line workers. You will be connected with a trained crisis counsellor on a secure platform that is confidential and anonymous. To access text 741741 and type Front Line in the message box</i></p> <p>Help is also available at these on-line sites or through phone access:</p> <ul style="list-style-type: none"> • Kids Help Phone: 24/7 virtual support service offering professional counselling, information and referrals as well as volunteer-led, text-based support to young people in both English and French at 1-800-668-6868. • Good2Talk is a free, confidential mental health support service providing professional counselling and information and referrals for mental health, addictions and well-being to postsecondary students in Ontario, 24/7/365. Learn more at www.good2talk.ca. • ConnexOntario. For assistance in accessing other mental health and addictions services in Ontario for those over 18, contact ConnexOntario,
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	Ontario's mental health, addictions and problem gambling help line at 1-866-531-2600.
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Service	Current Status
DONATIONS and FUNDRAISING	
SPIRIT OF SERVICE SPONSORSHIP PROGRAM	<p>The Spirit of Service Sponsorship Program facilitates a covenant between Oshawa faith communities and individuals experiencing homelessness during their transition to stable housing. The pilot project models itself after the highly successful refugee sponsorship model.</p> <p>The program has launched its inaugural fundraising campaign, seeking to raise \$20,000 to support the program's implementation and coordination. To date, the campaign has reached 10% of this goal, and is reaching out to the community for support.</p> <p>The Spirit of Service Sponsorship Program is overseen through a Steering Committee made up of representatives of faith leaders, social service agencies, post-secondary institutions, business community and local government.</p> <p>Carea Community Health Centre is the anchoring organization to the community collaboration by managing referrals to the program and supporting the sponsor teams. The program is the result of two years of collective effort to develop a new way of connecting the community to address the issue of homelessness through multiple gatherings of the faith community and social service agencies, led by City of Oshawa Mayor, Dan Carter.</p> <p>We thank you for your interest in donating: https://www.canadahelps.org/en/charities/carea-community-health-centre/campaign/spirit-of-service/ </p>
UNITED WAY DURHAM COVID-19 EMERGENCY RELIEF FUND	<p>Donate to the United Way Durham COVID-19 Emergency Relief Fund. Every dollar will stay in Durham Region and assist those most vulnerable in our community. The United Way in Durham is uniquely positioned to work with existing agency and community partners to ensure that your dollars are utilized efficiently and with scale. As we work through this, we thank you for helping us return to a healthier and more prosperous Durham Region for all.</p>
DURHAM OUTLOOK FOR THE NEEDY	<p>DOFN would like to thank everyone for their concerns and caring emails that we have been receiving lately. It is truly appreciated during hard times such as these. Many people have been asking for ways to aid through volunteering, donating food or monetary donations to help DOFN.</p>

Service	Current Status
(DOFN operates St. Vincent's Kitchen)	Monetary Donations: The best way to help support DOFN during these difficult times is through monetary donations. This can be done online at https://durhamoutlook.com/donate/
NORTH DURHAM	
BROCK COMMUNITY HEALTH CENTRE	<p>Primary care services (including social work and dietitian services) are continuing in modified format in Cannington and Beaverton. Some appointments are being done by telephone or video, some are deferred in consultation with clients, and urgent matters are seen in person, by appointment only. Call 705-432-3388 (Cannington) and 705-426-4636 (Beaverton).</p> <p>Community support services are available for food access, systems navigation and wellness checks. Virtual programs can be found at https://www.brockchc.ca/community-development-health-promotion/virtual-community-programs-new/</p> <p>Call 705-432-3322. OR email info@brockchc.ca</p>
NORTH HOUSE SERVICE HUB	<p>North House has partnered with the Region of Durham to bring a full-access service hub to north Durham. We are starting with Uxbridge and will expand as time progresses. As of right now we will start with having supports for the following: housing, income taxes, addiction, employment, hygiene kits, service navigation and social services including OW/ODSP support.</p> <p>This is an accessible hub located at 59 Toronto St S in Uxbridge at the St. Paul's Anglican Church in the basement which will operate from 10AM-12PM, and the hub will run every second Wednesday of the month going forward, beginning on Wednesday October 13th.</p> <p>Masks are required and COVID-19 safety protocols will be in place.</p> <p>This hub will end when the Loaves and Fishes food bank across the street line up begins to make both services as accessible as possible.</p>
NORTH HOUSE	<p>North House remains closed to walk-ins but outreach staff are available to help by phone, email, video or text message. We have resumed income tax services through drop-off or mail in only.</p> <p>Contact us at:</p> <p>Uxbridge/Scugog: (289) 640-1929 or Brock: (705) 432-8654 Outreach is ext. 102 and 103 Tax line is 104</p>

