



Guide to Community Resources for Seniors and Older Adults





The content in this guide is for information purposes only and is not an exhaustive list of resources. The guide offers links to websites operated by external providers that are not maintained or monitored by the Region of Durham and are accessed solely at your own discretion.



The development of this guide was led by the Region of Durham's Diversity, Equity and Inclusion Division, with support from the Making Connections, Building Community (MCBC) project team, funded by the Ontario Ministry of Seniors and Accessibility. It aims to increase social connection and community engagement among seniors and older adults by increasing awareness of culturally responsive programs and services.

An online version of the guide can be found on the [Region of Durham's Age-Friendly web page](https://durham.ca/AgeFriendly) (durham.ca/AgeFriendly).

If you require this information in an accessible format, please contact the Accessibility Coordinator at accessibility@durham.ca or 905-668-4113 extension 2009.

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Contents

Food and Clothing	6
Health	8
Mental Health	13
Housing	21
Income	25
Legal	26
Safety	27
Settlement	31
Social and Recreation	32
Transportation	38

Food and Clothing

Back Door Mission

A social service and primary health care hub for those experiencing homelessness.

66 Simcoe Street South, Oshawa
905-728-4664

[Back Door Mission website](http://BackDoorMission.ca)

(BackDoorMission.ca)

Community Care Durham

Community Food Box

Delivers healthy and affordable fresh food to community members.

1-888-255-6680

[Community Food Box web page](http://CommunityCareDurham.on.ca/Services/Community-Food-Box)

(CommunityCareDurham.on.ca/Services/Community-Food-Box)

Meals on Wheels

Delivers nutritious and affordable ready-to-eat meals, while also providing social interaction and a safety check from volunteers who make the deliveries.

1-888-255-6680

[Meals on Wheels web page](http://CommunityCareDurham.on.ca/Services/Meals-on-wheels)

(CommunityCareDurham.on.ca/Services/Meals-on-wheels)

Do Unto Others (DUO)

DUO helps alleviate the hardships and hunger people face daily.

They also have an overnight safe place available for those experiencing homelessness.

454 Simcoe Street South, Oshawa
905-213-9580

Durham Outlook for the Needy

A full-service, barrier-free soup kitchen that serves food insecure patrons nutritious, hot meals.

227 Simcoe Street South, Oshawa
905-434-7543

[Durham Outlook for the Needy website](http://DurhamOutlook.com)

(DurhamOutlook.com)

Feed the Need in Durham (FTND)

FTND is Durham's regional emergency food distribution centre. Food banks partnered with FTND offer free, nutritious and culturally appropriate food to those experiencing food insecurity in Durham Region.

905-571-3863

[Feed the Need in Durham website](http://FeedTheNeedInDurham.ca)

(FeedTheNeedInDurham.ca)

Salvation Army Food Bank

Provides a safe place to access emergency food and other assistance.

Ajax/Pickering: 122 Hunt Street,
Ajax; 905-427-7123

Bowmanville: 75 Liberty Street
South; 905-623-2185

Oshawa/Port Perry: 45 King Street
East, Oshawa; 905-723-7422

Whitby/Brooklin: 710 McQuay
Boulevard, Whitby; 905-430-3454

Simcoe Hall Settlement House

Provides wellness opportunities through their food bank and programs to support people experiencing financial and social challenges.

387 Simcoe Street South, Oshawa
905-728-7525

[Simcoe Hall Settlement House website](https://www.simcoehall.com/settlement-house)

(SimcoeHall.com)

Seniors Club

A club hosted for seniors to engage in recreational activities with hot lunches served.

[Simcoe Hall Settlement House Seniors Club web page](https://www.simcoehall.com/seniors-club)

(SimcoeHall.com/Seniors-Club)



Health

211 Ontario

A free 24/7 helpline that quickly and confidentially connects people to non-emergency community programs and social services in their areas. Service is available in more than 150 languages upon request.

Call: 2-1-1 (no area code required)

[211 Ontario website](https://211ontario.ca)

(211Ontario.ca)

AIDS Committee of Durham Region

Aging Well Empowerment (AWE) Program

Offers education and social activities, nutritional counselling and exercise, creative pursuits, referrals and advocacy for senior communities impacted by HIV.

905-576-1445

[AIDS Committee of Durham Region website](https://aidsdurham.com)

(AidsDurham.com)

Black, African, Caribbean Community Outreach (BACCO)

BACCO offers numerous services locally for Black, African, and Caribbean communities and is guided by the African and Caribbean Council on HIV-AIDS in Ontario.

905-576-1445 extension 521

[BACCO web page](https://aidsdurham.com/bacco)

(AidsDurham.com/Bacco)

Alzheimer Society of Durham Region

Support, education and programs offered to people living with Alzheimer's disease and other dementias, as well as to their family and care partners. Services are also offered in French.

1-888-301-1106

[Alzheimer Society of Durham Region website](https://alzheimer.ca/durham)

(Alzheimer.ca/Durham)

Brock Community Health Centre

Provides primary care services and health promotion programs for individuals, families and communities of Brock Township and surrounding areas.

[Brock Community Health Centre website](#)

(BrockCHC.ca)

Central East Healthline

An online directory of local health services for Central East Ontario.

[Central East Healthline website](#)

(CentralEastHealthline.ca)

Community Care Durham

Provides a broad range of services including health and wellness programs for adults and their caregivers to support independence and quality of life.

905-668-6223 or 1-888-255-6680

[Community Care Durham website](#)

(CommunityCareDurham.on.ca)

Durham Community Health Centre (DCHC)

Provides accessible community-based primary care, wellness services and health education to

Durham Region community members. Equity-based programs and services focus on priority groups such as Indigenous, Black, and 2SLGBTQI+ communities; newcomers to Canada; and seniors.

