



Mental Health Services in Durham Region

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Note: This is not a complete listing of mental health services in Durham Region.

Crisis services

Anyone experiencing a mental health crisis can be assessed at a hospital emergency department.

For immediate help:

- Call 911 or
- Visit your nearest hospital emergency department

Lakeridge Health

1 Hospital Court, Oshawa (Simcoe/Adelaide)
905-576-8711 ext. 34384

**[lakeridgehealth.on.ca/en/ourservices/
Adult-Mental-Health.asp](http://lakeridgehealth.on.ca/en/ourservices/Adult-Mental-Health.asp)**

- Individuals who present to the emergency department experiencing a mental health crisis will first be medically cleared by a physician and then be assessed by the Crisis Intervention Team (CIT).

- The Team is based at Lakeridge Health Oshawa but also provides service at the Bowmanville and Port Perry Hospitals-either at those sites or through phone consultation
- CIT operates 7:30 a.m. - 11:30 p.m., 7 days a week
- Outpatient follow up services may be available after crisis intervention

Lakeridge Health Ajax Pickering Hospital

580 Harwood Ave. S., Ajax

(905) 683-2320 ext. 13523

lakeridgehealth.on.ca

Crisis Care:

- A crisis response team is available in the emergency department at the hospital 7 days a week, 16 hours a day

- Individuals arriving at the emergency department experiencing a mental health crisis will first be medically cleared by a physician and then assessed by a crisis worker
- Treatment and recommendations will be made in consultation with a physician
- Consultation with a psychiatrist and other outpatient mental health services are also available with a physician referral



Help Lines

***Note - Due to call volume you may get voice mail when calling these lines but your call will be returned as soon as possible.**

Distress Center Durham Crisis Line

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

distresscentredurham.com

- 24 hours phone support by volunteers trained in crisis intervention and suicide prevention
- Will provide referrals to community agencies

Durham Mental Health Services

dmhs.ca

- Provide many programs and services throughout the Region to support those with mental illness and their families
- Some services include case management, family support, crisis response and housing support
- Short term stay crisis beds in Whitby and Ajax
- Access to all services is through the Crisis Access Linkage Line

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

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

- 24 hour phone support for people of all ages by trained mental health specialists
- May link with mobile crisis team if person is in immediate crisis
- Also provide follow up support and community linkage

Mobile Crisis Team

Can provide free crisis visits in the community Monday- Friday, 10 a.m. - 8 p.m.
Self referrals are accepted

- The team first tries to de-escalate the situation and then assesses if the person should be taken to hospital. Follow up support is provided

Assaulted Women's Helpline

Toll free: 1-866-863-0511

TTY: 1-866-863-7868

Mobile: #SAFE (#7233)

awhl.org

- Provides free, confidential support and crisis counselling, 24 hours a day, 7-days a week to abused women
- Also provides information and support to family members and service providers involved with victims
- Service available in over 150 languages

Mental Health Support and Counselling

Ontario Shores Centre for Mental Health Sciences

Intake line 1-877-767-9642

ontarioshores.ca

Women's Consultation Clinic

- Counselling services provided for women who have significant mental health issues related specifically to reproductive and hormonal issues, including those with Postpartum Mood Disorders and Postpartum Psychosis
- The Clinic provides consultation with a team that includes a psychiatrist, nurse practitioner, social worker, nurse
- Service may be offered up to 1 year
- Referral required by health care professional
- Referral form can be downloaded from the website

Prompt Clinic

- Short term counselling (1- 3 sessions) provided to those with urgent mental health concerns who are not already connected with a psychiatrist
- Clients are usually seen within 3-5 days of a doctor's referral

Community Care Durham: COPE (Creating Opportunities for Personal Excellence) Mental Health Program

Whitby: 905-668-6223 x227

Oshawa: 905-666-0689

Clarington: 905-623-4123

Ajax/Pickering: 905-837-0017 ext. 229

Brock: 705-432-3044

Scugog: 905-985-8461 ext. 225

Uxbridge: 905-852-7445

communitycaredurham.on.ca

- Office hours Monday to Friday from 8:30 am to 4:30 pm
- Supports adults (16 yrs. and over) with emotional or psychiatric concerns
- Offer peer support groups facilitated by staff and trained volunteers
- Various programs provided such as support groups for depression, bipolar, bereavement, stress and anxiety, and social/recreation, wellness, and life skills groups
- Referrals are accepted from all sources, including self, family, doctor, counsellor, etc.

