Where to Get Help in Halton

How to access Halton community services
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Financial assistance

Social services

**Child Care Subsidy** - halton.ca/childcaresubsidy ......................... dial 311
The child care subsidy is financial assistance with the cost of child care for families who are working, training or attending school.

**Halton Region** - halton.ca/socialassistance ......................... dial 311
Halton Region offers a number of programs to individuals and families requiring financial assistance.

**Halton Consumer Credit Counselling Services** -
haltonfamilyservices.org/services/creditdebt-counselling .............. 905-845-3811
Halton Family Services offers private, confidential credit counselling for couples and individuals.

**Ontario Disability Support Program (ODSP)** - mcss.gov.on.ca .... 1-800-567-6388
If you have a disability and need help with your living expenses, you may be eligible for the Ontario Disability Support Program (ODSP).

**Ontario Works** - halton.ca/ontarioworks ......................... dial 311
Ontario Works provides temporary financial assistance to individuals with immediate financial need. Please apply online.

**Ontario Works Interactive Voice Response** ...................... 1-800-808-2268
Interactive Voice Response is a telephone line run by the Ministry of Community and Social Services. Call this line to get information about your social assistance payments.

**SPLIT (Subsidized Passes for Low Income Transit)** - halton.ca/split .... dial 311
The SPLIT pass program subsidizes the cost of a monthly bus pass for low income individuals in Burlington, Milton and Oakville.

**Trillium Drug Program (TDP)** - health.gov.on.ca ....................... 1-800-575-5386
The TDP helps people who have high prescription drug costs relative to their household income. It covers all drugs approved under the Ontario Drug Benefit (ODB) program.

Budgeting assistance

**Halton Consumer Credit Counselling Services** -
haltonfamilyservices.org/services ....................................... 905-845-3811
A non-profit agency providing assistance with budgeting or debt management, this service is a division of Halton Family Services.

Dental treatment

**Halton Region** - halton.ca/oralhealth ............................... dial 311
The oral health program provides information on dental health assistance for those who qualify, including:
- adults receiving assistance through Ontario Works
- adults with special needs
- seniors
- children/youth 17 years or younger

More information can be found at ontario.ca/healthysmiles.

Housing

Emergency shelters

**Emergency Shelter Program** - halton.ca/emergencyshelter ................ dial 311
This program offers temporary housing and services to meet the needs of people experiencing homelessness.

**Halton Housing Help** - halton.ca/housinghelp ........................ dial 311
Halton Housing Help provides supports for individuals to access and maintain safe and affordable housing.

**The Good Shepherd Centre** - goodshepherdcentres.ca
This program provides emergency shelter, hot meals and trusteeship for men, women and children.

Women’s Services ............................................................. 905-523-6277
Crisis Line .................................................................... 905-529-7878

**Halton Women’s Place** - haltonwomensplace.com ................... 905-322-1200
Halton Women’s Place provides shelter and crisis services for physically, emotionally, financially and sexually abused women and their dependent children.

**Halton Women’s Place**

Burlington:
Crisis Line (24-Hour Support) .............................................. 905-332-7892
Intake ........................................................................... 905-332-1593

Milton:
Crisis Line (24-Hour Support) .............................................. 905-878-8555
Intake ........................................................................... 905-878-8970

**Ontario Disability Support Program (ODSP)**
If you have a disability and need help with your living expenses, you may be eligible for the Ontario Disability Support Program (ODSP).
Domiciliary hostels
Provides long-term residential care, including board and lodging, to:
• individuals living with severe and chronic mental illness and/or cognitive
difficulties/impairments; and
• individuals with physical and developmental challenges.
Burlington:
Bethany Residence - bethanyresidence.ca ............................. 905-335-3463
Acton:
Mill House Rest Home - millhouseresthome.ca ........................ 519-853-5306
Parkside Rest Home .................................................... 519-853-0148

Supportive housing
Halton Region offers an assisted living program which provides personal support
by qualified staff. For eligibility, sites and how to apply, visit
halton.ca/assistedliving or dial 311.
Applications for most supportive housing sites in Halton are processed
through Halton Region.

HATCH – halton.ca/housing ............................................. dial 311
Halton Region’s subsidized housing program provides safe, well-maintained rental
housing for individuals and families with low and moderate incomes. Please apply
online.

Additional Resources for Older Adults - halton.ca/OAAC ........................ dial 311
The Halton Older Adult Advisory Committee (OAAC) provides information,
resources and other housing options related to assisted living for seniors.
Publications include: Housing Options for Older Adults in Halton and the Halton Older
Adults’ Directory.

Summit Housing & Outreach Programs - summit-housing.ca
For people diagnosed with a serious mental illness, this non-profit organization
provides supportive housing and outreach case management services throughout
Halton.
Acton ................................................................. 519-853-1466
Burlington ......................................................... 905-333-4814
Milton ................................................................. 905-876-3957
Oakville ............................................................... 905-847-3206

Support & Housing Halton (SSH) - shhalton.org
SSH offers community-based housing, mental wellness programs and support for
people living with mental illness.
Burlington ................................................................. 905-639-4014
Milton ................................................................. 905-693-8771
Oakville ............................................................... 905-845-9212

Food programs

Food banks
Food banks are non-profit organizations that provide free food to families in need.