1-877-227-3217

[Durham Community Health Centre website](#)

(DurhamCHC.ca)

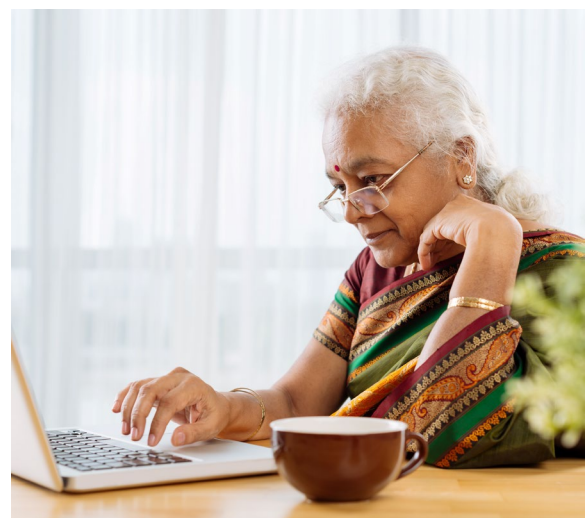
Entité 4

Supports French-speaking communities with French language health services such as care for seniors, palliative care, chronic diseases, mental health and virtual care.

1-855-726-8882

[Entité 4 website](#)

(Entite4.ca)



Health Canada

Non-Insured Health Benefits (NIHB) for First Nations and Inuit

NIHB provides eligible First Nations and Inuit with coverage for a range of health benefits, including drugs, dental and vision care, medical supplies and equipment, mental health counselling and transportation.

1-800-640-0642

[NIHB for First Nations and Inuit web page](#)

(sac-isc.gc.ca/eng/1572537161086/1572537234517)

Home and Community Care Support Services (Central East)

Provides assessment of patient care needs and delivery of in-home and community-based services to support health and well-being. They also provide access and referrals to other community services and manage Ontario's long-term care home placement process.

Call: 310-2222 (no area code required)

[Central East Home and Community Care Support Services](#)

(HealthcareAtHome.ca/Region/Central-East)

North Durham Family Health Team

A team of health care professionals who collaborate with physicians from Medical Associates of Port Perry to coordinate quality care to patients.

462 Paxton Street, Port Perry

905-985-2895

[North Durham Family Health Team website](#)

(NorthDurhamFHT.ca)

Ontario Health811

A 24/7, free, confidential helpline or online chat that connects you with a registered nurse for non-urgent health care information, advice and referrals. The website provides health-related resources. Translation support is offered in many languages.

Call: 8-1-1 (no area code required)

[Ontario Health811 website](#)

(Health811.Ontario.ca)

Region of Durham

Health Connection Line

This helpline provides information on health-related questions and links residents with public health programs and community resources in Durham Region.

Call: 3-1-1 (within regional limits)
905-668-2020 or 1-800-841-2729

[Durham Region Health and Wellness web page](#)

(durham.ca/Health)

Ontario Seniors Dental Care Program

Covers basic dental care including services such as examinations, x-rays, preventive services, fillings, extractions and denture care for eligible seniors.

1-866-853-1326 extension 4569

[Ontario Seniors Dental Care Program in Durham Region web page](#)

(durham.ca/en/Health-And-Wellness/Dental-And-Oral-Health.aspx)

Smokers' Helpline

A free, confidential service operated by the Canadian Cancer Society offering support and information about quitting smoking, vaping and tobacco use.

1-877-513-5333

[Smokers' Helpline website](#)

(SmokersHelpline.ca)

Taibu Community Health Centre

Ubuntu Village Project

Peer-led programs supporting older adults' health and well-being, and connection to the broader Black community.

416-644-3536

[info@TaibuCHC.ca](#)

[Ubuntu Village Project web page](#)

(TaibuCHC.ca/en/Taibu-Community-Services/Cares-For-Seniors)

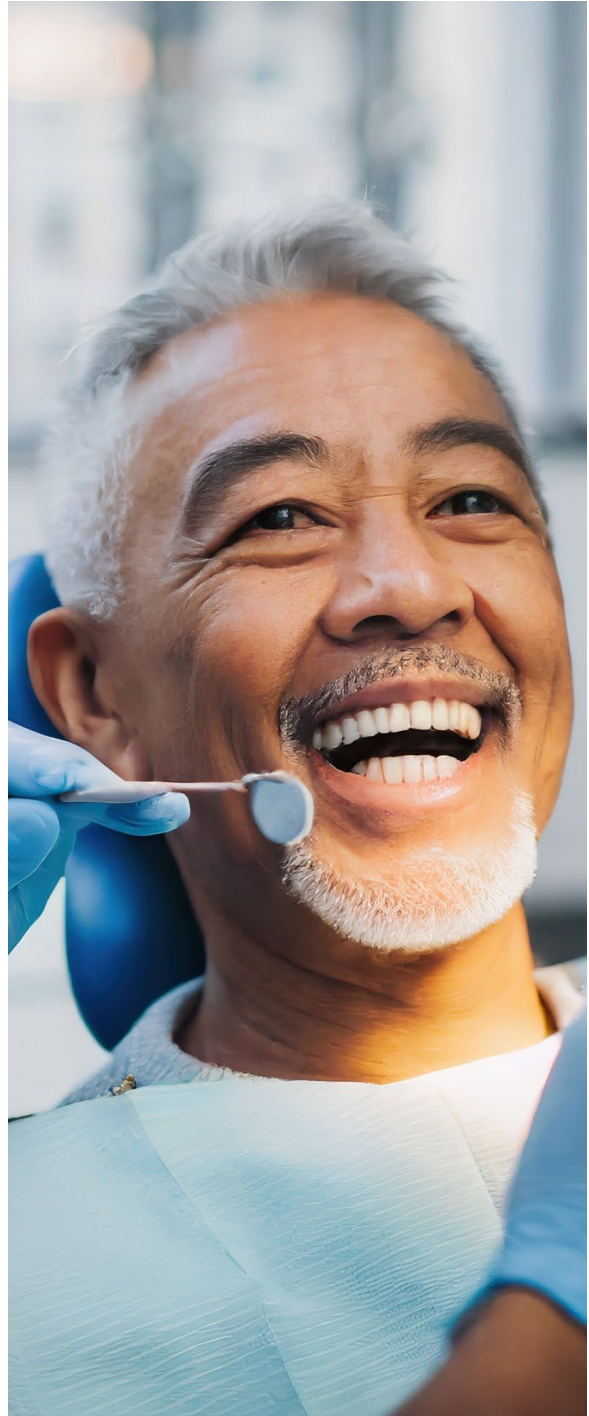
VHA Home HealthCare

A non-profit organization that offers 24/7 health care and support services including personal care, nursing, extreme cleaning, hoarding support, social work services, dietetics, occupational therapy, physiotherapy, and speech language pathology.

