

Mental Health Supports / Resources

Updated: Jan-2024

COUNSELLING	CRISIS	ONLINE	GROUPS
 <p>NORTHUMBERLAND HILLS HOSPITAL Community Mental Health Services</p> <p>1011 Elgin Street West, Suite 200, Cobourg</p> <hr/> <p>Office T: 905-377-9891 Toll Free: 1-888-294-7579 (office)</p> <p>Walk-in / Phone support: Call: 905-377-7784</p> <p>Tuesday 8am-4pm & Thursday 10am-6pm</p>	 <p>9-8-8 Suicide Crisis Helpline</p> <hr/> <p>CALL or TEXT</p> <p>Crisis Intervention Services available to individuals across Canada 24/7.</p> <p>Local through CMHA HKPR</p> <p>Visit https://988.ca/</p>	 <p>togetherall</p> <p>Safe Online Community. Connect with others experiencing similar feelings. Access to Professionals 24/7. https://togetherall.com/en-ca/</p> <hr/> <p>Wellness Together Canada: www.wellnesstogether.ca</p> <p>A mental health and substance use website. Free services. Text support, Online community/peer support. Resources & Courses</p>	 <p>CMHA Northumberland GROUPS https://cmhahkpr.ca/programs-services/groups/</p> <p>Family Support Groups- Journeying Together – for caregivers of individuals with mental health concerns</p> <p>Direct: 289-251-4756 Office: 905-377-9891 extension 201</p>
 <p>Community Counselling & Resource Centre (Northumberland Location)</p> <p>Sliding fee scale to adults 18+. No one turned away with inability to pay</p> <p>Call: 705-743-2272, ext. 308 1-800-274-1611</p>	<p>M-HEART: Mental Health Engagement and Response Team</p> <p><i>Officers from Local Police Services & Mental Health Nurse or Social Worker respond to mental health crisis in the community.</i></p> <p>Call 911 dispatch- state that there is a mental health emergency.</p>	<p>Mental Health Apps:</p> <ul style="list-style-type: none"> - Mindshift CBT- anxiety - Moodfit, MoodMission - Calm – mindfulness meditation - Breath2Relax - mindfulness - Healthy Minds app – mindfulness - Headspace- meditations - Happify- emotional wellbeing - Mood Path- questions, exercises 	<p>H.O.P.E. Learning Centre</p>  <p>The H.O.P.E. Learning Centre provides educational courses about mental health and well-being that promote recovery, hope, empowerment, possibility, and connection.</p>
 <p>CHCN Counselling Team</p> <p>Available to clients registered with the CHCN and by self-referral to residents of the Northumberland Community –</p> <p>Contact 905-885-2626 ext. 212</p>	<p>Kids Help Phone </p> <p>Call: 1-800-668-6868 Text: CONNECT to 686868</p>	<p>Anxiety Canada www.anxietycanada.com</p> <p>Mood Disorders Association www.mooddisorders.ca</p> <p>Canadian Mental Health Association (National): https://cmha.ca/</p>	<p>NHH Community Mental Health </p> <p>Self-referral to groups through walk in counselling phone line T: 905-377-7784</p>
<p>Ontario Psychological Association (find a psychologist) 416-961-5552</p> <p>Psychology Today (find a therapist) www.psychologytoday.com</p>	<p>Good2Talk 24/7 Post-Secondary Student Support. Peer-to-Peer</p> <p>Call 1-866-925-5454 Text GOOD2TALKON to 686868</p> 	<p>Institute for Advancements in Mental Health</p> <p>Support line: 1-855-449-9949 Email: support@iamentalhealth.ca Website: https://www.iamentalhealth.ca/</p> <p><i>Topics for counselling- psychosis, persistent mental illness, addiction, housing, employment & ODSP issues, crisis planning, coping & support, advocacy, system navigation</i></p>	<p> COMMUNITY HEALTH CENTRES OF NORTHUMBERLAND</p> <p>See website for Program Calendar https://chcnorthumberland.ca/events/</p> <ul style="list-style-type: none"> • Community Workshops • Diabetes Workshops • Exercise Workshops <p><i>*Specific Groups are subject to change. Please refer to program calendars</i></p>

*Separate Handout Available with Crisis/Support Lines

Hospital-Based Programs

Northumberland Hills Hospital – Mental Health Programs



Website:

<https://nhh.ca/Patients/PatientCareServices/OutpatientCare/CommunityMentalHealth>

- **Early Psychosis Intervention Program (Lynx)** – For first episode of psychosis, or newly managing psychosis. Ages 14-35yo
- **Crisis Intervention Service** – through ER visits, .72hr short stay beds available at NHH
- **Northumberland County Assertive Community Treatment (ACT) Team** – serving those with severe mental illness with complex needs in the community.
- **Supportive Housing Services** – Northumberland. Mental Health Support side of CMHA housing. Homelessness Liaison; Hoarding Support Program
- **Psychiatric Consultation**
- **Intensive Case Management Services**
- **Peer Support Programs**
- **Partner Assault Response Program**

Previously listed/described:

- **Rapid Assessment Addiction Medicine Clinic (RAAM Clinic)**
- **M-HEART**
- **Walk-in counselling**
- **GROUPS**
- **Peer Support**

