



The Regional Municipality of Durham 2022/2023 Directory



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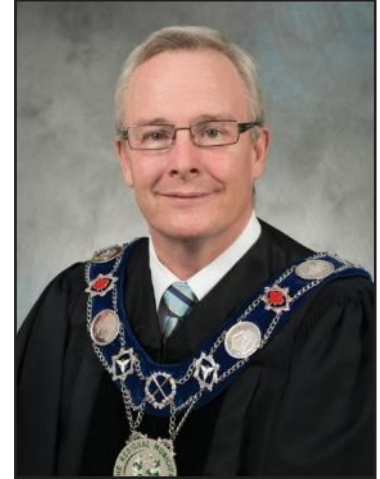
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The Regional Municipality of Durham is here for you! Our objectives are to identify and respond to community needs, to plan for resilience and prepare for the future. Our commitment is to deliver innovative, accessible, and affordable services to residents and businesses across Durham. We pride ourselves on service excellence.

As a complement to our website, Durham.ca, this directory outlines Regional services and provides key information in a paper format.

The guide includes:

- Regional Council and Committee members and their contact information.
- Regional roles and responsibilities.
- Regional Services, locations and contact information.
- The Region's budget.
- Contact information for local, federal, and provincial representatives.



At Regional Headquarters in Whitby, residents can access our central services in one location. The Region also operates satellite offices, depots, and other facilities across Durham. To discover more about our programs and services, subscribe to news alerts and social media feeds, and view event calendars, visit our website (www.durham.ca)

Regional Council and Committee meetings are broadcast live online. View meeting dates using the Council and Committee meetings calendar (<https://calendar.durham.ca/meetings>) and access the live feed. Meetings are also archived for viewing on demand.

We hope that this guide and our website help residents understand the role of the Region, how your property tax dollars are put to work in the community and how to connect with us. Regional government works best when our citizens are informed and engaged.

If you have any questions or comments about regional services, please call, email, or come in to see us. We are eager to hear from you! Working together, we can make Durham Region a welcoming and vibrant place to call home.

Yours truly,

John Henry
Regional Chair and CEO

About Durham Region

Durham Region lies just east of Toronto in the highly developed and populated economic centre of Ontario known as the Golden Horseshoe, stretching from Clarington to Niagara Falls. At more than 2,590 square kilometers, Durham is geographically the largest municipality in the Greater Toronto Area, with a variety of landscapes and communities.

The southern part of Durham has experienced rapid urban growth in the past decade. North Durham is predominantly rural with a thriving agricultural sector. Eighty percent of the Region lies within the provincially designated Greenbelt and contains the environmentally significant Oak Ridges Moraine. With access to ample green space and lakes, as well as urban amenities, Durham Region offers a high standard of living for both city and rural dwellers.

The regional system of municipal government consists of two tiers. The upper tier is the regional level, which operates on a broader scale, providing planning, servicing, and financing for the Region. The eight area municipalities – Ajax, Brock, Clarington, Oshawa, Pickering, Scugog, Uxbridge and Whitby – constitute the lower tiers, and operate on a local scale, responsible for local planning, fire protection, tax collection and parks and recreation. The region also encompasses the self-governed Mississauga's of Scugog Island First Nation.

The Regional Municipality of Durham began operating on January 1, 1974. In four decades, the Region's population has almost tripled from about 228,000 to over 650,000 today. The local economy has been transformed from one heavily dependent on auto manufacturing to a more resilient mix. The energy sector, health, research, and education sectors have grown dramatically and become major employers.

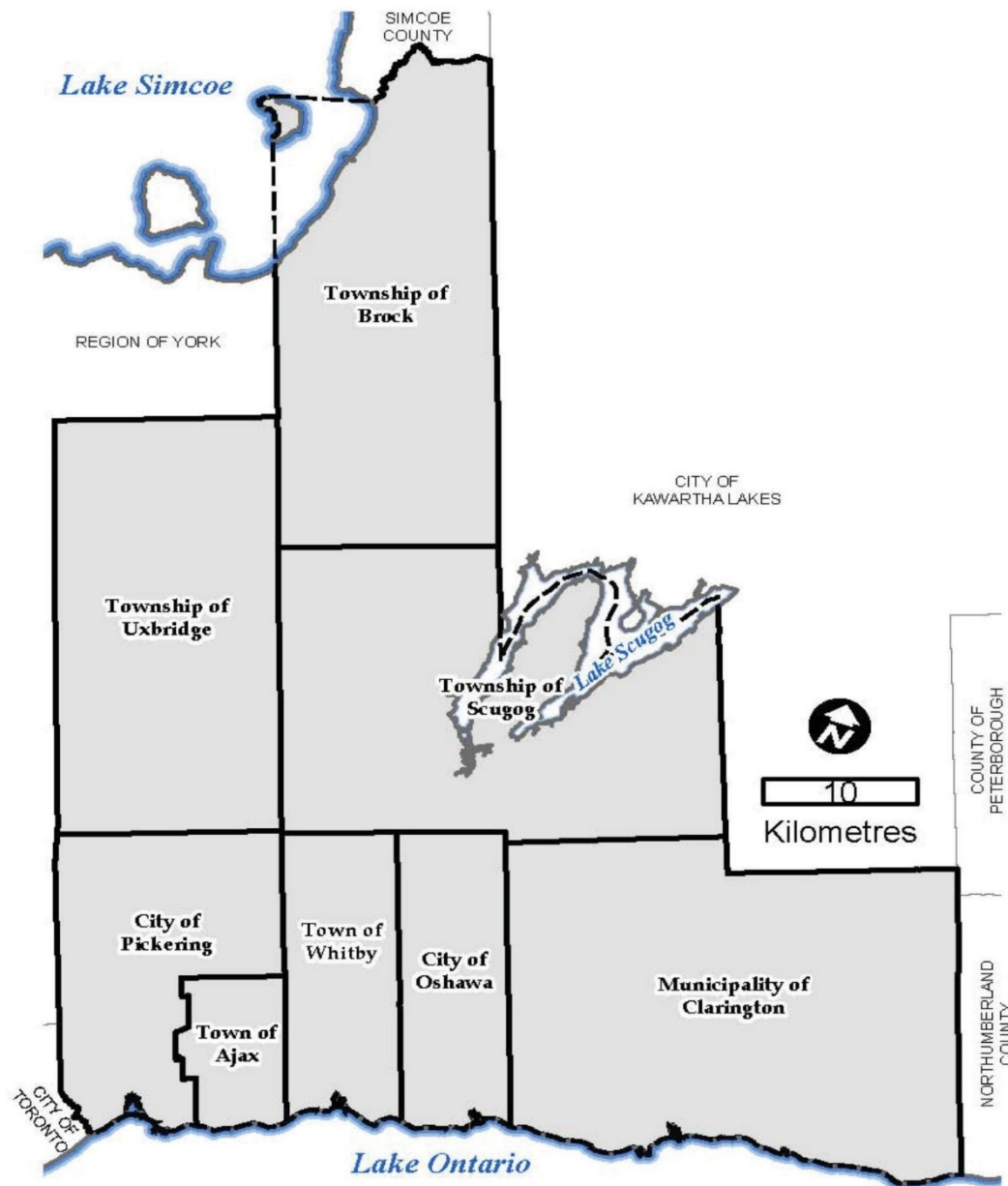
Durham's dynamic mix of urban and rural lifestyles is supported by an excellent transportation network, public utilities, and social infrastructure, and boasts a young, skilled Labour force. The Region is a diverse, vibrant, and evolving community: a place where you can live and learn, inspire, and create, work, play and grow.

Durham Region Map

Population: 728,100 residents

Area: 2,537 square kilometres (979.5 square miles)

Source: Planning and Economic Development Department (December 2021 estimate)



Durham Regional Council

Regional Council is comprised of the Regional Chair and the Mayors and Regional Councillors from the eight area municipalities. Council meetings are held at The Regional Municipality of Durham Headquarters in Whitby. The Regional responsibilities are listed on page 10 of this directory. You will find an outline of the Region's financial data on pages 40-41.

Regional Municipality of Durham

John Henry, Regional Chair and CEO

Region of Durham Headquarters

605 Rossland Road East, P.O. Box 623
Whitby, Ontario L1N 6A3

Phone: 905-668-7711

Toll Free: 1-800-372-1102

Email: chair@durham.ca

Website: Durham.ca

Town of Ajax

Shaun Collier, Mayor
Marilyn Crawford, Regional Councillor
Joanne Dies, Regional Councillor
Sterling Lee, Regional Councillor

Town of Ajax Municipal Office

65 Harwood Avenue South
Ajax, Ontario L1S 2H9

Phone: 905-683-4550

TTY: 1-866-460-4489

Email: contactus@ajax.ca

Website: Ajax.ca

Township of Brock

John Grant, Mayor
Ted Smith, Regional Councillor

Township of Brock Municipal Office

1 Cameron Street East, P.O. Box 10
Cannington, Ontario L0E 1E0

Phone: 705-432-2355

Toll Free: 1-866-223-7668

Fax: 705-432-3487

Email: brock@townshipofbrock.ca

Website: Townshipofbrock.ca

Municipality of Clarington

Adrian Foster, Mayor
Granville Anderson, Regional
Councillor
Joe Neal, Regional Councillor

Municipality of Clarington Municipal Office

40 Temperance Street
Bowmanville, Ontario L1C 3A6

Phone: 905-623-3379

Toll Free: 1-800-563-1195

Fax: 905-623-5717

Email: info@clarington.net

Website: Clarington.net

City of Oshawa

Dan Carter, Mayor

Bob Chapman, Regional Councillor
Rick Kerr, Regional Councillor
Tito-Dante Marimpietri, Regional Councillor
John Neal, Regional Councillor
Brian Nicholson, Regional Councillor

City of Oshawa Municipal Office

50 Centre Street South
Oshawa, Ontario L1H 3Z7
Phone: 905-436-3311
Toll Free: 1-800-6-Oshawa (667-4292)
Fax: 905-436-5642
Email: service@oshawa.ca
Website: Oshawa.ca

City of Pickering

Dave Ryan, Mayor

Kevin Ashe, Regional Councillor
Bill McLean, Regional Councillor
David Pickles, Regional Councillor

City of Pickering Municipal Office

1 The Esplanade
Pickering, Ontario L1V 6K7
Phone: 905-683-2760
Toll Free: 1-866-683-2760
Fax: 905-420-6064
Email: customerservice@pickering.ca
Website: Pickering.ca