1-888-314-6622

[VHA Home HealthCare website](https://vha.ca)

(VHA.ca)



Mental Health

9-8-8: Crisis Suicide Helpline

A free and confidential 24/7 crisis line for immediate support to anyone in suicidal crisis or emotional distress, or if you are worried about someone else.

Call: 9-8-8 (no area code required)

[9-8-8 Crisis Suicide Helpline website](#)

(988.ca)

Beendigen

Talk 4 Healing

Offers help, support and resources 24/7 through talk, text and chat — provided by Indigenous women for Indigenous women. Services are grounded in Indigenous culture, wisdom and tradition and are available in several languages.

1-855-554-4325

[Beendigen Talk 4 Healing web page](#)

(beendigen.com/Programs/Talk4Healing)

Bethesda House

Community Counselling and Support Program

Supportive counselling for women in the community who are experiencing abuse-related crises or coping with the after-effects of abuse.

905-623-6045

24/7 Support Line: 905-623-6050 or 1-800-338-3397

[Community Counselling and Support Program web page](#)

(BethesdaHouse.ca/Our-Services/Outreach-Counselling-Support-Program-For-Women)

Canadian Mental Health Association (CMHA)

Durham

CMHA provides a comprehensive range of mental health and primary care services for Durham Region residents.

905-436-8760 or 1-844-436-8760

[Canadian Mental Health Association Durham website](#)

(CMHADurham.ca)

Catholic Family Services of Durham

Provides services to individuals, young parents, couples and families, regardless of beliefs, through evidence-based psychotherapy and counselling, education, and support.

905-725-3513

[Catholic Family Services of Durham website](http://CFSdurham.com)

(CFSdurham.com)

Centre for Addiction and Mental Health (CAMH)

Provides a range of clinical care mental health and addiction services for patients of all ages and families.

1-800-463-2338

[Centre for Addiction and Mental Health website](http://CAMH.ca)

(CAMH.ca)

Circle of Care

Holocaust Survivor Services

Offers services for Holocaust survivors with oversight from specially trained staff.

416-635-2860 extension 247

[Circle of Care's Holocaust Survivor Services web page](http://CircleOfCare.com/Holocaust-Survivor-Services)

(CircleOfCare.com/Holocaust-Survivors)

Community Care Durham

Creating Opportunities for Personal Excellence (COPE)

A community-based mental health service that offers group support to adults aged 16 and older, with emotional and/or mental health concerns.

905-668-6223 or 1-888-255-6680

[Community Care Durham's COPE web page](http://CommunityCareDurham.on.ca/Services/Cope)

(CommunityCareDurham.on.ca/Services/Cope)

ConnexOntario

A free and confidential helpline for people experiencing problems with gambling, drugs, alcohol or mental health. System navigation specialists answer calls, emails and web chat requests 24/7.

1-866-531-2600

[ConnexOntario website](https://www.connexontario.ca)

(ConnexOntario.ca)

Distress Centre Durham

Distress Line

Individuals can access emotional and crisis support by calling the free, 24/7 distress helpline.

905-430-2522 or 1-800-452-0688

[Distress Centre Durham website](https://www.distresscentredurham.com)

(DistressCentreDurham.com)

Durham Mental Health Services (DMHS)

C.A.L.L. (Crisis Access Linkage Line)

A free, 24/7 helpline to provide supports to individuals in crisis.

905-666-0483 or 1-800-742-1890

[DMHS C.A.L.L. web page](https://www.dmhs.ca/Cause/Crisis-Response)

(DMHS.ca/Cause/Crisis-Response)

Seniors Support Program

Provides support to eligible individuals aged 55 and older, living in designated Durham Region housing sites, to enhance and extend independence and improve overall physical and mental health.

905-666-0483 or 1-800-742-1890

[DMHS Seniors Support Program web page](https://www.dmhs.ca/Cause/Seniors-Support-Program)

(DMHS.ca/Cause/Seniors-Support-Program)

Durham Rape Crisis Centre (DRCC)

Individual Counselling Services

Provides free, confidential, and trauma-informed individual counselling to women-identifying people who are survivors of sexual violence, and who live in Durham Region.

General inquiries: 437-228-7396

24/7 Crisis and Support Line: 905-668-9200

info@DRCC.ca

[DRCC Individual Counselling Services web page](https://www.drcc.ca/Services/Individual-Counselling)

(DRCC.ca/Services/Individual-Counselling)

Group Counselling Services – YANA (You Are Not/Never Alone)

Supportive therapeutic group designed for women and non-binary folks that are Black (African, Black, and Afro-Caribbean) and are survivors of sexual violence.

437-234-2378

[DRCC Group Counselling Services web page](#)

(DRCC.ca/Services/Group-Counselling)

Hope for Wellness Helpline

Provides immediate telephone and online-chat based support and crisis intervention to all Indigenous people. Service is available 24/7, and upon request, in Cree, Ojibway and Inuktitut.

1-855-242-3310

[Hope for Wellness Helpline website](#)

(HopeForWellness.ca)

Ifarada Centre for Excellence

Offers a holistic group of programs that support mental wellness for marginalized individuals and families in Durham Region.

