



COVID-19 Detailed Durham Resources

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COMMUNITY SERVICES AND OUTREACH

Child & Youth Supports

Central Intake:

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

For service, please call Central Intake; 1-888-454-6275 or <https://www.kinark.on.ca/contact-us/>

Frontenac Youth services: (Free)- Age 12+

Frontenac Youth Services is a non-profit organization that provides services and programming for youth in Durham Region who experience mental health concerns.

Covid-19 Update: Frontenac is temporarily suspending all in-person services until further notice. We continue to be available through telephone support for crisis services, walk-in sessions, and counselling services.

- If you have a case manager, please connect with them directly.
- If you do not remember the name of your case manager, please call our main number for support in connecting to them (905) 579-1551.

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- If you are requiring more immediate support and not currently involved in services, call (905) 579-1551 ext 245, if you are calling Monday-Thursday 10-5:30pm, or Friday 9-4:30pm. If you require support outside of these hours, call the Durham Mental Health Crisis Line at (905) 666-0483 or 1 (800) 742-1890.
- If you are not currently in counselling services and have already contacted Central Intake (1-888-454-6275) please contact the Walk-In Telephone Support Number at (905) 579-1551 ext. 245.

<https://frontenacyouthservices.org/>

Kinark Child and Family Services: (Free)- Age 11 and under

Kinark provides clinical assessment and intervention to some of Ontario's most complex and high risk children and youth aged 11 and under.

COVID-19 Update: Kinark is regularly assessing clients' needs and adjusting their approach to service and support as needed. During the pandemic period Kinark has suspended all non-essential, non-critical services. If you are a Kinark client and need help urgently for a critical issue, telephone support and advice can be provided. Please call the Durham Region Kinark Office: 1-866-929-0061

<https://www.kinark.on.ca/programs-and-services/>

Resources for Exceptional Children and Youth Durham (RFECY):

Resources for Exceptional Children and Youth – Durham Region assists families to enhance their children's participation in the community, and support families to advocate for services that they require.

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Covid-19 Update: RFECY staff are still checking voicemail and email regularly. Staff are also initiating contact with families, and the Access Line (905.427.8862 x504) remains active and calls are being responded to by the Access Coordinator.

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

Autism Supports

Kerry's Place:

Kerry's Place is Canada's largest service provider to families with children, adolescents, and adults, with Autism Spectrum Disorder.

Covid-19 Update: While offices remain closed to the public, individualized support by telephone and email will be available, and select services via web-conferencing platforms. Email OAP.Intake@kerrysplace.org, or connect with a familiar service professional at Kerry's Place Autism Services.

<https://www.kerrysplace.org/about-us/>

Counselling Supports/ Crisis Response

Kids Help Phone (Free):

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

Call 1-800-668-6868 or text "CONNECT" to 686868

<https://kidshelpphone.ca/>

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Durham Mental Health Services- Crisis Response (Free)

Durham Mental Health Services offers a range of crisis supports to assist individuals who are experiencing a personal or situational crisis.

For Crisis Services call:

905-666-0483 Local or 1-800-742-1890 Toll Free

<https://dmhs.ca/cause/crisis-response/>

Women's Multicultural Resource and Counselling Centre

Provides one to one trauma based counseling for youth 12-25 who identify as Black. Please contact Angelique Benois at 647-523-5376 or Angelique.Benois@wmrccdurham.org.

<https://wmrcc.org/>

Distress Centre of Durham (Free)

Distress Centre Durham helps people in distress to cope, by providing emotional support, crisis/suicide management and community education.

24 Hour Helpline: 905-430-2522

<https://distresscentredurham.com/gethelp/24hourhelpline/>

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12 Step Virtual Recovery Meetings for all Addictions (Free):

- Every Tuesday at 12:30 p.m. EST
- Every Thursday at 12:30 p.m. EST
- Sunday evening at 7 p.m. EST

Click this [link to join the meeting](#).

Integrate Health Services (Fee For Service):

Integrate Health Services supports children, youth and adolescents who may have social, emotional or behavioural difficulties.

