



Guide to Community Resources for Seniors and Older Adults

2025 Edition





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.



This guide was produced by the Region of Durham with support from the Government of Ontario. 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 (durham.ca/AgeFriendly).

If you require this information in an alternate format, please contact Accessibility Coordinator at accessibility@durham.ca or at 311 or 1-800-372-1102 extension 2009.

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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](#)
(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](#)
(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](#)
(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](#)
(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](#)
(FeedTheNeedInDurham.ca)

Gate 3:16 Outreach Centre

Gate 3:16 offers a safe and welcoming place for individuals in need, including older adults. Services include hot meals, clothing, laundry, showers, and supportive conversation. Staff and volunteers are available to help with basic needs and provide a sense of community.

64 Albany Street, Oshawa
(905) 432-5316

[Gate 3:16 website](http://Gate316.org) (Gate316.org)

Loaves and Fishes Food Bank

This food bank supports residents of Uxbridge who may be facing food insecurity.

40 Toronto Street South, Uxbridge
(905) 852-0392

[Uxbridge Loaves and Fishes Food Bank website](http://UxbridgeLoavesandFishesFoodBank.com)

(UxbridgeFoodBank.com)

Operation Scugog Food Bank

Serving those in need living in the Scugog Township. Open on Wednesday's 12-4pm.

593 Alma Street, Port Perry
(905) 985-3087
operationscugog@gmail.com

Salvation Army Food Bank

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

Ajax/Pickering: 35 Kings Crescent,
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](http://SimcoeHallSettlementHouse.com)

(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](#)

(SimcoeHall.com/Seniors-Club)

The Nourish and Develop Foundation (TNDF)

Located in Cannington, this multi-service organization offers food and social services for people of all ages. With low-barrier access to food programs, including a community garden, a social service hub where community partner organizations can connect with North Durham residents, and a range of opportunities for community connection, TNDF helps individuals stay nourished, supported, and engaged.

16 York Street, Cannington

(705) 432-2444

[The Nourish and Develop
Foundation website](#)

(tndf.ca)



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://BACCOwebpage)

(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://AlzheimerSocietyofDurhamRegionwebsite)

(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)

Homebound Wellness Centre Inc.

A non-profit organization offering wellness services for older adults, including mobile day programs, foot care clinics, companionship, and telephone reassurance. Programs are designed to reduce isolation and support seniors' physical and emotional well-being.

845 Westney Road S., Unit 5, Ajax
(905) 426-3323

[Homebound Wellness Centre website](http://HomeboundWellnessCentre.com)

(HomeboundWellnessCentre.com)

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

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

Mississaugas of Scugog Island First Nation Health and Resource Centre

Provides health and wellness services to the Mississaugas of Scugog Island First Nation and surrounding community. Services include child and family support, health programs, and community wellness initiatives.

22600 Island Road, Port Perry
(905) 985-1826 or 1-877-688-0988

[Scugog First Nation Health and Resource Centre website](http://ScugogFirstNationHealthandResourceCentre.com)

(ScugogFirstNation.com)

North Durham Family Health Team

A team of health care professionals providing primary care, chronic disease management and health promotion/education in collaboration with physicians from Medical Associates of Port Perry.

462 Paxton Street, Port Perry
905-985-2895 extension 6070

[North Durham Family Health Team website](http://NorthDurhamFHT.ca)

(NorthDurhamFHT.ca)

Ontario Caregiver Organization

Offers free information, resources, support, and educational sessions for caregivers supporting family members, friends, and neighbours. Support for caregivers of all ages, caring for people living with any condition within Ontario.

24/7 Helpline 1-833-416-2273

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

(OntarioCaregiver.ca)

Ontario Health at Home

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

[Central East Ontario Health atHome website](http://HealthcareAtHome.ca/Region/Central-East)

(HealthcareAtHome.ca/Region/Central-East)

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](http://Health811.Ontario.ca)

(Health811.Ontario.ca)

Region of Durham

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](http://DurhamRegionHealthandWellness.ca)

(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](#)

(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

The purpose of this program is to provide crisis support and counselling to women living in violent and abusive situations, and to those who have left abusive situations and can benefit from support in dealing with the effects of their trauma.