Township of Scugog

Bobbie Drew, Mayor

Wilma Wotten, Regional Councillor

Township of Scugog Municipal Office

181 Perry Street, P.O. Box 780
Port Perry, Ontario L9L 1A7
Phone: 905-985-7346
Fax: 905-985-9914
Email: mail@scugog.ca
Website: Scugog.ca

Township of Uxbridge

Dave Barton, Mayor

Gord Highet, Regional Councillor

Township of Uxbridge Municipal Office

51 Toronto Street South, P.O. Box 190

Uxbridge, Ontario L9P 1T1

Phone: 905-852-9181

Fax: 905-852-9674

Email: info@uxbridge.ca

Website: Uxbridge.ca

Town of Whitby

Don Mitchell, Mayor

Chris Leahy, Regional Councillor

Rhonda Mulcahy, Regional Councillor

Elizabeth Roy, Regional Councillor

Steve Yamada, Regional Councillor

Town of Whitby Municipal Office

575 Rossland Road East

Whitby, Ontario L1N 2M8

Phone: 905-668-5803

Fax: 905-686-7005

Email: info@whitby.ca

Website: Whitby.ca

Regional Responsibilities

- 9 1 1 Management.
- Borrowing of Money for Capital Expenditures of Upper and Lower Tier Municipalities.
- Child-Care Centres, Nursery School Programs and Durham Behaviour Management Services for children.
- Delegated Authority for Local Area Municipal Official Plans and Amendments.
- Durham Regional Official Plan and Implementation.
- Economic Development and Tourism.
- Emergency Management.
- Family Counselling.
- Industrial, Commercial and Residential Development Approvals.
- Land Ambulance Services.
- Land Division Consent Applications.
- Long-Term Care and Services for Seniors.
- Municipal Elections for the Office of the Regional Chair.
- Municipal Water Supply, Treatment, Distribution and Billing.
- Ontario Works Programs and Services.
- Police Services.
- Property Tax Policy.
- Provincial Offences Court, Prosecution Services, Administration and Collection of Fines.
- Public Health Programs and Services.
- Regional Roads, Bridges and Traffic Signals and Controls.
- Sewage Collection, Treatment and Billing.
- Social Housing.
- Strategic Land Use Planning.
- Subdivision and Condominium Approvals.
- Transit and Specialized Transit Services.
- Waste Disposal Facilities, Material Recovery Facility and the Durham York Energy Centre.
- Waste Management: The Region is Responsible for Collection, Composting, Processing/ Disposal of all Garbage, Blue Box Recyclables, Green Bin Compostables, Yard Waste, White Goods and Bulky Items in all Municipalities except for Oshawa and Whitby who are responsible for their own Collection of Garbage, Green Bin Compostables, Yard Waste, White Goods and Bulky Items.

Regional Standing Committee Structure

The Regional Municipality of Durham uses a Standing Committee structure. The four Standing Committees of Regional Council are as follows:

- Finance and Administration Committee.
- Health and Social Services Committee.
- Planning and Economic Development Committee.
- Works Committee.

Each Standing Committee is made up of seven Regional Council members. The Regional Chair is an ex officio member of all Committees.

When there is a matter that affects more than one Standing Committee, the Committee of the Whole will meet. The Committee of the Whole is one committee that includes all Durham Regional Council members and the Regional Chair.

Standing Committees of Durham Regional Council

Finance & Administration Committee

Chair: Councillor Foster
Vice-Chair: Councillor Collier
Members: Councillor Ashe
Councillor Drew
Councillor Leahy
Councillor Mulcahy
Councillor Nicholson

Health & Social Services Committee

Chair: Councillor Chapman
Vice-Chair: Councillor Pickles
Members: Councillor Anderson
Councillor Carter
Councillor Dies
Councillor Roy
Councillor Wotten

Planning & Economic Development Committee

Chair: Councillor Ryan
Vice-Chair: Councillor Joe Neal
Members: Councillor Grant
Councillor Highet
Councillor Kerr
Councillor Lee
Councillor Yamada

Works Committee

Chair: Councillor Mitchell
Vice-Chair: Councillor Marimpietri
Members: Councillor Barton
Councillor Crawford
Councillor McLean
Councillor John Neal
Councillor Smith

The Regional Chair is an ex officio member of all Committees.

Advisory Committees and Board Appointments

Members of Regional Council and members of the public are appointed to serve on several advisory committees, agencies, and boards by Regional Council. Below is a list of advisory committees and boards individuals are appointed to by Regional Council:

- 9 1 1 Management Board.
- Accessibility Advisory Committee.
- Development Charges Complaint Committee.
- Durham Active Transportation Committee.
- Durham Advisory Committee on Homelessness.
- Durham Agricultural Advisory Committee.
- Durham Environmental Advisory Committee.
- Durham Nuclear Health Committee.
- Durham Region Anti-Racism Taskforce.
- Durham Region Child and Youth Advocate.
- Durham Region Community Safety and Well-Being Plan Steering Committee.
- Durham Region Non-Profit Housing Corporation.
- Durham Region Roundtable on Climate Change.
- Durham Regional Local Housing Corporation.
- Durham Regional Police Services Board.
- Durham Vision Zero Task Force.
- Energy from Waste – Waste Management Advisory Committee.
- Land Division Committee.

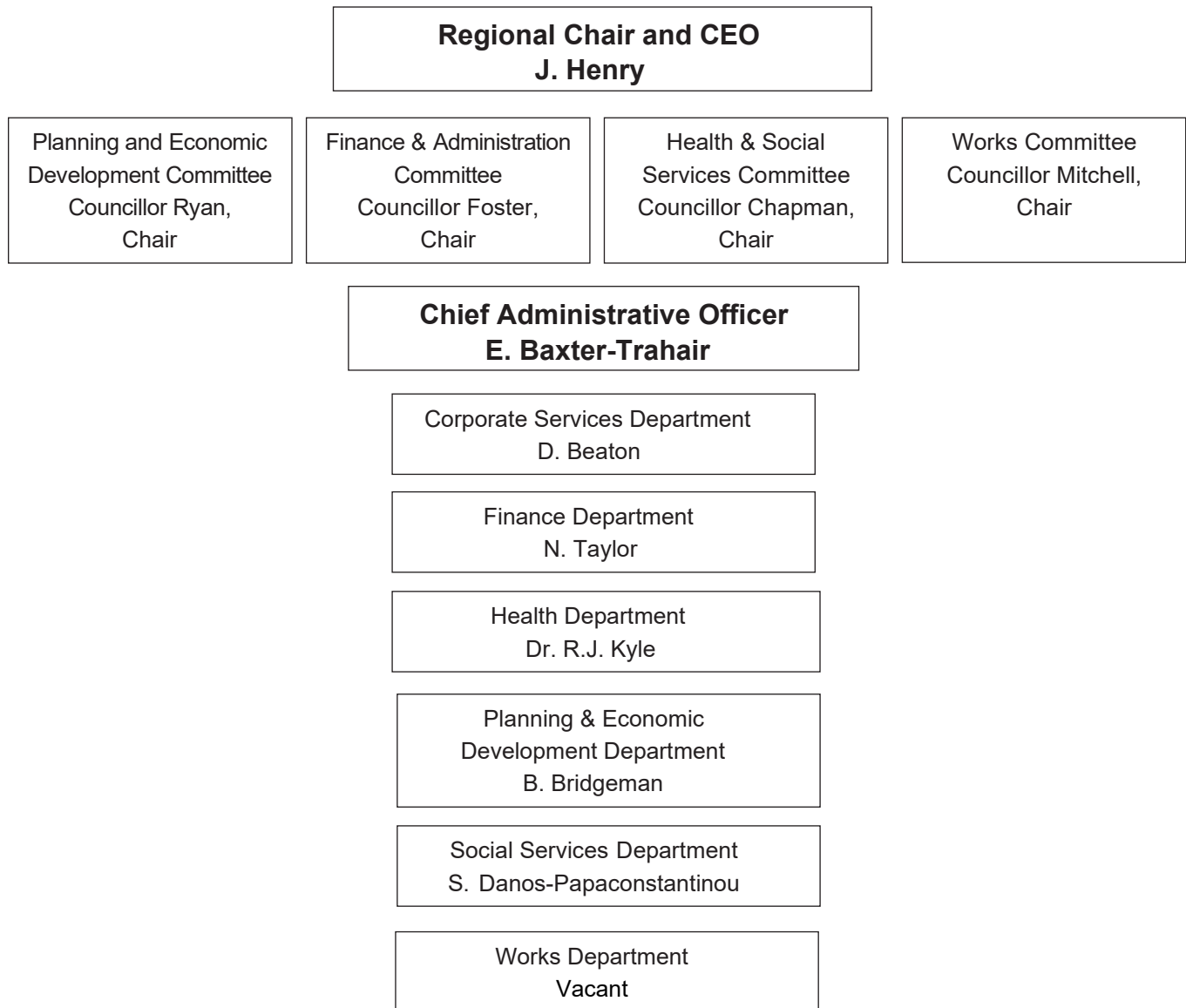
For Regional Council appointments to the above advisory committees and boards, please visit our website (<https://www.durham.ca/en/regional-government/committees.aspx>) or contact the Corporate Services Department during office hours, Monday to Friday, 8 AM to 5 PM at 905-668-7711.

For Regional Council appointments to the following external committees and boards, please visit our website at: Durham.ca.

- Business Advisory Centre Durham.
- Canadian National Exhibition Association.
- Central Lake Ontario Conservation Authority.
- CTC (Credit Valley/Toronto/Central Lake Ontario) Source Protection Committee.
- Ganaraska Region Conservation Authority.
- Golden Horseshoe Food & Farming Alliance.
- Greater Toronto Airports Authority.
- Kawartha Region Conservation Authority.
- Lake Simcoe Region Conservation Authority.
- Local Diversity and Immigration Partnership Council.
- Royal Agricultural Winter Fair Association.
- Strategic Plan Development Task Force.
- Toronto and Region Conservation Authority.
- Toronto Global.
- Trent Conservation Coalition Source Protection Committee.

Organizational Chart

Organizational Chart of The Regional Municipality of Durham – Policy Development and Staff Administration.



Regional Chair and CEO

John Henry,
Regional Chair and Chief Executive Officer (CEO)
Email: chair@durham.ca

Phone: 905-668-7711,
extension 2000

The Regional Chair is the head of Regional Council and is the Chief Executive Officer (CEO) of the Region. He chairs all Regional Council meetings and is an ex officio member of all Regional Committees. He serves on the Durham Regional Police Services Board and the Durham Region Transit Commission.