905-250-0415

info@ifaradaInstitute.org

Counselling Programs

Seeks to support, heal and empower racialized community members through culturally informed, anti-oppressive practice and holistic interventions. They offer individual psychotherapy, group therapy, life coaching and more.

[Ifarada Counselling Programs web page](#)

(IfaradaInstitute.org/Our-Programs/Counselling)

Group Programs

Offers a variety of therapeutic group programs developed with African-centered and Indigenous-inspired tools.

[Ifarada Group Programs web page](#)

(IfaradaInstitute.org/Our-Programs/Group-Programs)

Indian Residential Schools Resolution Health Support Program

National Indian Residential School Crisis Line

Crisis line counsellors are available 24/7 for Residential School Survivors and intergenerational survivors, as well as anyone affected by the Indian Residential Schools system, to provide immediate emotional support and referrals.

1-866-925-4419

Missing and Murdered Indigenous Women and Girls (MMIWG) Crisis Line

Individuals impacted by the issue of missing and murdered Indigenous women, girls and 2SLGBTQI+ people and need emotional assistance can call the toll-free crisis line.

1-844-413-6649

John Howard Society of Durham Region

Supports individuals, families and youth through programs addressing employment, literacy, housing, parenting and substance use disorders.

905-579-8482

[John Howard Society of Durham Region website](http://JohnHowardSocietyofDurhamRegion.org)

(JohnHoward.on.ca/Durham)

Kujenga Wellness Project

Peer-to-Peer Mentoring

Supports Black community members, families, parents and youth. They connect with elders to assist with program development, including leading workshops, cultural awareness and mentoring parents.

437-500-3496

info@kujengafamily.org

[Kujenga Wellness Project Peer-to-Peer Mentoring web page](http://KujengaWellnessProject.org/Peer-to-Peer-Mentoring)

(KujengaFamily.org/Peer-To-Peer-Mentoring)

**Niijiwendidaa
Anishnaabekwewag
Services Circle (NASC)**

Indigenous counselling for women

Services for Indigenous women and their dependents who have experienced violence, or are at risk of experiencing violence, using Anishnaabe cultural practices, blended with community-centred and client-centred methods of healing.

705-741-0900 or 1-800-663-2696

admin@niijki.com

[Indigenous counselling for women support program web page](http://niijki.com/Indigenous-Counselling-For-Women-Support-Program.html)

(niijki.com/Indigenous-Counselling-For-Women-Support-Program.html)

Noojimo Health

All-Indigenous Virtual Mental Wellness Clinic

Offers culturally safe and timely virtual mental health services for Indigenous people by an Indigenous care provider.

1-833-277-5678

[Noojimo Health website](http://NoojimoHealth.ca)

(NoojimoHealth.ca)

Ontario Caregiver Organization

Ontario Caregiver Helpline

One-stop resource for information and referrals connecting caregivers to community-based services and support.

1-833-416-2273

[Ontario Caregiver Helpline website](http://OntarioCaregiver.ca/Helpline)

(OntarioCaregiver.ca/Helpline)

Ontario Shores Centre for Mental Health Sciences

Provides a range of specialized assessment and treatment services to individuals living with complex and serious mental illness.

1-800-341-6323

[Ontario Shores Centre for Mental Health Sciences website](http://OntarioShores.ca)

(OntarioShores.ca)

Region of Durham

Family Services Durham

Provides individual, couple and family counselling; and psychotherapy to people who live or work in Durham Region. Fees are based on income and family size.

Call: 3-1-1 (within regional limits) or 905-666-6239 option 5

[Family Services Durham web page](#)

(durham.ca/Counselling)

Safety Network Durham

Provides women experiencing gender-based violence with services to provide timely access to needed supports.

1-877-723-3905

[info@SafetyNetworkDurham.ca](#)

[Safety Network Durham web page](#)

(SafetyNetworkDurham.ca)

The Denise House

Our Tyme

Social support group for older women (55+) who have experienced abuse.

905-728-7311

[info@thedenisehouse.com](#)

[The Denise House website](#)

(TheDeniseHouse.com)

Veterans Affairs Canada

Provides physical and mental health supports for current or former members of the Canadian Armed Forces or Royal Canadian Mounted Police, including families and caregivers.

1-866-522-2122

[Veterans Affairs Canada website](#)

(veterans.gc.ca)

VON Durham Hospice Services

Palliative Care Community Team (PCCT)

The PCCT works with various community partners and health care organizations to support individuals and their families, using a holistic model based on physical, psychological, social, spiritual, emotional and practical needs.

905-240-4522 or 1-877-668-9414

[VON Durham Hospice Services PCCT web page](#)

(VonDurham.org/Programs-And-Services/Palliative-Care-Community-Team-PCCT)

Wellness Together Canada

Services are delivered in English and French and range from wellness information to one-on-one sessions with a counsellor, to community support.

1-866-585-0445

[Wellness Together Canada website](#)

(WellnessTogether.ca)



Housing

Bethesda House

Shelter Program

A safe refuge for women identifying people dealing with gender-based violence and abuse.

905-623-6045 extension 207

[Bethesda House Shelter Program web page](#)

(BethesdaHouse.ca/Our-Services)

Transitional Support and Housing Program

Offers women-identifying people with support to make the transition from an abusive relationship to a safer living situation.

905-623-6045 extension 203

[Transitional Support and Housing Program web page](#)

(BethesdaHouse.ca/Our-Services/Transitional-Support-Housing-Program)

Community Development Council Durham (CDCD)

Helps eligible households living with low-income in Durham Region to obtain housing-related supports.

905-686-2661 or 1-866-746-3696

[Community Development Council Durham website](#)

(cdcd.org)

Herizon House

Provides services to women and children experiencing abuse in Durham Region such as secure temporary shelter and access to community supports and referrals.