Peterborough Regional Hospital Centre



Website:

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

Referral needed

- **Adult Outpatient Program (18+)**
- **Community Treatment Order Program** (*see NHH ACT for Northumberland*)
- **Eating Disorder Clinic** (all ages)
- **Family & Youth Clinic** (age 18 & under)
- **Geriatric Assessment & Treatment Unit / Behavioural Unit** (dementia & challenging behaviours)
- **Mental Health Inpatient Program**
- **Psychiatric Assessment Services for the Elderly (PASE)**

No referral needed (can self-refer):

- **Psychosis Assessment & Treatment Clinic (PATC)** – 18+ with schizophrenia or psychosis disorders in Haliburton, Northumberland & Peterborough Counties and the City of Kawartha Lakes. Referrals can be made directly by the person needing assistance, community agencies, physicians and family members.
- **Rapid Assessment Addiction Medicine Clinic (RAAM Clinic)**
- **TALK NOW**, a Mental Health and Addictions Clinic) **TALK NOW**. Call 705-876-5826 to be connected with a mental health professional

Ontario Shores Centre for Mental Health Sciences



Website:

<https://www.ontarioshores.ca/accessing-care/browse-all-programs-and-services>

Referral needed

- **Adolescent Day Treatment**
- **Adolescent Eating Disorder Day Treatment / Inpatient Unit** (12-17yo)
- **Dual Diagnosis Service & Outreach**
- **Brain Stimulation Clinic (ECT/RTMS)**
- **Outpatient Complex Anxiety & Mood Disorder and Consultation Service**
- **Forensic Assessment and Rehabilitation Unit; Transitional Unit / Outpatient**
- **Geriatric Dementia Unit (65+) / Transitional Unit**
- **LTC Outreach Team**
- **Women's Acute Stabilization Unit** (female inmates)
- **Prompt Care Clinic**
- **Outpatient Complex General Psychiatry & Consultation**
- **Traumatic Stress Clinic**

Self-referral options:

- **Ontario Structured Psychotherapy Program (15+)** *BOUNCE BACK ONTARIO
- **First Responder Assist**
- **Vocational Rehabilitation Services**
- **Health Care Worker Assist Program**

Substance Use / Addiction Support

ADDICTION MEDICINE

RAAM Clinic

(Rapid Access Addiction Medicine)
1011 Elgin Street West, 2nd Floor, Cobourg, ON

Tuesdays and Thursdays: 12:30 – 2:30pm

T: 905-377-9891 *Call to book *Self-referrals welcome

RAAM provides a safe space where you can get help from a physician, nurse, and addiction counsellor and offers fast access to medication assisted therapy for both alcohol and opioid use disorders.

PINEWOOD Addiction Services

Nearest detox beds. Call 905-721-4747 with inquiries



the Road Ahead
MOBILE WELLNESS CLINIC

The clinic operates out of two vehicles that travel throughout the City of Kawartha Lakes, Haliburton, Peterborough and Northumberland Counties, providing:

- Counselling and therapy
- Support with addictions and substance use
- Health and mental health education
- Medication support
- Access to other supports including psychiatry

Phone: (705)-991-3551 Toll Free: 1-(888)-357-1294

Email: tra@cmhahkpr.ca

Canadian Drug Rehab:

Addiction Services Directory

Website: <https://www.canadadrugrehab.ca/>

Help Line: 1.888.245.6887

Free online directory of alcohol & drug rehab programs and other addiction-related services in Canada.

Online Search Tool: Drug Rehab

<https://www.drugrehab.ca/directory.html>

YMCA Northumberland: UpTurn Program

Free 3-month membership by referral from your support team

COUNSELLING/GROUPS



1011 Elgin Street West, 2nd Floor Cobourg,

T: 905-377-9111 or 1-800-461-1909

F: 905-377-9392

E: fourcast@fourcast.ca

*Support with substance use or gambling

*Counselling, Groups

*Assisting with applications for inpatient treatment

GREEN WOOD COALITION

4 Centennial Drive, Port Hope, ON

T: 905-885-8700

E: greenwoodcoalition@gmail.com

Redpath recovery program, supports people living with substance dependency to achieve the optimal health they desire. Small group series, as funding allows. Successful in the areas of substance misuse, violence, rehabilitation, and employability. We confidentially offer harm reduction supplies and consultation at the Community Hive and as a mobile service

Alcoholics Anonymous / Narcotics Anonymous / SMART Recovery

Find a Meeting or Group near you.

AA: <https://quintewestaa.org/>

Call 1-855-907-0007

NA: <https://www.orscna.org/meetings>

SMART Recovery: <https://www.smartrecovery.org/>



ConnexOntario 1-866-531-2600
Discover Mental Health, Addiction and Problem Gambling Services

Free and confidential health services information for people experiencing problems with alcohol and drugs, mental health and/or gambling. Available 24/7.

National Overdose Response Service: 1-888-688-6677 *24/7 virtual safer consumption hotline

HARM REDUCTION



Phone: 705-749-9110 Toll-free: 1-800-361-2895

Email: info@parn.ca Website: <https://parn.ca/>

Harm Reduction Outreach: Call/Text 705-559-0272
(Mon/Thur/Fri)

Support and health promotion for people who are living with, affected by, or at-risk for HIV in the four counties; Education and Equipment for people at risk for HIV, hepatitis C and other sexually transmitted and blood-borne infections; outreach and programming for (LGBTQ 2S+) youth and women who are living with, affected by, or at-risk for HIV; community capacity building projects and workshops; and awareness to the community.