The Regional Chair works with Regional Council and staff to improve the economic, social, and environmental well-being of Durham Region and its residents. He meets with community groups and residents to encourage public participation in regional activities, and to understand their concerns. A key role of the Chair is to advance Regional priorities with other levels of government. He also represents the Region on various boards, committees, and municipal sector organizations.

Chief Administrative Officer

Elaine Baxter-Trahair,
Chief Administrative Officer
Email: cao@durham.ca

Phone: 905-668-7711,
extension 3000

The Chief Administrative Officer (CAO) is the most senior staff member in the Regional corporation and reports to Regional Council. She delivers expert advice from staff in all departments to support Council decision-making and works with the Regional Chair to carry out Council's direction. She guides the Regional staff team in planning, budgeting, and implementing programs and delivering services within the framework of the strategic plan. Leading and motivating staff to provide effective, efficient, and innovative services is a vital part of the CAO role. The CAO also works with other governments, municipalities, and organizations to share information and best practices and advance Regional projects.

Corporate Communications

Gary Williams, Director of Corporate Communications

Phone: 905-668-7711 extension 2068

Email General Inquiries to: CorporateCommunications@durham.ca

Corporate Communications aims to increase awareness of and participation in the Region's services and programs through engagement with the media, residents, visitors, businesses, employees, other levels of government and community organizations.

The division helps to enhance internal and external communications through the development and delivery of various communications materials/activities for Regional departments, including digital and social media; by providing communications advice and training within the organization; and by working collaboratively with local area municipalities on joint communication initiatives.

The office is responsible for the dissemination of Emergency Information (EI), and development and maintenance of related plans and procedures, as well as the co-ordination of employee training to assist with the EI function during an emergency or crisis.

Diversity, Equity, and Inclusion

Allison Hector-Alexander, Director of Diversity Equity, and Inclusion

Phone: 905-668-7711 extension 3893

Email General Inquiries to: Diversity@durham.ca

The Diversity, Equity, and Inclusion (DEI) division works with staff, service providers, and local communities to advance equity, reconciliation and anti-racism through evidence-based policies and practices. The team works on initiatives that support the Region's commitment to creating an inclusive workplace and community where everyone feels a sense of belonging and each person's contributions are valued. The Division's work is focused on identifying and removing barriers in the workplace and community that relate to one or more of the protected grounds of the Ontario Human Rights Code: citizenship, race, place of origin, ethnic origin, colour, ancestry, disability, age, creed, sex/pregnancy, family status, marital status, sexual orientation, gender identity, gender expression, receipt of public assistance, and record of offences.

DEI Division is responsible for the management of the Regional Community Safety and Well-Being Plan, Multi Year Accessibility Plan, and Local Immigration Partnership and is strategically leading Durham Region through several interconnected initiatives; education and awareness, improving access to services, building partnerships and programs, measuring diversity and inclusion, and developing practice frameworks to guide decision-making.

Durham Emergency Management Office (DEMO)

James Kilgour, Director of Durham Emergency Management Office

Phone: 905-430-2792, extension 6260

Fax: 905-666-6293

Email: demo@durham.ca

The Durham Emergency Management Office (DEMO) assists in the protection of the citizens of Durham Region by coordinating effective preparedness, response and recovery to natural and human-caused emergencies. Some of the services provided by DEMO are: provide a comprehensive emergency management system; develop emergency plans and procedures; assist municipalities in the preparation, evaluation, and revision of local plans; co-ordinate efforts of local, provincial, and federal multi-agency response and recovery activities in the event of a natural or human-caused disaster; develop and co-ordinate staff training, design and conduct exercises; and promote public education and awareness.

Corporate Services

Don Beaton, Commissioner of Corporate Services

Phone: 905-668-7711, extension 2125

Fax: 905-666-3327

Email: corpserv@durham.ca

Corporate Services is comprised of five Divisions: Human Resources, Legislative Services, Information Technology and Legal Services and Service Durham. The divisions provide enterprise-wide support services, based on specialized knowledge, best practices, and technology to serve internal and external customers and business partners.

Human Resources Division

The Human Resources division provides support to the employees of the Region throughout the entire employee life cycle. One of the functions of the Human Resources Division is to provide Labour Relations expertise including interpretation of employment legislation, carriage of the grievance process and workplace investigations regarding harassment and workplace violence incidents. They are also responsible for Talent Acquisition (Recruiting) and Corporate Learning.

This division also provides a variety of services to the Corporation and its employees including the delivery of Health, Safety and Wellness programs, the development, implementation, and administration of the Region's HR Information Systems and, finally, the delivery of the Region's Compensation, Benefits and Pension programs.

Information Technology Division

The Information Technology division is the primary provider of Information Technology services to the Region including Security, Network and Data Centre Infrastructure, Application and GIS Services, Desktop and Device Management, Project, and support services. The Service Delivery section of IT provides audio/visual support to both Council and Standing Committees as well as operating a 24/7 IT Help Desk. Information Technology also manages the Telephony services to all Regional users and maintains the wireless connectivity provided to its users.

Legal Services Division

The Legal Services division is comprised of three sections: the first section is the Solicitors' Office, and, in December 2000, the Region became responsible for court administration and certain prosecutions under the Provincial Offences Act (POA) which are administered through the two remaining sections: Legal Services - POA Court Services, and Legal Services - POA Prosecution Services.

Solicitors' Office

The Solicitor's Office provides advice and representation to the Region to ensure that the actions undertaken by the Region of Durham will comply with all applicable laws, have the desired legal effect, and be arranged to minimize exposure to legal liability.

POA Court Services

POA Court Services handles POA charges which are regulatory contraventions under provincial statutes and regulations and include municipal by-law offences. Various provincial ministries and municipalities prosecute offences in their area of jurisdiction and include transit authorities, health departments and a myriad of other organizations.

The Region's POA Court Services responsibilities include:

- a) Court facility and management.
- b) Public services include receiving payments, trial requests, fine enforcement, and court transcripts.
- c) Court support and court administration; and
- d) Management services include liaison and coordination with justice partners, including the Attorney General, Ministry of Transportation, French Language Services, the judiciary and prosecuting agencies and enforcement agencies.

POA Prosecution Services

In the POA Prosecution Services section, the team is responsible for prosecuting offences under the Provincial Offences Act (POA), primarily traffic but including Regional Health Unit offences that deal with matters relating to smoking, restaurants, rabies, West Nile, etc.

Prosecutors represent the Region in the POA Appeal at the Ontario Court of Justice.

Legislative Services Division

The Legislative Services division provides Council and Committee Support ensuring statutory and legislative compliance to meet the requirements of the Municipal Act, the Municipal Elections Act, Corporate Policy, and the Municipal Conflict of Interest Act. In addition, this division is also responsible for the Information Management Program ensuring that official records are managed from creation to final disposition. As part of the information management program the Legislative Services division operates the Region's Access and Privacy office, supporting residents with information requirements.

Service Durham Division

Service Durham is committed to the Region's corporate value and strategic goal of Service Excellence for its customers. The division is responsible for myDurham 311 which aims to provide exceptional customer service by creating a consistent, convenient, and personalized experience, beginning with a clear point of contact – regardless of how customers choose to interact with the Region: online, by phone or in person.

Finance Department

Nancy Taylor, Commissioner of Finance and Treasurer

Phone: 905-668-7711, extension 2300

Email: finance@durham.ca

The Finance Department is responsible for promoting and maintaining the financial strength, stability, and accountability of the Regional Corporation. The Commissioner of Finance and Treasurer advises the Chief Executive Officer, Finance & Administration Committee and Committee of the Whole, Regional Council, the Chief Administrative Officer and other Regional Department Heads on all matters pertaining to the efficient and prudent financial management of the Region of Durham, including the Transit Commission and the Durham Regional Local Housing Corporation.

The Finance Department co-ordinates and controls all Regional financial management activities and supports other department's fiscal and financial planning including the following:

- Fulfillment of the legislated duties to receive and safely keep all money of the corporation, to keep all books of account and to prepare and publish financial statements as required by the province.
- Formulation and implementation of fiscal policy and financial procedures.
- Long term financial planning and economic analysis.
- Centralized business planning, budgeting, purchasing, inventory control, accounting, payroll, expenditure management and reporting functions for all Regional departments.
- Insurance and risk management program for Regional assets and operations.
- Financial services for the Provincial Offences Act delivered by the Region of Durham.
- Co-ordination and monitoring of current and capital business plans and budgets.
- Internal audit services.
- Management of the corporation's investment portfolio.
- Co-ordination of asset management and performance measurement across the corporation.
- Provision of secure, stable, reliable Financial Processes and Projects, including Workforce Scheduling, Human Capital Management, Financial Management, Risk & Insurance, Utility Finance Customer Care and Billing and Durham Regional Local Housing Corporation systems.
- Provision of meter reading, billing, customer service and accounts receivable services related to the Region's water and sewer systems.
- Centralized printing, and mail/courier service.

Health Department

Dr. Robert Kyle, Commissioner and Medical Officer of Health

Phone: 905-668-7711, extension 3111- Administrative Assistant to Dr. Kyle

Fax: 905-666-6229

Email: health@durham.ca

The Health Department aims to protect and promote the health of Durham Region residents through delivery of public health programs and services and paramedic services. The Health Department is led by the Commissioner and Medical Officer of Health, who reports directly to the Board of Health (Regional Council) on issues relating to public health concerns and public health programs and services under the Health Protection and Promotion Act (HPPA) or any other Act.

Public health programs and services are aligned with the Ontario Public Health Standards: Requirements for Programs, Services, and Accountability (OPHS), which articulate expectations for the provision of mandatory public health programs and services under the HPPA or any other Act. The OPHS include a broad range of population-based activities designed to promote and protect the health of the population and reduce health inequities.

The Health Department's programs and services are organized into the following categories: Health Analytics, Research & Policy; Health Protection; Healthy Families; Healthy Living; Infectious Diseases; and Paramedic Services. Professional and administrative support, including community and resource development, technical and administrative support staff enable the Health Department programs to effectively communicate with the public and community partners, and provide effective and efficient programs and services.

Health Protection programs include emergency management; food safety; healthy environments; sewage systems; and safe water.

Healthy Families programs include the Durham Health Connection Line; child & youth health; prenatal & newborn health; Healthy Babies Healthy Children; and infant & child development.

Healthy Living programs include chronic disease prevention; prevention of injury and substance misuse; school health; oral health; and enforcement of the Smoke-Free Ontario Act.

Infectious Diseases programs include immunization; and infectious diseases prevention and control (including rabies prevention and control, sexually transmitted infections, blood-borne infections and tuberculosis prevention and control).