Acton
Acton Foodshare - actonfoodshare.com ............................. 519-853-0457
352 Queen Street, Unit 6 (Acton residents only)
Open Tuesday, 8:30 a.m. to 12:00 p.m. and 12:30 to 2:30 p.m.

Burlington
Partnership West - partnershipwest.org ................................ 905-637-2273
1254 Plains Road East, Unit 1A
Open Tuesday, 5 to 8 p.m., Thursday, 12:45 to 2:00 p.m., and Saturday, 10 a.m.
to 12 p.m.

Georgetown
Georgetown Bread Basket - georgetownbreadbasket.ca .......................... 905-873-3368
55 Sinclair Avenue, Unit 12
Open Tuesday, 5 to 7 p.m., Wednesday and Saturday, 8:30 a.m. to 12:00 p.m.

Oakville
Fare Share Food Bank - oakvillefoodbank.com ........................ 905-847-3988
1240 Speers Road, Unit 6
Open Monday, 10 a.m. to 2 p.m. and Thursday, 3 to 7 p.m.

Kerr Street Mission - kerrstreet.net ..................................... 905-845-7485
485 Kerr Street
Call or visit the website for a schedule of community meals and food bank hours.
Emergency food programs

The following organizations provide food or food vouchers on a **short-term or emergency basis**:

**Acton**

- **Acton Salvation Army** - tstores.ca ........................................... 519-853-9993
  130 Mill Street East

- **St. Alban’s Anglican Church** - stalbansacton.com ................................ 519-853-2711
  19 St. Alban’s Drive (Thursday)

**Burlington**

- **Burlington East Presbyterian Church** - burlingtoneast.net ................. 905-637-5155
  505 Walkers Line (Monday)

- **Compassion Society of Halton** - compassionsociety.net .................. 905-592-3722
  484 Plains Road East

- **Food for Life** - foodforlife.ca .................................................. 905-635-1106
  2258 Mountainside Drive

- **Port Nelson United Church** - portnelsonunitedchurch.com .............. 905-637-5631
  3132 South Drive

- **St. Luke’s Anglican Church** - stlukesburlington.ca ...................... 905-634-1826
  1382 Ontario Street (Tuesday)

- **Tansley United Church** - tansleychurch.com ................................ 905-335-0090
  2111 Walkers Line (Friday)

**Georgetown**

- **Georgetown Salvation Army** - georgetowncommunitychurch.ca .... 905-877-1374
  271 Mountainview Road South

- **St. John’s United Church** - stjohnsuc.ca ..................................... 905-877-2531
  11 Guelph Street (Tuesday)

**Milton**

- **Milton Bible Church** - miltonbiblechurch.ca ............................. 905-876-3586
  200 Main Street East (Thursday)

**Oakville**

- **Food4Kids** - food4kids.ca ..................................................... 905-469-3113
  2345 Wyecroft Road, Unit 14

- **SafetyNet Children & Youth Charities** - safetynetservices.ca ........ 905-845-7233
  Provides emergency help in Oakville; call to make an appointment.

- **Society of St. Vincent de Paul** - ssvphaltonpc.org ....................... 905-336-8332
  Call or refer to website to find a location in your area.

Food box programs

The following food box programs offer boxes of fresh fruits and vegetables that can be purchased monthly at a reasonable price:

**Halton Fresh Food Box** - haltonfreshfoodbox.com .......................... 905-634-8645
662 Guelph Line, Burlington

**Holy Cross Lutheran Church** - holycrossburlington.ca ............... 905-637-2741
3455 Lakeshore Road, Burlington

Community kitchens

A community kitchen is a group of individuals or families who plan and prepare meals together. They cook large amounts of food which is divided into portions to take home or enjoy together in the kitchen.

- **Community kitchen** - wsquare.ca ........................................... 905-634-1849
  2121 Caroline Street, Burlington

Meals on Wheels

Meals on Wheels provides nutritious meals for elderly, physically challenged and convalescent individuals who are unable to prepare their own hot, nourishing meals. Fees apply (subsidies may be available).

**Canadian Red Cross** - redcross.ca
Burlington ............................................................. 905-637-5664, ext.103

**Links2Care** - links2care.ca
Acton ................................................................... 519-853-3310
Georgetown ......................................................... 905-873-6502, ext. 23

**Milton Meals on Wheels** - miltonmow.com ........................... 905-878-6699

**Oakville Kiwanis Meals on Wheels** - oakvillemealsonwheels.com .... 905-842-1411

**Salvation Army** - salvationarmy.ca
Burlington: 5040 Mainway, Unit 9 .............................................. 905-637-3893
Open Monday to Friday, 9:00 to 11:30 a.m.

Milton: 820 Nipissing Road, Unit 4 ........................................... 905-875-1022
Open Monday to Friday, 9:00 to 11:30 a.m.

Oakville: 1225 Rebecca Street .................................................. 905-827-5324
Open Monday to Friday, 9:00 to 11:30 a.m.
Wheels-to-Meals

Volunteer drivers transport individuals to a weekly lunch at wheelchair accessible locations. For more information, please contact the agency. The program combines lunch with a social outing and in some cases an exercise program.