Harm Reduction supplies:

Greenwood Coalition 18 Ontario St, Port Hope

Tues 12- 5pm / Wed 2- 5pm / Thurs 10am-12pm

*Outreach text/call: 905-269-0693 (Nicole Whitmore)

Community Health Centres of Northumberland

(ask for kits at reception) 99 Toronto Rd, Port Hope
Mon-Fri (8am-4pm)

*Hep C testing on the 3rd Thursday of each month with Durham CHC Outreach team (9:30am-12pm)

Downey Pharmacy 3 King St E, Colborne

Mon-Fri (9am – 9pm)

Sat (9am – 7pm) / Sun (10am – 5pm)

HKPR Health Unit 200 Rose Glen Rd, Port Hope

Monday-Friday (8:30am – 4:30pm)

OATC Port Hope 141 Toronto Road, Port Hope

(Pineview Plaza)

Mon-Fri (7am-2pm), Sat-Sun (9am-12pm)

Support for Families (who have family members who use substances or live with a mental illness)



A local option offering various programs relating to substance use and gambling. There are family support programs (accessible to families whether or not the individual is actively in programming at Fourcast)

Options include:

- Family Information Sessions
- Family Education Programs
- Family Support Groups

LINK: <http://www.fourcast.ca/programs-and-services/counselling-individual-group/>

General Contact: **1-800-461-190**

Cobourg Site: 1011 Elgin St W, 2nd Floor

- Phone: 905-377-9111
- Fax: 905-377-9392
- Email: fourcast@fourcast.ca

Concurrent Disorders Family Night

Monthly support group for family and friends of those experiencing mental illness and addiction problems, concurrently. Through St. Joseph's Capacity Building Team – VIRTUAL Last Wednesday of Every Month 6:30-8:30pm

Website/Resources:

<https://www.cdcapacitybuilding.com/family-resources>

Zoom Link:

<https://www.cdcapacitybuilding.com/online-group-link>

Capacity Building Team:

905-522-1155 Ext. 39343

Al-Anon & Nar-Anon & SMART Recovery



AA, NA, and SMART Recovery have meetings for families and friends who feel their lives have been or are being affected by alcoholism or substance use in a family member or friend.

- **Al-Anon Family Groups** – Groups available in Cobourg.
LINK: <https://al-anon.alateen.on.ca/meetings/?tsml-day=any&tsml-region=cobourg>
- **Nar-Anon Family Groups of Ontario** – In-person (closest is Oshawa) & virtual options LINK: <https://naranonontario.com/>
- **SMART Recovery:** SMART Recovery meetings are free self-empowering mutual support group meetings focused on addictive behaviors, organized and facilitated by trained volunteers. <https://meetings.smartrecovery.org/meetings/>

CMHA HKPR – Journeying Together

This program is designed for people caring for individuals aged 16 and up who are experiencing mental health concerns. Support is available in the following formats:

- On-going Monthly Caregiver Support Group
- Educational Group
- One-to-One Skills and Capacity Building Support with a Family Education Support Worker



Northumberland Contact: Phone: 905-377-9891 ext. 201 1011 Elgin Street West Suite 200, Cobourg

Brochure: <https://cmhahkpr.ca/wp-content/uploads/2018/03/Journeying-Together-2018.pdf>

Website: <https://cmhahkpr.ca/programs/journeying-together-program/>

Northumberland Intake Form: <https://cmhahkpr.ca/programs-and-services/journeying-together-intake-northumberland/>

Families for Addiction Recovery: FAR Canada – A Canadian Registered charity in Scarborough ***For Parents***

- **Online Parent Support Groups:** A safe virtual space where those concerned about a loved-one's substance use can discuss practical strategies, find support, and share resources and information. Participation in the Groups is **free** and **no registration is required**.
 - Visit: <https://www.farcanda.org/family-support/we-can-help/parent-support-group/>
 - Meeting Schedule - click on month to see date/time of meeting and click blue date/time to join online
 - For more information about FAR's Online Parent Support Groups, call Sophy: **1-855-377-6677 ext 204**
- **Parent-to-Parent Support**
 - The Parent-To-Parent (P2P) program provides support for parents whose children (regardless of age) are struggling with addiction. Free & Confidential. 8 conversations of up to one hour, over a two month period.
 - Registration form: <https://www.farcanda.org/family-support/we-can-help/parent-parent-support/>
- **Free Phone Support Line** (855) 377-6677 Ext. 207 (Mon-Fri: Noon – 3:00pm, plus Wednesday 7:00pm – 9:00pm)

Ontario Shores: Family Resource Centre: <https://www.ontarioshores.ca/family-resource-centre>

Family Services - camh <https://www.camh.ca/en/your-care/programs-and-services/family-service>

