



# Community Resources for All Families of PVNC

## Vision

Achieving Excellence in Catholic Education  
LEARN • LEAD • SERVE

## Mission

To educate students in faith-filled, safe, inclusive Catholic learning communities by nurturing the mind, body and spirit of all.

# Resources – Peterborough City & County

## CRISIS SUPPORT

### Youthline

[youthline.ca](http://youthline.ca)

Text or call (647) 694-4275. To chat online, visit their website.

Description: Confidential, non-judgemental and informed peer support for students who identify as LGBTQ+. Telephone, text and chat services available Sunday to Friday, 4pm-9:30pm.

### Kids Help Phone

[kidshelpphone.ca](http://kidshelpphone.ca)

(800) 668-6868 Text: 686868

Description: Confidential 24/7 national support service offering professional counselling, information and referrals, as well as volunteer-led, text-based support in English and French.

### 4 County Crisis

(705) 745-6484 or (866) 995-9933

Description: Confidential 24-hour crisis support.

### ONTX - Ontario Online & Text Crisis Services

(800) 452-0688

Text 258258 or for online services: [distresscentredurham.com/ontario-online-text-crisis-services](http://distresscentredurham.com/ontario-online-text-crisis-services)

Description: Available 2pm-2am. Safe, confidential, one-on-one conversation with a highly trained empathic responder is available from your computer, web-based device or phone.

### Peterborough Regional Health Centre - Emergency Room

### Telehealth Ontario

(866) 797-0000

Description: 24/7 access to a Nurse.

### Kawartha Sexual Assault Centre (KSAC)

24-hour Crisis Support line: (866) 298-7778 Text: (705) 710-5234

Description: Provides support to anyone affected by sexual and/or gender-based violence.

### YWCA Peterborough Haliburton

Support and Crisis Line (800) 461-7656 or text (705) 991-0110

Description: Shelter staff are available 24/7 to provide support, risk assessments and safety planning for women, and any guidance or information for anyone supporting women in their lives, who are experiencing violence.

### Assaulted Women's Helpline

Crisis line (866) 863-0511, TTY (866) 863-7868 [awhl.org](http://awhl.org)

Description: Available to all women who have experienced abuse.

### LYNX

24-hour crisis line (866) 990-9956

Description: Early psychosis intervention program.

## PRIORITY RESPONSE

### **Community Response Team - Peterborough Youth Services**

(705) 743-1681 [pysonline.ca](http://pysonline.ca)

Access Criteria: 0-18, and their families. Self-referral. School-referral.

Description: For youth who need more immediate supports or who are in crisis. Services are mobile, responsive (within 24-72 hours of referral) and can travel to schools to meet with youth.

### **Victim Services Peterborough City**

(705) 876-1122 ext. 268 [peterboroughpolice.com/en/learn/victim-services.aspx](http://peterboroughpolice.com/en/learn/victim-services.aspx)

Access Criteria: All ages. Self-referral. Have experienced harm due to crime or tragic circumstances.

Description: Support can include a breadth of options pursuant to helping someone heal. Services can be accessed even if the individual chooses not to press charges. If there is police involvement, police can contact Victim Services 24/7 to request support.

### **Victims Services Peterborough Northumberland**

(888) 822-7729 [victimservicespn.ca](http://victimservicespn.ca)

Access Criteria: All ages. Self-referral. Have experienced harm due to crime or tragic circumstances.

Description: Support can include a breadth of options pursuant to helping someone heal. The individual is not required to report the crime to police in order to receive support. If police are involved, they can access Victim Services staff 24/7.

## MENTAL HEALTH

### **Nijkiwendidaa Anishnaabekwewag Services Circle**

(705) 741-0900 (800) 663-2696 [nijki.com](http://nijki.com)

Access Criteria: Indigenous women and children (do not need formal status).

Description: Counselling and healing services for women and their families. Short-term and long-term counselling is available.

### **Nogojiwanong Friendship Centre**

(705) 775-0387 [nogofc.ca](http://nogofc.ca)

Access Criteria: Indigenous (do not need formal status). Self-referral.

Description: Provides culturally appropriate additions and mental health supports.

### **Peterborough Youth Services - Clinical Counselling**

(705) 743-1681 [pysonline.ca](http://pysonline.ca)

Access Criteria: 10-18. Self-referral.

Description: Provides youth-centered clinical counselling services to young people ages 10-18. This can be done individually and/or in family sessions, depending on the identified needs of the young person.

### **Family and Youth Clinic - PRHC**

(705) 876-5114

Access Criteria: 0-17. Referral by a medical practitioner.

Description: A multidisciplinary team providing a wide variety of mental health services to children, youth and their families. If the young person is without a family physician or pediatrician, a visit can be made to a walk-in clinic or the POP Clinic at PRHC to request an assessment and referral.

### **Eating Disorder Clinic - PRHC**

Access Criteria: All ages. Referrals from medical professionals or self. If self-referring, the form and instructions for submission are available on the website at:

[prhc.on.ca/healthcare-services/mental-health-addictions/eating-disorder-clinic](http://prhc.on.ca/healthcare-services/mental-health-addictions/eating-disorder-clinic)

Description: Provides outpatient services to anyone experiencing any form of disordered eating.

### **Kinark Child and Family Services**

(888) 454-6275 [kinark.on.ca](http://kinark.on.ca)

Access Criteria: 0-18. Self-referral by contacting Central Intake.

Description: Children's mental health agency offering a variety of services.

### **CMHA - Canadian Mental Health Association**

(705) 748-6711 [cmhahkpr.ca](http://cmhahkpr.ca)

Access Criteria: 18+. Self-referral.

Description: A variety of services to address mental health needs, including case management.

### **LYNX**

(705) 876-5071 (866) 990-9956 [lynxtracks.ca](http://lynxtracks.ca)

Access Criteria: 14-35. Experiencing a first episode of psychosis.

Description: An early psychosis intervention program that helps people who are experiencing a first episode of psychosis get their lives back on track and stay well. They work with individuals and families to identify challenges and develop an individualized treatment plan.

### **Women's Healthcare Centre**

(705) 743-4132

Access Criteria: Self-referral. Some services available for all ages and genders. Receptionist will help determine if this is the appropriate service for the person calling.

Description: Focused primarily on women but some services are provided to people of all ages and genders, depending on the service required. A wide variety of healthcare services are available that are focused on providing information, support, counselling and treatment to help women prevent health problems and cope with any presenting problems in ways that are informed, person-focused and trauma-informed.

### **Kawartha Sexual Assault Centre (KSAC)**

(705) 748-5901 [kawarthasexualassaultcentre.com](http://kawarthasexualassaultcentre.com)

Access criteria: 16+ for full service access, ages 12-15 limited services available determined case-by-case. Self-referral.

Description: Provides support to anyone affected by sexual and/or gender-based violence and harm through individual counselling, psychoeducational and therapeutic groups and workshops, advocacy and accompaniment services, crisis support, peer supports, prevention education and professional training.

### **PRHC Mental Health and Addiction Supports**

[prhc.on.ca/healthcare-services/mental-health-addictions](http://prhc.on.ca/healthcare-services/mental-health-addictions)

Access Criteria: variety of ages, most services require referral from a medical professional.

Description: Provides an array of outpatient and inpatient mental health and addiction supports to individuals and, when appropriate, their families.

## **Community Counselling and Resource Centre (CCRC)**

(705) 742-4258 [ccrc-ptbo.com](http://ccrc-ptbo.com)

Access criteria: 18+, with some group options for youth in specific circumstances. Self-referral.

Description: Professional counselling services for individuals, couples and families. A suite of group counselling options are also available.

## **Talk Now: Mental Health and Addictions Virtual Clinic**

(705) 876-5826

Access Criteria: All ages. Children under 12 will have parent accompaniment and, if joint custody is an issue, both parents will be required to consent to service.

Description: Call Monday, Tuesday, Thursday and Friday from 8:30-12 to be connected with a mental health professional. Evening appointments available upon request. Rapid access model (might have to wait a few days after phoning before there is an available appointment time).

## **ADDICTION**

### **Nogojwanong Friendship Centre**

(705) 775-0387 [nogofc.ca](http://nogofc.ca)

Access Criteria: Indigenous (do not need formal status). Self-referral.

Description: Provides culturally appropriate additions and mental health support.

### **Fourcast**

(705) 876-1292 or (800) 461-1909

Access Criteria: All ages. Self-referral.

Description: Provides support for individuals and family members with alcohol, drug or gambling-related problems through a number of programming options. Individual treatment paths will be determined in consultation with the person accessing services.

### **Alcoholics Anonymous Kawartha District 86**

(705) 745-6111 [peterboroughaa.org](http://peterboroughaa.org)

Access Criteria: All ages. Self-referral. Concerned about their relationship with alcohol.