The goals of these programs are to:

- Respond effectively to current and evolving conditions and contribute to the public's health and well-being with programs and services that are informed by the population's health status, including social determinants of health and health inequities.
- Decrease health inequities such that everyone has equal opportunities for optimal health and can attain their full health potential without disadvantage due to social position or other socially determined circumstances.
- Enable consistent and effective management of emergency situations.
- Prevent or reduce the burden of food-borne illness, burden of illness from health hazards in the physical environment and water-borne illness and injury.
- Prevent diseases in humans and contamination of the physical environment due to on-site private sewage systems.
- Achieve optimal preconception, pregnancy, newborn, child, youth, parental, and family health.
- Enhance the growth and development of infants and young children with developmental disabilities or those at risk for developmental delay.
- Reduce the burden of chronic diseases of public health importance and improve well-being.
- Reduce the burden of preventable injuries and substance use.
- Achieve optimal health of children and youth in schools through partnership and collaboration with school boards and schools.
- Improve the oral health of children and youth.
- Reduce or eliminate the burden of vaccine preventable diseases through immunization.
- Reduce the burden of communicable diseases and other infectious diseases of public health importance.

Region of Durham Paramedic Services provides land ambulance services, both basic and advanced life support services, throughout Durham Region. These services are complemented by the Lakeridge Health Base Hospital program, Oshawa Central Ambulance Communications Centre, and emergency first response by local fire services tiered-response programs. The goal of Region of Durham Paramedic Services is to provide a quality Paramedic Services system that is responsive to client needs and utilizes advanced out-of-hospital medical intervention to reduce mortality and morbidity.

Health Department Contacts

Durham Health Connection Line**Phone: 905-668-2020**

Toll Free: 1-800-841-2729

Environmental Help Line**Phone: 905-723-3818**

Toll Free: 1-888-777-9613

Healthy Living

(Cancer Prevention, Nutrition, Physical Activity, Smoke-Free Living)

Phone: 905-668-7711

Toll Free: 1-800-841-2729

Fax: 905-666-6241

Immunization**Phone: 905-666-6242**

Toll Free: 1-800-841-2729, extension 6242

Fax: 905-666-6216

Infant and Child Development**Phone: 905-668-7711,****extension 3247 or 3203**

Toll Free: 1-800-841-2729, extension 3247 or 3203

Fax: 905-666-6232

Infectious Diseases Prevention and Control**Phone: 905-668-7711**

Toll Free: 1-800-841-2729, extension 2996

Fax: 905-666-6215

Prenatal Health/Breastfeeding/Parenting**Healthy Babies Healthy Children****Phone: 905-666-6241**

Toll Free: 1-800-841-2729

Area Offices

Region of Durham Paramedic Services

4040 Anderson Street

Whitby, Ontario L1R 3P6

Phone: 905-665-6313

Toll Free: 1-877-999-4336

Fax: 905-444-2042

North Office (Port Perry)

200-181 Perry Street

Port Perry, Ontario L9L 1B8

Phone: 905-985-4889

Toll Free: 1-866-845-1868

Fax: 905-982-0840

Health Protection Division

101 Consumers Drive, 2nd Floor

Whitby, Ontario L1N 1C4

Phone: 905-723-3818

Toll Free: 1-888-777-9613

Fax: 905-666-1887

Oral Health Division (Dental Clinic)

Whitby Mall, West Tower, 1615 Dundas Street

East, Suite 210

Whitby, Ontario L1N 2L1

Phone: 905-723-1365

Toll Free: 1-866-853-1326

Fax: 905-723-9482

Sexual Health Clinics

Oshawa Centre, Office Galleria

419 King Street West, Suite 180

Oshawa, Ontario L1J 2K5

Phone: 905-433-8901

Toll Free: 1-800-314-8533

Fax: 905-433-8010

Pickering Town Centre

1355 Kingston Road, Unit 14A, Lower-Level

Pickering, Ontario L1V 1B8

Phone: 905-420-8781

Sexual Health Clinics are temporarily closed due to COVID-19 restrictions.

Please call 905-668-2020.

Planning and Economic Development Department

Bridgeman, Commissioner of Planning and Economic Development

Phone: 905-668-7711, extension 2535

Fax: 905-666-6208

Email Planning at: planning@durham.ca

Email Tourism at: tourism@durham.ca

Email Economic Development at: invest@durham.ca

The Planning and Economic Development Department consists of two core Divisions charged with establishing and implementing a long-term vision for the growth and economic prosperity of the Region.

The Planning Division is responsible for preparing and maintaining the Durham Regional Official Plan. The ROP provides a broad policy framework for managing the future growth and development of the Region. A goal of the Plan is to protect the environment and encourage economic opportunities for the well-being of present and future residents. Ongoing review and development of long-range land use and transportation policy ensures that the Plan continues to satisfy the Region's needs, while respecting provincial policies and plans. Implementation is advanced through the review and approval of development applications, including area municipal official plan amendments, plans of subdivision/condominium, and land division applications. Citizen engagement is encouraged and is also facilitated through the advisory committees on agriculture, environment, and active transportation.

The Economic Development and Tourism Division promotes Durham Region as an ideal place to establish and do business and enjoy a high quality of life. The Division's main objectives are to create job opportunities, increase the property tax base and nurture private sector investment. To accomplish these objectives, the Division engages in strategic business missions, and partners with area municipalities, businesses, educational institutions, international agencies, and industries. Business attraction, retention, and expansion, as well as visitor attraction are of the highest priority. Several key sectors including agri-food, manufacturing, innovative technology, health sciences, energy, engineering, and environment (EN3), and tourism, are promoted through the development of goal-oriented programs, key partnerships, marketing campaigns and effective response to investment inquiries.

In addition to the above two Divisions, the Rapid Transit and Transit Oriented Development Office is also located within the Planning and Economic Development Department to recognize the connection between rapid transit and the Region's future prosperity. The Office is responsible for developing a Rapid Transit Deployment Plan to advance rapid transit projects at varying stages of approval and funding. The Office coordinates and delivers these rapid transit projects in coordination with the Works Department.

Social Services Department

Stella Danos-Papaconstantinou, Commissioner of Social Services

Phone: 905-668-7711, extension 2675

Fax: 905-666-6219

The Social Services Department provides human services through a variety of programs and services to the citizens of Durham. On behalf of the Region, the Social Services Department acts as the Service System Manager in areas of; Housing, Homelessness, Child Care along with Ontario Works & Employment Services. Additional service provisions within the department include community counselling and outreach programs to vulnerable populations. Also, on behalf of the Region, Long-term care (LTC) is provided across four regionally owned and operated LTC homes and includes Adult Day Centres.

The role of Service System Manager involves system planning, managing of programs and funding administration across sectors for the delivery of human services to residents of Durham. The aim of this role is to address community needs for individuals and/or families to live a quality of life. Social Services provisions and program delivery for eligible individuals include; childcare, life stabilization, financial assistance, and housing.

There are seven Regionally owned and operated early learning & child-care centres across Durham. Additionally, childcare needs are met with Social Services contracts with approximately 280 child-care programs. Management of the childcare fee subsidy program and funding for special needs resourcing programs assists qualifying families with childcare in Durham. Families and licensed childcare settings can receive behaviour supports for children with special needs through the Durham Behaviour Management Services. The Best Start Network includes a system approach to childcare programming and planning that is lead by the Social Services Department.

The Ontario Works programs involves administering financial assistance for basic needs and shelter and basic health benefits to eligible residents. Employment related benefits and services is available to those receiving Ontario Works along with job readiness training. Further support services are provided through referral and case management to help people address challenges that may relate to mental health, anxiety, housing and/or poverty.

The Social Services Department includes counselling services for individuals, couples or families and specialized support services/outreach accessible to residents across Durham Region. The Adult Community Support Services (ACSS) Program provides services and supports for adults with developmental disabilities. The administration of the Partner Assault Response Program provides structured group programs for individuals living in Durham Region charged with domestic assault. Further programs available include Employee Assistance Programs, Critical Incident Stress Management, workplace mediation and consultation to employers.

Social Services Department is responsible for the administration of social housing programs, property management for the Durham Regional Local Housing Corporation and new affordable housing initiatives. Leadership is also provided with the implementation of the Region's 10-year Housing and Homelessness Plan – At Home in Durham. The Homelessness Support Services Program oversees the delivery of emergency hostel services, and a range of programs to address homelessness in Durham Region. Focus of these programs involve a coordinated access system with a priority for housing first, understanding everyone in Durham deserves a place to call home.

Through the Social Services Department the Emergency Social Services (ESS) coordinates the delivery of services and supports to address short term and immediate needs in the community, typically for those who have been impacted by an emergency or disaster. Services are commonly provided in an evacuation or reception centre which is a safe place where residents can go to receive essentials when there is an ongoing emergency, essentials include; shelter, food, clothing, information about the emergency and how to navigate receiving the proper supports during an event.

The Region's four (4) long term care homes are all accredited by Accreditation Canada; Fairview Lodge, Hillsdale Estates, Hillsdale Terraces and Lakeview Manor. Our services are geared toward the physically frail and/or cognitively impaired adults who require supervision and/or assistance with activities of daily living and personal care, in a secure, safe, and caring environment. We also provide the services of a Seniors' Safety Advisor for Durham Region.

Our homes employ a range of skilled health professionals to meet the multiple complex care needs of our residents. Each of our sites provides a special care unit for residents with Alzheimer's disease and related dementias. The Region also operates three (3) Adult Day Programs at Hillsdale Estates, Lakeview Manor and Port Perry.

It is our hope that these services and support systems will help elder adults live vibrant and full lives in their senior years.