1-866-437-4066

[Herizon House website](#)

(HerizonHouse.com)

Métis Nation of Ontario

Métis Housing Stabilization Program

Supports individuals and families who are experiencing homelessness, at immediate risk of becoming homeless, or in an unstable housing situation (must meet specific eligibility criteria).

1-800-263-4889 extension 350

HousingStabilization@MetisNation.org

[Métis Housing Stabilization Program web page](https://www.MetisNation.org/Programs-And-Services/Housing-Infrastructure/Metis-Housing-Stabilization-Program)

(MetisNation.org/Programs-And-Services/Housing-Infrastructure/Metis-Housing-Stabilization-Program)

Muslim Welfare Centre

Muslim Welfare Residences

Dedicated to helping women of all backgrounds facing homelessness by offering temporary shelter, meals, support services such as mental health counselling and life skills training.

905-665-0424

[Muslim Welfare Residences web page](https://www.MuslimWelfareCentre.com/Muslim-Welfare-Residences)

(MuslimWelfareCentre.com/Muslim-Welfare-Residences)

Niijkiwendidaa Anishnaabekwewag Services Circle (NASC)

Indigenous Transition Housing Support Program

Provides transitional and housing supports; referrals; and advocacy for women and their dependents who have experienced abuse.

705-741-0900 or 1-800-663-2696

admin@niijki.com

[NASC's Indigenous Transition Housing Support Program web page](https://www.niijki.com/Indigenous-Housing-Programs.html)

(niijki.com/Indigenous-Housing-Programs.html)

Region of Durham

Housing Services

An online hub of housing and homelessness resources; and information to support community members with meeting their unique needs.

Call: 3-1-1 (within regional limits) or 905-668-7711

[Durham Region Housing and Homelessness web page](https://durham.ca/Housing)

(durham.ca/Housing)

Snow Clearing Services

Contact your local municipality for information about snow clearing services for seniors and persons with disabilities.

The Denise House

Provides a safe shelter and supportive programs for women, with or without children, experiencing gender-based violence.

905-728-7311 or 1-800-263-3725

info@TheDeniseHouse.com

[The Denise House website](https://TheDeniseHouse.com)

(TheDeniseHouse.com)

VHA Home HealthCare

Hoarding Support Services

Provides services at no cost to eligible residents who require housing support due to extreme clutter and/or unsanitary living conditions.

1-888-314-6622

[Durham Hoarding Support Services web page](https://VHA.ca/Services/Clutter-Hoarding-Support/Dhss)

(VHA.ca/Services/Clutter-Hoarding-Support/Dhss)

YWCA Durham

2nd Stage, Interim and Supportive Housing

Safe, supportive and affordable housing programs for women at risk.

905-728-5227

info@YWCADurham.org

[YWCA Durham Housing Programs web page](https://YWCADurham.org/Services/Housing)

(YWCADurham.org/Services/Housing)

Y's Women in Safe Housing (WISH) Shelter and 24/7 Crisis Line

Offers a safe temporary home and service navigation to women and their children, regardless of age, ethnicity or sexual orientation.

905-576-2997 or 1-888-576-2997

[WISH Shelter web page](#)

(YWCADurham.org/Services/Wish-Shelter)



Income

Government of Canada Benefits

Provides Canadians with a single point of access to government services and benefits.

1-800-622-6232

[Government of Canada Benefits web page](https://canada.ca/en/services/benefits.html)

(canada.ca/En/Services/Benefits.html)

Ontario Disability Support Program (ODSP)

ODSP offers financial assistance with living expenses; health benefits, including prescription drugs and vision care; and employment supports to eligible Ontario residents with a disability.

416-325-5666 or 1-888-789-4199

[Ontario Disability Support Program web page](https://ontario.ca/Page/Ontario-Disability-Support-Program)

(ontario.ca/Page/Ontario-Disability-Support-Program)

Ontario Works

Provides financial and employment assistance to eligible Ontario residents.

1-888-999-1142

[Ontario Works website](https://ontario.ca/Page/Ontario-Works)

(Ontario.ca/Page/Ontario-Works)

Region of Durham

Social Services – Living with Low-Income

An online hub of resources and information to support residents living with low-income in Durham Region, such as food, housing and financial supports.

1-888-721-0622

[Region of Durham's Living with Low-Income web page](https://durham.ca/en/Living-Here/Living-With-Low-Income.aspx)

(durham.ca/en/Living-Here/Living-With-Low-Income.aspx)



Legal

Advocacy Centre for the Elderly

A community legal clinic that provides free legal services for older adults (60 years or older) living with low income in the Greater Toronto Area.

416-598-2656 or 1-855-598-2656

[Advocacy Centre for the Elderly website](#)

(AceLaw.ca)

Black Legal Action Centre

A community legal clinic that combats individual and systemic anti-Black racism, toward Black Ontarians, by providing free legal services.

416-597-5831 or 1-877-736-9406

[Black Legal Action Centre website](#)

(BlackLegalActionCentre.ca)

Canadian Anti-Fraud Centre

A reporting system that provides information on past and current scams affecting Canadians; and to report a scam or fraud.

1-888-495-8501

[Canadian Anti-Fraud Centre website](#)

(AntiFraudCentre.ca)

Durham Community Legal Clinic

Offers free legal services, in specific areas of law, to residents living with low income in Durham Region.

905-728-7321 or 1-888-297-2202

[Durham Community Legal Clinic website](#)

(DurhamCommunityLegalClinic.ca)

Durham Mediation Centre

Experienced mediators who work with families and offer affordable fees based on a sliding scale.

905-579-1988

[Durham Mediation Centre website](#)

(DurhamMediationCentre.org)

Office of the Public

Guardian and Trustee

Delivers services that safeguard the legal, personal and financial interests of specific Ontarians and their estates.

1-800-366-0335

[Office of the Public Guardian and Trustee web page](#)

(ontario.ca/Page/Office-Public-Guardian-And-Trustee)

Safety

Durham Rape Crisis Centre (DRCC)

24/7 Crisis and Support Line

Offers confidential and non-judgmental support and information to anyone that has experienced sexual violence in their lives. This service is available 24/7.