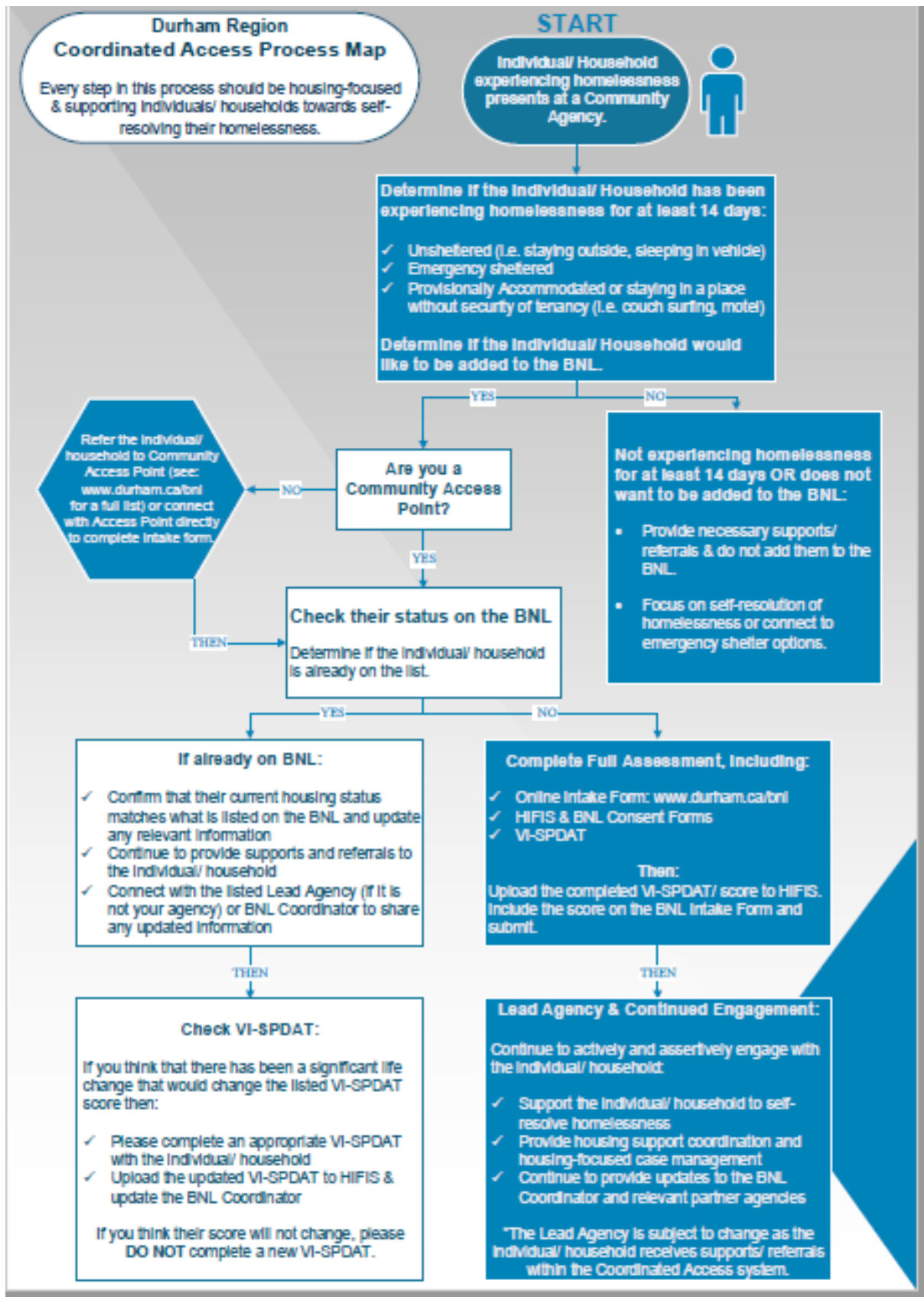
Service	Current Status
	<p>North House assists the most vulnerable in the townships of Brock, Scugog and Uxbridge through the following services:</p> <ul style="list-style-type: none"> • Assistance with housing search • Provide access to stability funds for rent and utility arrears, last month's rent and moving costs • Assistance with rental applications for market and rent-geared-to-income housing • Landlord and Tenant Board support • Referrals to government and community resources • Eviction prevention through mediation with landlords • Navigation of the <i>Residential Tenancy Act</i> with tenants and landlords • Income tax preparation • I.D. replacement • Advocacy and referral for the Ontario Works and Ontario Disability Support Program • Referral to an emergency shelter • Assistance with the Ontario Electricity Support Program (OESP) and the Low-income Energy Assistance Program (LEAP) applications
<p>FOOD BANKS IN NORTH DURHAM</p>	<p>BROCK COMMUNITY FOOD BANK Food bank for individuals and families struggling to make ends meet and need food assistance. 705-426-1771 brockcommunityfoodbank1@gmail.com</p> <ul style="list-style-type: none"> • Beaverton Site - in a portable behind St. Andrew's United Church - 523 Simcoe St., Beaverton, ON • Sunderland Site - behind the United Church - 10 Church St., Sunderland, ON <p>Open Fridays 10 a.m. - 1 p.m. As of March 25, 2020 Currently open Fridays 10 a.m. – 1 p.m., and are taking measures to keep all clients safe and healthy. They are limiting the number of clients allowed in the food bank at one time.</p> <p>NOURISH AND DEVELOP FOUNDATION Poverty reduction foundation with enhanced food security and education for self-reliance. Nourish Community Hub 16 York St., Cannington, ON L0E 1E0 705-432-2444 1-855-445-8633 info@tnfd.ca As of March 30, 2020</p>