Covid-19 Update: Virtual Care has been introduced during this time. New clients of all ages are being accepted via virtual care! Call 905-683-7228 or email support@integrate-health.ca for more information

<http://www.integrate-health.ca/counselling-services>

Catholic Family Services (Fee For Service):

Catholic Family Services offers individual, family, couple and child/youth counselling to residents of the Durham Region

Covid-19 Update: The walk-in intake will be closed until Thursday April 9, 2020 for precautionary reasons. As able, phone sessions will be offered instead. Please call reception for more information at 905-725-3513 or Toll Free: 1-877-282-8932.

http://www.cfsdurham.com/english/Index_1.html

FOODBANKS

AJAX

The Salvation Army Hope Church and Community Services

122 Hunt St, Ajax, Ph: 905-427-7123

Food Assistance: Monday – Thursday 10:00 am – 3:00 pm by Appointment Only – Please Call: 905-427-7123

Tuesdays & Thursdays 12:00 pm – 1:00 pm – Bagged lunches are replacing our regular meal program

Southside Worship Centre

55 Emperor Street, Ajax, Ph: 905-428-1985

Food Assistance: Thursday 6:30 pm – 8:30 pm – Please call or email 905-428-1985 or lbogner@southsidewc.com

**Please Note: When people call ahead we will try to get some food to them.*

BOWMANVILLE

St. Joseph's St. Vincent de Paul Bowmanville

127 Liberty Street South, Bowmanville, Ph: 905-623-6371 – Please call & leave a detailed message and a number for call back.

Food Bank Hours: Wednesdays 10 a.m. – 12 p.m.; Thursdays 4:30 p.m. – 6:30 p.m.

Dry & Canned Goods, Toiletry Items and Fresh & Frozen Items, when available.

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The Salvation Army (Bowmanville) Food Bank

75 Liberty Street South, Bowmanville, Ph: 905-623-2185

Our current (new for the outbreak) hours are:

Tuesday, Wednesday & Thursday by appointment. Please Call 995-623-2185.

Seventh Day Adventist, Bowmanville

2850 Highway #2 East, Bowmanville, Ph: 905-623-6031

Offering delivery service on the last Thursday of every month. Call to arrange.

OSHAWA

Simcoe Hall Settlement House

387 Simcoe Street South, Oshawa, Ph: 905-728-7525

Food Bank Hours: 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

St. Gertrude's Catholic Church

690 King Street East, Oshawa, Ph: 905-431-1796

Clients Please Call: 905-431-1796 and leave a message. Food and a voucher will be DELIVERED.

Please do not come to the church – no one will be there. Thank you.

Dry & Canned Goods available as well as Fruit & Vegetables and Refrigerated Items.

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Gate 3:16

64 Albany Street, Oshawa, Ph: 905-432-5316

Hours of Operation: Monday – Wednesday for Breakfast – 8:00 am – 10:00 am

Monday – Wednesday for Lunch – 11:30 am – 12:30 pm

**Please Note: Groups of no more than 30 at a time. Clients are asked to eat & leave to provide for rotation of groups.*

Hours are split as premises will be sterilized from 10:00 am – 11:15 am.

The Salvation Army Oshawa – Community & Family Services

45 King Street East, Oshawa, Ph: 905-723-7422

Open: Monday – Friday – 9:30 am – 12:00 pm

***Every Tuesday Evening – 6:00 pm – 7:00 pm – Serving a Hot Meal at Memorial Park, Oshawa**

The Back Door Mission

66 Simcoe Street South, Oshawa, Ph: 905-728-4664

Open: Thursday & Friday – 10:00 am – 1:00 pm (20 minute sittings).

The Refuge

200 Court Street, Oshawa

905-404-2420

Food being provided for take-out only. Maximum of 5 guests in the building at any one time.