Children's Services Office

605 Rossland Road East
Whitby, Ontario L1N6A3
Phone: 905-666-6238
Toll Free: 1-800-387-0642

Behaviour Management Office

605 Rossland Road East,
Whitby, Ontario L1N 6A3
Phone 905-668-7711
Fax: 905-666-6220

Child Care Programs

Ajax Early Learning and Child Care Centre

22 Centennial Road
Ajax, Ontario L1S 3K4
Phone: 905-683-4001
Fax: 905-683-2521

Edna Thomson Early Learning and Child Care Centre

410 North Scugog Court
Bowmanville, Ontario L1C 3K2
Phone: 905-623-6717
Fax: 905-623-4449

Clara Hughes Early Learning and Child Care Centre

610 Taylor Avenue
Oshawa, Ontario L1H 6T9
Phone: 905-404-8012
Fax: 905-404-2291

Lakewoods Early Learning and Child Care Centre

353 Chaleur Avenue
Oshawa, Ontario L1J 1G5
Phone: 905-725-1425
Fax: 905-725-7209

Pickering Early Learning and Child Care Centre

1262 Radom Street
Pickering, Ontario L1W 1J4
Phone: 905-839-5831
Fax: 905-839-9418

Sunderland Early Learning and Child Care Centre

41 Albert Street
Sunderland, Ontario L0C 1H0
Phone: 905-404-4792

Whitby Early Learning and Child Care Centre

501 Dunlop Street East
Whitby, Ontario L1N 1S8
Phone: 905-668-4751

Family Services Offices

All Family Services Numbers should now go through our centralized Social Services Centralized Call Centre with the following numbers for all our locations:

Please Phone: 905-666-6239, Option #5 or Toll Free: 1-888-721-0622, Option #5

Main Office (including central intake)

605 Rossland Road East

Whitby, Ontario L1N 6A3

Phone: 905-666-6239 option #5

Toll Free: 1-888-721-0622

Fax: 905-666-6217

Email: socialservices@durham.ca

Website: Durham.ca

Ajax Office

339 Westney Road South, Suite 103

Ajax, Ontario L1S 7J6

Phone: 905-666-6239 option #5

Fax: 905-683-3466

Brock/Beaverton

c/o Lakeview Manor, 133 Main Street West

Beaverton, Ontario L0K 1A0

Phone: 905-666-6239 option #5

Brock Municipal Building

1 Cameron Street East, (Lower Level),

Cannington, Ontario L0E 1E0

Phone: 905-666-6239 option #5

Clarington Office (Bowmanville)

234 King Street East, Unit 4

Bowmanville, Ontario L1C 1P5

Phone: 905-666-6239 option #5

Fax: 905-623-6951

Oshawa Office

200 John Street West, Unit C1A Oshawa,

Ontario L1J 2B4

Phone: 905-666-6239 option #5

Fax: 905-434-4516

Scugog Office

169 North Street, Unit 3

Port Perry, Ontario L9L1B7

Phone: 905-666-6239 option #5

Fax: 905-985-6515

Uxbridge Office

2 Campbell Drive, Suite 301

Uxbridge, Ontario L9P 1H6

Phone: 905-666-6239 option #5

Toll Free: 1-888-721-0622 option #5

Fax: 905-852-6595

Whitby Office

c/o Fairview Lodge, 632 Dundas Street

West, P.O. Box 300

Whitby, Ontario L1N 5S3

Phone: 905-666-6239 extension 4505

Fax: 905-668-5974

Adult Community Support Services (ACSS) Program

Phone: 905-666-6239 option #5, selection 3

Toll Free: 1-888-721-0622 option #5, selection 3

Fax: 905-666-6217

Family Services Employee Assistance Program

Phone: 905-666-6169

Toll Free: 1-888-757-5873

Fax: 905-666-6217

Housing Services Locations

Oshawa

Durham Non-Profit Housing Corporation
28A Albert Street
Oshawa, Ontario L1H 8S5
Phone: 905-436-6610
Fax: 905-436-5361

Whitby

Region of Durham Headquarters
605 Rossland Road East, P.O. Box 623,
Whitby, Ontario L1N 6A3
Phone: 905-668-7711
Toll Free: 1-800-669-2956
Fax: 905-666-6225

Income and Employment Support Offices

Ajax

140 Commercial Avenue
Ajax, Ontario L1S 2H5
Phone: 905-666-6239
Toll Free: 1-888-721-0622
Fax: 905-428-7401

Ontario Works Applications (Central Intake) Phone: 905-428-8982

Toll Free: 1-888-999-1142
Visit [Online Applications](https://www.ontario.ca/socialassistance)
([Ontario.ca/socialassistance](https://www.ontario.ca/socialassistance)) for more information.

Uxbridge

2 Campbell Drive, Suite 305
Uxbridge, Ontario L9P 1H6
Phone: 905-666-6239
Toll Free: 1-888-721-0622
Fax: 905-852-4573

Ontario Works Employment Program

200 John Street West, 2nd Floor
Oshawa, Ontario L1J 2B4
Phone: 905-666-6239
Toll Free: 1-888-721-0622
Fax: 905-432-7602

Oshawa

200 John Street West, Unit C1A
Oshawa, Ontario L1J 2B4
Phone: 905-666-6239
Toll Free: 1-888-721-0622
Fax: 905-436-7361

Ontario Works Interactive Voice Response

Toll Free: 1-800-808-2268

Whitby

605 Rossland Road East, P.O. Box 623,
Whitby, Ontario L1N 6A3
Phone: 905-666-6239
Toll Free: 1-888-721-0622
Fax: 905-666-6218

Long Term Care Facilities

Long-Term Care Divisional Office:

605 Rossland Road East, P.O. Box 623,
Whitby, Ontario L1N 6A3

Phone: 905-666-6197

Toll Free: 1-800-372-1102, extension
6197

Fax: 905-666-6221

Hillsdale Terraces

600 Oshawa Boulevard North
Oshawa, Ontario L1G 5T9

Phone: 905-579-3313

Fax: 905-579-4420

Fairview Lodge

632 Dundas Street West, P.O. Box 300,
Whitby, Ontario L1N 5S3

Phone: 905-668-5851

Fax: 905-668-8934

Lakeview Manor

133 Main Street, P.O. Box 514
Beaverton, Ontario L0K 1A0

Phone: 705-426-7388

Fax: 705-426-4218

Hillsdale Estates

590 Oshawa Boulevard North
Oshawa, Ontario L1G 5T9

Phone: 905-579-1777

Fax: 905-579-3911

Works Department

Commissioner of Works

Phone: 905-668-7711, extension 3535

Toll Free: 1-800-372-1102, extension 3535

Fax: 905-668-2051

Email: works@durham.ca

Email: workscommissioner@durham.ca

The Regional Municipality of Durham's Works Department provides the following services to Durham Region residents and businesses:

- Plan, design, build, operate, and maintain Regional roads, bridges, traffic signals, rapid transit systems, and facilities.
- Supply safe municipal drinking water. Plan, design, build, operate, and maintain the water treatment and distribution systems across the region.
- Plan, design, build, operate, and maintain the sanitary sewage collection and treatment systems.
- Collect, process, and dispose of garbage, recyclables, and compost. Dispose of electronic and household hazardous waste.
- Operate the Durham York Energy Centre and York-Durham Regional Environmental Lab.
- Manage all Regional Facilities, Regional property interests and the Durham Region Forest.

Durham Region Works Department Contact Information

Please contact the Durham Region Works Department during office hours, Monday to Friday, 8 AM to 5 PM at 905-668-7711 or by email at Works@durham.ca.

* Indicates services provided through Traffic Operations Centre; inquiries may be directed to the Traffic Operations Centre.

** Indicates provided through Regional Works Depots; inquiries may be directed to the appropriate Regional Works Depot.

Roads, Construction and Traffic Operations (Regional Roads Only)

Construction/ reconstruction, data collection (turning movement and AADT counts) *, ditch drainage**, entrance permits/property access applications, line painting*, potholes**, road occupancy permits, roadside grass cutting**, snow clearing**, special events permits (parades and filming) *, traffic by-laws*, traffic signal design, operation and maintenance*, traffic signs and detour information*, weight restrictions.

Water

Fire hydrants, water efficiency programs, water locates, water meters**, water quality testing, water supply plants, water supply system planning and design, watermain breaks**, watermain construction/rehabilitation.

Development Approvals

Development charges and collection of applicable fees.

Existing Development Servicing

Sanitary sewer connections, sanitary sewer frontage charges, water connections, water frontage charges.

New Development Servicing

Entrance permits, sanitary sewer connections, sanitary sewer frontage charges, water connections, water frontage charges.

Sanitary Sewer

Sewer back-ups**, sewer construction/rehabilitation, sewer inspection fees, sewer system planning and design, sewage treatment plants, sewer use by-law enforcement.

Traffic Engineering and Operations Centre

Responsible for calls related to data collection (turning movement and annual average daily traffic counts), line painting, special events permits (parades and filming), traffic by-laws, traffic signal design, operation and maintenance, traffic signs and detour information.

101 Consumers Drive,
P.O. Box 623
Whitby, Ontario L1N 6A3
Phone: 905-666-8116
Toll Free: 1-866-786-8116
Fax: 905-666-8826

Regional Works Depots

Hours of operation: Monday to Friday from 7:30 AM to 3:30 PM.

Responsible for calls related to pothole repairs, ditch drainage, roadside grass cutting, snow clearing on regional roads, water meters, fire hydrants, maintenance hole covers and blocked sanitary sewer connections.

Ajax/Pickering Depot

2020 Salem Road
Ajax, Ontario L1T 4V7

Phone: 905-683-1471

Fax: 905-686-9840

Email:

Works-AjaxDepot@durham.ca

Scugog Depot

10 Goodwood Road,
Port Perry, Ontario L9L 1B5

Phone: 905-985-7170

Fax: 905-985-4581

Email: ScugogDepot@durham.ca

Orono Depot

3480 Taunton Road
Orono, Ontario L0B 1M0

Phone: 905-983-5116

Fax: 905-983-9071

Email: OronoDepot@durham.ca

Sunderland Depot

S995 Regional Road #10 (River Street),
Sunderland, Ontario L0C 1H0

Phone: 705-357-3140

Fax: 705-357-1460

Email: SunderlandDepot@durham.ca

Oshawa/Whitby Depot

825 Conlin Road,
Whitby, Ontario L1R 3K3

Phone: 905-655-3344

Toll Free: 1-866-212-0435

Fax: 905-655-4067

Email: OshawaDepot@durham.ca

After-hours emergency calls: (Monday to Friday from 3:30 PM to 7:30 AM and full day Saturday, Sunday, and Statutory Holidays)

Phone: 905-576-9991

Toll Free: 1-800-372-1104

Waste Management Information

Waste collection, sorting, reuse and disposal service, waste management facilities for recycling, composting and disposal, promotion, and education programs for residents on recycling and composting programs.

Blue box collection for residents in all municipalities. Collection services for green bins, yard waste, bulky and metal goods, and garbage collection for the residents of Ajax, Brock, Clarington, Pickering, Scugog and Uxbridge.