Friendship Luncheon (formerly Wheels-to-Meals)
Oakville Senior Citizens Recreation Centre (Tuesday) ........................... 905-815-5966
Sir John Colborne Recreation Centre for Seniors (Wednesday) .............. 905-815-5960
Iroquois Ridge Older Adult Centre (Thursday) ........................... 905-845-6601, ext.3745

Links2Care - links2care.ca
Links2Care offers congregate dining in designated seniors’ apartment buildings in Halton Hills.
Acton ................................. 905-631-1048, ext. 232 or 228
Georgetown ................................................. 905-842-2486

Grocery stores with a charter bus service
This service is primarily designed for seniors and a small fee may apply.

Acton
Sobeys, Queen Street ................................................. 519-853-1960
(Bwednesday)

Burlington
Bob’s No Frills, Brant Street ............................................. 1-866-987-6453
(every second Wednesday)
Fortinos, Plains Road ............................................... 905-634-1591
(every second Wednesday - West Burlington seniors only)

Milton
Metro, Louis St. Laurent Avenue and Kennedy Circle ..................... 905-878-3363
(Tuesday)

Oakville
Metro, Upper Middle Road and 8th Line ................................. 905-849-4911
(Thursday)
Mental health and addiction supports

Crisis intervention and counselling

**Access Counselling & Family Services** - accesscounselling.ca ....... 905-637-5256
Access helps people struggling with issues of family conflict, family breakdown, depression, grief and loss, family violence or sexual abuse.

**Canadian Mental Health Association** - halton.cmha.ca
CMHA promotes mental health for all through support services for people living with mental health and/or addiction concerns.
Georgetown ............................................................ 519-853-9793
Oakville ................................................................. 905-693-4270

**Crisis Outreach & Support Team Halton (COAST)** - halton.cmha.ca
The COAST program serves residents of Halton who have mental health issues and are in crisis.
Crisis Line (24-Hour Support) ........................................ 1-877-825-9011

**Distress Centre North Halton** - distresscentrenorthhalton.ca .... 905-877-1211
The Centre offers confidential, non-judgmental emotional support, crisis intervention, suicide prevention and linkage to emergency help when necessary.

**Distress Centre Oakville** - distresscentreoakville.com ........... 905-849-4541
The Centre offers 24-hour confidential phone support from caring, compassionate and confidential telephone service to the residents of Oakville, Milton, Burlington and surrounding communities.

**Halton Family Services** - haltonfamilyservices.org
................................................................. 905-845-3811 or 1-866-209-7821
Halton Family Services offers a range of counselling services for individuals, couples and families.

**Lesbian/Gay/Bi-Sexual Youth Line** - youthline.ca ..................... 1-800-268-9688
The LGBT Youth Line is a toll-free Ontario-wide peer-support phone line for lesbian, gay, bisexual, transgender, transsexual, two-spirited, queer and questioning young people.

**North Halton Mental Health Clinic** - halton.ca/healthclinics
The North Halton Mental Health Clinic is part of the Halton Region Health Department. It provides community-based psychiatric assessment, treatment, counselling and case management for children, youth, adults and their family members.
Acton: 19 Willow Street .................................................. 519-853-9741
Georgetown: 280 Guelph Street, Unit 76 ....................... 905-693-4240, ext.8402
Milton: 217 Main Street East ........................................... 905-693-4240

Where to find a doctor

**Halton Region** - halton.ca/newphysicians. ......................... dial 311
A listing of family physicians who are new to Halton and currently accepting patients.

**Health Care Connect** - health.gov.on.ca ..................... 1-800-445-1822
Health Care Connect helps Ontarians without a family health care provider to find a family doctor or nurse practitioner.
Radius Child & Youth Services - radiuschild-youthservices.ca

Radius (formerly Halton Trauma Centre) provides clinical assessment and treatment services to children, adolescents and families affected by interpersonal abuse.

Reach Out Centre for Kids (ROCK) - rockonline.ca

ROCK provides mental health services for children, youth and families.
Crisis Line (24-Hour Support) ........................................ 905-878-9785
Intake ............................................................................ 905-634-2347, ext. 439

Sexual Assault & Violence Intervention Services of Halton (SAVIS) - savisofhalton.org

SAVIS provides free, confidential and non-judgmental 24-hour support to all survivors of violence including women, men and members of the transgender community.
Crisis Line (24-Hour Support) ........................................ 905-875-1555
Intake ............................................................................ 905-825-3622 or 1-877-268-8416

The Women's Centre - haltonwomenscentre.org .............................. 905-847-5520

The Centre is a safe place where women who have experienced abuse can receive after-care, support and ongoing services.

Bereavement support

Acclam Health - acclaimhealth.ca .................................... 1-800-387-7127, ext.2312

Acclam provides you with support when faced with a life-threatening illness or the loss of a loved one.

Bereaved Families of Ontario - bereavedfamilies.net

Bereaved Families of Ontario offers programs and supports that help the bereaved learn to live with grief.
Burlington/Hamilton ....................................................... 905-318-0070
Halton/Peel .................................................................... 905-848-4337

Lighthouse Program for Grieving Children - grievingchildrenlighthouse.org .............................................. 905-337-2333

The Lighthouse program is for children or youth 3 to 18 who have experienced the death of an immediate family member or close friend.

