

Peterborough Youth Services

Community Resources

By Region

Updated: April 2023

Introduction to the Resource Guide

The Community Resource Guide is designed to put the help you need directly at your fingertips. Each section is organized to allow for the most accessible services to be listed first. Services (if available) that are all ages, open 24 hours a day/ 7 days a week, and easiest to access will be displayed first.

We recommend downloading it to your phone or other mobile device. Once opened, you can find the assistance that you need in as little as three taps of a finger.

Tap 1: Open the PDF on your phone or mobile device

Tap 2: Pick the service you need from the table of contents

Tap 3: Touch the phone number, text option or website of the listed service and you're there

This guide will be updated every six months to ensure that all of the information is up to date.

Thank you,

Peterborough Youth Services

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Resources – Peterborough City & County

Crisis Supports

Peterborough Regional Health Centre - Emergency Room (All Ages)

(705) 743-2121

prhc.on.ca/

1 Hospital Drive, Peterborough

310 COPE (Ages 0–18)

Toll free: (855) 310-COPE (2673)

TTY: (866) 323-7785

yssn.ca/310-cope/

Description: 24/7 crisis support and referrals for children, youth, and families. Must be calling with concerns regarding a child/youth under the age of 18.

Parents/guardians are welcome to call with or without their child/youth present.

Kids Help Phone (Ages 5-25)

(800) 668-6868

Text: 686868

kidshelpphone.ca

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

4 County Crisis (Ages 16+)

(705) 745-6484

1-(866) 995-9933

cmhahkpr.ca/programs-services/four-county-crisis/

Description: Confidential 24-hour crisis support.

Kawartha Sexual Assault Centre (KSAC) (Ages 16+)

24-hour Crisis Support line: (705) 741-0260

Toll Free Crisis Line: (866) 298-7778

Webchat: kawarthasexualassaultcentre.com/web-chat/ (Sunday and Monday 7pm-11pm)

kawarthasexualassaultcentre.com/

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

Community Response Team - Peterborough Youth Services (Ages 12-18)

(705) 743-1681

pysonline.ca

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

Description: For youth who need more immediate support or who are in crisis.

Services are mobile, responsive (within 24-72 hours of referral) and can travel to schools to meet with youth. Available Monday-Friday 9am-5pm

Health Connect Ontario (Replacing Telehealth) (All Ages)

811

TTY: 1-(866) 797-0007

[Chat service](#) (Click for link)

healthconnectontario.health.gov.on.ca/static/quest/home

Description: 24/7 access via phone or chat to a registered nurse. The website also provides a variety of information including symptom checks, medical terms, and assistance in finding medical services in your area.

YWCA Peterborough Haliburton (All Ages)

(800) 461-7656

Text: (705) 991-0110

ywcapeterborough.org/

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

Assaulted Women's Helpline (All Ages)

Crisis line: (866) 863-0511

TTY: (866)863-7868

Text: #7233 (Bell, Rogers, Fido or TELUS phones)

Seniors Safety Line: (866)-299-1011

Awhl.org

Description: Available to all women who have experienced abuse. Support is available in 200+ languages.

ONTX - Ontario Online & Text Crisis Services (All Ages)

24 Hour Crisis Line: (905) 430-2522

Toll-Free Crisis Line: (800) 452-0688

Pride (LGBTQ+) Crisis Line: (855) 877-7433 (6pm-10pm)

Text: 258258 ('support')

distresscentredurham.com/ontario-online-text-crisis-services

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

Victims Services

Victim Services Peterborough City (All Ages)

(705) 876-1122 ext. 268

peterboroughpolice.com/en/learn/victim-services.aspx

Access Criteria: Self-referral. Have experienced harm due to crime or tragic circumstances. Description: Support can include a breadth of options pursuant to helping someone heal. Services can be accessed even if the individual chooses

not to press charges. If there is police involvement, police can contact Victim Services 24/7 to request support.

Victim Services Peterborough Northumberland (All Ages)

(888) 822-7729

victimservicespn.ca

Access Criteria: Self-referral. Have experienced harm due to crime or tragic circumstances. Description: Support can include a breadth of options pursuant to helping someone heal. The individual is not required to report the crime to police in order to receive support. If police are involved, they can access Victim Services staff 24/7.

Mental Health Services

Talk Now: Mental Health and Addictions Virtual/Walk-in Clinic (All Ages)

(705) 876-5826

<https://www.prhc.on.ca/healthcare-services/mental-health-addictions/talk-now-mental-health-and-addictions-clinic/>

Access Criteria: Children under 12 will have parent accompaniment and, if joint custody is an issue, both parents will be required to consent to service. Description: Call Monday-Friday 8:30am-3:30pm, Tuesdays available until 8pm, to be connected with a mental health professional. In-person appointments may be available upon request. Rapid access model (might have to wait a few days after phoning before there is an available appointment time).

Nijkiwendidaa Anishnaabekwewag Services Circle (All Ages)

(705) 741-0900

(800) 663-2696

nijki.com

Access Criteria: Indigenous women and children (do not need formal status). Description: Counselling and healing services for women and their families. Short-term and long-term counselling is available.

Nogojwanong Friendship Centre (All Ages)

(705) 775-0387

nogofc.ca

Access Criteria: Indigenous (do not need formal status). Self-referral. Description: Provides culturally appropriate addictions and mental health supports.

Eating Disorder Clinic – Peterborough Regional Health Centre (All Ages)

(705) 876-5114

Access Criteria: Referrals from medical professionals or self. ([Referral Form](#)). If self-referring, the form and instructions for submission are available on the website at:

prhc.on.ca/healthcare-services/mental-health-addictions/eating-disorder-clinic

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

Women's Healthcare Centre (All Ages)

(705) 743-4132

(800) 419-3111

Prhc.on.ca

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

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

Peterborough Regional Health Centre - Mental Health and Addictions (All Ages)

705-743-2121 (main hospital line – go to switchboard and they will direct you to the appropriate department)

prhc.on.ca/healthcare-services/mental-health-addictions

Access Criteria: Most services require a referral from a medical professional.

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

Family and Youth Clinic – Peterborough Regional Health Centre (Ages 0-17)

(705) 876-5114

Prhc.on.ca

Access Criteria: Referral by a medical practitioner. ([Referral Form](#))

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

Kinark Child and Family Services – Counselling and Therapy, Day, and Live-in Treatment (Ages 0-18)

(888) 454-6275

Kinark.on.ca

Access Criteria: Self-referral can be made by contacting Central Intake.