905-668-9200

[DRCC's Crisis and Support Line web page](#)

(DRCC.ca/Immediate-Assistance)

Advocacy and Accompaniment Services

Provides supports for women-identifying survivors of sexual violence, 16 years and older, living in Durham Region. Supports include accompanying clients to police, legal and medical appointments; and provides advocacy support such as letter writing.

905-444-9672

[DRCC's Advocacy and Accompaniment Services web page](#)

(DRCC.ca/Services/Advocacy-Accompaniment)

Durham Regional Crime Stoppers

A non-profit, community-based program, that pays cash for anonymous crime tips. Crime Stoppers will share this information with police or other agencies to assist with their investigations. The tip line is available 24/7 and allows for anonymous and confidential reporting.

1-800-222-8477

[Durham Regional Crime Stoppers website](http://DurhamRegionalCrimeStoppers.ca)

(DurhamRegionalCrimeStoppers.ca)

Durham Regional Police Services (DRPS)

Vulnerable Person Registry

A voluntary registry to share information about a vulnerable person to allow police to immediately coordinate search efforts should the person go missing.

[DRPS Vulnerable Person Registry web page](http://DRPS.ca/Online-Services/Online-Reporting-And-Registries/Vulnerable-Person-Registry)

(DRPS.ca/Online-Services/Online-Reporting-And-Registries/Vulnerable-Person-Registry)

Elder Abuse Prevention Ontario

Provides support to seniors affected by elder abuse in Ontario and raises public awareness through education.

416-916-6728

[Elder Abuse Prevention Ontario website](http://ElderAbusePreventionOntario.ca)

(eapon.ca)

Long-Term Care Family Support and Action Line

A free hotline to share concerns and complaints about a long-term care home.

1-866-434-0144

[Long-Term Care Family Support and Action Line web page](#)

(ontario.ca/Page/Long-Term-Care-Home-Complaint-Process)

Region of Durham

Seniors' Safety Advisor (SSA)

This collaboration between Family Services Durham and DRPS's Older Adult Support Investigative Services provides abuse prevention and support to older adults at risk. The SSA promotes awareness through education and advocacy, responds to public inquiries and offers direct support to older adults across Durham Region, who require assistance around safety and well-being. Contact the SSA if you or an older adult you know have experienced theft, fraud or any type of violence or abuse.

905-666-6239 extension 2460

rmd.SeniorSafety@durham.ca

[Region of Durham's Elder Abuse web page](#)

(durham.ca/en/Living-Here/Elder-Abuse.aspx)

Retirement Homes Regulatory Authority

An independent, self-funded, not-for-profit regulator mandated by the government to protect and ensure the safety and well-being of seniors living in Ontario's retirement homes.

1-855-275-7472

[Retirement Homes Regulatory Authority website](#)

(rhra.ca)

Seniors Safety Line

A free 24/7 confidential crisis and support line for seniors in Ontario who have experienced abuse or neglect. Callers receive emotional support, safety planning, information, and referrals in more than 200 languages.

1-866-299-1011

[Seniors Safety Line website](#)

(awhl.org/Seniors)

Victim Services of Durham Region

A community-based, not-for-profit organization that works to prevent violence through awareness and education. They collaborate with community agencies to provide free, confidential, rapid, trauma-informed support and advocacy for anyone in Durham Region who has experienced crime or sudden tragedy.

1-888-579-1520 extension 3400

[Victim Services of Durham Region website](https://www.victimservicesdurham.ca)

(VictimServicesDurham.ca)

Women's Multicultural Resource and Counselling Centre (WMRCC)

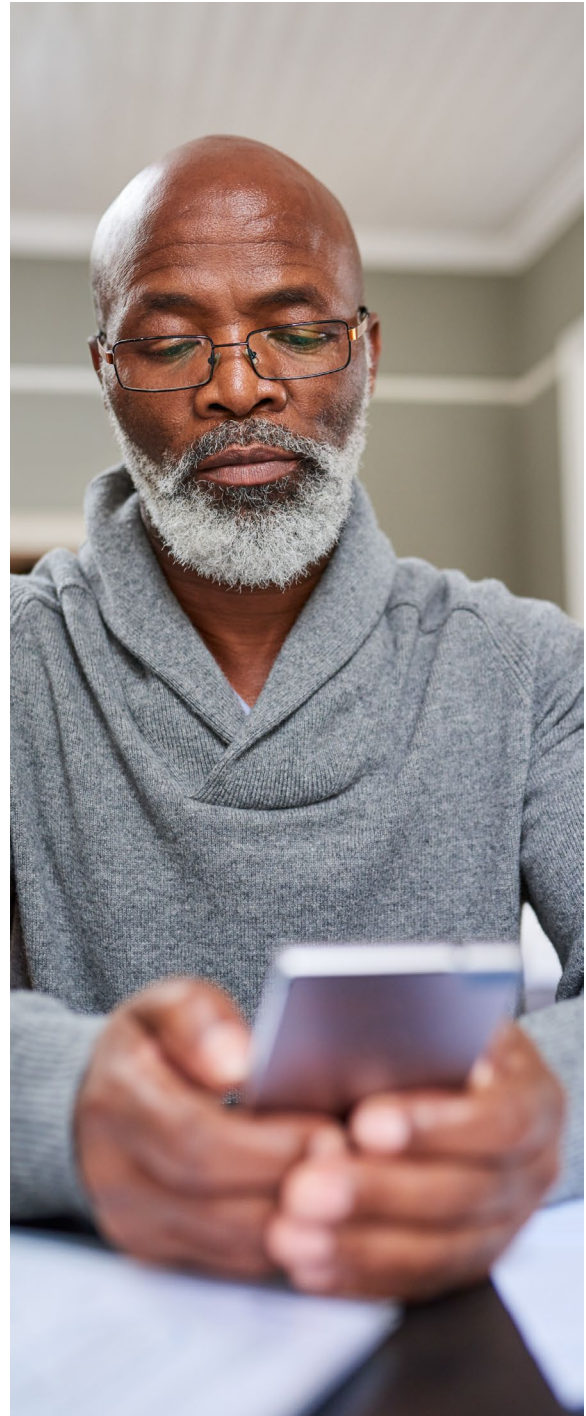
Project BASICS

A program for senior women residing in Durham Region that increases knowledge and understanding on issues of abuse and victimization. Participants are actively engaged in activities that reduce stress and social isolation.