Children, Youth, Families

Counselling & Programming



Rebound Child & Youth Services Northumberland

700 D'Arcy St. N., Unit 20
Cobourg, ON

Call: 905-372-0007

Toll-free: 1-877-688-0007

Website: www.rcys.ca

Mental Health Services

- Walk-in Counselling (through NHH Community Mental Health for ages 7+)
- Group Programming (ie. Emotional self-regulation, self-esteem, On-TRAC, CHOICES, recreational)
- Collaborative 14 & Under Intervention Program

Youth Justice Services

- Youth Justice Diversion, Court Worker

Child & Youth Services

- Trusteeship, Literacy & Learning, Guitar lessons, Groups

Family Wellness Hub

- Triple P (Positive Parenting Program)
- Family Check-Up
- Family Connections
- Caregiver support (FASD)

EarlyON Child and Family Centres

Free programs & services for children (age 0-6), parents/caregivers

<https://www.northumberland.ca/en/living-here/child-and-family-centres-earlyon.aspx>



Central Intake: 1-888-454-6275

Cobourg Location: 20 Strathy Road, Unit 3 <https://www.kinark.on.ca/>

- Community-Based Child and Youth Mental Health
 - Counselling, family/caregiver capacity building, specialized consults, crisis supports, intensive treatments
- Kinark Autism Services
- Forensic Mental Health
- Kinark Outdoor Centre
- Supervised Access Service

WrapAround Northumberland

1005 Burnham Street Cobourg, ON

Call: (905) 372-2322 or 1-866-704-5534

Email: wraparound@wraparoundnorthumberland.ca

Website: <http://www.wraparoundnorthumberland.ca/>



Approach to helping families & children with complex needs find solutions & have a better life



To refer your child or for more information CALL: 905-885-8137

EMAIL: info@ncdcent.com

- Infant and Child Development Program
- Pediatric Therapy
- Play Therapy and Counselling
- Speech and Language Therapy
- Autism Program



800 Division Street, Unit 2 Cobourg, ON

Phone: 905-377-0192 Toll free: 1-888-779-9916

Email: info@fivecounties.on.ca

Provides therapy services that assist children who are delayed in their development to develop the skills they need in everyday life such as walking, talking, and activities of daily living.

HKPR Health Unit: Healthy Families Information & Support Line –1-866-888-4577, ext. 5003. *Self-referrals to Programs

Crisis Supports

Kids Help Phone

Call: 1-800-668-6868

Text: CONNECT to 686868

Youth Crisis Response Program

Children and youth, up to age 18, who are feeling sad, suicidal, thinking of self-harm, violent/ destructive behaviours

Call: 1-800-551-0403

Mon-Fri: 9am-5pm (through Kinark)

PRCH (Peterborough Hospital) Family & Youth Clinic

***Referral needed. Outpatient

TALK NOW

Phone line 1-705-876-5826

Mon-Fri 8:30-3:30pm

Child and Adolescent Psychiatric Unit (CAPU) at PRHC through ER.

Short-term in-hospital stay for assessment/treatment of severe mental illness (age 17 and under)



62 Swayne Street Cobourg ON

Call: 289-252-1828 Website:

<https://northumberland.bigbrothersbig sisters.ca/>

- One-to-One Big & Little Mentoring; Virtual Mentoring
- Group Programming (Go Girls, PowerPlay, Little Studio, etc)

Seniors

Financial Assistance	Isolation	Caregiver Support	Support/Crisis Lines
 <p>The Help Centre Senior Services Help Program 1005 Elgin St W, Suite 301, Cobourg ON</p> <p>Call: 905-372-2646 www.thehelpandlegalcentre.ca</p> <p>Helps connect lower-income seniors (50 years+) to the services in the community relating to wellness and improving quality of life.</p> <ul style="list-style-type: none"> • accessing resources and other community services • planning meals and grocery shopping • attending appointments and meetings with the senior as needed • assistance with forms, pensions, finances and benefits • helping the senior downsize their living arrangements • budgeting 	 <p>Toll-free: 1 (855) 892-9992 7 days a week, 8am-10pm</p> <p>A free, confidential “warm line” for older Ontarians, 55+ who just want to chat with a friendly person who cares, without expectations or judgment. Whether you’re struggling with loneliness or simply looking to stay socially healthy and add some connection to your routine, we offer an empathetic ear and good conversation</p> <hr/>  <p>Ask the CHCN staff member you’re connected to about SOCIAL PRESCRIBING</p> <p>Check out our program calendar: https://chcnorthumberland.ca/programs/community-programs/</p>	 <p>Ontario Caregiver Helpline: 1-833-416-2273 Live chat also available at: https://ontariocaregiver.ca/</p> <p>Provides caregivers with a one-stop resource for information and support.</p> <hr/>  <p>CHCN Caregiver Support Group 905-885-2626 ext 280 workshops@porthopechc.ca</p>	 <p>Call: 1-866-299-1011</p> <p>Provided by Elder Abuse Ontario, the Seniors Safety Line provides contact and referral information for local agencies across the province that can assist in cases of elder abuse.</p> <hr/> <p>Northumberland Community Paramedicine</p>  <p>Non-emergency service that can perform in-home medical and social health visits</p> <p>Speak with your doctor/nurse practitioner, or complete referral online.</p> <p>Self/Family Referral: https://launch.caredove.com/service/eventspage/26025</p> <p>Inquiry Phone: 1 (833) 718-1942</p>
<p>Seniors Active Living Centres (55+)</p> <p>Cobourg and District Seniors Centre – Call: 905-372-7371 Cobourg Community Centre (750 D'Arcy St Cobourg)</p> <p>Ruth Clarke Activity Centre for Seniors – Call: 905-885-7908 Town Park Recreation Centre (62 McCaul Street, Port Hope)</p> <p>Bowmanville Older Adults Association – Call: (905) 697-2856 26 Beech Avenue, Bowmanville</p>		 <p>COBOURG: 1158 Division Street, cobourg@commcare.ca (onsite at CHCN on Tuesdays)</p> <hr/> <p>Program info & General inquiries: 1-866-514-5774 admin@commcare.ca Specialized Transportation: 1-866-768-7778 / 705-653-1020 ride@commcare.ca Home at Last: 1-866-991-7497</p> <p><i>Meals on Wheels, Transportation Services, Wellness Services (ie friendly visiting, exercise classes, personal distress alarms lending program), In-home services (ie. home help, help with discharge from hospital), Hospice services</i></p>	