****Please Note: Washroom & Shower will be made available to guests – only one Shower Stall available.***

Monday	Breakfast & Lunch – 9 am – 2 pm	Shower – 9 am – 2 pm	Washroom 9 am – 3:30 pm
Tuesday	Breakfast & Lunch – 9 am – 2 pm	Shower – 9 am – 2 pm	Washroom 9 am – 3:30 pm
Wednesday	Breakfast & Lunch – 9 am – 2 pm	Shower – 9 am – 2 pm	Washroom 9 am – 3:30 pm
Thursday	Breakfast & Lunch – 9 am – 2 pm	Shower – 9 am – 2 pm	Washroom 9 am – 3:30 pm
Friday	Breakfast & Lunch – 9 am – 2 pm	Shower – 9 am – 2 pm	Washroom 9 am – 3:30 pm
Saturday	Lunch 12 pm – 2 pm (Open for coffee between lunch & dinner)	Dinner – 4 pm – 6 pm	Shower & Washroom – 12 pm – 6 pm
Sunday	Lunch 12 pm – 2 pm (Open for coffee between lunch & dinner)	Dinner – 4 pm – 6 pm	Shower & Washroom – 12 pm – 6 pm

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Cornerstone Community Association of Durham

133 Simcoe Street South, Oshawa, Ph: 905-433-0254

Remains Open for Clients.

Carea Community Health

115 Grassmere Avenue, Oshawa, Ph: 905-723-0036

Please call ahead to schedule pick up – 905-723-0036. No drop-ins at this time.

Monday – 10:00 am – 2:00 pm; Tuesday – 1:00 pm – 4:00 pm;

Wednesday – 3:00 pm – 7:00 pm; Thursday – 1:00 pm – 4:00 pm

Friday – 10:00 am – 2:00 pm

Knox Presbyterian Church Food Cupboard

147 Simcoe Street North, Oshawa, Ph: 905-728-8673

Open: 2nd and 4th Thursdays from 9:00 am – 11:00 am

Distribution will be modified and restricted to Fresh Produce and Canned Goods.

****Please Note: Clients will be served outside near the back door. A poster on the tower door will describe the procedure. For everyone's health and safety, strict attention will be paid to Social Distancing of 2 meters.***

Seventh Day Adventist Community Services Centre

1170 King Street East, Oshawa, Ph: 905-433-8800

***Providing limited service to our clients who are in immediate & desperate need.**

Open: Wednesday – 12:30 pm – 3:00 pm & Thursday – 9:00 am – 3:00 pm

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St. Peter's Anglican Church – St. Peter's Food Bank

175 Cedar Street, Oshawa, Ph: 905-728-8080

Open: The first four Tuesday's of every month – 6:30 pm – 7:30 pm

Services South Oshawa Community Only – Must Live South of Bloor Street.

**Please Note: We will be Closed March 31st & April 14th*

PICKERING

St. Paul's Community Food Bank

1537 Pickering Parkway, Pickering, Ph: 905-839-9537

Open: Tuesday & Friday – 10:00 am – 12:00 pm

WHITBY

Kendalwood Seventh Day Adventist

300 Kendalwood Road, Whitby, Ph: 905-434-8300

By Appointment Only. Please call 905-434-8300 to arrange pick-up Wednesday's 3:00 pm – 5:00 pm.

St. Andrew's Presbyterian Church

209 Cochrane Street, Whitby, Ph: 905-668-4022

Drop-in By Appointment Only. Please call 905-668-4022.

Friday, March 27th – 9:00 am – 3:00 pm; Friday, April 3rd – 9:00 am – 3:00 pm;

Friday, April 10th – 9:00 am – 3:00 pm; YES, we are open Good Friday

Friday, April 17th – 9:00 am – 3:00 pm; Friday, April 24th – 9:00 am – 3:00 pm

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We expect to be able to offer the following for at least the next 4 weeks:

Diapers, baby food & formula to families with infants; halal food packages; diabetic food packages; gluten Free Food packages

****Offering packages for people who are homeless. Please contact us if you need items @***

905-668-4022.

NORTH DURHAM:

Brock Community Food Bank

Food bank for individuals and families struggling to make ends meet and need food assistance.

Ph: 705-426-1771

brockcommunityfoodbank1@gmail.com

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

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.

Nourish Community Hub

16 York St., Cannington, ON L0E 1E0

705-432-2444 | 1-855-445-8633

info@tndf.ca

The food pantry is currently operating Monday through Friday. Please book an appointment in advance between 10 a.m. and 4 p.m. so they can ensure only one person is entering the building at a time.

Operation Scugog

Victory Christian Centre

593 Alma St., Port Perry, ON
905-985-3087

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.

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

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.

Grocery Delivery Services:

Community Food Box: \$30: “Community to Table” Food Box provided by Community Care Durham. 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 which are locally made or grown.