Description: Anonymous peer support model to assist those struggling with alcohol use, abuse and/or addiction.

### **Narcotics Anonymous Peterborough**

(888)811-3887 [orscna.org](http://orscna.org)

Access Criteria: All ages. Self-referral. Concerned about their relationship with substances.

Description: Anonymous peer support model to assist those struggling with substance use, abuse and/or addiction.

### **Al-Anon/Alateen Groups**

(888) 425-2666 [al-anon-alateen.org](http://al-anon-alateen.org)

Access Criteria: 12+. Self-referral.

Description: Local support groups for family members, friends and/or teens who have been affected by someone else's alcohol or substance use, abuse and/or addiction.

## HEALTH / MEDICAL ACCESS

### **Pediatric Outpatient (POP) Clinic**

(705) 740-8055

Access Criteria: 0-17

Description: Nurse practitioner-led clinic with pediatrician support that provides urgent care for children under the age of 18. Same-day booked appointments only.

### **360 Degree Clinic**

(705) 874-3900 [360nursepractitionerledclinic.ca](http://360nursepractitionerledclinic.ca)

Access Criteria: All ages. Self-referral. Without a primary care provider.

Description: A multidisciplinary team led by nurse practitioners with a clear focus on health equity and improving access to the social determinants of health.

### **Sexual Health Clinic - Peterborough Public Health**

(705) 748-2021

Description: Provides medical support and information surrounding all aspects of sexual health.

### **Women's Healthcare Centre**

(705) 743-4132

Access Criteria: Some services available for all ages and genders. Self-referral. Receptionist will help determine whether or not this is the right service for the person calling.

Description: Focused primarily on women. A wide variety of healthcare services are available that are focused on providing information, support, counselling and treatment to help women prevent health problems and cope with any presenting problems in ways that are informed, person-focused and trauma-informed.

### **Telehealth Ontario**

(866) 797-0000 Description: 24/7 access to a Nurse

### **Please see the following link to a list of walk-in clinics:**

[centraleasthealthline.ca/listServices.aspx?id=10072&region=PeterboroughCity and County](http://centraleasthealthline.ca/listServices.aspx?id=10072&region=PeterboroughCity and County)

## VIOLENCE / FAMILY VIOLENCE / PHYSICAL HARM

### **Nogojwanong Friendship Centre**

(705) 775-0387 [nogofc.ca](http://nogofc.ca)

Access Criteria: Indigenous (do not need formal status). Self-referral.

Description: Provides a variety of culturally appropriate services dedicated to preventing and/or reducing family violence.

### **YWCA Peterborough Haliburton**

(705) 743-3526

Access Criteria: 16+. Woman-identified. Some programming available to children 0-15 in shelter and through community-based youth engagement programs.

Description: A suite of options to support women at all stages in an unhealthy or abusive relationship, whether she's questioning, wanting to be safer while staying, getting ready to leave or has left and needs support. Services include system navigation, risk assessment, safety planning, family court support, youth engagement, emergency shelter, anti-poverty/food action and many other services.

### **Women's Healthcare Centre**

(705) 743-4132

Access Criteria: Some services available for all ages and genders. Receptionist will help determine if this is appropriate service for the person calling. Self-referral via phone during business hours. If the need is urgent, their specially trained nurses can be accessed through the Emergency Department at PRHC 24/7.

Description: Focused primarily on women but some services are provided to people of all ages and genders, depending on the service required. A wide variety of healthcare services are available that are focused on providing information, support, counselling and treatment to help women prevent health problems and cope with any presenting problems in ways that are informed, person-focused and trauma-informed. Nurses have specialized training to complete assessments of any physical harm that may be experienced during an assault.

### **Kawartha Sexual Assault Centre (KSAC)**

(705) 748-5901

Access criteria: 16+ for full service access, ages 12-15 limited services available determined case-by-case. Self-referral.

Description: Provides support to anyone affected by sexual and/or gender-based violence and harm through individual counselling, psychoeducational and therapeutic groups and workshops, advocacy and accompaniment services, crisis support, peer supports, prevention education and professional training.

### **Assaulted Women's Helpline**

(866) 863-0511, TTY (866) 863-7868 [awhl.org](http://awhl.org)

Access Criteria: All ages. Self-referral. Woman-identified folks only.

Description: 24-hour telephone and TTY crisis line available to all women who have experienced abuse. Counselling, emotional support, information and referrals are provided.

### **Victims Services Peterborough Northumberland**

(888) 822-7729 [victimservicespn.ca](http://victimservicespn.ca)

Access Criteria: All ages. Self-referral. Have experienced harm due to a crime or tragic circumstance.

Description: Various kinds of support can be accessed that include a breadth of options pursuant to helping someone heal from this experience. The individual is not required to report the crime to police in order to receive support. Self-referral can be made during business hours. If police are involved, they can access Victim Services staff 24/7.

### **Victim Services Peterborough City**

(705) 876-1122 ext. 268 [peterboroughpolice.com/en/learn/victim-services.aspx](http://peterboroughpolice.com/en/learn/victim-services.aspx)

Access Criteria: All ages. Self-referral. Have experienced harm due to crime or tragic circumstances.

Description: Support can include a breadth of options pursuant to helping someone heal from this experience. Services can be accessed even if the individual chooses not to press charges. Self-referral can be made during business hours. If police are involved, they can access Victim Services staff 24/7.

## HOUSING HELP & EMERGENCY SHELTER

### **Nijkiwendidaa Anishnaabekwewag Services Circle**

(705) 741-0900 (800) 663-2696 [nijki.com](http://nijki.com)

Access Criteria: Indigenous women and children (do not need formal status). Self-referral.

Description: Help with various components of housing, including support searching for and finding affordable housing, completing housing applications, viewing apartments, and advocacy on the behalf of the person/family to help overcome barriers related to housing.

### **Housing Resource Centre - CCRC**

(705) 743-2272 [housingpeterborough.com](http://housingpeterborough.com)

Access criteria: 18+. Self-referral.

Description: Provides assistance with various issues related to maintaining or finding housing, including but not limited to providing housing listings, help to avoid eviction and help preventing utility disconnection.

### **Co-ordinated Access System and By-Name Priority List - Peterborough Social Services**

(705) 748-8830

An initiative from Peterborough Social Services to work towards eradicating homelessness in the City. Individuals who are experiencing or are at risk of experiencing homelessness can complete a process where they are added to the City's By-Name Priority List, which is intended to accelerate their access to housing. Social Services can be called for further details, or the individuals can work with representatives from housing resources on this list to complete the necessary steps.

### **YES Shelter for Youth and Families**

(705) 748-3851 [yesshelter.ca](http://yesshelter.ca)

Access Criteria: All ages. Self-referral.

Description: Provides emergency shelter to youth and families in crisis.

### **Crossroads - YWCA Peterborough Haliburton**

(800) 461-7656 or text (705) 991-0110

Access Criteria: Woman-identified, 16+, and their children. Lived experience of violence.

Description: 25-bed emergency shelter for women and children who have experienced violence and abuse.

### **Brock Mission**

(705) 748-4766 x1 [brockmission.ca](http://brockmission.ca)

Access Criteria: 18+. Men.

Description: 40-bed emergency shelter for men.

### **Cameron House**

(705) 748-4766 x2

Access Criteria: 18+. Women.

Description: 10-bed emergency shelter for women.



## FOOD & ESSENTIAL NEEDS

### **Nourish - YWCA Peterborough Haliburton**

(705) 743-3526 [nourishproject.ca](http://nourishproject.ca)

Access Criteria: All are welcome

Description: Innovative programs dedicated to promoting access for all to healthful food with dignity. Programs are focused on community-building and include food boxes, as well as many other programs focused on eating, cooking, growing and advocating for good food.

### **Saint Vincent de Paul**

[vinnies.ca](http://vinnies.ca)

Food Pantry: (705) 874-3937

Stores: Peterborough – Erskine Ave. (705)742-2585

George St. (705)876-7506

Lakefield (705)652-9799

Description: Provides essentials in financially accessible ways through their thrift shop and provides access to healthy food through their food pantry.

### **Salvation Army**

(705) 743-3131

Description: Provides a variety of services to those in need. Call for more information.

**A list of City and County food resources is available, with updated information on COVID-related changes, on the City of Peterborough website at:**

[peterborough.ca/en/city-services/food-support.aspx](http://peterborough.ca/en/city-services/food-support.aspx)

## LEGAL SUPPORT

### **Peterborough Community Legal Centre**

(705) 749-9355 (collect calls will be accepted) [ptbo-clc.org](http://ptbo-clc.org)

Access Criteria: Low-income.

Description: Free legal services for low income residents of Peterborough City and County.