Description: Children's Mental Health Agency offering a variety of services.

Peterborough Youth Services – Clinical Counselling and Day Treatment (Ages 10 – 18)

(705) 743-1681

Pysoline.ca

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

LYNX – Early Psychosis Intervention Program (Ages 14-35)

(705) 876-5071

(866) 990-9956 (number to CMHA – Can ask for Lynx but not direct contact)

lynxtracks.ca

Access Criteria: Experiencing a first episode of psychosis.

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

Kawartha Sexual Assault Centre (KSAC) (Ages 16+)

(705) 748-5901

kawarthasexualassaultcentre.com

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

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

Canadian Mental Health Association (All Ages)

(705) 748-6711

(866) 990-9956

Cmhahkpr.ca

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

Community Counselling and Resource Centre (CCRC) – Adult Counselling (Ages 18+)

(705) 743-2272

(800) 274-1611

ccrc-ptbo.com

Access criteria: Some group options for youth in specific circumstances. Self-referral.

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

Addictions

FourCAST (All Ages)

(705) 876-1292

(800) 461-1909

fourcast.ca/

Access Criteria: All ages. Self-referral.

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

Nogjiwanong Friendship Centre (All Ages)

(705) 775-0387

nogofc.ca

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

Description: Provides culturally appropriate addictions and mental health support.

Alcoholics Anonymous Kawartha District 86 (All Ages)

(705) 745-6111

Peterboroughaa.org

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

Description: Anonymous peer support model to assist those struggling with alcohol use, abuse and/or addiction. Meetings are currently being offered online and in person.

Narcotics Anonymous Peterborough (All Ages)

(888)811-3887

Orscna.org

Find a meeting in Peterborough or elsewhere at this [LINK](#).

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

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

Al-Anon/ Alateen Groups (Ages 12+)

(888) 425-2666

al-anon.org/

Access Criteria: Self-referral

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

Health / Medical Access

A list of walk-in clinics in Peterborough and the surrounding area:

centraleasthealthline.ca/listServices.aspx?id=10072®ion=PeterboroughCityandCounty

Health Connect Ontario (Replacing Telehealth) (All Ages)

811

TTY: 1-(866) 797-0007

[Chat service](#) (Click for link)

healthconnectontario.health.gov.on.ca/static/guest/home

Description: 24/7 access via phone or chat to a registered nurse. The website also provides a variety of information including symptom checks, medical terms, and assistance in finding medical services in your area.

Women's Healthcare Centre (All Ages)

(705) 743-4132

(800) 419-3111

Prhc.on.ca

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

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

360 Degree Clinic (All Ages)

(705) 874-3900

360nursepractitionerledclinic.ca

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

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

Sexual Health Clinic - Peterborough Public Health (All Ages)

(705) 748-2021

peterboroughpublichealth.ca/your-health/sexual-health-clinic/

Description: Provides medical support and information surrounding all aspects of sexual health including birth control, emergency contraception, and STI testing. Available Monday to Friday 8:30 to 4:30, closed 12-1 for lunch.

Pediatric Outpatient (POP) Clinic (Ages 0-17)

(705) 740-8055

prhc.on.ca/healthcare-services/women-children/pediatrics/

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

Violence / Family Violence / Physical Harm

Assaulted Women's Helpline (All Ages)

Crisis line: (866) 863-0511

TTY: (866)863-7868

Text: #7233 (Bell, Rogers, Fido or TELUS phones)

Seniors Safety Line: (866)-299-1011

Awhl.org

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

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

Kawartha Sexual Assault Centre (KSAC) (Ages 16+)

(705) 748-5901

kawarthasexualassaultcentre.com

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

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

Nogojiwanong Friendship Centre (All Ages)

(705) 775-0387

nogofc.ca

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

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

Nijkiwendidaa Anishnaabekwewag Services Circle (All Ages)

(705) 741-0900

(800) 663-2696

nijki.com

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

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

Victim Services Peterborough Northumberland (All Ages)

(888) 822-7729

victimservicespn.ca

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

Victim Services Peterborough City (All Ages)

(705) 876-1122 ext. 268

peterboroughpolice.com/en/learn/victim-services.aspx

Access Criteria: All ages. Self-referral. Have experienced harm due to crime or tragic circumstances. Description: Support can include a breadth of options pursuant to

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

Housing Help and Emergency Shelter

Y.E.S. Shelter for Youth and Families (All Ages)

(705) 748-3851

yesshelter.ca

Access Criteria: All ages. Self-referral.

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

Crossroads - YWCA Peterborough Haliburton (Ages 16+)

Crisis Line: (800) 461-7656

705-743-4135

Text: (705) 991-0110

ywcapeterborough.org/crossroads-shelter/

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

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

Brock Mission (Ages 18+)

(705) 748-4766

Brockmission.ca

Access Criteria: Men over the age of 18.

Description: The new facility offers 15 transitional bed for men that are looking for permanent housing. They also offer 32 emergency beds.

Cameron House (Ages 18+)

(705) 748-4766

Brockmission.ca

Access Criteria: 18+. Women.

Description: 15-bed emergency shelter for women.

Nijkiwendidaa Anishnaabekwewag Services Circle (All Ages)

(705) 741-0900

(800) 663-2696

nijki.com

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

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

Housing Resource Centre- HRC - (Ages 18+)

(705) 743-2272

ccrc-ptbo.com/housing-resource-centre/

Access Criteria: Self referral

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

Co-ordinated Access System and By-Name Priority List - Peterborough Social Services (Ages 18+)

(705) 748-8830

www.peterborough.ca

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

Food and Essential Needs

peterborough.ca/en/city-services/food-support.aspx

Nourish – YWCA Peterborough Haliburton (All Ages)

(705) 743-3526

Nourishproject.ca

Access Criteria: 18+

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

Saint Vincent de Paul (All Ages)

vinnies.ca

Food Pantry: (705) 874-3937

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

Hunter St. E (705) 876-7506

Lakefield (705) 652-9799

Description: Provides essentials in financially accessible ways through their thrift shop and provides access to healthy food through their food pantry. The pantry is located at 256 Murray Street and is open Wednesdays and Saturdays from 9am to 11:30am.