905-427-7849 or 1-877-454-4035

[WMRCC Seniors Program web page](https://www.wmrcc.org/Seniors-Programs)

(WMRCC.org/Seniors-Programs)



Settlement

Conseil des Organismes Francophones de la Région de Durham (COFRD)

Community Settlement Program for New Francophone Immigrants in Durham Region

Francophone supports for newcomers integrating and settling in Durham Region.

905-434-4989

etablissement@cofrd.org

[COFRD website](http://cofrd.org)

(etablissement.cofrd.org)

Durham Immigration Portal

An online resource to attract, welcome and support immigrants and businesses to Durham Region. It provides information and services for newcomers to facilitate a successful transition into the local community.

[Durham Immigration Portal website](http://DurhamImmigration.ca)

(DurhamImmigration.ca)

Welcome Centre Immigration Services

A place for newcomers to Durham Region to access a full suite of settlement services, ask questions, get information and join programs.

Ajax Welcome Centre
458 Fairall Street, Unit 5

Pickering Welcome Centre
1400 Bayly Street, Unit 16b
1-877-761-1155

[Welcome Centre website](http://WelcomeCentre.ca)

(WelcomeCentre.ca)

Community Connections for Seniors (Ajax location only)

Provides newcomer seniors and older adults with opportunities to make social connections through events and conversation circles.

The Neighbourhood Organization (TNO)

A multi-service agency that provides community services to newcomers, including temporary residents.

1000 Simcoe Street North
416-421-1832

Social and Recreation

Abilities Centre

Offers unique and specialized programs that are designed to include people of all ages and abilities. This includes fitness, sports, recreation and post-rehabilitation programs.

905-665-8500

1 Jim Flaherty Street, Whitby

services@AbilitiesCentre.org

[Abilities Centre website](http://AbilitiesCentre.org)

(AbilitiesCentre.org)

Canadian Jamaican Club of Oshawa

Computer Technology Training Sessions for Seniors

Equips seniors to be more comfortable with technology for everyday purposes.

Intergenerational Socials

Hosts intergenerational socials where members interact with one other.

289-675-3860

CJCofOshawa@gmail.com

[Canadian Jamaican Club of Oshawa website](http://CanadianJamaicanClubofOshawa.com)

(CJCofOshawa.com)

Centres d'Accueil Héritage

Adult Day Program Oshawa

Offers physical exercises, cognitive activation, and socialization programming in French to seniors in Durham Region.

905-914-0126

[Centres d'Accueil Héritage Oshawa Adult Day Program web page](http://Centresd'AccueilHeritage.org)

(caheritage.org/en/our-services/oshawaadp)

Durham Community Action Group (DCAG)

Seniors Programming and Supports

DCAG promotes the growth and development of the Black community, providing community-based services and wellness activities for seniors.

289-992-7053

DCAGdurham@gmail.com

[DCAG's seniors programming and supports web page.](http://DCAG.org/Seniors-Programming-And-Supports)

(DCAG.org/Seniors-Programming-And-Supports)

Durham Tamil Association

Offers activities for seniors, including day trips, classes, workshops and meetings.

905-428-7007

info@DurhamTamils.com

[Durham Tamil Association website](http://DurhamTamils.org)

(DurhamTamils.org)

Ifarada Centre for Excellence

Mzee: Elder to Youth

Mzee focuses on building community by connecting elders with young people to pass on culture, wisdom, guidance and support. Programs include baking and cooking classes; drumming circles and music; storytelling; skill building; creativity; and art workshops.

905-250-0415

info@ifaradainstitute.org

[Ifarada's Mzee Elder to Youth Program web page](http://IfaradaInstitute.org/Programs/Mzee-Elder-To-Youth)

(IfaradaInstitute.org/Programs/Mzee-Elder-To-Youth)

Masjid Usman Pickering Islamic Centre (PIC)

Monthly Senior Meetings

The PIC, in collaboration with Muslim Seniors of GTA, conducts monthly meetings to help older adults (men and women 55+) stay socially engaged, physically healthy and spiritually nourished.

905-426-7887

[Monthly Senior Meetings web page](http://Masjid.ca/Services/Seniors) (masjid.ca/Services/Seniors)

Municipal Recreation Programs

Each local area municipality in Durham Region offers high-quality recreation programs; and social and learning activities for seniors and older adults. Explore the websites below to see what is available.

Ajax

905-683-4550

[Ajax Recreation web page](#)

(ajax.ca/en/Play-And-Discover/Activities-And-Recreation-Programs.aspx)

Brock

705-432-2355

[Brock Recreation web page](#)

(TownshipOfBrock.ca/en/Recreation-And-Events/Recreation-Programs.aspx)

Clarington

905-623-3379

[Clarington Recreation web page](#)

(clarington.net/en/Recreation-And-Tourism/Recreation-And-Tourism.aspx)

Oshawa

905-436-3311

[Oshawa Recreation web page](#)

(oshawa.ca/en/Parks-Recreation-And-Culture/Recreation.aspx)

Pickering

905-683-7575

[Pickering Recreation web page](#)

(pickering.ca/en/RecPrograms.aspx)

Scugog

905-985-7346

[Scugog Recreation web page](#)

(scugog.ca/Parks-Recreation-culture/recreation)

Uxbridge

905-852-7831

[Uxbridge Recreation web page](#)

(uxbridge.ca/en/Explore-And-Play/Recreation.aspx)

Whitby

905-430-4300

[Whitby Recreation web page](#)

(whitby.ca/en/Play/Recreation-Programs.aspx)

Precious Minds

Supports children, youth and adults with developmental challenges in North Durham by providing programs that explore educational, physical, recreational and creative activities in a positive and safe environment.