### **Family Court Support - YWCA Peterborough Haliburton**

(705) 743-3526

Access Criteria: 16+. Woman-identified. Lived experience of abuse or violence.

Description: Provides assistance with understanding and navigating the family court system.

### **Court Worker Program - Nogojiwanong Friendship Centre**

(705) 775-0387 [nogofc.ca](http://nogofc.ca)

Access Criteria: Indigenous (formal status not necessary). Self-referral.

Description: Assists Indigenous individuals to better understand their rights, options and responsibilities when appearing before the courts. The program can assist all ages with any kind of court-related issue (ex. Criminal court, family court).

## SETTLEMENT AND NEWCOMER SUPPORT

### **New Canadians Centre**

(705) 743-0882 [nccpeterborough.ca](http://nccpeterborough.ca)

Access Criteria: Immigrant, refugee, newcomers to Canada.

Description: NCC exists to empower people new to Canada to become full and equal members of Canadian society, and to provide community leadership to ensure cultural integration in a welcoming community. A wide variety of programming is available for community connections, employment, english as a second language, immigration and settlement, and support.

## COMMUNITY CONNECTIONS

### **Big Brothers Big Sisters of Peterborough**

(705) 743-6100 [peterborough.bigbrothersbigsisters.ca](http://peterborough.bigbrothersbigsisters.ca)

Access Criteria: 6-16. Guardian/parent referral.

Description: Creates individual and group mentorship opportunities between youth and adults. Various programming options are available.

### **Peterborough Child & Family Centres**

(705) 748-9144 [ptbocfc.ca](http://ptbocfc.ca)

Access Criteria: prenatal-6, young children and their caregivers

Description: Provides a wide variety of programs in various locations in Peterborough City and County designed to promote connection and healthy child and family development.

### **New Canadians Centre**

(705) 743-0882 [nccpeterborough.ca](http://nccpeterborough.ca)

Access Criteria: Immigrant, refugee, newcomers to Canada.

Description: A number of programming options to help provide newcomers with community connections.

## OTHER

### **Credit Counselling - CCRC**

(705) 743-2272 [creditcounsellingptbo.ca](http://creditcounsellingptbo.ca)

Description: Provides help in managing finances and debt.

### **Nijkiwendidaa Anishnaabekwewag Services Circle**

(705) 741-0900 (800)663-2696 [nijki.com](http://nijki.com)

Access Criteria: Indigenous (do not need to have status) women and children.

Services Available: Indigenous Healthy Babies Healthy Children program (0-6)

Short and long-term counselling

Housing Supports

Community Training related to working with Indigenous folks

### **Nogojwanong Friendship Centre**

(705) 775-0387 [nogofc.ca](http://nogofc.ca)

Access Criteria: Indigenous (do not need formal status).

Description: Provides a wide range of services designed to enhance the quality of life for Indigenous people in the City and County of Peterborough.

Services Available: Apatisiwin Employment training  
Prenatal and family support  
Children and youth programming  
Health-focused programming for all ages looking at healthy lifestyles  
Indigenous Community Wellness  
Additions and mental health supports  
Kizhaay Anishinaabe Niin (gendered programming for men and boys)  
Lifelong Care  
Building Gender Diverse Communities Project  
Court Worker Program

### **Peterborough Risk Driven Situation Table**

A collaborative table with participants from a number of local human services, including Police, Education, Mental Health, Social Services, Child Welfare and Additions. Trained representatives from each organization meet weekly and are invited to bring forward any situations of acute risk for community-level problem-solving and to develop a community plan for intervention.

If a school administrator believes that there is an appropriate case to bring forward, please reach out to the **Psychologist / Manager of Student Services** to be connected with our current PVNC Situation Table representative. Our representative will provide consultation and let you know whether or not this is an appropriate case to bring forward. Situation Table meetings can only be attended by individuals who have received specific training to sit on the table, therefore, any cases you wish to present will be done through the PVNC representative.

## **Resources – City of Kawartha Lakes**

### **CRISIS SUPPORT**

#### **Youthline**

[youthline.ca](http://youthline.ca)

Text or call (647) 694-4275. To chat online, visit their website

Description: Confidential, non-judgemental and informed peer support for students who identify as LGBTQ+. Telephone, text and chat services available Sunday to Friday, 4pm-9:30pm.

#### **Kids Help Phone**

(800) 668-6868

[kidshelpphone.ca](http://kidshelpphone.ca)

Description: Confidential 24/7 support service offering professional counselling, information and referrals, as well as volunteer-led, text-based support to young people in English and French.

#### **4 County Crisis**

(705) 745-6484 or (866) 995-9933

Description: Confidential 24-hour crisis support.

#### **ONTX - Ontario Online & Text Crisis Services**

Text 258258 or for online services: [distresscentredurham.com/ontario-online-text-crisis-services](http://distresscentredurham.com/ontario-online-text-crisis-services)

Description: Available 2pm-2am. Safe, confidential, one-on-one conversation with a highly trained empathic responder is available from your computer, web-based device or phone.

#### **Ross Memorial Hospital - Emergency Room**

### **Telehealth Ontario**

(866) 797-0000

Description: 24/7 access to a Nurse.

### **Kawartha Haliburton Victim Services**

(705) 878-5505 (800) 574-4401

Description: 24/7 crisis line staffed by volunteers to provide emotional support, practical assistance and referral information to victims of crime and/or tragic circumstances.

### **Kawartha Sexual Assault Centre (KSAC)**

24-hour Crisis Support line: (866)298-7778 Text: (705)710-5234

Description: Provides support to anyone affected by sexual and/or gender-based violence.

### **Victoria's - Women's Resources 24-hour Crisis Support Line**

(705) 878-3662 (800) 565-5350

Description: Provides support, risk assessments and safety planning for women, and guidance or information for anyone supporting women in their lives, who are experiencing violence.

### **Assaulted Women's Helpline**

Crisis line (866) 863-0511, TTY (866) 863-7868 [awhl.org](http://awhl.org)

Description: Available to all women who have experienced abuse.

### **LYNX**

24-hour crisis line (866)990-9956

Description: Early psychosis intervention program.

## **PRIORITY RESPONSE**

### **Kawartha Haliburton Victim Services**

(705) 878-5505 or (800) 574-4401 [victim-services.org](http://victim-services.org)

Access Criteria: All ages, though youth under 16 require parental consent to participate.

Description: Various kinds of support can be accessed that include a breadth of options pursuant to helping someone heal from an experience of being harmed by a crime or tragic circumstance. The individual is not required to report the crime to police in order to receive support.

## **MENTAL HEALTH**

### **Niijkiwendidaa Anishnaabekwewag Services Circle**

(705) 741-0900 (800) 663-2696 [niijki.com](http://niijki.com)

Access Criteria: Indigenous women and children (do not need formal status).

Description: Counselling and healing services for women and their families. Short-term and long-term counselling is available.

### **Canadian Mental Health Association**

(705) 328-2456 [cmhahkpr.ca](http://cmhahkpr.ca)

Access Criteria: 18+. Self-referral.

Description: A variety of voluntary services, including case management support.

### **Family and Youth Clinic - PRHC**

(705) 876-5114

Access Criteria: 0-17. Referral by primary care practitioner.

Description: A multidisciplinary team providing a wide variety of mental health services to children, youth and their families. Will serve families from the City of Kawartha Lakes whose children require specialized services that are not available in their community.

### **LYNX**

(705) 324-6111 x8227 (866) 990-9956 [lynxtracks.ca](http://lynxtracks.ca)

Access Criteria: 14-35. Experiencing a first episode of psychosis.

Description: An early psychosis intervention program that helps people who are experiencing a first episode of psychosis get their lives back on track and stay well. They work with individuals and families to identify challenges and develop an individualized treatment plan.

### **Kinark Child and Family Services**

(888) 454-6275 [kinark.on.ca](http://kinark.on.ca)

Access Criteria: 0-18.

Description: Children's mental health agency offering services in a variety of circumstances for children and youth. Call central intake for more information.

### **Kawartha Sexual Assault Centre (KSAC)**

(705) 748-5901

Access criteria: 16+ for full service access, ages 12-15 limited services available determined case-by-case. Self-referral.

Description: Provides support to anyone affected by sexual and gender-based violence and harm through individual counselling, psychoeducational and therapeutic groups and workshops, advocacy and accompaniment services, crisis support, peer supports, prevention education and professional training.

### **Women's Healthcare Centre**

(705) 743-4132

Access Criteria: Some services available for all ages and genders. Receptionist will help determine whether or not this is the right service for the person calling.

Description: Focused primarily on women but some services are provided to people of all ages and genders, depending on the service required. A wide variety of healthcare services are available that are focused on providing information, support, counselling and treatment to help women prevent health problems and cope with any presenting problems in ways that are informed, person-focused and trauma-informed.