Emergency Shelters / Housing Info

Women & Families



40 Swayne Street Cobourg, ON

24-Hour Support Line: 905-372-0746
1-800-263-3757

*TEXT: 289-210-4774 (12-8pm)

WebChat: <http://cornerstonenorthumberland.ca/connect>

Community Services: 905.372.1545
Fax: 905.373.4800

<https://cornerstonenorthumberland.ca/>



Crossroads Shelter

216 Simcoe St, Peterborough, ON

Call | [705-743-4135](tel:705-743-4135)

24 Hour Support & Crisis Line

1-800-461-7656

Text 705-991-0110



(18+)

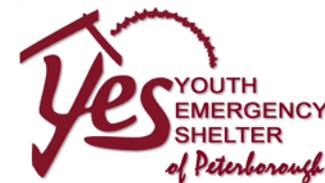
Transition House

10 Chapel Street, Cobourg

Phone: 905-376-9562

Email: info@thshelter.ca

Website: <https://thshelter.ca/>



YOUTH & Families

196 Brock St. Peterborough,
705-748-3851

info@yesshelter.ca

<https://yesshelter.ca/>

Safe Beds – CMHA HKPR

A short-term stay is available to all genders 16 years of age and older.

Community services and partners can refer clients by calling 4 County Crisis at **705-745-6484**



<https://sheltersafe.ca/ontario/>



Victoria's is a safe 18-bed, short-term women's shelter for women (18+) and their children who are fleeing abuse. The shelter and crisis support line are open 24 hours a day, 7 days a week.

24 Hour Crisis Support Line:

(705) 878-3662 or 1 (800) 565-5350

Counselling, Resource Centre and Admin:

(705) 878-4285

22 Russell St. E. Lindsay, ON

Email: info@womensresources.ca

Housing Help NORTHUMBERLAND

<https://housinghelp.northumberland.ca/en/housing-help/index.aspx>

Links/Information included for:

- Housing supports (temporary shelter, income support, tenant resources, landlord resources)
- Related resources: Addictions, food support, health & wellness, income assistance, legal help



Community Outreach Program Call: 905-372-6846

Website: <https://www.northumberland.ca/en/living-here/housing-and-shelter.aspx>

*Financial Assistance, Subsidized Housing Application, Renovating info, etc.



Call: **905-372-2646**

Housing Support Worker: <https://thehelpandlegalcentre.ca/help/intensive-housing-program/>

Rental Listings: https://thehelpandlegalcentre.ca/help/sdm_downloads/housing-listing/

Rent Smart: <https://thehelpandlegalcentre.ca/help/rentsmart/>

Intimate Partner Violence & Sexual Assault Services



40 Swayne Street Cobourg, ON

<https://cornerstonenorthumberland.ca/>

24-Hour Support Line: 905-372-0746
1-800-263-3757

*TEXT: 289-210-4774 (6am-6pm)

Community Services: 905.372.1545



Women's Drop-in: Mondays 9am-12pm

40 Swayne St. Cobourg (Cornerstone)

Drop-in service for female identifying persons throughout the County who may be living with violence and abuse, to access information, services, and referrals (previously Thrive Hub – Cornerstone continues to provide services / referrals)

- Family court information
- Crisis and supportive counseling
- Connections to mental health and addictions support
- Links to shelters
- Safety assessment and risk management strategies
- Primary health care
- Partner assault response program
- Child service witness program
- Ontario Works income and employment support
- Social housing; Shelter information
- Ontario Electricity Support Program
- Children's Aid support/advice
- Harm reduction supplies; HIV and Hepatitis C prevention, education, and treatment support
- Personal action plan and community referrals

Victim Services Peterborough Northumberland

<https://victimservicespn.ca/>



TOLL FREE: 1-888-822-7729

EMAIL: support@vspn.ca

OFFICE HOURS: Mon to Fri: 8:30am – 4:30pm

Free, confidential community-based service that provides immediate emotional and practical support to victims of crime and tragedy. Aimed at early intervention.