Salvation Army (All Ages)

(705) 743-3131 – Church and Administration

(705) 742-4391 – Family Services and food bank appointments

(705) 742-0483 – Thrift Store

mpeterborough.wpengine.com/

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

Legal Support

Family Court Support - YWCA Peterborough Haliburton (Ages 16+)

(705) 743-3526 ext. 125

ywcapeterborough.org/support/

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

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

Peterborough Community Legal Centre (Ages 18+)

(705) 749-9355 (Collect calls will be accepted)

ptbo-clc.org

Access Criteria: Low-income.

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

Court Worker and Gladue Program - Nogojiwanong Friendship Centre (All Ages)

(705) 775-0387

nogofc.ca

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

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

Settlement and Newcomer Support

New Canadians Centre (All Ages)

(705) 743-0882

nccpeterborough.ca

Access Criteria: Immigrant, refugee, newcomers to Canada.

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

Community Connections

Peterborough Child & Family Centres (All Ages)

(705) 748-9144

ptbocfc.ca

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

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

Black Youth Helpline (All Ages)

(416) 285-9944

(833) 294-8650

blackyouth.ca/

Description: Provides culturally relevant and culturally sensitive support to youth, families, and schools. They focus on primary prevention and assist those in need by identifying the root causes of the issues that they are facing and connecting them with the appropriate resources. Their contact line is available daily from 9am to 10pm.

Big Brothers Big Sisters of Peterborough (Ages 6-16)

(705) 743-6100

peterborough.bigbrothersbigsister.ca

Access Criteria: Guardian/parent referral.

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

New Canadians Centre (All Ages)

(705) 743-0882

nccpeterborough.ca

Access Criteria: Immigrant, refugee, newcomers to Canada.

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

Community Race Relations Committee of Peterborough (All Ages)

racerelationspeterborough.org/

Description: The Community Race Relations Committee of Peterborough provides advocacy for those affected by racism or discrimination. They also collaborate with the city and community organizations and provide education to support anti-racism and anti-oppression objectives.

Other

Niijiwendidaa Anishnaabekwewag Services Circle (All Ages)

(705) 741-0900

(800) 663-2696

niiiki.com

Access Criteria: Indigenous (do not need to have status) women and children. Services Available: Indigenous Healthy Babies Healthy Children program (prenatal-6)

Short and long
term counselling
Housing
Supports

Community Training related to working with Indigenous folks
Child Witness to Violence Support

Nogojwanong Friendship Centre (All Ages)

(705) 775-038

nogofc.ca

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

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

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

Peterborough Social Services (All Ages)

(705) 748-8830

(855) 738-3755

(705) 926-0096 (After Hours Emergencies)

(800) 808-2268 (Interactive Voice Response)

peterborough.ca/en/city-services/social-services.aspx

Description: Peterborough Social Services provides assistance and access to/with a variety of programs including children's services, Ontario Works, Housing and Shelter, Senior services, and food support.

211 Ontario (All Ages)

211

(877)-330-3213

Live Chat: <https://211ontario.ca/chat/>

<https://211ontario.ca/search/>

Description: 211 Ontario is a resource service that connects you with over 60,000 community and social services across all of Ontario. These services include Home Care Support, Mental Health, Employment Services, Community Programs, and Housing & Income Supports.

Youthline (Ages 0-29)

(800)-268-9688

Text: (647) 694-4275

Youthline.ca

To chat online, youthline.ca/#

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

Resources – City of Kawartha Lakes

Crisis Support

Ross Memorial Hospital - Emergency Room (All Ages)

(705) 324-6111

(800) 510-7365

rmh.org/

10 Angeline Street N, Lindsay

310 COPE (Ages 0-18)

Toll free: (855) 310-COPE (2673)

TTY: (866) 323-7785

yssn.ca/310-cope/

Description: 24/7 crisis support and referrals for children, youth, and families. Must be calling with concerns regarding a child/youth under the age of 18.

Parents/guardians are welcome to call with or without their child/youth present.

Kids Help Phone (Ages 5-25)

(800) 668-6868

Text: 686868

kidshelpphone.ca

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

4 County Crisis (Ages 16+)

(705) 745-6484

1-(866) 995-9933

cmhahkpr.ca/programs-services/four-county-crisis/

Description: Confidential 24-hour crisis support.

Kawartha Haliburton Victim Services (All Ages) Remove- No longer provide crisis – Just victims services (only 24 hour availability for when police contact them directly

(705) 878-5505

(800) 574-4401

victim-services.org/

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

Victoria's Women's Resources 24-hour Crisis Support Line & Shelter (All Ages)

(705) 878-3662

(800) 565-5350

womensresources.ca/

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

Kawartha Sexual Assault Centre (KSAC) (Ages 16+)

24-hour Crisis Support Line: (705) 741-0260

Toll Free Crisis line: (866) 298-7778

Webchat: kawarthasexualassaultcentre.com/web-chat/ (Sunday and Monday 7pm-11pm)

kawarthasexualassaultcentre.com/

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

ONTX - Ontario Online & Text Crisis Services (All Ages)

24 Hour Crisis Line: (905) 430-2522

Toll-Free Crisis Line: (800) 452-0688

Pride (LGBTQ+) Crisis Line: (855) 877-7433 (6pm-10pm)

Text: 258258 ('support')

distresscentredurham.com/ontario-online-text-crisis-services

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

Health Connect Ontario (*Replacing Telehealth*) (All Ages)

811

TTY: 1-(866) 797-0007

[Chat service](#) (Click for link)

healthconnectontario.health.gov.on.ca/static/guest/home

Description: 24/7 access via phone or chat to a registered nurse. The website also provides a variety of information including symptom checks, medical terms, and assistance in finding medical services in your area.

Assaulted Women's Helpline (All Ages)

Crisis line: (866) 863-0511

TTY: (866)863-7868

Text: #7233 (Bell, Rogers, Fido or TELUS phones)

Seniors Safety Line: (866)-299-1011

Awhl.org

Description: Available to all women who have experienced abuse. Support is available in 200+ languages.

LYNX - Early Psychosis Intervention Program (Ages 14-35)

(705) 876-5071

(866) 990-9956 (number to CMHA – can ask for lynx but not direct contact)

lynxtracks.ca

Access Criteria: Experiencing a first episode of psychosis.