## **ADDICTION**

### **Fourcast**

(705) 876-1292 or (800) 461-1909

Access Criteria: All ages. Self-referral.

Description: Provides support for individuals and family members with alcohol, drug or gambling-related problems through a number of programming options. Individual treatment paths will be determined in consultation with the person accessing services. Office locations within the counties of Peterborough, Northumberland, Haliburton and the City of Kawartha Lakes.

## **Alcoholics Anonymous Victoria Haliburton District 82**

[district82aa.org](http://district82aa.org) (705) 745-6111

Access Criteria: Anyone who has concerns about their relationship with alcohol.

Description: A fellowship of people who share their experience, strength and hope with each other that they may solve their common problem and help others recover from alcoholism.

## **Narcotics Anonymous Lindsay**

(888) 811-3887 [orscna.org](http://orscna.org)

Access Criteria: Anyone who has concerns about their use and abuse of or addition to substances.

Description: Peer support model where those with shared lived experiences come together to help each other cope and recover from their use of substances.

## **Al-Anon/Alateen**

[district82aa.org](http://district82aa.org) Answering Service (705) 745-6111

Access Criteria: 12+. Self-referral.

Description: Local support groups for family members, friends and/or teens living with or who have been affected by someone's drinking or substance use.

## **HEALTH / MEDICAL ACCESS**

### **Walk-In Clinic**

[cklfamilyhealthteam.com/afterhours.php](http://cklfamilyhealthteam.com/afterhours.php)

### **Women's Healthcare Centre**

(705) 743-4132

Access Criteria: Some services available for all ages and genders. Receptionist will help determine whether or not this is the right service for the person calling.

Description: Focused primarily on women but some services are provided to people of all ages and genders, depending on the service required. A wide variety of healthcare services are available that are focused on providing information, support, counselling and treatment to help women prevent health problems and cope with any presenting problems in ways that are informed, person-focused and trauma-informed. Nurses have specialized training to complete specialized assessment of any physical harm that may be experienced during an assault. Can self-refer during business hours. If the need is urgent, services can be accessed 24/7 through the Emergency Department of PRHC.

### **Telehealth Ontario**

(866) 797-0000

Description: 24/7 access to a Nurse.

## **VIOLENCE / FAMILY VIOLENCE / PHYSICAL HARM**

### **Women's Resources**

(705) 878-4286 [womensresources.ca](http://womensresources.ca)

Access Criteria: Some programming available to all ages, though more focused on women and youth 12+. Lived experiences of violence and/or abuse.

Description: Provides a number of services primarily to women, though also to youth of all genders. These services range from emergency housing to outreach and counselling support.

### **Kawartha Sexual Assault Centre (KSAC)**

(705) 748-5901

Access criteria: 16+ for full service access, ages 12-15 limited services available determined case-by-case. Self-referral.

Description: Provides support to anyone affected by sexual and/or gender-based violence and harm through individual counselling, psychoeducational and therapeutic groups and workshops, advocacy and accompaniment services, crisis support, peer supports, prevention education and professional training.

### **Women's Healthcare Centre**

(705) 743-4132 [prhc.on.ca/healthcare-services/women-children/womens-healthcare-centre/](http://prhc.on.ca/healthcare-services/women-children/womens-healthcare-centre/)

Access Criteria: Some services available for all ages and genders. Receptionist will help determine whether or not this is the right service for the person calling.

Description: Focused primarily on women but some services are provided to people of all ages and genders, depending on the service required. A wide variety of healthcare services are available that are focused on providing information, support, counselling and treatment to help women prevent health problems and cope with any presenting problems in ways that are informed, person-focused and trauma-informed. Nurses have specialized training to complete specialized assessment of any physical harm that may be experienced during an assault. Can self-refer during business hours. If the need is urgent, services from their specialized nurses can be accessed 24/7 through the Emergency Department of PRHC.

### **Kawartha Haliburton Victim Services**

(705) 878-5505 or (800) 574-4401 [victim-services.org](http://victim-services.org)

Access Criteria: All ages, though youth under 16 years old require parental consent to participate

Description: Various kinds of support can be accessed that include a breadth of options pursuant to helping someone heal from an experience of being harmed by a crime or tragic circumstance. The individual is not required to report the crime to police in order to receive support. Self-refer during business hours. If police are involved, they can access Victim Services support 24/7.

### **Assaulted Women's Helpline**

Crisis line (866) 863-0511, TTY (866) 863-7868 [awhl.org](http://awhl.org)

Description: Available to all women who have experienced abuse.

## **HOUSING / SHELTER**

### **Nijkiwendidaa Anishnaabekwewag Services Circle**

(705) 741-0900 (800) 663-2696 [nijki.com](http://nijki.com)

Access Criteria: Indigenous women and children (do not need formal status).

Description: Help with various components of housing, including support searching for and finding affordable housing, completing housing applications, viewing apartments, and advocacy on the behalf of the person/family to help overcome barriers related to housing.

### **A Place Called Home**

(705) 328-0905 or (866) 520-2689. Temporary site (new one launching later in 2021)

[lindsaymarkathon.com](http://lindsaymarkathon.com)

Access Criteria: At risk of, or currently, experiencing homelessness.

Description: Emergency shelter and 24/7 support services to the homeless and those at risk of becoming homeless. 19-bed shelter for youth, adults, couples and families who find themselves with no safe place to go.

### **Victoria's - Women's Resources**

Access Criteria: 16+ and their children. Woman-identified. Lived experiences of abuse and/or violence.  
Description: 18-bed, short-term shelter for women and their children who are seeking help and safety from abuse or domestic violence. Individual and group support is provided to all women while at the shelter and the children's counsellors offer recreational programs and support.

### **Amy's - Women's Resources**

(705) 878-4285

Access Criteria: 16+. Woman-identified. Lived experience of abuse or domestic violence.  
Description: 8-unit apartment complex providing short-term housing for women, with or without children, who are rebuilding their lives after abuse or domestic violence. Rent is geared to income and women can remain at Amy's for a period of 1 year. While at Amy's, women receive supportive counselling from outreach workers and a children's worker also visits the program regularly to provide help and support to moms and their children.

## **FOOD & ESSENTIAL NEEDS**

### **Community Care**

(705) 324-7323 or (800) 461-0327 [ccckl.ca](http://ccckl.ca)

Description: A variety of food and nutrition programs, including a Good Food Box program.

### **The Society of Saint Vincent de Paul**

(705) 340-3001

[stmaryslindsay.ca/organizations/st-vincent-de-paul-society-organizations/the-society-of-st-vincent-de-paul-st-marys-conference-lindsay](http://stmaryslindsay.ca/organizations/st-vincent-de-paul-society-organizations/the-society-of-st-vincent-de-paul-st-marys-conference-lindsay)

Description: Provides personalized services by first meeting with clients individually to assess how to best serve their needs. Also has a food cupboard and assists with various Christmas programs.

### **Salvation Army**

(705) 324-7771

Description: Operates a thrift store. Other programming varies by location. Please call for further details.

### **An updated list of food supports available to folks living in City of Kawartha Lakes is available at:**

[kawarthalakes.ca/en/living-here/covid-19-food-and-community-supports.aspx](http://kawarthalakes.ca/en/living-here/covid-19-food-and-community-supports.aspx)

## **LEGAL SUPPORT**

### **Community Legal Clinic**

(705) 326-6444 or (800) 461-8953

Access Criteria: Low income.

Description: Provides free legal services to people with low income.

### **Family Court Support - Women's Resources**

(705) 878-4286 [womensresources.ca](http://womensresources.ca)

Access Criteria: 16+. Women. Lived experiences of violence and/or abuse.

Description: Provides information on family court processes, help with preparing for court proceedings (ex. documentation, accessing Legal Aid), court accompaniment when appropriate, safety planning and referrals.



## SETTLEMENT AND NEWCOMER SUPPORT

### **New Canadians Centre**

(705) 743-0882 [nccpeterborough.ca](http://nccpeterborough.ca)

Access Criteria: Immigrant, refugee, newcomers to Canada.

Description: NCC exists to empower people new to Canada to become full and equal members of Canadian society, and to provide community leadership to ensure cultural integration in a welcoming community. A wide variety of programming is available for community connections, employment, english as a second language, immigration and settlement, and support.

## COMMUNITY CONNECTIONS

### **Boys and Girls Clubs of Kawartha Lakes**

(705) 324-4493 [bgckl.com](http://bgckl.com)

Description: Offers a wide variety of services to children, youth and families.

### **New Canadians Centre**

(705) 743-0882 [nccpeterborough.ca](http://nccpeterborough.ca)

Access Criteria: Immigrant, refugee, newcomers to Canada.