- The Community Food Box will contain the following: Milk, Danone Yogurt, Eggs (12), Fresh Vegetables, Apples, Apple Juice, Bread, Tomato Sauce, Pasta, Fresh Baked Good, Toilet Paper (1) and Facial Tissue (1).
- Local business partners will vary weekly and we will continue to partner with local business to bring you a truly “community” experience.
- Order on Monday with free delivery to your door on Friday. (Credit card or pre-authorized payments only.)
- To order call 1-888-255-6680.

Walmart, Metro, Grocery Gateway and Loblaws offer online ordering and delivery.

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HOUSING SECURITY

Hydro and Water disconnects. Hydro and water disconnects are suspended until further notice. For further information please go to:

<https://gapcommittee.ca/2020/03/19/housing-security/>

Housing Stability Program – 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. Find Application

<https://gapcommittee.ca/2020/03/19/housing-security/>

Overnight Warming Locations: Available in Ajax and Oshawa: <https://gapcommittee.ca/2020/03/20/overnight-warming-locations/>

Union/Enbridge Gas Eligible customers having trouble paying their bill may qualify for EMERGENCY RELIEF to avoid having their service disconnected. Emergency financial assistance is available year-round as funding allows.

<https://www.uniongas.com/about-us/community/energy-assistance-program>

Ontario Energy Board If you're behind on your electricity or natural gas bill and face having your service disconnected, you may qualify for emergency financial help through the Low-income Energy Assistance Program

(LEAP) <https://www.oeb.ca/rates-and-your-bill/help-low-income-consumers/low-income-energy-assistance-program>

Hydro One: Offering financial assistance as well as increased payment flexibility to customers experiencing hardship:

https://www.hydroone.com/savingmoneyandenergy_/financialassistanceforresidents_/Pages/Relief-Fund.aspx

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Mortgage Relief

**MORTGAGE
PAYMENT RELIEF**

Scotia Bank MCAP
1-800-472-6842 1-800-265-2624

TD Bank RMG
1-866-222-3456 1-866-809-5800

Bank of Montreal Equitable Bank
1-877-895-3278 1-888-334-3313

CIBC CMLS
1-800-465-2422 1-888-995-2657

Royal Bank B2B
1-800-769-2511 1-800-263-8349

First National Home Trust
1-888-488-0794 1-855-270-3630

Manulife Street Capital (RFA)
1-877-765-2265 1-866-683-8090

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INCOME SECURITY

Personal income tax deadline has been extended to **June 1**. Community tax clinics are postponed at this time, but information will be posted at **Durham.ca** as it becomes available. If you owe any money to the Canada Revenue Agency, you now can delay the payment until Aug. 31 without incurring any interest or penalties.

Emergency Care Benefit would provide those who qualify \$900 bi-weekly for up to 15 weeks. It's designed to help workers who are quarantined or sick, including those who are self employed and don't qualify for EI.

https://www.canada.ca/en/department-finance/news/2020/03/canadas-covid-19-economic-response-plan-support-for-canadians-and-businesses.html#Income_Support_for

Emergency Assistance via Ontario Works:Emergency Assistance may be available via Ontario Works. Call the application centre 1 877 678 6333

Service Canada now has a dedicated number for Employment Insurance claims exclusively related to COVID-19. The number is: 1-833-381-2725

The Canada Child Benefit (CBB) Boost of \$300 per child for the 2019-2020 year

Canadian Student Loans Government of Canada has announced its plan to pause the repayment of Canada Student Loans and Canada Apprentice Loans until September 30, 2020:<https://www.canada.ca/en/employment-social-development/corporate/notices/coronavirus.html>

Employment Insurance Employment Insurance (EI) sickness benefits provide up to 15 weeks of income replacement and is available to eligible claimants who are unable to work because of illness, injury or quarantine, to allow them time to restore their health and return to work. Canadians quarantined can apply for Employment Insurance (EI) sickness benefits. Apply

Here:<https://www.canada.ca/en/services/benefits/ei/ei-sickness/apply.html>

SUPPORTS FOR VICTIMS OF VIOLENCE

A full list of violence against women resources available during the COVID-19 crisis is available at [Violence Prevention Coordinating Council of Durham](#).