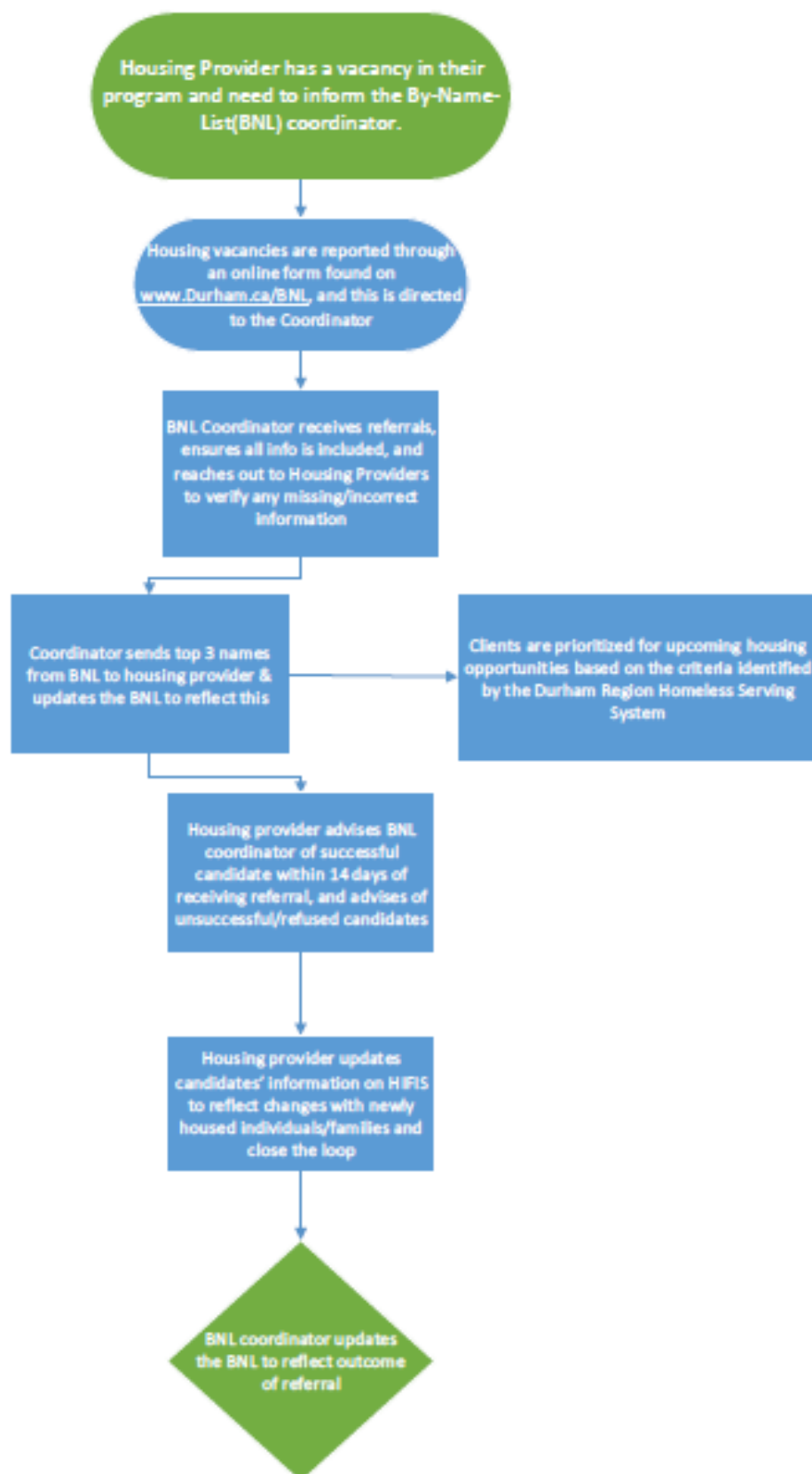
Service	Current Status
	<p>As of March 30th we officially closed our building to the public and have “curbside pick-up” only for food orders. Please call ahead to place your order. We will coordinate the pick-up day and time with you by phone.</p> <p>OPERATION SCUGOG Victory Christian Centre 593 Alma St., Port Perry, ON 905-985-3087</p> <p>Currently Open Wednesdays 12 noon - 4 p.m. They are serving people outside. People can call the food bank at 905 985-3087 with any questions or concerns.</p> <p>UXBRIDGE LOAVES AND FISHES FOOD BANK St. Andrew’s-Chalmers Presbyterian Church 40B Toronto St. S., Uxbridge, ON L9P 1G9 905-852-6262 uxbridgeloavesandfishes@hotmail.com</p> <p>Remains open on Wednesdays from 1 p.m. to 4 p.m. They are pre-packing food for clients so choice is more limited, but they continue to operate.</p>
<p>CHPI Program (Community Homelessness Prevention Initiative)</p> <p>Community Living Durham North</p>	<p>The CHPI program at Community Living Durham North is open for business. Our building is closed but we are meeting with clients digitally and are still offering all our services. New clients are welcome.</p> <p>CHPI offers housing support services to anyone experiencing or at risk of homelessness across Durham North including;</p> <ul style="list-style-type: none"> - Assisting to find and maintain housing - Advocating with landlords for tenants - Support at the landlord tenant tribunal - Applying for and obtaining supports through community resources - Connecting people to community resources. <p>We offer a wraparound service that works with all elements that affect housing. We work from a holistic, non-judgmental place and meet clients where they are at. Our goal is to assist individuals to be as successful as possible in maintaining and sustaining housing that is healthy and safe.</p> <p>Our contact information is 905-852-5919 and we are open from 8 to 5.</p>
<p>CHPI Program</p>	<p>CHPI at Community Living Durham North is back. We are now providing and offering Harm Reduction supplies & supports to people in North Durham. Effective now, we have both Smoke and Injection kits available. The CHPI program acknowledges that many aspects can lead to homelessness including substance use and works with members of the North Durham community no matter their status of usage and that abstinence is not a requirement for our services. By including harm reduction supports</p>