Survivor Support - torontodistresscentre.com/survivor-support ...... 416-595-1716

Provides individualized grief support for survivors - bereaved family and friends - of suicide or homicide loss in safe, one on one formats.

Wellspring Birmingham Gilgan House - staging.wellspring.ca/Halton-Peel .................................................... 905-257-1988

Wellspring offers a wide range of programs and services to help you cope with and manage the impact of cancer on your life.

Addictions

ADAPT - haltonadapt.org ...................................................... 905-639-6537, ext.0
ADAPT provides assessment and treatment services for individuals and families with alcohol, drug and gambling concerns. ADAPT accepts collect calls.

Alcoholics Anonymous - aahalton.org ...................................) 905-845-5900
Alcoholics Anonymous is an international fellowship of men and women who have had a drinking problem. Membership is open to anyone who wants to do something about his or her drinking problem.

Al-Anon and Alateen - al-anon.alateen.on.ca ........................... 416-410-3809
At Al-Anon and Alateen, members share their personal experiences and stories, and invite other members to determine what lesson they could apply to their own lives.
Crisis Line (24-Hour Support) ........................................... 905-522-1733
Meeting information ..................................................... 1-888-425-2666

Drug and Alcohol Helpline - dart.on.ca ................................ 519-439-0174
Confidential, free information about drug and alcohol addiction services in Ontario.
Crisis Line (24-Hour Support) ........................................... 1-800-565-8603

Halton Region Sexual Health - halton.ca/sexualhealth

The Health Department promotes positive sexual health by providing people, schools, and community agencies in Halton with information and resources about a variety of sexual health topics.
Clinic locations:
Acton: 372 Queen Street .................................................. 905-825-6000, ext. 7788
Burlington: Health@3350, 3350 Fairview Street .................. 905-825-6000, ext. 4548
Georgetown: Health@280, 280 Guelph Street, Unit 76 ..... 905-825-6000, ext. 7788
Milton: Health@217, 217 Main Street East, Unit 13 ............ 905-825-6000, ext. 4548
Oakville: Health@232, 232 South Service Road, Unit B ... 905-825-6000, ext. 7788

Halton Region Needle Exchange Program - halton.ca/needleexchange

Exchange Works is Halton's Needle Exchange Program. As part of this program, outreach workers and public health nurses operate a mobile outreach service in Halton.
North Halton ........................................................................ 905-702-4200
South Halton ....................................................................... 905-330-3305

Hope Place Centres - hopeplacecentres.org

Hope Place provides gender-specific treatment programs and services to help anyone struggling with addiction to alcohol or other drugs.
Men’s Live-In Treatment Centre ................................. 905-878-1120 or 1-877-761-6357
Women’s Live-In Treatment Centre ......................... 905-875-3214 or 1-877-399-7299
Community-Based Treatment Centre ....................... 905-465-3324
Sexual assault and domestic violence services for men, women and children

If you are in crisis, visit your local hospital.

Sexual Assault & Violence Intervention Services of Halton (SAVIS) - savisofhalton.org
SAVIS provides free, confidential and non-judgmental 24-hour support to all survivors of violence including women, men and members of the transgender community.
Crisis Line (24-Hour Support) ........................................... 905-875-1555
Intake ......................................................................... 905-825-3622 or 1-877-268-8416

Halton Women’s Place - haltonwomensplace.com
Halton Women’s Place provides shelter and crisis services for physically, emotionally, financially and sexually abused women and their dependent children.
Burlington:
Crisis Line (24-Hour Support) ........................................... 905-332-7892
Intake ......................................................................... 905-332-1593
Milton:
Crisis Line (24-Hour Support) ........................................... 905-878-8555
Intake ......................................................................... 905-878-8970

Nina’s Place - josephbranthospital.ca .................................. 905-632-3737, ext.5708
Nina’s Place provides specialized health care, police services and agency referrals for women and men who have experienced sexual assault within the past 7 days and recent domestic violence.
Emergency Department ................................................. 905-336-4116

Legal assistance

Halton Community Legal Services - haltonlegal.ca
A legal clinic providing legal aid services to low income residents of Halton.
North Halton. ................................................................. 905-877-5256
South Halton. ................................................................. 905-875-2069

Family Law Information Centre - attorneygeneral.jus.gov.on.ca ....... 905-878-7281
Free, in-person legal advice is available at the Milton Courthouse, 491 Steeles Avenue East, room 216. (Open Monday to Friday, 8:30 a.m. to 5:00 p.m.)

Legal Aid Ontario - legalaid.on.ca .................................. 1-800-668-8258
Legal Aid Ontario provides legal help to low-income persons in over 200 languages.

Ontario Ministry of the Attorney General - attorneygeneral.jus.gov.on.ca
.................................................................................. 1-800-518-7901
The Ministry of the Attorney General is responsible for providing a fair and accessible justice system that reflects the needs of the diverse communities it serves across government and the province.

Transportation services

Burlington Transit - burlingtontransit.ca .............. 905-639-0550 or 1-877-213-3609
GO Transit - gotransit.com ........................................ 416-869-3200 or 1-888-438-6646
Milton Transit - miltontransit.ca ................................ 905-864-4141
Oakville Transit - oakvilletransit.ca.................... 905-815-2020
SPLIT (Subsidized Passes for Low Income Transit) - halton.ca/split ........ dial 311
The SPLIT pass subsidizes the cost of a monthly bus pass for low income individuals in Burlington, Milton and Oakville.