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

Victims Services

Kawartha Haliburton Victim Services (All Ages)

(705) 878-5505

(800) 574-4401

victim-services.org/

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

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

Mental Health

Nijkiwendidaa Anishnaabekwewag Services Circle (All Ages)

(705) 741-0900

(800) 663-2696

nijki.com

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

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

Women's Healthcare Centre (All Ages)

(705) 743-4132

(800) 419-3111

Prhc.on.ca

Access Criteria: Self-referral. Some services available for all ages and genders.

Receptionist will help determine whether or not this is the right service for the person calling.

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

Canadian Mental Health Association (Ages 18+)

(705) 328-2704

(888) 454-8875

cmhahkpr.ca/

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

Family and Youth Clinic – Peterborough Regional Health Centre (Ages 0-17)

(705) 876-5114

Prhc.on.ca

Access Criteria: Referral by a medical practitioner. ([Referral Form](#))

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

Kinark Child and Family Services - Counselling and Therapy, Day, and Live-in Treatment (Ages 0-18)

(888) 454-6275

Kinark.on.ca

Access Criteria: Self-referral can be made by contacting Central Intake.

Description: Children's Mental Health Agency offering a variety of services.

LYNX - Early Psychosis Intervention Program (Ages 14-35)

(705) 876-5071

(866) 990-9956 (number to CMHA – can ask for Lynx but not direct contact)

lynxtracks.ca

Access Criteria: Experiencing a first episode of psychosis.

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

Kawartha Sexual Assault Centre (KSAC) (Ages 16+)

(705) 741-0260

24-hour Crisis Support line: (866) 298-7778

Text: (705) 710-5234

Webchat: kawarthasexualassaultcentre.com/web-chat/ (hours of access vary)

kawarthasexualassaultcentre.com/

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

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

Addiction

FourCAST (All Ages)

(705) 876-1292

(800) 461-1909

fourcast.ca/

Access Criteria: All ages. Self-referral.

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

Alcoholics Anonymous Victoria Haliburton District 82 (All Ages)

(705) 745-6111

district82aa.org

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

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

Narcotics Anonymous Lindsay (All Ages)

(888) 811-3887

Orscna.org

Find a meeting in Peterborough or elsewhere at this [LINK](#).

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

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

Al-Anon/Alateen (Ages 12+)

(888) 425-2666

al-anon.org/

Access Criteria: Self-referral

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

Health / Medical Access

After Hour Clinics (All Ages)

55 Angeline Street North, Lindsay – (705) 880-1213

100 East Street, Bobcaygeon - (705) 738-5575

53 Colborne Street East, Fenelon Falls - (705) 887-2320

<https://cklfamilyhealthteam.com/after-hours-clinic/>

Access Criteria: Clinics are open to all, whether you have a family doctor or not.

Description: Hours of operation vary. By walk-in only.

Health Connect Ontario (Replacing Telehealth) (All Ages)

811

TTY: 1-(866) 797-0007

[Chat service](#) (Click for link)

healthconnectontario.health.gov.on.ca/static/guest/home

Description: 24/7 access via phone or chat to a registered nurse. The website also provides a variety of information including symptom checks, medical terms, and assistance in finding medical services in your area.

Women's Healthcare Centre (All Ages)

(705) 743-4132

(800) 419-3111

Prhc.on.ca

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

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

Violence / Family Violence / Physical Harm

Kawartha Haliburton Victim Services (All Ages)

(705) 878-5505

(800) 574-4401

victim-services.org/

Access Criteria: All ages, though youth under 16 years old require parental consent to participate. Description: Various kinds of support can be accessed that include a breadth of options pursuant to helping someone heal from an experience of being harmed by a crime or tragic circumstance. The individual is not required to report the crime to police in order to receive support. Self-refer during business hours. If police are involved, they can access Victim Services support 24/7.

Niijiwendidaa Anishnaabekwewag Services Circle (All Ages)

(705) 741-0900

(800) 663-2696

niijki.com

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

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

Women's Resources (Ages 12+)

(705) 878-3662

(800) 565-5350

womensresources.ca/

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

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

Kawartha Sexual Assault Centre (KSAC) (Ages 16+)

(705) 748-5901

kawarthasexualassaultcentre.com

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

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

Women's Healthcare Centre (All Ages)

(705) 743-4132

(800) 419-3111

Prhc.on.ca

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

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

Assaulted Women's Helpline (All Ages)

Crisis line: (866) 863-0511

TTY: (866)863-7868

Text: #7233 (Bell, Rogers, Fido or TELUS phones)

Seniors Safety Line: (866)-299-1011

Awhl.org

Description: Available to all women who have experienced abuse. Support is available in 200+ language.

Housing / Shelter

A Place Called Home (All Ages)

(705) 328-0905

(866) 520-2689.

www.apch.ca/

Access Criteria: Individuals in Kawartha lakes/Haliburton at risk of, or currently, experiencing homelessness.

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

Individuals entering the shelter must be 16+ or accompanied by an adult.

Victoria's Women's Resources (All Ages)

(705) 878-3662

(800) 565-5350

womensresources.ca/

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

Nijkiwendidaa Anishnaabekwewag Services Circle (All Ages)

(705) 741-0900

(800) 663-2696

nijki.com

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

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

Food and Essential Needs

An updated list of food supports available in City of Kawartha Lakes is available at:

www.kawarthalakes.ca/en/living-here/support-services.aspx

Community Care (All Ages)

(705) 324-7323 ext.

(800) 461-0327

ccckl.ca

Description: A variety of food and nutrition programs, including a Good Food Box program that provides fresh fruit & veggies for \$20 once a month, pick-up only.

The Society of Saint Vincent de Paul (All Ages)

(705) 340-3001

stmaryslindsay.ca/ministries/#ssvp

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

Salvation Army (All Ages)

(705) 324-7771

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

Legal Support

Community Legal Clinic (Ages 18+)

(705) 326-6444

(800) 461-8953

communitylegalclinic.ca/

Access Criteria: Low income.

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

Family Court Support - Women's Resources (Ages 16+)

(705) 878-3662

(800) 565-5350

womensresources.ca/

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

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

Settlement and Newcomer Support

New Canadians Centre (All Ages)

(705) 743-0882

nccpeterborough.ca

Access Criteria: Immigrant, refugee, newcomers to Canada.