Description: A number of programming options to help provide newcomers with community connections.

### **Ontario Early Years Centre Haliburton Victoria Brock**

(705) 324-7900 [oeyc.ca](http://oeyc.ca)

Access Criteria: 0-6 and their caregivers

Description: Promotes, supports and enables health development of children and families by providing accessible, responsive and educational programs and services for children, parents and caregivers. Provides opportunities for children to play and participate in inquiry-based programs, and support parents and caregivers in their roles.

## OTHER

### **Nijkiwendidaa Anishnaabekwewag Services Circle**

(705) 741-0900 (800) 663-2696 [nijki.com](http://nijki.com)

Access Criteria: Indigenous (do not need to have status) women and children.

Description: Indigenous Healthy Babies Healthy Children program (0-6)

Community Training (promoting cultural awareness among non-Indigenous folks).

### **Credit Counselling - CCRC**

(705) 743-2272 [creditcounsellingptbo.ca](http://creditcounsellingptbo.ca)

Description: Provides help in managing finances and debt.

# Resources – Northumberland

## CRISIS SUPPORT

### Youthline

[youthline.ca](http://youthline.ca)

Text or call (647) 694-4275. To chat online, visit their website

Description: Confidential, non-judgemental and informed peer support for students who identify as LGBTQ+. Telephone, text and chat services available Sunday to Friday, 4pm-9:30pm.

### Kids Help Phone

(800) 668-6868 Text: 686868 [kidshelpphone.ca](http://kidshelpphone.ca)

Description: Confidential 24/7 support service offering professional counselling, information and referrals, as well as volunteer-led, text-based support to young people in English and French.

### 4 County Crisis

(705) 745-6484 or (866) 995-9933

Description: Confidential 24-hour crisis support

### ONTX - Ontario Online & Text Crisis Services

Text 258258 or for online services: [distresscentredurham.com/ontario-online-text-crisis-services](http://distresscentredurham.com/ontario-online-text-crisis-services)

Access Criteria: Available for everyone.

Description: Available 2pm-2am daily. Safe, confidential, one-on-one conversation with a highly trained empathic responder is available from your computer, web-based device or phone.

### Northumberland Hills Hospital - Emergency Room

### Telehealth Ontario

(866) 797-0000

Description: 24/7 access to a Nurse.

### Kawartha Sexual Assault Centre (KSAC)

24-hour Crisis Support line: (866) 298-7778 Text: (705) 710-5234

Description: Provides support to anyone affected by sexual and/or gender-based violence.

### Assaulted Women's Helpline

Crisis line (866) 863-0511, TTY (866) 863-7868 [awhl.org](http://awhl.org)

Description: Available 24/7 to all women who have experienced abuse.

### Anishnaabe Kwewag Gamiig Inc. Regional Women's Shelter (Alderville)

(905) 352-3708 (800) 388-5171

Description: 24/7 crisis support line.

### Cornerstone Family Violence Prevention Centre

(905) 372-0746 (800) 263-3757

Description: Provides 24/7 support, risk assessment and safety planning for women who are experiencing or at risk of violence.

### LYNX

24-hour crisis line (866) 990-9956

Description: Early psychosis intervention program.

## PRIORITY RESPONSE

### **Victims Services Peterborough Northumberland**

(888) 822-7729 [victimservicespn.ca](http://victimservicespn.ca)

Access Criteria: All ages. Located in Peterborough and Northumberland Counties. Have experienced harm due to a crime. Self-referral.

Description: Various kinds of support can be accessed that include a breadth of options pursuant to helping someone heal from this experience. The individual is not required to report the crime to police in order to receive support.

## MENTAL HEALTH

### **Nijkiwendidaa Anishnaabekwewag Services Circle**

(705) 741-0900 (800) 663-2696 [nijki.com](http://nijki.com)

Access Criteria: Indigenous women and children (do not need formal status). Self-referral.

Description: Counselling and healing services for women and their families. Short-term and long-term counselling is available.

### **Peterborough Family and Youth Clinic - PRHC**

(705) 876-5114

Access Criteria: 0-17. Referral by a medical practitioner.

Description: A multidisciplinary team providing a wide variety of mental health services to children, youth and their families. If the young person is without a physician, a visit can be made to a walk-in clinic to request an assessment and referral. Will provide services to families from Northumberland Counties whose children require specialized services that are not available in their community.

### **LYNX**

(905) 377-9891 (866) 990-9956 [lynxtracks.ca](http://lynxtracks.ca)

Access Criteria: 14-35.

Description: An early psychosis intervention program that helps people who are experiencing a first episode of psychosis get their lives back on track and stay well. They work with individuals and families to identify challenges and develop an individualized treatment plan.

### **Kawartha Sexual Assault Centre (KSAC)**

(705) 748-5901

Access criteria: 16+ for full service access, ages 12-15 limited services available determined case-by-case. Self-referral.

Description: Provides support to anyone affected by sexual and/or gender-based violence and harm through individual counselling, psychoeducational and therapeutic groups and workshops, advocacy and accompaniment services, crisis support, peer supports, prevention education and professional training.

### **Kinark Child and Family Services**

(888) 454-6275 [kinark.on.ca](http://kinark.on.ca)

Access Criteria: 0-18.

Description: Children's mental health agency offering services in a variety of circumstances for children and youth. Call central intake for more information.

## **Community Mental Health Services - Community Collaboration**

(905) 377-9891 or (888) 294-7579

Access Criteria: 16+, though some services exist for 15 and younger. Self referrals accepted, as are referrals from medical professionals and community agencies.

Description: Collaboration with agencies across Northumberland County to provide an extensive collection of community services designed to address any number of concerns, from those related to mental health and well-being, to providing community supports and case management.

## **Northumberland Community Counselling Centre**

[northumberlandccc.com](http://northumberlandccc.com)

(905) 372-6318 or (866) 748-5720

Access criteria: All ages. Self-referral.

Description: Provides or facilitates counselling, information/education, support and/or advocacy programs for individuals, couples and families.

## **ADDICTION**

### **Fourcast**

(905) 377-9111 or (800) 461-1909

Access Criteria: All ages. Self-referral.

Description: Provides support for individuals and family members with alcohol, drug or gambling-related problems through a number of programming options. Individual treatment paths will be determined in consultation with the person accessing services.

### **Alcoholics Anonymous Quinte West**

(866) 951-3711 [quintewestaa.org](http://quintewestaa.org)

Access Criteria: Self-referral. A desire to stop drinking.

Description: A fellowship of people who share their experience, strength and hope with each other that they may solve their common problem and help others recover from alcoholism.

### **Narcotics Anonymous**

(888) 811-3887 [orscna.org](http://orscna.org)

Access Criteria: Self-referral. Anyone who has concerns about their use and abuse of or addition to substances.

Description: Peer support model where those with shared lived experiences come together to help each other cope and recover from their use of substances.

### **Al-Anon / Alateen**

(888) 425-2666 [al-anon.alateen.on.ca](http://al-anon.alateen.on.ca)

Access Criteria: Self-referral.

Description: Local support groups for family members, friends and/or teens living with or who have been affected by someone's drinking or substance use.

## **HEALTH / MEDICAL ACCESS**

### **HALO Medical Clinic (Port Hope)**

(905) 885-8686

Description: Walk-in medical clinic to treat minor illness and injuries.

## List of Northumberland Walk-In Clinics available at:

[northumberlandnews.com/community-static/3850549-northumberland-walk-in-clinics](http://northumberlandnews.com/community-static/3850549-northumberland-walk-in-clinics)

### **Women's Healthcare Centre - PRHC**

(705) 743-4132

Access Criteria: Some services available for all ages and genders. Receptionist will help determine whether or not this is the right service for the person calling.

Description: Focused primarily on women but some services are provided to people of all ages and genders. A wide variety of healthcare services are available that are focused on providing information, support, counselling and treatment to help women prevent health problems and cope with any presenting problems in ways that are informed, person-focused and trauma-informed. Nurses have specialized training to complete assessments of physical harm that may be experienced during an assault. Can self-refer during business hours, though these services can be accessed at any time through the Emergency Department of PRHC.

### **Telehealth Ontario**

(866) 797-0000

Description: 24/7 access to a Nurse.

## **VIOLENCE / FAMILY VIOLENCE / PHYSICAL HARM**

### **Anishnaabe Kwewag Gamiig Inc. Regional Women's Shelter (Alderville)**

(905) 352-3708 (800) 388-5171

Access Criteria: Women and their children.

Description: Provides a safe, short-term residence for women and their children who are seeking safety from partners, families or selves. Other services offered include residential counselling, child and youth counselling, family violence prevention, Anishnaabe teachings, safety planning, educational programming and walk-in services.