905-697-3700 extension 304

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

Community Counselling and Support Program web page

(bethesdahouse.ca/community-counselling)

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 (CFSD)

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

(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

(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

(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

(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

(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

(DistressCentreDurham.com)

Durham Mental Health Services/Lakeridge Health

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

(DMHS.ca/Cause/Crisis-Response)

For any Mental Health and Addition Program inquiries, please contact Central Connect:

905-440-7534 or 1-833-392-7363

CentralConnectMHA@lh.ca

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

(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 Line: 905-668-9200

info@DRCC.ca

DRCC Individual Counselling Services web page

(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)

**Niijkiwendidaa
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](http://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 Shores Centre for
Mental Health Sciences**

Provides a range of specialized inpatient and outpatient services to older adults living with dementia and other complex mental illnesses.

Services include assessment, psychotherapy, psychiatric consultation and brief community consultation and support, including in home, retirement home or long-term care facilities.

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.

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

[Family Services Durham web page](http://durham.ca/Counselling)
(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](http://SafetyNetworkDurham.ca)
(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](http://TheDeniseHouse.com)
(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](http://VeteransAffairsCanada.gc.ca)
(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](http://VonDurham.org/Programs-And-Services/Palliative-Care-Community-Team-PCCT)

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



Housing

Beaverton Heights (Operated by Blue Door)

A transitional housing program offering 47 units with wraparound supports including meals, life skills, employment services, and health connections.

121 Nine Mile Road, Beaverton
905-668-4113

[Beaverton Heights web page](#)
([Durham.ca/BeavertonHeights](#))

Bethesda House

Shelter Program

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

905-623-6050 or 1-800-338-3397

[Bethesda House Shelter Program web page](#)

([BethesdaHouse.ca/Our-Services](#))

Transitional Support and Housing Program

The objective of this service is to provide women with support in all areas necessary to make the transition from abuse and violence to a safer living situation.

905-697-3700 extension 306

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

([bethesdahouse.ca/transitional-support](#))

Christian Faith Outreach Centre (CFOC)

Operates emergency shelters in Ajax and Whitby for adults 18+ experiencing homelessness. Offers housing-focused support, advocacy, and transition services.

365-885-5174 or 289-923-2360

Whitby Location: 1635 Dundas Street East, Whitby

Ajax Location: 27 Station Street, Ajax

[Christian Faith Outreach Centre website](#)

([CFOC.ca](#))

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](#))

Cornerstone Community Association Durham

Provides emergency shelter and transitional housing for men, women, and families. Offers meals, case management, and support for independent living.

133 Simcoe Street South, Oshawa
905-433-0254

Cornerstone Community Association Durham website
(CornerstoneDurham.com)

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)

John Howard Society Housing Program

Offers housing support including eviction prevention, landlord mediation, help with housing applications, and referrals. Focuses on helping individuals maintain stable housing.

200 – 114 Dundas Street East,
Whitby

905-579-8482 extension 522 or
905-926-8073

John Howard Housing Program web page
(JohnHoward.on.ca/durham/housing-services)

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 be a registered MNO citizen and meet specific eligibility criteria).

1-800-263-4889 extension 350

Métis Housing Stabilization Program web page
(metisnation.org/programs-and-services/housing-infrastructure/housing-stabilization-homelessness-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](#)

(MuslimWelfareCentre.com/Muslim-Welfare-Residences)

Nijkiwendidaa

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@nijki.com

[NASC's Indigenous Transition Housing Support Program web page](#)

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

North House

Assists low-income individuals and families in Uxbridge, Brock and Scugog townships who are experiencing homelessness or who are at risk of homelessness.

Services include: Housing Retention, Service Navigation, Mental Health and Addictions, Harm Reduction, LEAP and OESP application support, Income Tax Clinic, ID replacement, Food and Pet Pantries and Shower and Laundry Program.

B-2 Elgin Park Drive, Uxbridge
289-640-1929 or 705-432-8654

[North House website](#)

(northhouse.ca)

Ontario Health atHome

Ontario Health atHome helps people live safely at home or transition into long-term care. They coordinate home care, community supports and manage long-term care placements.

310-2222 (no area code required)

[Ontario Health atHome website](#)

(Ontario.ca/page/home-community-care)

Region of Durham

Homeless Supports

Durham Region offers street outreach and housing support for people experiencing homelessness. The outreach team helps connect individuals to shelter, health care, and housing services.

905-666-6239 extension 5510

HomelessHelp@durham.ca

Durham Homeless Supports web page

(Durham.ca/Homeless-Hubs-And-Street-Outreach)

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

(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
(TheDeniseHouse.com)



VHA Home HealthCare

Safer Spaces: Hoarding Support Services

Helps people living with extreme clutter which poses health or safety risks. Professionals compassionately support clients who are living with clutter to help them reclaim their home and prevent eviction.