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

Community Connections

Ontario Early Years Centre Haliburton Victoria Brock (Ages 0-6 and caregivers)

(705) 324-7900

oeyc.ca

Access Criteria: 0-6 and their parents and caregivers

Description: Promotes, supports and enables health development of children and families by providing accessible, responsive and educational programs and services

for children, parents and caregivers.

Provides opportunities for children to play and participate in inquiry-based programs, and support parents and caregivers in their roles.

Black Youth Helpline (All Ages)

(416) 285-9944

(833) 294-8650

blackyouth.ca/

Description: Provides culturally relevant and culturally sensitive support to youth, families, and schools. They focus on primary prevention and assist those in need by identifying the root causes of the issues that they are facing and connecting them with the appropriate resources. Their contact line is available daily from 9am to 10pm.

Boys and Girls Clubs of Kawartha Lakes (Ages 7+)

(705) 324-4493

bgckawarthas.com/

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

New Canadians Centre (All Ages)

(705) 743-0882

nccpeterborough.ca

Access Criteria: Immigrant, refugee, newcomers to Canada.

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

Other

Nijkiwendidaa Anishnaabekwewag Services Circle (All Ages)

(705) 741-0900

(800) 663-2696

nijki.com

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

Available: Indigenous Healthy Babies Healthy Children program (prenatal-6)

Short and long-term counselling

Housing

Supports

Community Training related to working with Indigenous folks

Child Witness to Violence Support

211 Ontario (All Ages)

211

(877)-330-3213

Live Chat: <https://211ontario.ca/chat/>

<https://211ontario.ca/search/>

Description: 211 Ontario is a resource service that connects you with over 60,000 community and social services across all of Ontario. These services include Home Care Support, Mental Health, Employment Services, Community Programs, and Housing & Income Supports.

Point In Time (0-18)

(705) 457-5345 (Haliburton)

(705) 286-2191 (Minden)

(855) 310- 2673 (Crisis after 4pm)

pointintime.ca/

Description: Point in Time offers a wide range of services designed to support children, youth, and parents. Services include but are not limited to infant & toddler programs, school age programs, youth justice services, and community workshops. Point in Time is a not for profit and services are provided at no cost. They are available in office, through the school board, or online. A youth wellness hub is also available for ages 12-25.

Youthline (Ages 0-29)

(800)-268-9688

Text: (647) 694-4275

Youthline.ca

To chat online, youthline.ca/#

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

Resources – Northumberland

Crisis Support

Northumberland Hills Hospital - Emergency Room

1000 DePalma Drive, Cobourg

(905) 372-6811

Anishnaabe Kwewag Gamiig inc. Regional Women's Shelter (Alderville) (All Ages)

Crisis line: (905) 352-3708

Toll Free: (800) 388-5171

Text: (905) 376-6342

akgshelter.ca/

Description: Services include a 24/7 crisis line, 9 bed for women and children, safety and transition planning, service referrals, programming, and advocacy.

Cornerstone Family Violence Prevention Centre (All Ages)

24 Hour Support Line: (905) 372-0746

Texting: 289-210-4774 from 6pm to 6am

Webchat: cornerstonenorthumberland.ca/connect/ from 6pm to 6am
cornerstonenorthumberland.ca/

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

Kids Help Phone (Ages 5-25)

(800) 668-6868

Text: 686868

kidshelpphone.ca

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

Health Connect Ontario (Replacing Telehealth) (All Ages)

811

TTY: 1-(866) 797-0007

[Chat service](#) (Click for link)

healthconnectontario.health.gov.on.ca/static/guest/home

Description: 24/7 access via phone or chat to a registered nurse. The website also provides a variety of information including: symptom checks, medical terms, and assistance in finding medical services in your area.

4 County Crisis (Ages 16+)

(705) 745-6484

1-(866) 995-9933

cmhahkpr.ca/programs-services/four-county-crisis/

Description: Confidential 24-hour crisis support.

Kawartha Sexual Assault Centre (KSAC) (Ages 16+)

24-hour Crisis Support line: (705) 741-0260

Toll Free Crisis Line: (866) 298-7778

Webchat: <http://kawarthasexualassaultcentre.com/web-chat/> (Sunday and Monday 7pm-11pm)

kawarthasexualassaultcentre.com

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

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

Assaulted Women's Helpline (All Ages)

Crisis line: (866) 863-0511

TTY: (866)863-7868

Text: #7233 (Bell, Rogers, Fido or TELUS phones)

Seniors Safety Line: (866)-299-1011

Awhl.org

Description: Available to all women who have experienced abuse. Support is available in 200+ languages.

ONTX - Ontario Online & Text Crisis Services (All Ages)

24 Hour Crisis Line: (905) 430-2522

Toll-Free Crisis Line: (800) 452-0688

Pride (LGBTQ+) Crisis Line: (855) 877-7433 (6pm-10pm)

Text: 258258 ('support')

distresscentredurham.com/ontario-online-text-crisis-services

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

LYNX – Early Psychosis Intervention Program (Ages 14-35)

(705) 876-5071

(866) 990-9956 (number to CMHA – can ask for lynx but not direct contact)

lynxtracks.ca

Access Criteria: Experiencing a first episode of psychosis.

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

Victims Services

Victim Services Peterborough Northumberland (All Ages)

(888) 822-7729

victimservicespn.ca

Access Criteria: Self-referral. Have experienced harm due to crime or tragic circumstances. Description: Support can include a breadth of options pursuant to helping someone heal. The individual is not required to report the crime to police in order to receive support. If police are involved, they can access Victim Services staff 24/7.

Mental Health

Northumberland Community Counselling Centre (All Ages)

(905) 372-6318

northumberlandccc.com

Access criteria: All ages. Self-referral.

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

Nijkiwendidaa Anishnaabekwewag Services Circle (All Ages)

(705) 741-0900

(800) 663-2696

nijki.com

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

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

Community Mental Health Services - Community Collaboration (16+)

(905) 377-9891

(888) 294-7579

nhh.ca/Patients/PatientCareServices/OutpatientCare/CommunityMentalHealth

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

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

Family and Youth Clinic – Peterborough Regional Health Centre (Ages 0-17)

(705) 876-5114

Prhc.on.ca

Access Criteria: Referral by a medical practitioner. ([Referral Form](#))

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

Kinark Child and Family Services – Counselling and Therapy, Day, and Live-in Treatment (Ages 0-18)

Kinark.on.ca

Access Criteria: Self-referral can be made by contacting Central Intake.