Accessible transit

Transit services are available to those who are physically unable to use public buses. An application is required and fees may apply.

Burlington Handi-Van - burlingtontransit.ca .................. 905-639-5158
Halton Hills ActiVan - haltonhills.ca/transit ............... 905-873-2601, ext.2617
Milton Paratransit - miltontransit.ca................................. 905-864-4141
Oakville Care-A-Van - oakvilletransit.ca....................... 905-337-9222
Transportation provided by community agencies/ volunteers

Note: volunteer drivers may provide transportation in private vehicles or agency vans.

**Canadian Cancer Society** - cancer.ca ............................. 1-888-939-3333  
The Wheels of Hope Transportation Service assists an eligible client and escort with their short-term travel to attend cancer-specific medical appointments or supportive care services.

**Canadian Red Cross** - redcross.ca  
Red Cross provides transportation to medical appointments.  
Burlington .............................................. 905-637-5664

**Cancer Assistance Services (CAS) Halton Hills** - cancerassistance.org  
...................................................... 905-702-8886  
CAS provides cancer patients with transportation to and from treatment centres.

**Halton Region** - halton.ca/childcare. ......................... dial 311  
Halton Region offers a number of programs and services that benefit families including:

- Halton Child Care Subsidy  - halton.ca/childcaresubsidy
- Healthy Babies Healthy Children (HBHC)  - halton.ca/hbhc
- Programs for children with special needs

**Canada Child Benefit (CCB)** - cra-arc.gc.ca/bnfts/ccb ............... 1-800-387-1193  
Formerly the Universal Child Care Benefit and the Canada Child Tax Benefit, the CCB is a tax-free monthly payment made to eligible families to help them with the cost of raising children under 18 years of age.

**SmartSAVER Canada Learning Bonds** - smartsaver.org. ............... 1-855-737-7252  
SmartSAVER provides information on Registered Education Savings Plans (RESPs).

**Halton Licenced Home Child Care Agencies (HLHCA)** - hlhca.ca. .... 905-875-0235  
The HLHCA provides information to parents and providers about the benefits of licensed day care.

**Halton Children's Aid Society** - haltoncas.ca ........... 905-333-4441 or 1-866-607-5437  
The Society works with the community to ensure the safety and well-being of children and youth.

**Kids Help Phone** - kidshelpphone.ca ................................ 1-800-668-6868  
Free, 24-hour phone and web counselling for youth 20 and under.

**Ontario Early Years Centres**  
Ontario Early Years Centres offer free programs for children up to the age of six and their parents and caregivers. Information about child development and other services is also available.

- **Burlington** - bfrc.ca ........................................ 905-632-9377  
710 Cumberland Avenue
- **Milton** - mcrc.on.ca ........................................ 905-876-1244  
410 Bronte Street South
- **Oakville** - op-cc.ca ........................................ 905-849-6366  
461 North Service Road West, Unit 17

**Our Kids Network (OKN)** - ourkidsnetwork.ca ................. 905-333-1844  
OKN is a research-based organization that seeks to reduce the impact of negative influences on children's development and put sustainable supports and services in place.

**Halton iPARENT** - ourkidsnetwork.ca/iparent  
iParent is an online directory of Halton-based programs, workshops and seminars that support healthy growth and positive development in children and youth, including those with special needs.

**Neighbourhood hubs**

**Our Kids Network (OKN)** - ourkidsnetwork.ca .................. 905-333-1844  
OKN is a research-based organization that seeks to reduce the impact of negative influences on children's development and put sustainable supports and services in place.

- **Acton**: McKenzie-Smith Bennett Public School, 69 Acton Boulevard. . 289-428-5097
- **Burlington**: Holy Rosary School, 261 Plains Road East ........... 905-633-7108
- **Milton**: Our Lady of Victory School, 540 Commercial Street .......... 905-876-1306

**Rainbows and Prism (Oakville)** - stjudeschurch.net ....... 905-844-3972  
This program provides support for children and families living with loss.

160 William Street, Oakville

**Reach Out Centre for Kids (ROCK)** - rockonline.ca  
ROCK provides mental health services for children, youth and families.

- **Crisis Line (24-Hour Support)** .............................. 905-878-9785
- **Intake** ....................................................... 905-634-2347, ext. 439

**Safetynet Children & Youth Charities** - safetynetservices.ca  
................................................. 905-845-7233 (call first) or 416-574-4581  
Free clothing, tutoring and music programs for individuals up to age 18.

226 Randall Street, Suite 101, Oakville
### Youth

**Halton Region** - halton.ca/youth .................................................... dial 311

Services provided by Halton Region include:
- financial assistance for dental care for children and youth.
- health information for youth.
- sexual health clinics at various locations across Halton.

**Bridging the Gap** - bridginthegaphalton.ca .......................... 905-635-0663 or 1-877-425-8661

Bridging the Gap supports youth aged 16 to 24 who are homeless or at risk of becoming homeless.

**Crisis Outreach & Support Team Halton (COAST)** - halton.cmha.ca

The COAST program serves residents of Halton who have mental health issues and are in crisis.