Waste Management Call Centre

1998 Bowmanville Avenue,
Bowmanville, Ontario

Phone: 905-697-5300

Toll Free: 1-800-667-5671

Fax: 905-697-5329

Email: waste@durham.ca

Durham.ca/Waste

For information about waste collection services in Oshawa and Whitby (**other than blue box collection**) please contact your local municipality:

Whitby Operations Centre

333 McKinney Drive

Whitby, Ontario

Phone: 905-668-3437

TTY Phone: 905-430-1942

Fax: 905-668-9305

Email: pw.operation@whitby.ca

City of Oshawa

50 Centre Street South

Oshawa, Ontario

Phone: 905-436-3311

Toll Free: 1-800-667-4292

Fax: 905-436-5642

Email: service@oshawa.ca

Regional Waste Management Facilities

Hours of operation for Regional Waste Management Facilities and Household Hazardous Waste (HHW) depots are Tuesday to Saturday from 8:00 AM to 4:00 PM and 8 AM to 6 PM on Tuesdays only, from the first Tuesday in May until the first Tuesday in October. Sites are closed on all holidays.

Contact any of the following sites for current information on waste disposal fees, directions, or for details about types of materials accepted for reuse, recycling, composting or disposal.

Brock Waste Management

C22480 Brock Sideroad 17

Township of Brock, Ontario

Phone: 705-437-2933

Fax: 705-437-1574

Clarington Household Special Waste

1998 Bowmanville Avenue

Bowmanville, Ontario

**Phone: 905-623-4387,
extension 6086**

Fax: 705-437-1574

This location accepts only household hazardous waste. There is no charge for household hazardous waste disposal.

Oshawa Waste Management

1640 Ritson Road North

Oshawa, Ontario

Phone: 905-433-2050

Pickering Private Waste Disposal

1220 Squires Beach Road

Pickering, Ontario

Phone: 905-426-4222

Note this is a privately-operated waste disposal site which contains a Regional household hazardous waste facility.

Scugog Waste Management

1623 Reach Street

Port Perry, Ontario

Phone: 905-985-7973

Fax: 905-985-6933

York Durham Regional Environmental Laboratory

This laboratory is accredited by the Canadian Association for Laboratory Accreditation to ISO/IEC 17025 and licensed to test drinking water by the Ministry of the Environment, Conservation, and Parks.

The laboratory provides analytical services for i) drinking water, ii) wastewater monitoring, and iii) industrial monitoring.

Hours of operation:

8 AM to 5 PM Monday to Friday

901 McKay Road,
Pickering, Ontario L1W 3A3

Phone: 905-686-0041

Fax: 905-686-0644

Durham Region Transit

William (Bill) Holmes, General Manager

Phone: 905-668-7711, extension 3700

Email: drthelps@durham.ca

Regardless of where you're travelling in the Region, Durham Region Transit (DRT) will get you there with its flexible service model, 24 hours a day.

DRT's frequent scheduled service network operates on major corridors across the urban areas of the Region and into Scarborough, with connections to local routes, Specialized Services for eligible persons with a disability, and On Demand services ensuring reliable access to public transit across the Region. DRT's On Demand service operates in low ridership areas in urban zones and across all rural areas of the Region, providing curb-to-curb trips or connecting riders to scheduled services to continue their journey.

Planning your transit trip is easy. Download DRT's integrated apps to plan, schedule, book and monitor your trip in real-time, or call a booking agent. The Transit App and On Demand App are both available for free through the Apple App Store and Google Play Store.

New public transit users may benefit from travel training with DRT staff, learning how to use public transit and discovering the freedom of travelling independently. Experience the benefits of real-time information at your fingertips – as well as the full suite of accessibility features such as low-floor buses, automated next-stop announcements on board and priority seating at the front of the bus.

The PRESTO fare payment system, with products available online and at various locations throughout Durham, offers many benefits for travel on DRT and partner transit agencies that make using transit easier and more affordable.

Subscribe to DRT service alert. (<https://subscription.durhamregiontransit.com/Subscribe>).

Learn more about Durham Region Transit, at
<https://www.durhamregiontransit.com/en/index.aspx>.

To get connected with DRT via social media:

- Facebook: facebook.com/durhamregiontransit
- Twitter at: [@durham_transit](https://twitter.com/@durham_transit)
- Instagram at: [durhamregiontransit](https://instagram.com/durhamregiontransit)

Durham Region Transit Office- Contact Us!

Customer Service Centre

110 Westney Road South

Ajax, Ontario L1S 2C8

Toll-free: 1-866-247-0055

Email: drthelps@durham.ca

On Demand transit (including Specialized Services)

Toll-free: 1-866-247-0055

Durham Region Transit Committees

Durham Region Transit Advisory Committee

For the [Transit Advisory Committee membership and terms of reference](#), please visit our website at: durhamregiontransit.com or contact the Corporate Services Department during office hours, Monday to Friday, 8 AM to 5 PM at 905-668-7711.

Durham Region Transit Executive Committee

Members: Regional Chair Henry
Commissioner Anderson, Municipality of Clarington
Commissioner Barton, Township of Uxbridge
Commissioner Carter, City of Oshawa
Commissioner Collier, Town of Ajax
Commissioner Drew, Township of Scugog
Commissioner Mulcahy, Town of Whitby
Commissioner Pickles, City of Pickering

Durham Region Transit Commission

Members: Regional Chair Henry
Commissioner Anderson
Commissioner Ashe
Commissioner Barton
Commissioner Grant
Commissioner Carter
Commissioner Chapman
Commissioner Collier
Commissioner Crawford
Commissioner Dies
Commissioner Drew
Commissioner Foster
Commissioner Highet
Commissioner Kerr
Commissioner Leahy
Commissioner Lee
Commissioner Marimpietri
Commissioner McLean
Commissioner Mitchell
Commissioner Mulcahy
Commissioner Joe Neal
Commissioner John Neal
Commissioner Nicholson
Commissioner Pickles
Commissioner Roy
Commissioner Ryan
Commissioner Smith
Commissioner Wotten
Commissioner Yamada

Durham Regional Police Service

Chief of Police

605 Rossland Road East, P.O. Box 911

Whitby, Ontario L1N 0B8

Phone: 905-579-1520

Toll Free: 1-888-579-1520

EMERGENCIES CALL: 911

Email address: media@drps.ca

Website: drps.ca

Durham Regional Police are leaders in community safety. They protect the citizens of Durham Region every day through a variety of crime prevention programs and investigative services.

They employ a hard-working team of police officers, civilians, auxiliary officers, special constables, and volunteers who help keep Durham safe. They promote responsible and healthy behaviour and prevent injuries and property damage by patrolling the streets, removing dangerous drivers from the roads, and educating adults and children about safety.

The use of leading-edge technology is vital in fighting crime. Durham Regional Police were one of the first municipal police services in Canada to use a helicopter, and their computer technology is second to none. Durham Regional Police operate out of five main community police offices located in Ajax-Pickering, Clarington, North Durham, Oshawa, and Whitby. Each location responds to calls in their area 24 hours a day, seven days a week.

Community Police Office Locations

For general inquiries for all Community office locations call 905-579-1520 or Toll Free 1-888-579-1520.

Central East Division

77 Centre Street North

Oshawa, Ontario L1G 4B7

Central West Division

480 Taunton Road East

Whitby, Ontario L1N 5R5

East Division

2046 Maple Grove Road

Bowmanville, Ontario L1C 3K3

North Division

15765 Hwy 12

Port Perry, Ontario L9L 1B2

(South of Reach Rd)

West Division

1710 Kingston Road

Pickering, Ontario L1V 1C6

Durham Regional Police Services Board Members

Name:	Title:
Bobbie Drew	Chair
Garry Cubitt Vice	Chair
Kevin Ashe	Member
Patrice Barnes	Member
Steve DeBoer	Member
Karen Fisher	Member
John Henry	Member

****Requests of the Board should be made through the Board office at 905-579-1520**

B. Clancy, Executive Director 905-579-1520, extension 4295

A. Longo, Executive Assistant 905-579-1520, extension 4307

Durham Region Strategic Plan 2020 – 2024

Connect. Grow. Succeed.

Our Vision

A healthy, prosperous community for all.

Our Mission

Working together to deliver service excellence through leadership, collaboration, innovation, and environmental stewardship.

Our Corporate Values

- **Leadership:** We demonstrate integrity and vision, providing the organization with good governance and management.
- **Effectiveness:** We anticipate the changing needs of the community and provide services within a framework of financial stability and transparency.
- **Innovation:** We support life-long learning and commitment to ongoing research, knowledge exchange, and continuous quality improvement.
- **Inclusion:** We provide an accessible, inclusive environment that values the diversity of our staff and the community.
- **Environmental Responsibility:** We prioritize community leadership and environmental sustainability in our operations.
- **Service Excellence:** We encourage professional excellence through collaboration, partnerships and teamwork in a culture that fosters trust and respect.

Executive Summary

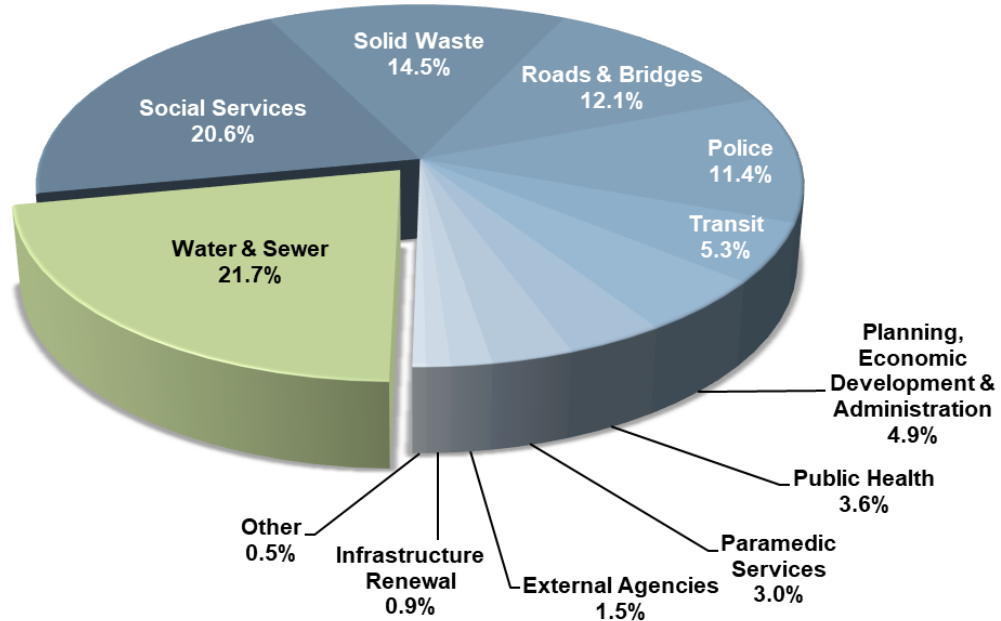
- Strengthen the economy and promote more local employment.
- Protect, enhance and restore the natural environment and build resilient, safe communities that are supported by reliable, affordable transportation systems and services.
- Maintain and improve the health of our community and build a regional community that is inclusive, cohesive, and welcoming.
- Deliver exceptional municipal services through strategic, compassionate, and innovative leadership.