Description: Children's Mental Health Agency offering a variety of services.

LYNX – Early Psychosis Intervention Program (Ages 14-35)

(705) 876-5071

(866) 990-9956

lynxtracks.ca

Access Criteria: Experiencing a first episode of psychosis.

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

Kawartha Sexual Assault Centre (KSAC) (Ages 16+)

(705) 748-5901

kawarthasexualassaultcentre.com

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

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

Addiction

FourCAST (All Ages)

(705) 876-1292

(800) 461-1909

fourcast.ca/

Access Criteria: All ages. Self-referral.

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

Alcoholics Anonymous Quinte West (All Ages)

(866) 855-907-0007

quintewestaa.org

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

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

Narcotics Anonymous (All Ages)

(888)811-3887

Orscna.org

Find a meeting at this [LINK](#).

Access Criteria: All ages. Self-referral. Concerned about their relationship with substances. Description: Anonymous peer support model to assist those struggling with substance use, abuse and/or addiction.

Al-Anon / Alateen (All Ages)

(888) 425-2666

al-anon.org/

Access Criteria: Self-referral

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

Health / Medical Access

List of Northumberland Walk-in Clinics available at:

northumberlandnews.com/community-static/3850549-northumberland-walk-in-clinics

HALO Medical Clinic (Port Hope)

(905) 885-8686

15 Henderson St Unit 4, Port Hope

halomedicalclinic.ca/port-hope-clinic

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

Health Connect Ontario (Replacing Telehealth) (All Ages)

811

TTY: 1-(866) 797-0007

[Chat service](#) (Click for link)

healthconnectontario.health.gov.on.ca/static/guest/home

Description: 24/7 access via phone or chat to a registered nurse. The website also provides a variety of information including: symptom checks, medical terms, and assistance in finding medical services in your area.

Women's Healthcare Centre (All Ages)

(705) 743-4132

(800) 419-3111

Prhc.on.ca

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

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

Violence / Family Violence / Physical Harm

Anishnaabe Kwewag Gamiig inc. Regional Women's Shelter (Alderville) (All Ages)

Crisis line: (905) 352-3708

Toll Free: (800) 388-5171

Text: (905) 376-6342

akgshelter.ca/

Description: Services include a 24/7 crisis line, 9 bed for women and children, safety and transition planning, service referrals, programming, and advocacy.

Assaulted Women's Helpline (All Ages)

Crisis line: (866) 863-0511

TTY: (866)863-7868

Text: 7233 (Bell, Rogers, Fido or TELUS phones)

Seniors Safety Line: (866)-299-1011

Awhl.org

Description: Available to all women who have experienced abuse. Support is available in 200+ languages.

Cornerstone Family Violence Prevention Centre (All Ages)

24 Hour Support Line: (905) 372-0746

Texting: 289-210-4774 from 6pm to 6am

Webchat: cornerstonenorthumberland.ca/connect/ from 6pm to 6am

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

Kawartha Sexual Assault Centre (KSAC) (Ages 16+)

(705) 748-5901

kawarthasexualassaultcentre.com

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

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

Victim Services Peterborough Northumberland (All Ages)

(888) 822-7729

victimservicespn.ca

Access Criteria: Self-referral. Have experienced harm due to crime or tragic circumstances. Description: Support can include a breadth of options pursuant to helping someone heal. The individual is not required to report the crime to police in order to receive support. If police are involved, they can access Victim Services staff 24/7.

Nijkiwendidaa Anishnaabekwewag Services Circle (All Ages)

(705) 741-0900

(800) 663-2696

nijki.com

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

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

Women's Healthcare Centre (All Ages)

(705) 743-4132

(800) 419-3111

Prhc.on.ca

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

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

Housing / Shelter

Cornerstone Family Violence Prevention Centre (All Ages)

24 Hour Support Line: (905) 372-0746

Texting: 289-210-4774 from 6pm to 6am

Webchat: cornerstonenorthumberland.ca/connect/ from 6pm to 6am

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

Anishnaabe Kwewag Gamiig inc. Regional Women's Shelter (Alderville) (All Ages)

Crisis line: (905) 352-3708

Toll Free: (800) 388-5171

Text: (905) 376-6342

akgshelter.ca/

Description: Services include a 24/7 crisis line, 9 bed for women and children, safety and transition planning, service referrals, programming, and advocacy.

Transition House (Ages 18+)

(905) 376-9562

10 Chapel Street, Cobourg

thshelter.ca/

Description: Emergency shelter for those 18 years of age and older

Niijkiwendidaa Anishnaabekwewag Services Circle (All Ages)

(705) 741-0900

(800) 663-2696

niijki.com

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

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

Overnight Winter Warming Room (All Ages)

(905) 376-9562

Description: During the winter months, overnight warming room services are available at St. Peter's Anglican Church, 240 College Street, Cobourg, where residents in need can take shelter from the cold and access washrooms and light refreshments. Services are

provided through a partnership between Northumberland County, Transition House Shelter and St. Peter's Church.

Food / Essential Needs

Find relevant food supports in your area of Northumberland.

foodhelpnorthumberland.cioc.ca

Food banks and community food programs in Northumberland County list:

centraleasthealthline.ca/listServicesDetailed.aspx?id=10572®ion=NorthumberlandCounty

Society of St. Vincent de Paul (All Ages)

Cobourg (905) 373-9391

Description: Provides emergency food vouchers to families in need.

Port Hope (905) 885-2940 (Answering machine only, calls returned within 24 hours)

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

Salvation Army (All ages)

Cobourg (905) 373-9440

(866) 865-0768

Port Hope (905) 885-2323

tsacobourg.com/familyservices.aspx

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

Legal Support

The Legal Centre (Ages 18+)

(905) 373-4464

(800) 850-7882

thehelpandlegalcentre.ca/legal/

Access Criteria: Low income.

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

Family Court Support - Cornerstone Family Violence Prevention Centre (Ages 18+)

(905) 372-1545

cornerstonenorthumberland.ca/community/

Access Criteria: 18+. Experience of family violence.