905-982-0882

[Precious Minds website](http://PreciousMinds.com)

(PreciousMinds.com)

Public Libraries

Durham Region is home to several public libraries that are maintained by local area municipalities. Learn more about your local libraries and the services they offer by visiting their websites.

Ajax

905-683-4000

[Ajax Library website](http://AjaxLibrary.ca)

(AjaxLibrary.ca)

Brock

249-702-2255

[Brock Library website](http://BrockLibraries.ca)

(BrockLibraries.ca)

Clarington

905-623-7322

[Clarington Library website](http://Cplma.ca)

(cplma.ca)

Oshawa

905-579-6111

[Oshawa Library website](http://OshawaLibrary.ca)

(OshawaLibrary.ca)

Pickering

905-831-6265

[Pickering Library website](http://PickeringLibrary.ca)

(PickeringLibrary.ca)

Scugog

905-985-7686

[Scugog Library website](http://ScugogLibrary.ca)

(ScugogLibrary.ca)

Uxbridge

905-852-9747

[Uxbridge Library website](http://UxbridgeLibrary.ca)

(uxlib.com)

Whitby

905-668-6531

[Whitby Library website](http://WhitbyLibrary.ca)

(WhitbyLibrary.ca)

Region of Durham

Adult Day Program

The Region of Durham runs three Adult Day Programs that provide supervised therapeutic, social, and recreational programming in a safe setting.

705-426-7388 extension 5327

[Region of Durham Adult Day Programs web page](#)

(durham.ca/en/Living-Here/Adult-Day-Programs.aspx)

Seniors' Centres and Clubs

Seniors' Centres and Clubs offer social, learning and recreational programs for seniors. By promoting wellness, social connections and education, these programs can help seniors stay active and engaged.

Bowmanville Older Adult Association

905-697-2856

[Bowmanville Older Adult Association website](#)

(BowmanvilleOlderAdults.com)

Claremont Golden Age Club

905-649-2320

ClaremontGoldenAgeClub@gmail.com

Oshawa Senior Community Centres 55+

905-576-6712

info@oscc.ca

[Oshawa Senior Community Centres 55+ website](#)

(oscc.ca)

Port Perry Seniors Club

905-982-2192

[Port Perry Seniors Club website](#)

(PortPerrySeniorsClub.org)

Rouge Hill Senior Citizens Club – Pickering

905-420-4660 extension 6103

South Pickering Seniors' Club

905-420-5049

[South Pickering Seniors' Club website](#)

(spsc753.com)

Uxbridge Senior Citizens Club

UxbridgeSeniorsClub@gmail.com

[Uxbridge Senior Citizens Club website](#)

(UxbridgeSeniors.com)

Whitby Seniors' Activity Centre

905-668-1424

[Whitby Seniors' Activity Centre web page](#)

(whitby.ca/en/Play/55-Programs-And-Services.aspx)

Senior Pride Network

An association of intergenerational individuals, organizations and community groups across the Greater Toronto Area that work to address the needs, challenges and successes of aging 2SLGBTQI+ community members.

[Senior Pride Network website](#)

(SeniorPrideNetwork.ca)

Volunteer Durham

An online tool where you can search for volunteer opportunities throughout Durham Region.

1-866-463-6910

[Volunteer Durham web page](#)

(UnitedWayDr.com/Get-Involved/Volunteer-Centre)



Transportation

Community Care Durham

Provides non-emergency transportation services to people who are unable to use public transportation because of needs relating to aging, physical and/or mental health and when friends or relatives are not available to help.

1-888-255-6680

[Community Care Durham
Transportation web page](https://www.communitycaredurham.ca/Services/Transportation)

(CommunityCareDurham.on.ca/Services/Transportation)

Durham Region Transit (DRT)

DRT operates transit across Durham Region, including scheduled, On Demand and Specialized services.

DRT Customer Service Centre

Call: 3-1-1 (within regional limits)

1-866-247-0055

DrtEngagement@durham.ca

Accessible Schedules

Use the “Find your Schedule” tool to plan your transit trips.

[DRT Accessible Schedules web page](https://DurhamRegionTransit.com/Modules/AccessibleSchedules/Index.aspx)

(DurhamRegionTransit.com/Modules/AccessibleSchedules/Index.aspx)

On Demand

Provides service using smaller vehicles and dynamic routing where and when scheduled bus routes are not operating.

[DRT On Demand web page](https://DurhamRegionTransit.com/OnDemand)

(DurhamRegionTransit.com/OnDemand)

Specialized Services

Provides a flexible public transit service for eligible persons who do not have the ability to use scheduled service for all or part of their ride.

[DRT Specialized Services web page](https://DurhamRegionTransit.com/en/Routes-And-Schedules/On-Demand-Specialized.aspx)

(DurhamRegionTransit.com/en/Routes-And-Schedules/On-Demand-Specialized.aspx)

Travel Training Program

A free, customized, one-on-one program designed to help customers improve their travel skills to enable them to travel independently and with confidence.

Make the right call

Need assistance, but not sure
who to call?
Help is just three digits away.



211 Non-emergency social and community services

311 Regional government programs and services

411 Local directory assistance

511 Travel information such as road and traffic conditions

711 Teletypewriter (TTY) Relay Services for the speech
and hearing impaired

811 Non-emergency health services

911 Emergency services



For more information, visit:
[Region of Durham's Age-Friendly
web page](http://Region of Durham's Age-Friendly web page)
(durham.ca/AgeFriendly)

Please submit requests for
additions, changes or corrections
to the guide's current listings to:
AgeFriendly@durham.ca