Bethesda House

Bethesda House remains open for existing clients, but is at capacity and will not be offering space to new clients until further notice.

- 24-hour support line remains open, with counsellors available to provide support, information and safety planning as needed. Call 1-800-338-3397.
- Community Outreach Counsellor will continue to provide support to existing and new community clients via telephone sessions.
- Administration line remains open during business hours. Call 905-623-6045.

Herizon House

Herizon House remains open for existing clients but is at capacity and won't be offering space to new clients until further notice. Outreach workers are providing counselling by phone.

- Please call 905-426-1064 or 1-866-437-4066.

RESOURCES FOR INDEPENDENT YOUTH

Ontario Works

Ontario Works helps people who are in financial need. It offers Financial assistance, and Employment assistance.

Process for applying for ages 16 & 17:

- 1) Call 905-428-8982 and speak to an intake clerk who will gather basic information
- 2) Trustee Youth Caseworker will reach out to the individual to arrange a time to complete the Ontario Works application by phone.

*Please have the following information readily available (if possible): birth certificate, OHIP health card, SIN card, banking information for open accounts, and verification of current address/whereabouts.

Process for applying for ages 18+::

- 1) Call 905-428-8982 and speak to an intake clerk, or initiate their application online at https://www.mcsc.gov.on.ca/en/mcsc/programs/social/apply_online.aspx.

- 2) Application will be completed by an Ontario Worker Case Worker over the phone..

<https://www.mcsc.gov.on.ca/en/mcsc/programs/social/ow/>

Youth Outreach Worker

Women's Multicultural Resource and Counselling Centre of Durham

Enhanced Youth outreach worker- services black youth ages 12-25 to address address mental health, addictions, trauma, unhealthy relationships, family violence and/ or human and sex trafficking. Youth can self-refer.

Tel: Cornelius YOW WMRCC: 647-523-6138/Amy YOW WMRCC: 647-523-5847

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Carea Community Health Centre- youth outreach workers servicing Youth 12-21 (with potential up to 24 years) in the Ajax or Pickering area.

Sharon YOW Carea: 905-903-3512/Sajee YOW Carea: 905-903-3612

Boys and Girls Club- youth outreach workers

Whitby- Natalie 289-404-3034

Oshawa- Le-Roy 905-442-7722/Julie 905-435-3100

YOUTH SHELTER

Durham Youth Services - Joanne's House

Currently the shelter is at capacity, but youth are encouraged to contact the shelter for other options and support if they are struggling. Please reach out and call 905-239-9477.

Cell Phone Charging Locations

Cell phones can be charged at these locations depending on availability. Please let staff know that you would like to charge before plugging in.

- First Light Foundation of Hope - 253 Simcoe Street South, Oshawa.
- The Refuge - 300 Court Street, Oshawa.
- Gate 3:16 - 64 Albany Street, Oshawa (please speak to manager first)

TRANSIT

Durham Region Transit

Durham Region Transit (DRT) is offering free rides effective immediately. All able-bodied passengers will enter through the rear door. Customers with mobility aides or otherwise requiring the ramp will continue to use the front doors.

*The number of passengers on a bus will be limited to support social distancing

<https://www.durhamregiontransit.com/en/news-and-updates/covid-19.aspx>

Go Transit/Metrolinx

Covid-19 Update: Go Transit no longer accepts cash on buses and at ticket counters. Go Transit is asking that you buy your fare or load your PRESTO card using self-serve options:

- Load your PRESTO card instantly with the [PRESTO App](#) directly from your phone. More than 90 per cent of GO customers already use PRESTO.
- Use cash at [ticket vending machines](#) at stations to buy tickets, load your PRESTO card and, at some locations, buy a new PRESTO card. We're taking extra care to regularly clean all of our PRESTO self-service machines.
- Ticket vending machines at Long Branch, West Harbour, Oshawa Bus Terminal, Mimico, and one machine at Bloor, do not accept cash.
- Sign up for a [My PRESTO](#) Account and use the Auto Load feature which instantly and automatically adds funds to your card when the balance gets below a set amount.
- [Buy an e-ticket](#) <https://www.gotransit.com/en/>

<https://gapcommittee.ca/2020/03/19/transit-updates-2/>