Victim Crisis Response Program; Victim Quick Response Program (immediate emergency expenses, short term counselling, etc); Emergency Cell Phone Program; Safety Planning

Victim/ Witness Assistance Program (VWAP)

Cobourg: (905) 373-4023

860 William St, Suite 205, Cobourg

Provides info and assistance to support participation in the criminal court process. Services begin once charges are laid and continue until the court case is over

Offers: Case-specific information, Court preparation, Needs assessment, Emotional support, Crisis intervention, Referrals to community agencies, Vulnerable Victims and Family Fund



Assaulted Women's Helpline:

1-866-863-0511 or text #SAFE (#7233)

on your Bell, Rogers, Fido, Telus Mobile 24-hr crisis line for all women in Ontario who have experienced any form of abuse.

Victim Support Line: 24/7

Toll-free: 1-888-579-2888



150 King Street, 3rd Floor, Peterborough

24 HOUR CRISIS SUPPORT LINE

1-705-741-0260

Office Line: 705-748-5901

(Mon-Fri 9:30am -4:30pm)

- Group & Individual Counselling
- Advocacy Support (ie. discuss reporting options/assistance, attending court dates)
- External referrals

PRHC: Sexual Assault and Domestic Violence Program

Team of specially trained nurses are available 24 hours a day through the ER at Peterborough Hospital for anyone who has recently been sexually assaulted or assaulted by an intimate partner.

- Victim Services
- Emergency and follow-up medical care
- Crisis emotional support
- Planning for safety for you and your family
- Testing and treatment for sexually transmitted infections and pregnancy
- Collection of evidence that could be used in a criminal investigation (or while a decision is made to report)
- Assessment for non-visible injury after strangulation
- Arrangements to talk to police, if you wish

Call the [Women's Health Care Centre](#) at **(705) 743-4132 or 1-800-419-3111** for info

LGBTQ2S+

Peer Support / Groups / Family Supports / Health Resources



Canadian Mental
Health Association
Mental health for all

Meet with a Trans Peer Outreach worker where we discuss and share resources on:

- Strategies to address challenges related to your gender identity
- Community resources and engagement opportunities
- Understanding gender identity and expression
- Tools for improving communication regarding your gender identity
- Strategies and information on transitioning
- Development of resources for navigating and accessing healthcare

Must be residing within Haliburton, Kawartha Lakes, Peterborough and County area. Ages 16+

Telephone: **705-748-6711 ext 2100**

Email: transpeeroutreach@cmhahkpr.ca

****See List of services, groups, & events through CMHA:**

<https://cmhahkpr.ca/programs-services/trans-peer-outreach/>



"Parents, Families, and Friends of Lesbians and Gays"

Cobourg –
Northumberland ON

Contact: Ashley Bouman

t. 1-888-530-6777 ext 569

e. pflagcobourg@gmail.com

Meetings: Trinity United
Church 284 Division St.
Cobourg

1st Thursday every month
7:30-8:30 PM

f. [Facebook](#)

Resource List:

<https://pflagcanada.ca/helpful-resources/>

Crisis Lines



Trans LifeLine

(Mon-Fri 1-9pm)

1-877-330-6366

translifeline.org



Call: 1-800-268-9688

Text: 647-694-4275

Live chat: www.youthline.ca

Health Care /

Health Information:

- **Rainbow Health**
(rainbowhealthontario.ca)
- **Sherbourne Health**
(sherbourne.on.ca)
- **Sick Kids** ([Transgender Youth Clinic](#))
- **CMHA Durham NPLC**- Nurse Practitioner Led Clinic Transgender Medical Support & Mental Health Care
(<https://cmhadurham.ca/wp-content/uploads/2018/07/NPLC-LGBTQ.pdf>)

Rainbow Health –

Service Provider Map / Directory -

Designed to help find health and social service providers who have expressed a commitment to providing competent and welcoming care to LGBTQ2S+ people in Ontario.

<https://www.rainbowhealthontario.ca/lgbt2sq-health/service-provider-directory/>

Rainbow Youth Program

Through **PARN** (Peterborough) Website: <https://parn.ca/community-building/rainbow-youth/>



Works to make LGBTQ2S+ youth feel safe, included, and empowered in Peterborough and the four counties. We give LGBTQ+ youth the space to be themselves and the tools to lead positive change in their schools, peer groups, and community.

Hosts a weekly youth drop-in; youth ambassador program (the queeRadicals); community events (ie. Peterborough Pride); building partnerships with schools, GSAs, and organizations throughout the four counties.

Please contact Leah by email leah@parn.ca to find out more.

Indigenous Supports / Resources



Alderville First Nation

Alderville Health & Social Services

8467 45 Roseneath ON,
K0K 2X0, P.O. Box 12
T: 905-352-2140
<https://alderville.ca>

Community Centre

8913 45, Roseneath, ON K0K 2X0
T: 905-352-2284

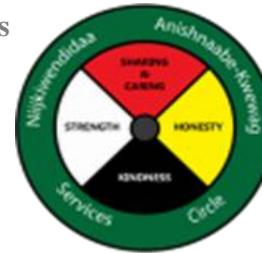
NIIJKIWENDIDAA ANISHNAABEKWEWAG SERVICES CIRCLE

Counselling & Healing Services for Indigenous Women & Their Families

Peterborough Office
150 King Street, 3rd Floor
Peterborough Ontario

Main Line: 705-741-0900
Toll Free: 1-800-663-2696
<http://www.niijki.com/services.html>