View the full [Durham Region Strategic Plan](https://www.durham.ca/en/regional-government/strategic-plan.aspx) (<https://www.durham.ca/en/regional-government/strategic-plan.aspx>) or visit our website at [Durham.ca](https://www.durham.ca)

Durham Regional Financial Data

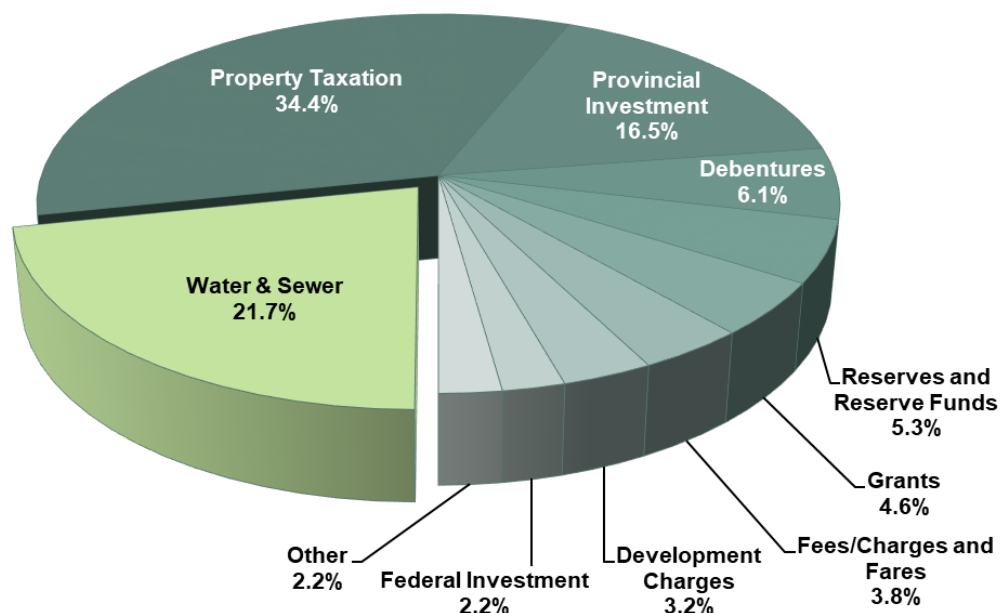
2022 Gross Budgeted Regional Expenditures

Total \$2.208 billion



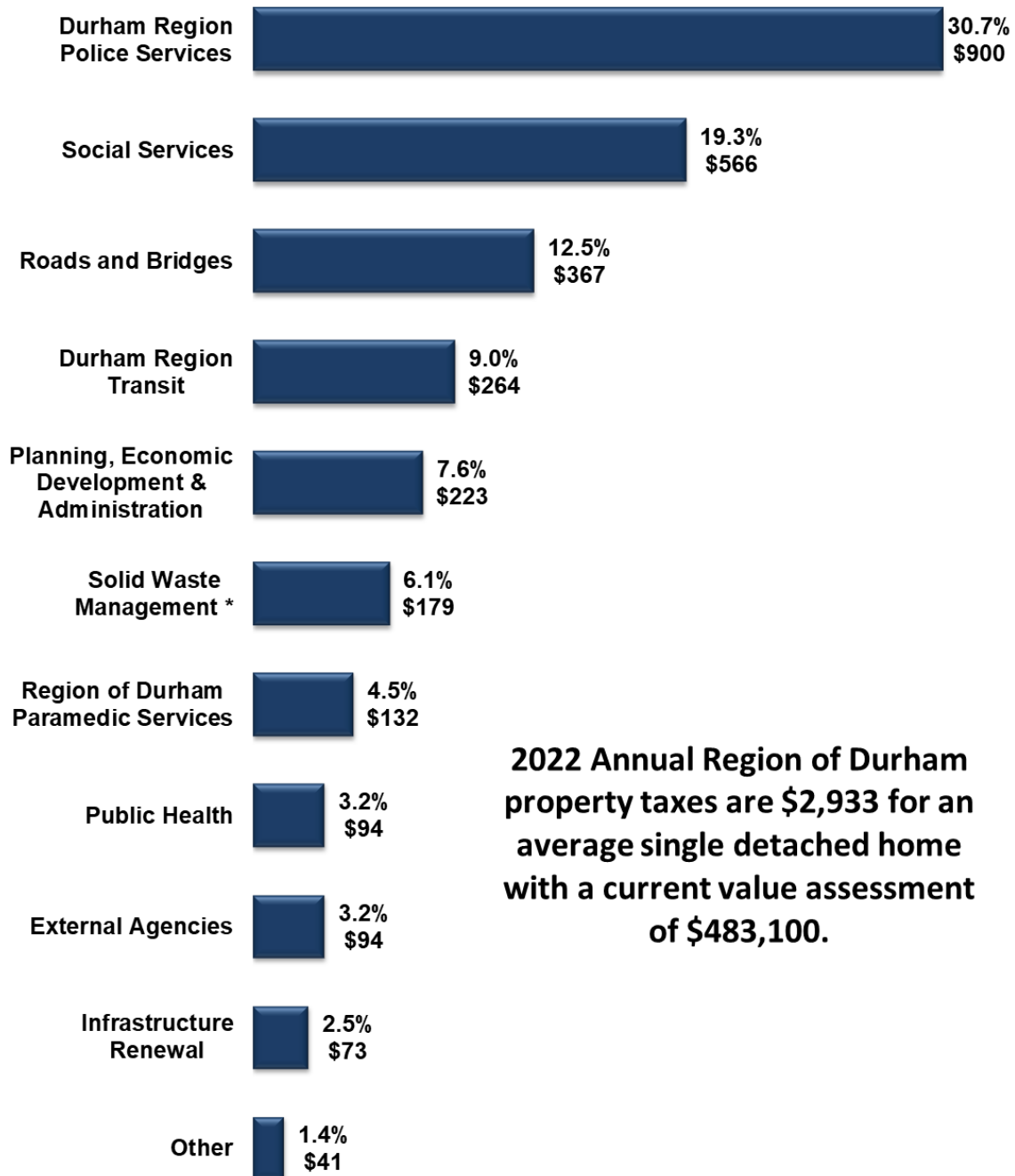
2022 Gross Budgeted Regional Revenues

Total \$2.208 billion



2022 Average Annual Regional Residential Property Taxes

2022 Average Annual Regional Residential Property Taxes

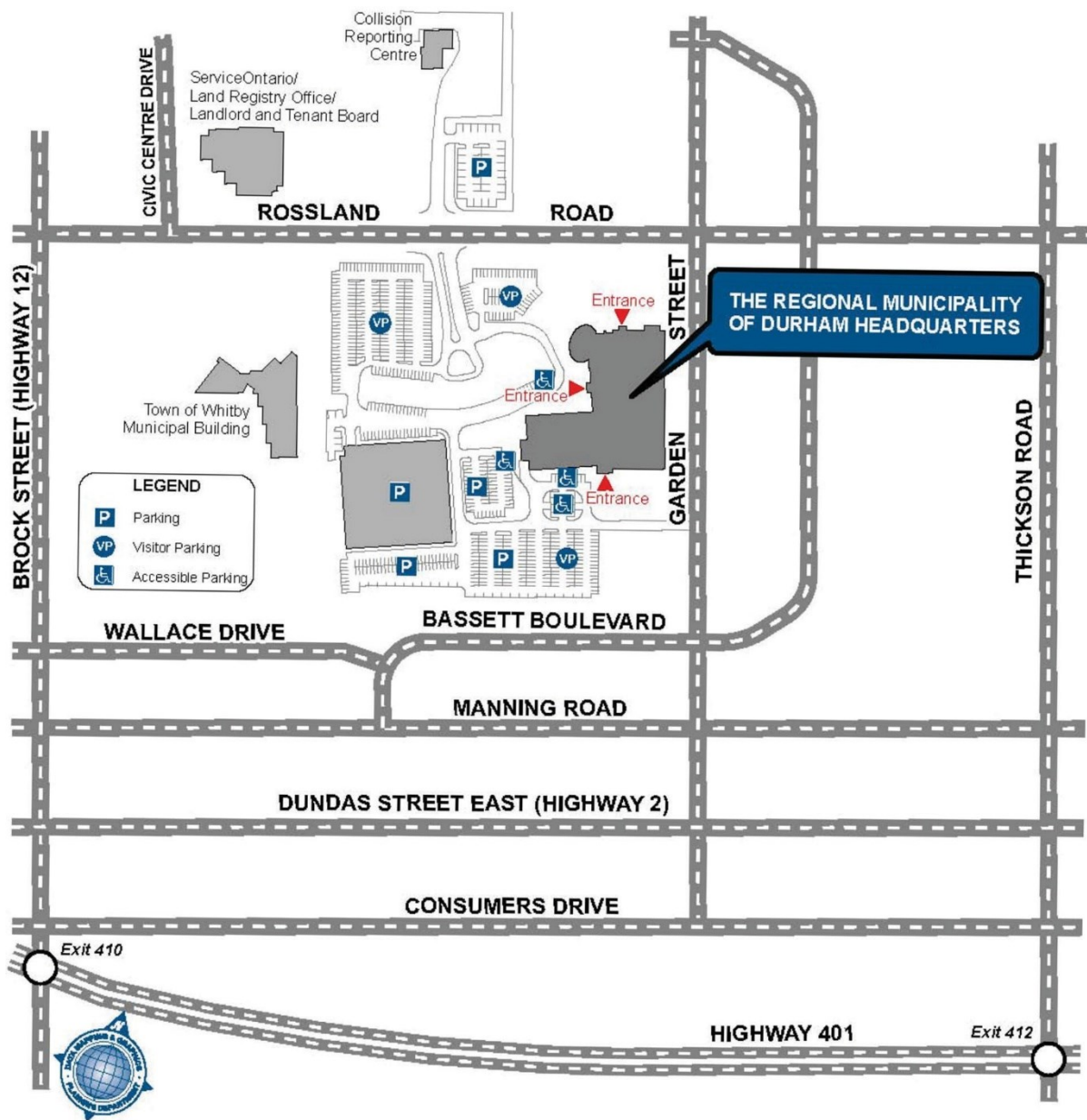


* Solid Waste Management varies as Oshawa and Whitby residential collection services are provided by the local area municipality.