### **Cornerstone Family Violence Prevention Centre**

(905) 372-0746 or (800) 263-3757 for shelter and crisis support, (905) 372-1545 for community and office-based services

Access Criteria: Depends on specific services being sought.

Description: Provides support, risk assessment and safety planning for women who are experiencing or at-risk of violence. A variety of services are available, including counselling, talk and text support, Family Court Support, emergency housing, transitional and second stage housing and housing supports.

### **Kawartha Sexual Assault Centre (KSAC)**

(705) 748-5901

Access criteria: 16+ for full service access, ages 12-15 limited services available determined case-by-case. Self-referral.

Description: Provides support to anyone affected by sexual and/or gender-based violence and harm through individual counselling, psychoeducational and therapeutic groups and workshops, advocacy and accompaniment services, crisis support, peer supports, prevention education and professional training.

### **Victims Services Peterborough Northumberland**

(888) 822-7729 [victimservicespn.ca](http://victimservicespn.ca)

Access Criteria: All ages. Located in Peterborough and Northumberland Counties. Have experienced harm due to a crime. Self-referral.

Description: Various kinds of support can be accessed that include a breadth of options pursuant to helping someone heal from this experience. The individual is not required to report the crime to police in order to receive support. Self-referral during business hours. If police are involved, they have access to Victim Services 24/7.

### **Women's Healthcare Centre**

(705) 743-4132

Access Criteria: Some services available for all ages and genders. Receptionist will help determine whether or not this is the right service for the person calling. Self-referral via phone during business hours. In more urgent circumstances, the specially trained Women's Health nurses can be accessed through the Emergency Department at PRHC 24/7.

Description: Focused primarily on women but some services are provided to people of all ages and genders, depending on the service required. A wide variety of healthcare services are available that are focused on providing information, support, counselling and treatment to help women prevent health problems and cope with any presenting problems in ways that are informed, person-focused and trauma-informed. Nurses have specialized training to complete assessments of any physical harm that may be experienced during an assault.

### **Assaulted Women's Helpline**

Crisis line (866) 863-0511, TTY (866) 863-7868 [awhl.org](http://awhl.org)

Description: Available to all women who have experienced abuse.

## **HOUSING / SHELTER**

### **Nijkiwendidaa Anishnaabekwewag Services Circle**

(705)741-0900 (800)663-2696 [nijki.com](http://nijki.com)

Access Criteria: Indigenous women and children (do not need formal status). Self-referral.

Description: Help with various components of housing, including support searching for and finding affordable housing, completing housing applications, viewing apartments, and advocacy on the behalf of the person/family to help overcome barriers related to housing.

### **Cornerstone Cornerstone Family Violence Prevention Centre**

(905) 372-0746 (800) 263-3757

Access Criteria: Depends on specific service sought.

Description: Provides emergency housing, transition/second stage housing and has a Family Housing Resource Program.

### **Anishnaabe Kwewag Gamiig Inc. Regional Women's Shelter (Alderville)**

(905) 352-3708 (800) 388-5171

Access Criteria: Women and their children.

Description: Provides a safe, short-term residence for women and their children who are seeking safety from partners, families or themselves.

### **Transition House**

(905) 377-0378 Access Criteria: 18+.

Description: Emergency shelter.

## **Warming Room and Cooling Area - Cobourg Police Service**

(905) 372-2243

Description: Warming room and cooling area with a washroom and shower.

For information on resources and supports for people experiencing or at risk of experiencing homelessness, please see: [northumberland.ca/en/living-here/housing-and-shelter.aspx#](http://northumberland.ca/en/living-here/housing-and-shelter.aspx#)

## **FOOD & ESSENTIAL NEEDS**

### **Society of St. Vincent de Paul**

Cobourg (905) 373-9391

Description: Provides emergency food vouchers to families in need.

Port Hope (905) 885-2940

Description: Provides emergency assistance with food, vouchers, clothing or furniture.

Salvation Army Cobourg (905) 373-9440 [sallyann.ca](http://sallyann.ca)

Port Hope (905) 885-2323

Description: Provides an array of services for people in need. Emergency services include food cupboard, vouchers for food, clothing and household items, as well as providing assistance getting other essential needs met (ex. help gaining emergency housing, access to essential medical needs). Services also include: lunch programs, mobile outreach, coats for kids, Christmas assistance, JumpStart sports assistance and emergency disaster assistance.

**Visit [foodhelpnorthumberland.cioc.ca](http://foodhelpnorthumberland.cioc.ca) to enter relevant search parameters and learn what relevant food supports are available in your specific area of Northumberland.**

### **Food banks and community food programs in Northumberland county list:**

[centraleasthealthline.ca/listServicesDetailed.aspx?id=10572&region=NorthumberlandCounty](http://centraleasthealthline.ca/listServicesDetailed.aspx?id=10572&region=NorthumberlandCounty)

## **LEGAL SUPPORT**

### **The Legal Centre**

(905) 373-4464 (800) 850-7882 [thehelpandlegalcentre.ca](http://thehelpandlegalcentre.ca)

Access Criteria: Low income.

Description: Provides free and confidential legal advice and help to the residents of Northumberland County.

### **Family Court Support - Cornerstone Family Violence Prevention Centre**

(905) 372-1545

Access Criteria: 18+. Experience of family violence.

Description: Provides support through the family court processes, including accompaniment to legal appointments and court, information to help about the family court system, help understanding and filling out court paperwork, appropriate referrals and safety planning.

## SETTLEMENT AND NEWCOMER SUPPORT

### **New Canadians Centre**

(705) 743-0882 [nccpeterborough.ca](http://nccpeterborough.ca)

Access Criteria: Immigrant, refugee, newcomers to Canada.

Description: NCC exists to empower people new to Canada to become full and equal members of Canadian society, and to provide community leadership to ensure cultural integration in a welcoming community. A wide variety of programming is available for community connections, employment, english as a second language, immigration and settlement, and support.

## COMMUNITY CONNECTIONS

### **Early On**

Access Criteria: Families with child(ren) 0-6

Description: Free, high quality programs for families and children from birth to 6 years old. Learn and play with your child, meet people and get advice from early childhood professionals. Check out: [ontario.ca/page/find-earlyon-child-and-family-centre](http://ontario.ca/page/find-earlyon-child-and-family-centre) to find one closest to you.

### **CMHA - Canadian Mental Health Association**

(705) 748-6711 [cmhahkpr.ca](http://cmhahkpr.ca)

Description: Offers a family support group called Journeying Together in Northumberland for caregivers of individuals living with mental health concerns.

## OTHER

### **Nijkiwendidaa Anishnaabekwewag Services Circle**

(705) 741-0900 (800) 663-2696 [nijki.com](http://nijki.com)

Access Criteria: Indigenous (do not need to have status) women and children. Self-referral.

Description: Indigenous Healthy Babies Healthy Children program (0-6)

Community Training (promoting cultural awareness among non-Indigenous folks)

### **Credit Counselling - CCRC**

(705) 743-2272 [creditcounsellingptbo.ca](http://creditcounsellingptbo.ca)

Description: Provides help in managing finances and debt.



# Resources – Clarington

## CRISIS SUPPORT

### Youthline

youthline.ca

Text or call (647) 694-4275. To chat online, visit their website.

Description: Confidential, non-judgemental and informed peer support for students who identify as LGBTQ+. Telephone, text and chat services available Sunday to Friday, 4pm-9:30pm.

### Kids Help Phone

(800) 668-6868

Description: Confidential 24/7 support service offering professional counselling, information and referrals, as well as volunteer-led, text-based support to young people in English and French.

### Distress Centre Durham

[distresscentredurham.com](http://distresscentredurham.com)

Distress Line: (905) 430-2522 (800) 452-0688

Pride Line: (855) 877-7433 (available 6-10pm)

Description: 24/7 telephone support.

### ONTX - Ontario Online & Text Crisis Services

Text 258258 or for online services: [distresscentredurham.com/ontario-online-text-crisis-services](http://distresscentredurham.com/ontario-online-text-crisis-services)

Description: Available 2pm-2am daily. Safe, confidential, one-on-one conversation with a highly trained empathic responder is available from your computer, web-based device or phone.

### Durham Mental Health Services

(905) 666-0483 (800) 742-1890

Description: 24/7 telephone services available to the individual in crisis and/or their support system. A community visit by the mobile crisis team can be arranged, as can follow-up support. Crisis beds and mental health safe beds are also available.

**Lakeridge Health Hospitals - emergency rooms** [lakeridgehealth.on.ca/en/index.asp](http://lakeridgehealth.on.ca/en/index.asp)

### Telehealth Ontario

(866) 797-0000

Description: 24/7 access to a Nurse.