1-888-314-6622 ext. 1868

Safer Spaces: Hoarding Support Services web page

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

Restored Homes: Extreme Cleaning Services

Provides intensive cleaning for people at risk of eviction/institutionalization due to squalor and/or unsanitary home conditions.

1-888-314-6622 ext. 1868

[Restored Homes: Extreme Cleaning Services web page](#)

(VHA.ca/Services/Extreme-Cleaning/)

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](#)

(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. For example, Canada Pension Plan and Old Age Security.

1-800-622-6232

[Government of Canada Benefits web page](#)

(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](#)

(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](#)

(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, tax filing, and financial supports.

1-800-372-1102

[Region of Durham's Living with Low-Income web page](#)

(Durham.ca/LivingWithLowIncome)



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)

ARCH Disability Law Centre

A specialty legal clinic defending and advancing the rights and inclusion of persons with disabilities, including older adults, in Ontario.

ARCH provides services including legal advice and representation in areas including accessibility laws, discrimination, transportation. Contact us or go to website for more details.

1-866-482-2724

[ARCH Disability Law Centre website](#)
(ArchDisabilityLaw.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)

Community Legal Education Ontario (CLEO)

CLEO provides free, easy-to-understand legal information for people in Ontario. Topics include housing, family law, income assistance, and rights of older adults. You can read and order print publications on [cleo.on.ca](#). For more legal information, visit our Steps to Justice website. And for help filling out court and tribunal forms, try our Guided Pathways.

Community Legal Education Ontario website
(cleo.on.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)

Family Law and Information Centres (FLIC)

FLICs are located in family courthouses across Ontario and offer free information on separation, divorce, custody, and other family law matters. Older adults can access legal resources, court forms, and referrals to legal aid and mediation services.

416-326-2220

Family Law and Information Centres website

(ontario.ca/page/family-law-information-centres)

Law Society Referral Service

Online service for residents in Ontario for referrals to lawyers or paralegals who will provide a free, up to 30 minute consultation either by phone or in person.

1-800-268-8326

Legal Aid Ontario web page

(lsrs.lso.ca/lrs/welcome)

Legal Aid Ontario

Provides legal help for financially eligible low-income Ontarians, in the areas of family law, refugee and immigration law, criminal law and mental health law.

1-800-668-8258

[Legal Aid Ontario web page](http://LegalAid.on.ca)

(LegalAid.on.ca)

Office of the Public Guardian and Trustee

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

1-800-891-0504

[Office of the Public Guardian and Trustee web page](http://ontario.ca/Page/Office-Public-Guardian-And-Trustee)

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



Safety

Assaulted Women's Helpline

A free 24-hour telephone and TTY crisis telephone line to all women in the province of Ontario who have experienced abuse.

1-866-863-0511

[Assaulted Women's Helpline web page](#)

(awhl.org)

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

[Durham Rape Crisis Centre website](#)
(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](#)

(DurhamRegionalCrimeStoppers.ca)

Durham Regional Police Services (DRPS)

Non-Emergency Line

DRPS provides policing services across Durham Region. Older adults or their caregivers can call the non-emergency line to request assistance for concerns that do not require immediate emergency response, such as wellness checks or reporting non-urgent incidents.

1-888-579-1520 (Press 0)

[DRPS Non-Emergency Line web page](#)

(drps.ca/about-us/contact-us/)

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.

1-888-579-1520 (Press 0)

[DRPS Vulnerable Person Registry web page](#)

([DRPS.ca/Online-Services/Online-Reporting-And-Registries/Vulnerable-Person-Registry](https://drps.ca/Online-Services/Online-Reporting-And-Registries/Vulnerable-Person-Registry))

Elder Abuse Prevention Ontario

Provides free and confidential consultations for seniors and their families who are experiencing or at-risk of abuse and supports community agencies to prevent and respond to complex cases of elder abuse, focusing on information, referrals and resources. EAPO also offers training for providers and educational programs to older adults to raise awareness on elder abuse prevention.

416-916-6728 or 1-833-916-6728

[Elder Abuse Prevention Ontario website](#)

(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

Older Adult Safety Advisor (OASA)

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 OASA 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 OASA 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)