Service	Current Status
	<p>and supplies as part of our services, we acknowledge that each client's relationship with substance use is different. Providing harm reduction supports and supplies allows our clients who use substances to have increased choice and control over their health, lives and enables them to take protective measures for not only themselves but also their families and our North Durham community.</p> <p>Contact our office 905-852-5919 – Chantal and Dawn would be happy to help you any way we can.</p>
HELPING HANDS UXBRIDGE	<p>Helping hands Uxbridge volunteers will do shopping for seniors. Call 1 833 Help 852 which is 1 833 435 7852.</p>

COORDINATED ACCESS ADDITIONAL RESOURCES

ber 20, 2021
ory Network





PATHWAYS TO SHELTER



Durham Region
April 2021

Housing Focused Shelters

Cornerstone – Men. For families & seniors please call ahead. **905-433-0254**

Muslim Welfare Home – Women, Families
866-666-1115

Durham Youth Services – up to 24 yrs
905-239-9477

1st Choice for Shelter

Violence Against Women Shelters

Bethesda House
1-800-338-3397

Denise House
1-800-263-3725

Herizon House
1-866-437-4066

Y's Wish
1-888-576-2997

24/7 Phone Support

Walk-In

Please call ahead
for availability or
special
circumstances

Walk-In

Community Hubs

Oshawa

Mission United 66 Simcoe St. South

Mon-Fr 9- 4 **905-728-4664** Backdoor Mission for service enquiries

Ajax

Ajax Community Centre Hygiene Hub

Mon & Tues 9 am to 1 pm

Cannington

Cannington Hub – Alan's Place 100 McKay St.

Wed & Thurs 9 am to 1 pm



SAFE SLEEP
10 am – 3 pm
Mon-Sun

Durham Recovery & Isolation Program (DRIP)

Admission for
COVID-19:

Waiting test results

Recovering from COVID -
19

Admission
referrals from:

Physician or NP

Health Service Providers

Health Department

Housing Focused Shelters

Pre-screening at
Hubs required for
admission

Transportation
provided to shelter

Christian Faith Outreach Centre

Doors of Compassion – Ajax

24/7 HOUSING FOCUSED SHELTER

20 bed capacity; meals

Low barrier – No direct admission