Canadian Mental Health Association - Durham Region Branch

60 Bond Street West, Oshawa

Central Intake and Referral 905-436-8760

Fax: 905-436-1569

durham.cmha.ca

- Monday to Friday, 9:00 am. to 4:00 pm
- Provides a comprehensive range of community-based mental health services and support to help people move forward (life skills, wellness, recovery support, caregiver support, housing support, etc.)
- Offers a single point of entry for prospective clients to all of their programs to match individual needs with available resources
- A Nurse Practitioner Led Primary Care Clinic is offered at the same site
- 905-436-9945 - appointments are required
- The team provides comprehensive, and coordinated health care services to those with chronic diseases who do not have access to a family doctor

Durham Region Health Department Perinatal Mood Disorders Support Group

To refer call Durham Health Connection Line
905-668-2020 or toll free 1-800-841-2729
durham.ca/PPMD

- Weekly support group in Whitby facilitated by public health nurses
- The focus of the group is to provide peer support to women experiencing anxiety and/or depression during pregnancy or in the first year after the birth of a baby (perinatal mood disorder)
- Peer support can be an important part of treatment but does not replace counselling or therapy.
- With client's consent, a service provider may refer and women may self refer

General Support and Counselling

Home Help and Homemaking

centraleasthelpline.ca

In home help can be provided for routine household chores by private agencies for a fee.

Catholic Family Services of Durham

905-725-3513 or toll free 1-877-282-8932

cfsdurham.com

- Family and individual counselling and family life education for marriage problems, separation and divorce, personal difficulties, domestic violence.
- Office locations in Oshawa, Ajax and Port Perry
- Non-denominational, no one refused services, fees may apply

Family Services Durham

905-666-6240 or toll free 1-866-840-6697 Ask for Intake durham.ca go to Social Services/Community Counselling

- Family, couple and individual counselling for personal and family difficulties
- Self referrals accepted
- Fee waived for those unable to pay
- Various office locations in Durham Region

Salvation Army Community and Family Services

45 King St. E., 2nd floor, Oshawa (enter on Albert St.) 905-723-7422 x 224

- Referrals accepted from doctors and Employee Assistance Programs
- Offer a variety of therapy styles for individuals and families on many different issues
- Fee for service but subsidy may be available

Healthy Babies Healthy Children Program (HBHC) Durham Region Health Department

Refer by calling Durham Health Connection
Line 905-668-2020 or toll free 1-800-841-2729
durham.ca

- The program helps families during pregnancy and with children from birth to school entry age
- Provides screening, assessment and links to services and supports
- May include referral to the ongoing home visiting program which provides free home visits by public health nurses and family visitors to families who need more support
- Self-referral or referral from a health care provider or community agency with client consent

Employee Assistance Programs

- Some workplaces offer Employee Assistance Programs that provide free, confidential support for a wide variety of concerns which may affect an employee and his/her family members. This includes concerns related to mental health.
- Services may include short-term, face to face counselling and 24/7 telephone support.



Pregnancy and Infant Loss (PAIL) Network

Toll free: 1-888-303-7245
pailnetwork@sunnybrook.ca

- Bereavement support for families and care providers following a pregnancy loss or the death of an infant
- Support for subsequent and high risk pregnancies following a previous pregnancy/infant loss
- Offers a support helpline, peer led phone and group support, health care support and education

CAREA Community Health Centres

115 Grassmere Ave., Oshawa

905-723-0036 ext 3203

360 Bayly St West Ajax

905-428-1212

careachc.ca

Durham Counselling Walk in Clinic (CAREA)

Whitby Mall 1615 Dundas St East,

Suite 211 Whitby

905-723-0036 ext 3203

careachc.ca

- A Free, confidential, counselling walk-in clinic, providing service for children and youth 3-19 years (up until their 20th birthday)
- Hours of operation Wednesday from 1-8 pm (last walk in session will start at 6:30 pm)

Rose of Durham

707 Simcoe St., South, Oshawa

905-432-3622

roseofdurham.com

- Counselling and other supports for young moms up to age 25 years
- Offer some programs for young fathers

Information/Support Lines

ConnexOntario Helpline

Toll free: 1-866-531-2600

connexontario.ca

- Line is answered live 24/7, confidential and free
- Also have live chat on the web site and email
- Provides information about mental health services in Ontario
- Listen, offer support and provide strategies to help an individual meet their goals
- Provides basic education about mental illness

Durham Health Connection Line

905-668-2020

Toll free: 1-800-841-2729

durham.ca

- Monday to Friday, 9 am to 5 pm
- Telephone information line staffed by Public Health Nurses
- Provides information and support to the community on health related issues such as parenting, nutrition, breastfeeding, teen, adult and senior issues, mental health
- Referral to community resources and health department programs

Telehealth Ontario

Toll free: 1-866-797-0000

TTY: 1-866-797-0007

**[www.health.gov.on.ca/en/public/
programs/telehealth](http://www.health.gov.on.ca/en/public/programs/telehealth)**

- Free, confidential telephone service to get health advice or general health information from a Registered Nurse
- Quick, easy access to a qualified health professional
- Assess your symptoms and help you decide your best first step

Information on Perinatal Mood Disorders **durham.ca/PPMD**

Support for Fathers **postpartumdads.org**

- for dads whose partners are affected

postpartummen.com

- for men affected

dadcentral.ca **fathersmentalhealth.com**



HEALTH
DEPARTMENT

Durham Health Connection Line
905-668-2020 or 1-800-841-2729
durham.ca/health



YouTube



If you require this information in an accessible format,
contact 1-800-841-2729.

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