### Durham Rape Crisis Centre (DRCC)

24-hour Crisis and Support Line (905) 668-9200

Description: Confidential, nonjudgemental support and information to anyone that has experienced any form of sexual violence in their lives. Family, partners or friends supporting a sexual violence survivor may also call the line for support.

<b>Bethesda House</b>	Bowmanville	(905) 623-6045	(800) 338-3397
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<b>Denise House</b>	Oshawa	(905) 728-7311	(800) 263-3725
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<b>Y's WISH</b>	Oshawa	(905) 576-2997	(888) 576-2997
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<b>Herizon House</b>	Ajax	(905) 426-1064	(866) 437-4066
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Description: Trained and experienced counsellors in each of these organizations are available to take calls 24/7 helping women dealing with abuse and violence identify their options and resources.

## **Assaulted Women's Helpline**

Crisis line (866)863-0511, TTY (866)863-7868 [awhl.org](http://awhl.org)

Description: Available to all women who have experienced abuse.

## **PRIORITY RESPONSE**

### **Victims Services of Durham Region**

(905) 721-4226

Description: Support for anyone who has experienced harm due to a crime or tragic circumstance. Services can be accessed whether or not the individual chooses to press charges. There are a variety of services that can be accessed pursuant to helping someone heal from this experience. Can self-refer during business hours. Police can refer and help someone gain access 24/7.

## **MENTAL HEALTH**

### **Nijkiwendidaa Anishnaabekwewag Services Circle**

(705) 741-0900 (800) 663-2696 [nijki.com](http://nijki.com)

Access Criteria: Indigenous women and children (do not need formal status). Self-referral.

Description: Counselling and healing services for women and their families. Short-term and long-term counselling is available.

### **Catholic Family Services Durham**

(905) 725-3513 (877) 282-8932 [cfsdurham.com/english/Index\\_1.html](http://cfsdurham.com/english/Index_1.html)

Access Criteria: Individuals, couples and families, regardless of religious beliefs.

Description: Provides clinical therapy and psychoeducational counselling and support.

### **CMHA - Canadian Mental Health Association Durham**

(905) 436-8760

Access Criteria: 16+. Self-referral.

Description: System navigation and case management support.

### **Kinark Child and Family Services**

(888) 454-6275 [kinark.on.ca](http://kinark.on.ca)

Access Criteria: 0-18.

Description: Children's mental health agency offering services in a variety of circumstances for children and youth. Call central intake for more information.

### **Lakeridge Health**

[lakeridgehealth.on.ca/en/index.asp](http://lakeridgehealth.on.ca/en/index.asp)

Description: Offers a wide range of services for all ages. See the website for more information.

### **Durham Rape Crisis Centre (DRCC)**

(905) 444-9672 [drcc.ca](http://drcc.ca)

Description: Confidential, nonjudgemental support and information to anyone that has experienced any form of sexual violence, as well as family, partners or friends supporting a sexual violence survivor. A variety of services exist, including individual counselling, group counselling, counselling for support people of survivors and advocacy and accompaniment services.

## **ADDICTION**

### **Pinewood Centre - Lakeridge Health Bowmanville**

(905) 721-4747 x3

Access Criteria: 12+. Concerns related to their alcohol use, substance use, concurrent mental health concerns and/or gambling (or are impacted by that of a caregiver).

Description: Provide a range of treatment services focused on harm reduction, including residential withdrawal management services, residential treatment services, structured community based individual and group services, and walk-in and telephone support.

### **Alcoholics Anonymous Oshawa**

(905) 728-1020 [aadurham.org](http://aadurham.org)

Access Criteria: Self-referral. A desire to stop drinking.

Description: A fellowship of people who share their experience, strength and hope with each other that they may solve their common problem and help others recover from alcoholism.

### **Narcotics Anonymous**

(888)811-3887 [orscna.org](http://orscna.org) [cloana.org](http://cloana.org)

Access Criteria: Self-referral. Anyone who has concerns about their use and abuse of or addition to substances.

Description: Peer support model where those with shared lived experiences come together to help each other cope and recover from their use of substances.

### **Al-Anon / Alateen**

(888) 425-2666 [al-anon.alateen.on.ca](http://al-anon.alateen.on.ca)

Access Criteria: Self-referral.

Description: Local support groups for family members, friends and/or teens living with or who have been affected by someone's drinking or substance use.

### **Health / Medical Access**

A list of walk-in and urgent care clinics in Clarington can be found at:

[www.durhamregion.com/community-story/5324355-durham-region-walk-in-urgent-care-clinics/](http://www.durhamregion.com/community-story/5324355-durham-region-walk-in-urgent-care-clinics/)

### **Sexual Health Clinic - Durham Public Health**

(905) 668-2020 (800) 841-2729

[durham.ca/en/health-and-wellness/sexual-health.aspx](http://durham.ca/en/health-and-wellness/sexual-health.aspx)

Description: Provides medical support and information surrounding all aspects of sexual health.

### **Sexual Assault Care Centre - Lakeridge Health Oshawa**

(905) 576-8711 x3286

Description: Sexual assault/domestic violence nurses are available to support people of all ages who have experienced sexual violence and those 16+ who have experienced domestic or sexual violence. They can be accessed 24/7 through the emergency department at Lakeridge Health Oshawa.

### **Telehealth Ontario**

(866) 797-0000

Description: 24/7 access to a Nurse.

## **VIOLENCE / FAMILY VIOLENCE / PHYSICAL HARM**

### **Bethesda House (Bowmanville)**

(905) 623-6045 [bethesdahouse.ca](http://bethesdahouse.ca)

Access Criteria: Women, youth and children who have experienced gender-based and/or family violence.

Description: Provide a range of services designed to help women and young people cope with the harm they've experienced. Services include emergency housing, crisis support, transitional support and housing, community counselling and support, youth programming and community education.

### **Denise House (Oshawa)**

(800) 263-3725 [thedenisehouse.com](http://thedenisehouse.com)

Access Criteria: Women and children, special youth programming available for ages 5-18.

Description: Offers a range of services to assist women and children impacted by violence, including emergency housing, crisis line, support and crisis counselling and a community child and youth worker.

### **YWCA Durham (Oshawa)**

(905) 576-6356 [ywcadurham.org](http://ywcadurham.org)

Access Criteria: Women, children, youth and families

Description: Provides a variety of services designed to promote the well-being of those they serve. Services include crisis line, emergency shelter, transitional and outreach support, long term counselling, second stage housing, interim housing, supportive housing, recreation and a thrift shop.

### **Herizon House (Ajax)**

(905) 426-1064 [herizonhouse.com](http://herizonhouse.com)

Access Criteria: Women 16+ who have experienced violence, and their children.

Description: Emergency shelter, crisis line, outreach crisis counselling and transitional support are available.

### **Assaulted Women's Helpline**

Crisis line (866) 863-0511, TTY (866) 863-7868 [awhl.org](http://awhl.org)

Description: Available to all women who have experienced abuse.

### **Sexual Assault Care Centre - Lakeridge Health Oshawa**

(905) 576-8711 x3286

Description: Sexual assault/domestic violence nurses are available to support people of all ages who have experienced sexual violence and those 16+ who have experienced domestic or sexual violence. They can be accessed 24/7 through the emergency department at Lakeridge Health Oshawa.

### **Victims Services of Durham Region**

(905) 721-4226

Description: Support for anyone who has experienced harm due to a crime or tragic circumstance. Services can be accessed whether or not the individual chooses to press charges. There are a variety of services that can be accessed pursuant to helping someone heal from this experience. Can self-refer during business hours. Police can refer and help someone gain access 24/7.

## HOUSING / SHELTER

### **Niijkiwendidaa Anishnaabekwewag Services Circle**

(705) 741-0900 (800) 663-2696 [niijki.com](http://niijki.com)

Access Criteria: Indigenous women and children (do not need formal status). Self-referral.

Description: Help with various components of housing, including support searching for and finding affordable housing, completing housing applications, viewing apartments, and advocacy on the behalf of the person/family to help overcome barriers related to housing.

### **Bethesda House (Bowmanville)**

(800) 338-3397 [bethesdahouse.ca](http://bethesdahouse.ca)

Access Criteria: Women, youth and children who have experienced gender-based and/or family violence.

Description: Provides emergency shelter and assistance finding transitional housing.

### **Denise House (Oshawa)**

(800) 263-3725 [thedenisehouse.com](http://thedenisehouse.com)

Access Criteria: Women and their children.

Description: Emergency housing.

### **YWCA Durham (Oshawa)**

(888) 576-2997 [ywcadurham.org](http://ywcadurham.org)

Access Criteria: Women, children, youth and families.

Description: Emergency shelter, second stage housing, interim housing and supportive housing.

### **Herizon House (Ajax)**

(866) 437-4066 [herizonhouse.com](http://herizonhouse.com)

Access Criteria: Women 16+ who have experienced violence, and their children.