Description: Provides support through the family court processes, including

accompaniment to legal appointments and court, information to help about the family court system, help understanding and filling out court paperwork, appropriate referrals, and safety planning.

Settlement and Newcomer Support

New Canadians Centre (All Ages)

(705) 743-0882

nccpeterborough.ca

Access Criteria: Immigrant, refugee, newcomers to Canada.

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

Community Connections

Early On (Ages 0-6)

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

Description: Free, high-quality programs for families and children from birth to 6 years old. Learn and play with your child, meet people and get advice from early childhood professionals.

Check out: ontario.ca/page/find-earlyon-child-and-family-centre to find one closest to you.

Black Youth Helpline (All Ages)

(416) 285-9944

(833) 294-8650

blackyouth.ca/

Description: Provides culturally relevant and culturally sensitive support to youth, families, and schools. They focus on primary prevention and assist those in need by identifying the root causes of the issues that they are facing and connecting them with the appropriate resources. Their contact line is available daily from 9am to 10pm.

CMHA – Canadian Mental Health Association – Adult Counselling (Ages 18+)

(705) 748-6711

(866) 990-9956

Cmhahkpr.ca

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

Other

Nijkiwendidaa Anishnaabekwewag Services Circle (All Ages)

(705) 741-0900

(800) 663-2696

niiiki.com

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

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

211 Ontario (All Ages)

211

(877)-330-3213

Live Chat: <https://211ontario.ca/chat/>

Description: 211 Ontario is a resource service that connects you with over 60,000 community and social services across all of Ontario. These services include Home Care Support, Mental Health, Employment Services, Community Programs, and Housing & Income Supports.

Youthline (Ages 0-29)

(800)-268-9688

Text: (647) 694-4275

Youthline.ca

To chat online, youthline.ca/#

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

Resources – Clarington

Crisis Support

Lakeridge Health Hospitals - Emergency Rooms

lakeridgehealth.on.ca/en/ourservices/emergency.asp

Distress Centre Durham (All Ages)

Distress line: (905) 430-2522

(800) 452-0688

Pride Line: (855) 877PRIDE (7743) (6pm to 10pm daily)

distresscentredurham.com/

Description: The Distress Centre offers a 24 hour a day crisis help line as well as a LGBTQ focused line that operates between 6pm and 10pm daily.

Durham Mental Health Services (All Ages)

Crisis Line: (905) 666-0483 (Crisis line is Ages 16+)

(800) 742-1890

Office line: (905) 666-0831

dmhs.ca/

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

Health Connect Ontario (*Replacing Telehealth*) (All Ages)

811

TTY: 1-(866) 797-0007

[Chat service](#) (Click for link)

healthconnectontario.health.gov.on.ca/static/quest/home

Description: 24/7 access via phone or chat to a registered nurse. The website also provides a variety of information including symptom checks, medical terms, and assistance in finding medical services in your area.

310 COPE (Ages 0-18)

Toll free: (855) 310-COPE (2673)

TTY: (866) 323-7785

yssn.ca/310-cope/

Description: 24/7 crisis support and referrals for children, youth, and families. Must be calling with concerns regarding a child/youth under the age of 18.

Parents/guardians are welcome to call with or without their child/youth present.

Kids Help Phone (Ages 5-25)

(800) 668-6868

Text: 686868

kidshelpphone.ca

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

Youthline (Ages 0-29)

(800)-268-9688

Text: (647) 694-4275

Youthline.ca

To chat online, youthline.ca/#

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

Durham Rape Crisis Centre (DRCC) (All Ages)

Crisis line: (905) 668-9200 – 24 Hours

drcc.ca/

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

Bethesda House	Bowmanville	(905) 623-6045	(800) 338-3397
Denise House	Oshawa	(905) 728-7311	(800) 263-3725
Y's Wish	Oshawa	(905) 576-2997	(888) 576-2997
Herizon House	Ajax	(905) 426-1064	(866) 437-4066

Description: Trained and experienced counsellors in each of these organizations are available to take calls 24/7 helping women dealing with abuse and violence identify their options and resources.

Assaulted Women's Helpline (All Ages)

Crisis line: (866) 863-0511

TTY: (866)863-7868

Text: 7233 (Bell, Rogers, Fido or TELUS phones)

Seniors Safety Line: (866)-299-1011

Awhl.org

Description: Available to all women who have experienced abuse. Support is available in 200+ languages.

ONTX - Ontario Online & Text Crisis Services (All Ages)

(800) 452-0688

Text: 258258 ('support')

distresscentredurham.com/ontario-online-text-crisis-services

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

Victims Services

Victim Services of Durham Region (All Ages)

(905) 721-4226

(888) 5791520 ext. 3400

victimservicesdurham.ca/home

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

Mental Health

Lakeridge Health:

lakeridgehealth.on.ca/en/index.asp

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

Nijkiwendidaa Anishnaabekwewag Services Circle (All Ages)

(705) 741-0900

(800) 663-2696

nijki.com

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

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

Durham Rape Crisis Centre (DRCC) (All Ages)

Crisis line: (905) 668-9200 – 24 Hours

drcc.ca/

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

Catholic Family Services Durham (All Ages)

(905) 725-3513

(877) 282-8932

cfsdurham.com/english/Index_1.html

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

Description: Provides clinical therapy and psychoeducational counselling and support.

Kinark Child and Family Services – Counselling and Therapy, Day, and Live-in Treatment (Ages 0-18)

(888) 4564-6275

Kinark.on.ca

Access Criteria: Self-referral can be made by contacting Central Intake.

Description: Children's Mental Health Agency offering a variety of services.

CMHA - Canadian Mental Health Association Durham (Ages 16+)

(905) 436-8760

(844) 436-8760

cmhadurham.ca/

Access Criteria: 16+. Self-referral.

Description: System navigation and case management support.

Addiction

Health / Medical Access

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

www.durhamregion.com/community-story/5324355-durham-region-walk-in-urgent-care-clinics/

Pinewood Centre - Lakeridge Health Bowmanville (Ages 12+)

(905) 721-4747 ext. 1

(888) 881-8878

lakeridgehealth.on.ca/en/ourservices/pinewood-addiction-services.asp

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

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

Alcoholics Anonymous Oshawa (All Ages)

(905) 728-1020

aaturham.org/

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

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

Narcotics Anonymous (All Ages)

(888)811-3887

Orscna.org

Find a meeting at this [LINK](#).