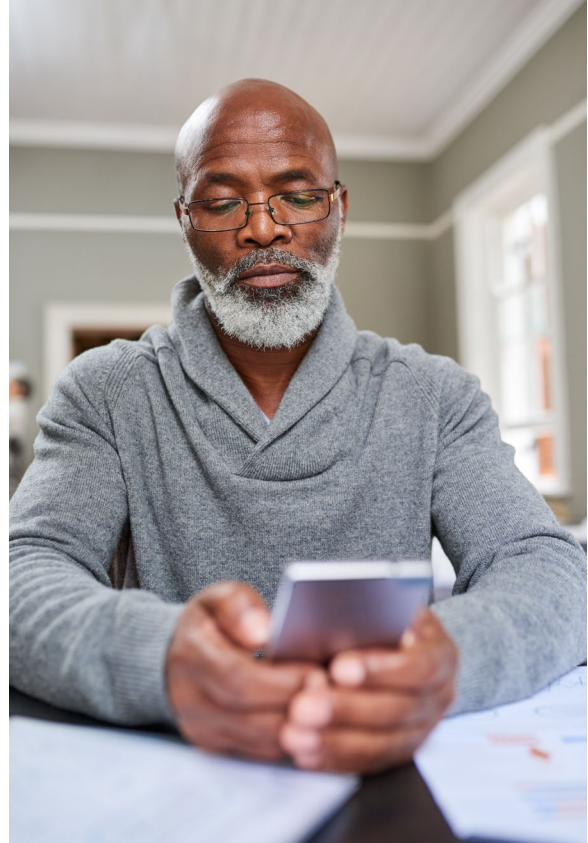
Victim Services of Durham Region

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](http://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](http://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)

Community Development Council Durham

Newcomer Settlement Program

This program helps newcomers adjust to life in Durham Region. Services include help with government forms, ID applications, housing, health care, legal referrals, and more.

905-686-2661 extension 200

[Newcomer Settlement Program website](http://cdcd.org/programs/newcomer-support-program)

(cdcd.org/programs/newcomer-support-program)

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)

Interpreters & Translators Platform Co-operative Inc. (IPTC Durham Social)

Interpretation and Translation Services

Provides professional interpretation and translation services for legal, medical, educational, and community needs. Services include in-person, phone, and video interpretation, as well as document translation. Designed to support diverse communities, including older adults, with culturally sensitive communication.

[ITPC Durham website](http://itpcdurhamsocial.ca)

(itpcdurhamsocial.ca/interpretation-translation)

Legal Aid Ontario

Interpreter Services

Provides interpreter services for legal matters, including immigration and refugee law. Services are available through Legal Aid Ontario offices and affiliated community agencies.

1-800-668-82158

[Legal Aid Ontario Interpreter Services Website](#)

(LegalAid.on.ca)

The Neighbourhood Organization (TNO)

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

416-421-1832

1320 Airport Blvd., Oshawa

[The Neighbourhood Organization website](#)

(tno-toronto.org)

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](#)

(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.

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'AccueilHéritageOshawa.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 Non-Profit Sector

Durham Region is home to hundreds of non-profit organizations offering services like food, housing, mental health support, and community programs. These services help older adults stay connected and supported.

[Durham Non-Profit Sector website](http://yourvoice.durham.ca/non-profits)
(yourvoice.durham.ca/non-profits)

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](#)

(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](#)

(AjaxLibrary.ca)

Brock

249-702-2255

[Brock Library website](#)

(BrockLibraries.ca)

Clarington

905-623-7322

[Clarington Library website](#)

(cplma.ca)

Oshawa

905-579-6111

[Oshawa Library website](#)

(OshawaLibrary.ca)

Pickering

905-831-6265

[Pickering Library website](#)

(PickeringLibrary.ca)

Scugog

905-985-7686

[Scugog Library website](#)

(ScugogLibrary.ca)

Uxbridge

905-852-9747

[Uxbridge Library website](#)

(uxlib.com)

Whitby

905-668-6531

[Whitby Library website](#)

(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.

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

[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.

Ajax Senior Club

Pickering Village Centre:

29 Linton Avenue, Ajax

906-683-8460

St. Andrew's Friendship Centre:

46 Exeter Rd, Ajax

905-683-1573

[Ajax Senior Club website](#)

(AjaxSeniorsClub.ca)

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)



Probus Club Canada

Probus Clubs are local, groups for retired and semi-retired individuals. They offer opportunities for older adults to stay socially active through monthly meetings, guest speakers, and group outings.

[Probus Club Canada website](#)

([ProbusCanada.ca](#))

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 55+ Recreation Centre

905-668-1424

[Whitby 55+ Recreation Centre web page](#)

([Whitby.ca/55plus](#))

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 United Way Durham

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

1-866-463-6910

[Volunteer Durham web page](#)

([InformDurham.com/Volunteer/](#))



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](#)

(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

1-866-247-0055

DRThelps@durham.ca

Accessible Schedules

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

[DRT Accessible Schedules web page](#)

(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](#)

(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](#)

(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:
longtermcare@durham.ca