Description: Emergency shelter.

### **Durham Youth Services**

(905) 239-9477 [durhamyouth.com](http://durhamyouth.com)

Description: Provide a variety of programs for youth experiencing, or at risk of experiencing, homelessness. Services include:

- Emergency Housing
- Transitional Housing
- Homelessness Prevention
- Housing First for Youth (HR4Y)
- Fresh Start Kits

### **For housing-related resources in the Durham Region, check out:**

<https://www.durham.ca/en/living-here/housing-outreach-and-eviction-prevention.aspx>

### **For listings of emergency shelters in the Durham Region, check out:**

<https://www.durham.ca/en/living-here/emergency-shelters.aspx>

### **Housing Help Durham - Community Development Council Durham**

(905) 686-2661 [cdcd.org/housing](http://cdcd.org/housing)

Description: Provides a variety of supports to assist with housing searches, including advocacy and mediation.

## FOOD & ESSENTIAL NEEDS

### **St. Vincent de Paul**

(905) 623-7941 [lakeshore.ssvp.on.ca](http://lakeshore.ssvp.on.ca)

Description: Offers a home visit program, food hampers and vouchers for clothing and household items. They also run a thrift store and offer a food bank (at St. Joseph's Church in Bowmanville (905) 623-6371).

### **Salvation Army**

Church and Office (905) 623-3761

Thrift Store (905) 623-3217

Description: Specific programming varies by location. Please call for more information.

### **Clarington East Food Bank**

(905) 987-1418 [claringtoneastfoodbank.ca](http://claringtoneastfoodbank.ca)

Description: Emergency food. Open Tuesdays and Thursdays 11-2.

### **Food banks in the Durham Region - please find list and contact numbers here:**

[durham.ca/en/living-here/food-banks.aspx](http://durham.ca/en/living-here/food-banks.aspx)

## LEGAL SUPPORT

### **Durham Community Legal Clinic**

(905) 728-7321 [durhamcommunitylegalclinic.ca](http://durhamcommunitylegalclinic.ca)

Access Criteria: Low income residents of Durham region.

Description: Provides free legal services for a wide variety of legal issues.

## SETTLEMENT AND NEWCOMER SUPPORT

### **Welcome Centre Immigrant Services**

(877) 761-1155 [welcomecentre.ca](http://welcomecentre.ca)

Description: Provides a broad range of services to immigrants in Durham and York Regions designed to help them integrate economically and socially into Canada.

Services include: Settlement and Integration Services  
Employment Supports  
Accreditation Qualification and Information Services  
Language Interpretation Supports  
E-Learning Language Classes  
English Language Training

## COMMUNITY CONNECTIONS

### Clarington Youth Centres

(905) 623-6814 [thefirehouse.ca](http://thefirehouse.ca)

3 locations - Firehouse Youth Centre	Bowmanville	(905) 623-6814	x36
The Loft	Courtice	(905) 623-6814	x28
The NYC	Newcastle	(905) 623-6814	x37

Description: Free, supervised drop-in recreational programming for youth 12-18. A variety of resources and activities are available.

### Big Brothers Big Sisters Clarington

(905) 623-6626 [clarington.bigbrothersbigsisters.ca](http://clarington.bigbrothersbigsisters.ca)

Description: Creates individual and group mentoring relationships amongst adults and youth.

### For ideas about recreation activities available in Clarington, please see:

[clarington.net/en/be-active/Recreation-Programs.asp](http://clarington.net/en/be-active/Recreation-Programs.asp)

## OTHER

### Nijkiwendidaa Anishnaabekwewag Services Circle

(705) 741-0900 (800)663-2696 [nijki.com](http://nijki.com)

Access Criteria: Indigenous (do not need to have status) women and children. Self-referral.

Description: Indigenous Healthy Babies Healthy Children program (0-6)

Community Training (promoting cultural awareness for non-Indigenous folks)

### Distress Centre Durham

(905) 430-3511 [distresscentredurham.com](http://distresscentredurham.com)

Distress Line: (905) 430-2522 (800) 452-0688

Pride Line: (855)87PRIDE (77433)

Description: 24/7 telephone support.

Services available: 24-hour Telephone Helpline Service

ONTX - Text and Web-based Crisis Service

Crisis Call-Out Program

Community Contact Call-Out Program

Suicide Survivor Call-Out Program

Resource Centre

Suicide/Homicide Survivor Support Groups

Adolescent Suicide Awareness

Community Training and Education

### Durham Mental Health Services

(905) 666-0831 (855) 888-3647 [dmhs.ca](http://dmhs.ca)

Access Criteria: 16+.

Services available: Crisis Response

Residential Programs

Community Support Program

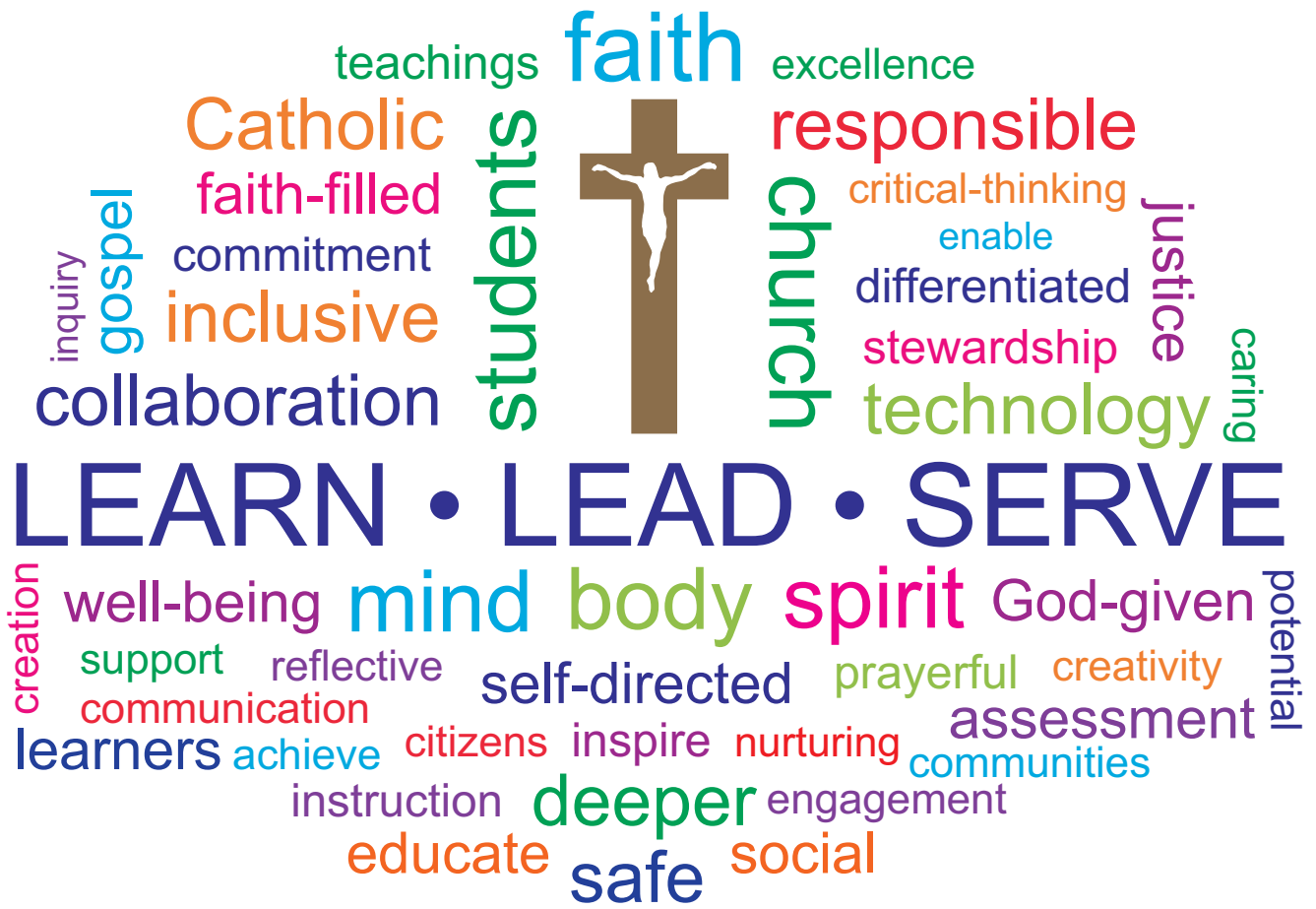
Justice Initiatives

Family Support

Consumer Survivor Initiatives

Seniors Support Program

Training and Education



**PETERBOROUGH VICTORIA NORTHUMBERLAND AND CLARINGTON  
CATHOLIC DISTRICT SCHOOL BOARD**

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