Crisis Line (24-Hour Support) .................................................... 1-877-825-9011

**Halton Children's Aid Society (CAS)** - haltoncas.ca

Halton CAS works with the community to ensure the safety and well-being of children and youth while supporting families.

**Halton Organization for Pride and Education (HOPE)** - info@haltonpride.org

HOPE is dedicated to raising awareness about issues of homophobia and discrimination based on gender identity and sexual orientation in the Halton region.

**LGBTQ+** - halton.ca/lgbtq  .................................................... dial 311

Services and supports for Halton's LGBTQ+ community.

**Reach Out Centre for Kids (ROCK)** - rockonline.ca

ROCK provides mental health services for children, youth and families.

Crisis Line (24-Hour Support) .................................................... 905-878-9785

Intake .......................................................... 905-634-2347

Burlington: Walk-in counselling Wednesday, 12:00 to 6:30 p.m.

471 Pearl Street .................................................... 905-634-2347

Milton: Walk-in counselling Wednesday, 12:00 to 6:30 p.m.

400 Bronte Street South, Unit 101 ........................................ 905-875-2575

Oakville: Walk-in counselling Tuesday, 12:00 to 6:30 p.m.

504 Iroquois Shore Road, Unit 12A ...................................... 905-639-5228

**Safetyenet Children & Youth Charities** - safetynetservices.ca

Free clothing, tutoring and music programs for youth up to 18 years of age.

226 Randall Street, Suite 101, Oakville

**YMCA Employment Services** - ymcahbb.ca/YtoWork .................. 905-681-1140

The YMCA offers free placement services for office professionals, tradespeople, labourers, students and newcomers to Canada.

500 Drury Lane, Burlington

**Youth Centres** - theyouthcentres.com

Youth Centres provide a safe, caring and non-judgemental atmosphere which fosters positive relationship building, and education-based awareness.

Acton: Off the Wall Youth Centre, 47 Mill Street East ..................... 519-853-9825

Burlington: Velocity Youth Centre, 3230 Fairview Street .................. 905-631-5654

Georgetown: Open Door Youth Centre, 60 Guelph Street............... 905-873-2966

Oakville: The Youth Centre, 177 Cross Avenue, Unit 3 ................. 905-845-6932

### Seniors and individuals with physical challenges

**Assistive Devices Program (ADP)** - health.gov.on.ca .............. 1-800-268-6021

The Ontario ADP program helps people who have long-term physical disabilities get needed equipment and supplies.

**Community Care Access Centre (CCAC)** - ccac-ont.ca

Community Care Access Centres coordinate services for seniors, people with disabilities and people who need health care services to help live independently in the community.

Burlington/Hamilton ................................................. 905-639-5228 or 1-800-810-0000

Oakville/North Halton .................................................. 905-855-9090 or 1-877-336-9090

**Halton Older Adults' Directory** - halton.ca/oaac ............................. dial 311

A quick reference containing more than 250 listings and contact numbers of organizations serving seniors.

**Halton Seniors Helpline** - haltonpolice.ca/community/seniors/seniorshelpline.php 1-866-457-8252

Halton Seniors Helpline is a resource for the Region's seniors community to seek information, guidance, support and referrals on a wide range of issues and concerns.

Monday to Friday, 11 a.m. to 2 p.m.

**Halton Support Services** - cwsds.ca ............................. 905-844-7864 or 1-800-600-2013

Support services for children and adults with developmental disabilities, and their families.

**Links2Care (formerly Halton Helping Hands)** - links2care.ca

Links2Care provides in-home support for older adults and individuals with disabilities.

Acton .......................................................... 519-853-3310

Georgetown/Milton .................................................. 905-873-6502

Oakville/Burlington .................................................. 905-844-0252
Ontario Seniors’ Secretariat - ontario.ca/seniors 1-888-910-1999
The Ontario Seniors’ Secretariat advocates for, undertakes and supports policy and program initiatives that help improve the quality of life of seniors, and undertakes public education efforts for and about seniors.
TTY 1-800-387-5559

Community living
Central West Specialized Development Services (CWSDS) - cwdsds.ca 905-844-7864
CWSDS provides a wide range of residential and non-residential services that accommodate individuals with complex needs.

Community Living (CL)
Community Living provides support and services for children and adults who have developmental disabilities.
CL Burlington - clburlington.ca 905-336-2225
CL North Halton - clnh.on.ca 905-878-2337
CL Oakville - oakcl.org 905-844-0146

The Bob Rumball Associations for the Deaf - bobrumball.org 905-878-4932
Bob Rumball provides opportunities for a higher quality of life for deaf people while preserving and promoting their language and culture.
TTY 905-875-4368

Long-term care homes
* Indicates home is operated by Halton Region.