Durham Region Headquarters Location Map

The Regional Municipality of Durham Headquarters is located at 605 Rossland Road East, Whitby, Ontario.

Hours of operation are 8:00 AM to 5:00 PM, Monday to Friday, or [search our services online \(https://www.durham.ca\)](https://www.durham.ca) 24 hours a day.



Local Area Municipal Councils (Municipal Government)

Town of Ajax

Shaun Collier, Mayor

Marilyn Crawford, Regional Councillor
Joanne Dies, Regional Councillor
Sterling Lee, Regional Councillor
Rob Tyler-Morin, Local Councillor
Ashmeed Khan, Local Councillor
Lisa Bower, Local Councillor

Town of Ajax Municipal Office

65 Harwood Avenue South
Ajax, Ontario L1S 2H9
Phone: 905-683-4550
Fax: 905-683-8207
Email: contactus@ajax.ca
Website: Ajax.ca

Township of Brock

John Grant, Mayor

Lynn Campbell, Local Councillor
Claire Doble, Local Councillor
Michael Jubb, Local Councillor
Cria Pettingill, Local Councillor
Walter Schummer, Local Councillor
Ted Smith, Regional Councillor

Township of Brock Municipal Office

1 Cameron Street East, P.O. Box 10 Cannington,
Ontario L0E 1E0
Phone: 705-432-2355
Toll Free: 1-866-223-7668
Fax: 705-432-3487
Email: brock@brock.ca
Website: Townshipofbrock.ca

Municipality of Clarington

Adrian Foster, Mayor

Ron Hooper, Local Councillor
Janice Jones, Local Councillor
Corinna Traill, Local Councillor
Margaret Zwart, Local Councillor
Granville Anderson, Regional Councillor
Joe Neal, Regional Councillor

Municipality of Clarington Municipal Office

40 Temperance Street
Bowmanville, Ontario L1C 3A6
Phone: 905-623-3379
Toll Free: 1-844-790-1599
Fax: 905-623-5717
Email: info@clarington.net
Website: Clarington.net

City of Oshawa

Dan Carter, Mayor

Derek Giberson, Local Councillor
John Gray, Local Councillor
Jane Hurst, Local Councillor
Bradley Marks, Local Councillor
Rosemary McConkey, Local Councillor
Bob Chapman, Regional Councillor
Rick Kerr, Regional Councillor
Tito-Dante Marimpietri, Regional Councillor
John Neal, Regional Councillor
Brian Nicholson, Regional Councillor

City of Oshawa Municipal Office

50 Centre Street South
Oshawa, Ontario L1H 3Z7
Phone: 905-436-3311
Toll Free: 1-800-6-Oshawa (667-4292)
Fax: 905-436-5697
Email: service@oshawa.ca
Website: Oshawa.ca

City of Pickering

Dave Ryan, Mayor

Maurice Brenner, Local Councillor
Shaheen Butt, Local Councillor
Christine Doody-Hamilton, Local
Kevin Ashe, Regional Councillor
Bill McLean, Regional Councillor
David Pickles, Regional Councillor

City of Pickering Municipal Office

One The Esplanade
Pickering, Ontario L1V 6K7
Phone: 905-683-7575
Toll Free: 1-866-683-2760
Fax: 905-420-6064
Email: customerservice@pickering.ca
Website: Pickering.ca

Township of Scugog

Bobbie Drew, Mayor

Lance Brown, Local Councillor
Janna Guido, Local Councillor
Deborah Kiezebrink, Local Councillor
Ian McDougall, Local Councillor
Robert Rock, Local Councillor
Wilma Wotten, Regional Councillor

Township of Scugog Municipal Office

181 Perry Street, P.O. Box 780 Port Perry,
Ontario L9L 1A7
Phone: 905-985-7346
Fax: 905-985-9914
Email: mail@scugog.ca
clerks@scugog.ca Website: Scugog.ca

Township of Uxbridge

Dave Barton, Mayor

Pamela Beach, Local Councillor
Bruce Garrod, Local Councillor
Willie Popp, Local Councillor
Gary Ruona, Local Councillor
Todd Snooks, Local Councillor
Gordon Highet, Regional Councillor

Township of Uxbridge Municipal Office

51 Toronto Street South, P.O. Box 190
Uxbridge, Ontario L9P 1T1
Phone: 905-852-9181
Fax: 905-852-9674
Email: info@uxbridge.ca
Website: Uxbridge.ca

Town of Whitby

Don Mitchell, Mayor

JoAnne Drumm, Local Councillor
Steve Lee, Local Councillor
Deidre Newman, Local Councillor
Maleeha Shahid, Local Councillor
Chris Leahy, Regional Councillor
Rhonda Mulcahy, Regional Councillor
Elizabeth Roy, Regional Councillor
Steve Yamada, Regional Councillor

Town of Whitby Municipal Office

575 Rossland Road East
Whitby, Ontario L1N 2M8
Phone: 905-668-5803
Fax: 905-686-7005
Email: clerks@whitby.ca
Website: Whitby.ca

Local Municipal Responsibilities:

- Animal Control.
- Building and Plumbing Inspections and Permits.
- Business and Lottery Licensing.
- Fire Protection/Prevention.
- Green Bin, Garbage, Yard Waste and White/Bulky items collection in Oshawa and Whitby only.
- Library Services.
- Local Planning and Development.
- Local Roads and Bridges.
- Municipal Elections.
- Parking and By-Law Enforcement.
- Parks and Recreation.
- Property Standards.
- Property Tax Billing and Collection.
- Sidewalks.
- Storm Sewers.
- Vital Statistics.

Federal Government – Local Members

The House of Commons is in Ottawa, Ontario, and members of the House of Commons are known as Members of Parliament (MPs). Below are the Members of Parliament representing ridings in Durham Region:

Ajax

Mark Holland, MP

Constituency Office:

100 Old Kingston Road, Suite 1

Ajax, Ontario L1T 2Z9

Phone: 905-426-6808

Fax: 905-426-9564

Email: mark.holland@parl.gc.ca

Website: markholland.ca

Durham

Erin O'Toole, MP

Constituency Office:

54 King Street East, Unit 103

Bowmanville, Ontario L1C 1N3

Phone: 905-697-1699

Toll Free: 1-866-436-1141 Fax: 905-697-1678

Email: erin.otoole@parl.gc.ca

Website: erinotoolemp.ca

Haliburton/Kawartha Lakes/Brock

Jamie Schmale, MP

Constituency Office:

68 McLaughlin Road, Unit 1

Lindsay, Ontario K9V 6B5

Phone: 705-324-2400

Toll Free: 1-866-688-9881

Fax: 705-324-0880

Email: jamie.schmale@parl.gc.ca

Website: jamieschmale.ca

Northumberland – Peterborough South

Philip Lawrence, MP

Constituency Office:

12 Elgin Street, East, Unit 4

Cobourg, Ontario K9A 0C5

Phone: 905-372-8757

Fax: 905-372-1500

Email: philip.lawrence@parl.gc.ca

Oshawa

Colin Carrie, MP

Constituency Office:

57 Simcoe Street South, Suite 2B

Oshawa, Ontario L1H 4G4

Phone: 905-440-4868

Fax: 905-440-4872

Email: colin.carrie@parl.gc.ca

Website: colincarriemp.ca

Pickering/Uxbridge

Jennifer O'Connell, MP

Constituency Office:

1154 Kingston Road, Unit 4

Pickering, Ontario L1V 1B4

Phone: 905-839-2878

Fax: 905-839-2423

Email: jennifer.oconnell@parl.gc.ca

Website: jenniferoconnell.ca

Whitby

Ryan Turnbull, MP

Constituency Office:

701 Rossland Road East, Suite 206

Whitby, Ontario L1N 8Y9

Phone: 905-665-8182

Fax: 905-665-8124

Email: ryan.turnbull@parl.gc.ca

Provincial Government – Local Members

Queen's Park is in Toronto, Ontario, and members serving in the Legislative Assembly of Ontario are designated as Members of Provincial Parliament (MPPs). Below are the Members of Provincial Parliament representing ridings in Durham Region:

Ajax

Rod Phillips, MPP

Constituency Office:

1 Rossland Road West, Suite 209

Ajax, Ontario, L1Z 1Z2

Phone: 905-427-2060

Fax: 905-427-6976

Email address: rod.phillips@pc.ola.org

Durham

Lindsey Park, MPP

Constituency Office:

23 King Street West

Bowmanville, Ontario, L1C 1R2

Phone: 905-697-1501

Toll Free: 1-800-661-2433

Fax: 905-697-1506

Email address: lpark@ola.org

Haliburton/Kawartha Lakes/Brock

Laurie Scott, MPP

Constituency Office:

14 Lindsay Street North

Lindsay, Ontario K9V 1T4

Phone: 705-324-6654

Toll Free: 1-800-424-2490

Fax: 705-324-6938

Email address: laurie.scottco@pc.ola.org

Northumberland – Peterborough South

David Piccini, MPP

Constituency Office:

117 Peter Street

Port Hope, Ontario L1A 1C5

Phone: 905-372-4000

Fax: 905-885-0050

Email address: david.piccinico@pc.ola.org

Oshawa

Jennifer French, MPP

Constituency Office:

78 Centre Street North, Unit 2

Oshawa, Ontario L1G 4B6

Phone: 905-723-2411

Fax: 905-723-1054

Email address: jfrench-co@ndp.on.ca

Pickering/Uxbridge

Peter Bethlenfalvy, MPP

Constituency Office:

1550 Kingston Road, Suite 213

Pickering, Ontario L1V 1C3

Phone: 905-509-0336

Toll Free: 1-888-444-1730

Fax: 905-509-0334

Email address: peter.bethlenfalvyco@pc.ola.org

Whitby

Lorne Coe, MPP

Constituency Office:

114 Dundas Street East, Suite 101

Whitby, Ontario L1N 2H7

Phone: 905-430-1141

Fax: 905-430-1840

Email: lorne.coe@pc.ola.org

Corporate Services Department
Legislative Services Division
The Regional Municipality of Durham

P.O. Box 623

605 Rossland Road East

Whitby, Ontario L1N 6A3

Phone: 905-668-7711

Toll free: 1-800-372-1102

Email address: clerks@durham.ca

Website address: Durham.ca



If this information is required in an accessible format,
please contact 1-800-372-1102 extension 2009