Access Criteria: All ages. Self-referral. Concerned about their relationship with substances. Description: Anonymous peer support model to assist those struggling with substance use, abuse and/or addiction.

Al-Anon / Alateen (Ages 12+)

(888) 425-2666

al-anon.org/

Access Criteria: Self-referral

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

Health Connect Ontario (Replacing Telehealth) (All Ages)

811

TTY: 1-(866) 797-0007

[Chat service](#) (Click for link)

healthconnectontario.health.gov.on.ca/static/guest/home

Description: 24/7 access via phone or chat to a registered nurse. The website also provides a variety of information including: symptom checks, medical terms, and assistance in finding medical services in your area.

Violence / Family Violence / Physical Harm

Assaulted Women's Helpline (All Ages)

Crisis line: (866) 863-0511

TTY: (866)863-7868

Text: 7233 (Bell, Rogers, Fido or TELUS phones)

Seniors Safety Line: (866)-299-1011

Awhl.org

Description: Available to all women who have experienced abuse. Support is available in 200+ languages.

Bethesda House (Bowmanville) (All Ages)

(905) 623-6045

bethesdahouse.ca/

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

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

YWCA Durham (Oshawa) (All Ages)

(905) 576-6356

ywcadurham.org/home

Access Criteria: Women, children, youth and families

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

Sexual Assault Care Centre - Lakeridge Health Oshawa (All Ages)

(905) 576-8711 x3286

drcc.ca/crisis_lines/sac-centre-lakeridge/

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

Victim Services of Durham Region (All Ages)

(905) 721-4226

(888) 5791520 ext. 3400

victimservicesdurham.ca/home

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

Denise House (Oshawa) (Ages 5+)

(905) 728-7311

(800) 263-3725

thedenisehouse.com/

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

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

Herizon House (Ajax) (Ages 16+)

(905) 426-1064

herizonhouse.com/

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

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

Nijkiwendidaa Anishnaabekwewag Services Circle (All Ages)

(705) 741-0900

(800) 663-2696

nijki.com

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

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

Housing / Shelter

Housing-related resources in the Durham Region:

durham.ca/en/living-here/housing-outreach-and-eviction-prevention.aspx

Listings of emergency shelters in the Durham Region:

durham.ca/en/living-here/emergency-shelters.aspx#Housing-focused-shelter-locations-in-Durham-Region

YWCA Durham (Oshawa) (All Ages)

(905) 576-6356

ywcadurham.org/home

Access Criteria: Women, children, youth and families

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

Bethesda House (Bowmanville) (All Ages)

(905) 623-6045

(800) 338-3397

bethesdahouse.ca/

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

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

Denise House (Oshawa) (Ages 5+)

(905) 728-7311

(800) 263-3725

thedenisehouse.com/

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

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

Nijkiwendidaa Anishnaabekwewag Services Circle (All Ages)

(705) 741-0900

(800) 663-2696

nijki.com

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

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

Durham Youth services (0-24)

(905) 239-9477

durhamyouth.com/

Description: Provide a variety of programs for youth experiencing, or at risk of experiencing, homelessness. Services include Transitional housing, homelessness prevention, housing first for youth (HR4Y), and Fresh Start Kits.

Herizon House (Ajax) Ages 16+

(905) 426-1064

(866) 437-4066

herizonhouse.com/

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

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

Housing Help Durham - Community Development Council Durham

(905) 686-2661

cdcd.org/programs-and-services/

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

Food / Essential Needs

Food banks in the Durham Region:

durham.ca/en/living-here/food-banks.aspx

Clarington East Food Bank (All Ages)

(905) 987-1418

claringtoneastfoodbank.ca

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

St. Vincent de Paul (All Ages)

(905) 623-7941 (Store)

(905) 623-6371 (Food Bank)

lakeshore.ssvp.on.ca/

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

Salvation Army (All Ages)

Church and Office (905) 623-3761

Thrift Store (905) 623-3217

salvationarmy.ca/

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

Legal Support

Durham Community Legal Clinic (Ages 18+)

(905) 728-7321

durhamcommunitylegalclinic.ca/

Access Criteria: Low-income residents of Durham region.

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

Settlement and Newcomer Support

Welcome Centre Immigrant Services (All Ages)

(877) 761-1155

welcomecentre.ca

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

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

Community Connections

Clarington Youth Centres (Ages 12-18)

(905) 623-6814

thefirehouse.ca

3 locations -

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

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

Black Youth Helpline (All Ages)

(416) 285-9944

(833) 294-8650

blackyouth.ca/

Description: Provides culturally relevant and culturally sensitive support to youth, families, and schools. They focus on primary prevention and assist those in need by identifying the root causes of the issues that they are facing and connecting them with the appropriate resources. Their contact line is available daily from 9am to 10pm.

Big Brothers Big Sisters Clarington (Ages 6-16)

(905) 623-6646

clarington.bigbrothersbigsisters.ca/

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

Other

Distress Centre Durham (All Ages)

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

Pride Line: (855) 877PRIDE (7743) (6pm to 10pm daily)

distresscentredurham.com/

Description: The Distress Centre offers a 24 hour a day crisis help line as well as a LGBTQ focused line that operates between 6pm and 10pm daily.

Niijiwendidaa Anishnaabekwewag Services Circle (All Ages)

(705) 741-0900

(800) 663-2696

niiiki.com

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

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

Durham Mental Health Services (Ages 16+)

Crisis line: (905) 666-0483 (24 hours/ 7 days a week)

(800) 742-1890 (24 hours/ 7 days a week)

Main Office: (905) 666-0831

(855) 888-3647

dmhs.ca

Access Criteria: 16+.

Services available: Crisis Response
Residential
Programs
Community
Support
Program
Justice
Initiatives
Family Support
Consumer
Survivor
Initiatives
Seniors
Support
Program
Training and
Education

211 Ontario (All Ages)

211

(877)-330-3213

Live Chat: <https://211ontario.ca/chat/>

Description: 211 Ontario is a resource service that connects you with over 60,000 community and social services across all of Ontario. These services include Home Care Support, Mental Health, Employment Services, Community Programs, and Housing & Income Supports.