Burlington
Billings Court Manor - billingscourtmanor.com 905-333-4006
Cama Woodlands - camawoodlands.com 905-681-6441
Chartwell Brant Centre - chartwell.com 905-639-2848
Creek Way Village* - halton.ca/creekway dial 311
Hampton Terrace Care Centre - hamptonterrace.ca 905-631-0700
Maple Villa Nursing Home - maplevilla.ca 905-639-2264
Mount Nemo Christian Nursing Home - mountnemochristiannh.on.ca 905-639-2264
Revera Burloak - reveraliving.com 905-639-3636
Village of Tansley Woods - schlegelvillages.com/burlington 905-336-9904
Wellington Park Care Centre - wellingtonparkcarecentre 905-637-3481

Halton Hills
Bennett Health Care Centre - bennetthealthcarecentre.ca 905-873-0115
Extendicare Halton Hills - extendicarehaltonhills.com 905-702-8760

Milton
Allendale* - halton.ca/allendale dial 311

Oakville
Northridge Long-Term Care Centre - reveraliving.com 905-257-9882
Post Inn Village* - halton.ca/postinn dial 311
The Waterford - chartwell.com 905-827-2405
West Oak Village Long-Term Care Centre - reveraliving.com 905-469-3294
Wyndham Manor Long-Term Care Centre - extendicare.com 905-849-7766

Long-Term Care Action Line - health.gov.on.ca 1-866-434-0144
The Long-Term Care Action Line is a service to hear concerns and complaints from persons receiving service from Long-Term Care Homes and Community Care Access Centres (CCAC).
7 days a week, 8:30 a.m. to 7:00 p.m.

Community Care Access Centre (CCAC) - ccac-ont.ca
Community Care Access Centres coordinate services for seniors, people with disabilities and people who need health care services to help them live independently in the community.
Burlington/Hamilton 905-639-5228 or 1-800-810-0000
Oakville/North Halton 905-855-9090 or 1-877-336-9090
**Adult day programs**

* Indicates programs designed to meet needs of persons with Alzheimer’s or memory problems.

**Acclaim Health Alzheimer Senior’s Day Programs* - acclaimhealth.ca**
Provides those suffering with dementia a place where their abilities are supported, their accomplishments are cerebrated and their life experiences are valued.
Burlington ................................................................. 905-632-8168
Oakville ................................................................. 905-847-9559

**Community Care Access Centre (CCAC) - ccac-ont.ca**
Community Care Access Centres coordinate services for seniors, people with disabilities and people who need health care services to help them live independently in the community.
Burlington/Hamilton............................. 905-639-5228 or 1-800-810-0000
Oakville/North Halton .................. 905-855-9090 or 1-877-336-9090

**Halton Region Adult Day Programs - halton.ca/adultdayprograms ........ dial 311**
Friends Landing ................................................................. 1-877-336-9090
Milton Place ................................................................. 1-877-336-9090
Silver Creek Place* ................................................................. 1-877-336-9090

**Joseph Brant Wellness House - josephbranthospital.ca ........ 905-632-5358**
Wellness House works to maximize and maintain abilities, compensate for limitations, reduce risks to health, and maintain quality of life for older adults.

**S.E.N.A.C.A. Seniors Day Program - senaca.ca**
S.E.N.A.C.A. provides adult respite services focusing on nurturing activities, personal achievement, companionship and wellness with multilingual staff.
Oakville:
Bond Street ................................................................. 905-337-8937
Dundas Street ................................................................. 905-847-3394

**Seniors Activation Maintenance Program - samprogram.ca .......... 905-689-5244**
Day program for seniors and adults with diminished abilities designed to maintain and enhance the well-being of the participants.

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**Provincial information**

**Family Responsibility Office (FRO) - mcss.gov.on.ca .................. 416-326-1817**
FRO collects, distributes and enforces court-ordered child and spousal support payments.

**Office of the Registrar General - orgforms.gov.on.ca ............... 416-325-8305**
Provides newborn registration services including birth registration and birth certificates.

**Ontario Health Card - health.gov.on.ca ................................ 1-866-532-3161**
A resident of Ontario must have a health card to show that he or she is entitled to health care services paid for by OHIP.
Oakville: 220 North Service Road West, Unit P5030, Oakville

**Ontario Ministry of Labour - mto.gov.on.ca**
Advances safe, fair and harmonious workplace practices that are essential to the social and economic well-being of the people of Ontario.
General Inquiries ................................................ 905-577-6221 or 1-800-263-6906
Employment Standards ........................................ 1-800-531-5551
Occupational Health & Safety ................................... 1-877-202-0008

**Ontario Ministry of Transportation - mto.gov.on.ca .............. 1-800-267-8097**
Works to move people and goods safely, efficiently and sustainably to support a globally competitive economy and a high quality of life.

**Service Ontario - serviceontario.ca .................. 416-326-1234 or 1-800-267-8097**
Provides driver licences, plate stickers, health cards, birth certificates and other provincial services.

**Telehealth Ontario - ontario.ca ..................... 1-866-797-0000**
Telehealth Ontario is a free, confidential service for health advice or information. A registered nurse will take your call 24 hours a day, seven days a week.

**Trillium Drug Program (TDP) - health.gov.on.ca ............... 1-800-575-5386**
The TDP helps people who have high prescription drug costs relative to their household income. It covers all drugs approved under the Ontario Drug Benefit (ODB) program.
Federal information

Canada Pension Plan - esdc.gc.ca ............................................. 1-800-277-9914
The Canada Pension Plan provides you and your family with partial replacement of earnings in the case of retirement, disability or death.

Old Age Security - esdc.gc.ca ................................................ 1-800-277-9914
The Old Age Security pension is a monthly payment available to most Canadians 65 years of age who meet the Canadian legal status and residence requirements.