Indigenous Healthy Babies Healthy Children Support Program
Indigenous Child Witness to Violence Support Program
Indigenous Counselling for Women Support Program
Indigenous Transitional Housing
Indigenous Youth in Transition Support Program
Training Opportunities



Nogojiwanong Friendship Centre

Website: <https://www.nogofc.ca/>

Location/Contact:
580 Cameron Street
Peterborough, K9J 3Z5
(705) 775-0387
admin@nogofc.ca



Downtown Location
159 King Street, Suite 300
Peterborough

Youth Location
725 Park St, S Peterborough

Programs/Services:

- APATISIWIN EMPLOYMENT TRAINING PROGRAM
- CHILDREN & YOUTH
- HEALTHY LIVING
- HEALING & INTERVENTION
- CULTURAL CONNECTIONS

Hope for Wellness
Helpline

24/7 Lines



Hope for Wellness Help Line: 1-855-242-3310

Offers immediate mental health counselling and crisis

National Indian Residential School Crisis Line: 1-866-925-4419

Offers support to former residential school students and those affected. Available 24 hours

Talk4healing (for Indigenous women): 1-855-554-4325

Intervention to all Indigenous peoples across Canada. Phone and chat counselling is available in English, French, Cree, Ojibway and Inuktitut.
Youth mental health support available 24/7.

Legal Assistance / Financial Assistance / System Navigation



Northumberland County: Community Outreach

555 Courthouse Road, Cobourg

T. **905-372-6846** or **1-800-354-7051** ext. **2001**
<https://www.northumberland.ca/>

Housing

- Shelter Benefit
- Subsidized Housing Application

Child Care

- Childcare fee subsidy (qualifying parents/caregivers that are working, going to school, receiving OW or have child with special needs.
- EarlyON Child and Family Centres – free family programming
- LEAP program (education/job skills for young parent on OW)

Financial Assistance Programs

- Ontario Works, Emergency supports for basic needs and shelter, Seniors with Fixed income

Other needs:

- Food, Clothing, Transportation, Unaffordable health needs (ie. dental, prescriptions, glasses)

Ontario Disability Support Program: Peterborough ODSP Office

360 George Street North 2nd Floor, Peterborough

Phone: (705) 742-9292 | 1-800-663-8560

ODSP.Peterborough@ontario.ca

Info: <https://www.ontario.ca/page/ontario-disability-support-program>

The Help & Legal Centre -Northumberland
<https://thehelpandlegalcentre.ca/>

The Legal Centre

Call: **1-800-850-7882** or **905-373-4464**

- Tenants' Rights (for tenants only)
- Ontario Disability Support Program; Ontario Works
- Canada Pension Plan
- Workplace Safety and Insurance Board; Employment Insurance; Employment Standards; Employment law, wrongful dismissal
- Ontario Human Rights Code
- Criminal Injuries Compensation
- Tax appeals
- Wills and Powers of Attorney
- Forms completion
- Seniors' law
- Consumer and mental health.

***Does NOT help with Real Estate, Family, Criminal, Highway Traffic or Small Claims Court.*

The Help Centre

Call: **1-888-698-3382** or **905-372-2646**

- Community Volunteer Income Tax Program
- Intensive Housing Program
- Low-income Energy Program
- Money Management
- Ontario Electricity Support Program
- Outreach Program
- Partners in Learning
- Seniors Program
- Landlord Liaison
- RentSmart
- Advocacy
- Completion of Government forms
- Drop off location for translations
- Faxing, photocopying and use of phone



www.211ontario.ca

Call or Text: **211**

211 is a helpline and website, to help connect people to social services, programs and community supports



Call: **811** to connect to a registered nurse (24/7)

811 is a free, secure and confidential health care service available to all Ontarians.

<https://healthconnectontario.health.gov.on.ca/static/guest/related-articles/when-to-call-811>



Free and confidential health services information for people experiencing problems with alcohol and drugs, mental health and/or gambling. Available 24/7

Food Help In Northumberland County

<https://foodhelpnorthumberland.cioc.ca/>

CHCN Food Cupboard 99 Toronto Rd Port Hope

Open Thursdays from 9:30am – 12:30pm

Main floor Multipurpose Room. No appointments needed.

Community Food Market:

Open Thursday afternoon from 1pm-4pm

South Entrance of CHCN. Runs until June 2024

Transportation



Community Care
NORTHUMBERLAND

Community Care Transportation

<https://commcare.ca/transportation/>

To register or book a ride,
Call: 1-866-768-7778

- Accessible transportation
- Rural Transportation
- Volunteer Transportation



Transit services within **Northumberland** and to
the **Oshawa GO**

<https://commuterconnect.ca/>

Purchase rider credits online or in-person at a
Community Care Northumberland Location
(ie. 1158 Division Street, Cobourg)
hopin@commuterconnect.ca

Use rider credits to travel to other Northumberland
communities or to the Oshawa GO

Accessible transit available if specified.

ROLLS Specialized Bus Service

If you are a resident of the Municipality of Port Hope with a disability (permanent or temporary), who is unable to board regular public transit, you may qualify to access ROLLS specialized bus service (APPLICATION REQUIRED)

Please call **905-885-9891** at least 24 hours in advance in order to book a ride. Bookings are scheduled on a first-come, first-served basis. You will need to provide the following information at the time of booking:

- Name
- Date and time of trip
- Pick-up address
- Destination and time you wish to arrive
- Pick-up time for your return trip
- If you will have someone with you
- If you use a wheelchair

Limited to Port Hope (and NHH)

Monday to Friday from 7:00 a.m. to 8:00 p.m.
Saturday from 9:00 a.m. to 4:00 p.m.

<https://www.porthope.ca/en/living-here/rolls-specialized-bus-service.aspx>

FILLING TRAVEL GAPS

A personal *pay-per-use* accessible transportation provider in and around Northumberland County

Visit: <https://fillingtravelgaps.ca/>
Call: **905-207-0215**

Port Hope Public Transit:

Up to date info at:
<https://www.porthope.ca/en/living-here/transit.aspx>

Port Hope Taxi:

Ganaraska Taxi: 289-829-3636
Port Hope-Cobourg Taxi: 905-885-7264

Cobourg Public Transit:

Up to date info at:
<https://www.cobourg.ca/en/parks-recreation-community/public-transit.aspx>

Cobourg Rides *On-Demand*

Book a RIDE online or call: **905-373-0582**

Cobourg Taxis:

Cobourg Cab: 905-373-9449
King Taxi: Phone: 905-373-2993

OTHER RESOURCES – not included above that may be useful for quick reference

John Howard Society Peterborough

305 Stewart Street
Peterborough, Ontario K9J 3N2
T: 705.743.8331
E: jhsptbo@jhsptbo.com
<https://johnhoward.on.ca/peterborough>

Through evidence-based prevention, intervention and re-integration programs, we foster resilience and safety in individuals, their relationships, and their communities. We help youth and adults develop the critical life skills necessary to make choices that are more respectful of themselves and those around them. We support families with resources to better navigate the challenges of parenting and everyday life. For those leaving incarceration, we provide reintegration supports that reduce their risk of re-offending.

Groups: Anger Management, Partner Assault Response, Caring Dads, Institutional Services. Youth Diversion/court support/justice committee/school suspension. Community Mediation



150 King St, 4th floor, Peterborough
<https://efryptbo.org/>
Call: 705-749-6809 / 800-820-7384

Gender-responsive community supports for people who have been or are at risk of being criminalized, while advocating for broader social change to prevent/provide alternative to incarceration
Peer programs, housing programs, Justice Programs, community programs



1005 Burnham Street, Cobourg, ON

If you have any concerns about a child please call **1-800-267-0570**.

- Reporting concerns for abuse or neglect
- Youth programs
- Parenting programs
- Adoption/Fostering



New Canadian Centre

<https://nccpeterborough.ca/>
600 William Street Cobourg,
Phone: 705-761-3174
Email: info@nccpeterborough.ca

Community connections, employment support, English learning, Immigration & settlement, support services



200 Rose Glen Rd, **Port Hope**

HKPR programs (relating to mental health):

- Healthy Babies Healthy Children
- Healthy Families Feeding and Nutrition Clinic
- Breastfeeding Support
- Prenatal Programs
- Nurse-Family Partnership
- Sexual Health Clinics
- Needle Exchange Program

OTHER LINKS:

- [Ontario 211 – Mental Health / Addictions Services](#)
- [Ontario 211 – Community Mental Health Centres](#)
- [Depression Hurts](#)
- [Mind Your Mind](#)
- [Children's Mental Health Ontario](#)
- [School Mental Health Ontario](#)



Nurse Practitioner-led virtual care clinic that works with local health care providers to ensure patients can access more timely care. Serving patients within Ontario Health East region who are experiencing an urgent medical condition

Hours: Open 1:00pm - 9:00pm 7 Days a Week

Website: <https://www.virtualcareontario.ca/>

Register ONLINE or call **1-888-684-1999**

NOT for Emergencies. But they work with hospitals to refer patients to their local Emergency Department if needed, and provide information on Health811 for patients seeking a primary

- Patients with new or persistent cough, fever, rash or other similar symptoms
- Patients with imminent concerns but are not life or limb threatening
- Patients with or without a primary care provider

Past Version Changes:

Dec 5, 2023

- Nov 30/23 - Four County Crisis, rebranding as Integrated Crisis Intervention Services. Crisis line number replaced with National Suicide Helpline: 9-8-8. 4CC number will remain in service for calls re: Safe Beds, After-Hours Housing, Brief Intervention Service Referrals (705-745-6484)
 - 9-8-8 has also replaced Crisis Services Canada (1-833-456-4566)
- THRIVE Northumberland – not currently running. Cornerstone Family Violence Prevention Centre is continuing 24/7 support line and drop-in services on Monday mornings
- Removal of Anishnaabe Kwewag Gamig Alderville Women’s Shelter (March 2024)
- Addition of Virtual Care Clinic (for folks without access to primary care for urgent, non-emergency needs)
- Added page for Family Support (when family member lives with mental illness or addiction)

Jan 8, 2024

- ONTX text and chat program will cease operations on January 30th, 2024.
 - Trans LifeLine – change in hours for 2024