Canada Revenue Agency - cra-arc.gc.ca
The Canada Revenue Agency administers tax laws for the Government of Canada and for most provinces and territories, and administers various social and economic benefit and incentive programs delivered through the tax system.
Individual Income Tax ...................................................... 1-800-959-8281
Tax Information Phone Service ........................................... 1-800-267-6999
Telerefund ........................................................................ 1-800-959-1956
Benefit Enquiries ............................................................. 1-800-387-1193
TTY ................................................................................. 1-800-665-0354

Community Volunteer Income Tax Program (CVITP) - cra-arc.gc.ca/volunteer
- ................................................................................. 1-800-959-8281
Get help with your taxes. Low-income individuals with simple tax situations may be eligible to have their taxes done for free.

Citizenship & Immigration Canada - cic.gc.ca ...................... 1-888-242-2100
Helps to facilitate the arrival of immigrants, provide protection to refugees, offer programming to newcomers, grant citizenship, issue travel documents and promote multiculturalism.

Employment Insurance - esdc.gc.ca ........................................ 1-800-206-7218
Employment Insurance provides regular benefits to individuals who lose their jobs through no fault of their own and are available for and able to work, but cannot find a job.

Passport Canada - passportcanada.gc.ca ................................. 1-800-567-6868
Canada’s passport program issues secure travel documents to Canadians.

Service Canada - servicecanada.gc.ca ............. 1-800-O-Canada (1-800-622-6232)
Service Canada provides Canadians with a single point of access to a wide range of government services and benefits.
Burlington: 676 Appleby Line, Unit E108
Georgetown: 232 Guelph Street, 1st Floor
Milton: 433 Steeles Avenue East, Ground Floor, Suite 103
Oakville: 117 Cross Avenue, Unit B5

Employment Services

Employment Halton - halton.ca/employmenthalton .................... dial 311
Employment Halton provides a wide range of free employment and training services.

The Centre for Skills Development & Training - thecentre.on.ca
The Centre for Skills Development & Training provides adult and continuing education services.
Burlington:
860 Harrington Court ...................................................... 905-333-3499 or 905-878-1240
3350 South Service Road ................................................. 905-333-3499 or 905-878-1240
2020 Appleby Line, Unit B3 .............................................. 905-336-5444
Milton
550 Ontario Street South, Unit 208 .................................. 905-693-8458
550 Ontario Street South, Unit 15 .................................... 905-693-8103
Oakville
465 Morden Road, Unit 109 .............................................. 905-845-1157
1395 Abbeywood Drive ....................................................... 905-847-8345

VPI - vpi-inc.com ............................................................ 905-873-9816
VPI offers employment programs, assessments and supportive vocational services that help residents improve job readiness, explore training and get back to work.
235 Guelph Street, Unit 4, Georgetown

YMCA Employment Services - ymcahbb.ca/YtoWork ................ 905-681-1140
The YMCA offers free placement services for office professionals, tradespeople, labourers, students and newcomers to Canada.
500 Drury Lane, Burlington
Halton information providers

**Halton Region** - halton.ca .................................................... dial 311

**Halton Information Providers Database** - hipinfo.info
Provides a comprehensive database of community and human service information.
Burlington .................................................... 905-639-3611, ext.1222
Halton Hills .................................................... 905-873-2681, ext.2511
Milton ........................................................ 905-875-2665, ext.3234
Oakville ................................................................. 905-815-2046

**Community services**

**Adult Learning Network** .............................................. 905-812-3533
Partnership promoting excellence through the coordination and planning of adult literacy services.
Literacy North Halton - lnhalton.ca ........................................ 905-873-2200
Literacy South Halton - lshalton.ca ........................................ 905-873-2200

**Halton Organization for Pride & Education (HOPE)** - info@haltonpride.org .................................................... 905-632-4551
HOPE is dedicated to raising awareness about issues of homophobia and discrimination based on gender identity and sexual orientation in the Halton region.

**LGBTQ+** - halton.ca/lgbtq .................................................... dial 311
Services and supports for Halton's LGBTQ+ community.

**Links2Care Community Support Program** - links2care.ca ........ 1-866-920-6502
Advocacy, assistance and income tax support for adults.

**Open Doors** - stchristophersburlington.com ..................... 905-634-1809
Open Doors provides community-based programs focusing on food, children, youth, parenting and community resources.

**Society of Saint Vincent de Paul** (local churches) - ssvhaltonpc.org
Short-term emergency assistance is provided by the Society in the form of food vouchers, clothing and furniture.

**The Women’s Centre** - haltonwomenscentre.org .................. 905-847-5520
The Women’s Centre is dedicated to supporting women in crisis, distress or transition by providing programs and services to effect positive change.

**Free clothing**

**ClothingWorks** (by referral only) - clothingworksoakville.com ........ 905-815-9411
This program supports women who are re-entering the workforce by providing no-cost, job-ready attire.
226 Randall Street, Suite 101, Oakville

**Compassion Society** - compassioncalgary.org .......................... 905-592-3722
Compassion Society provides clothing, food, and referrals to local resources.
484 Plains Road East, Burlington

**Goods for Nothing** - southsidemilton.org .......................... 905-878-5664
The store offers free new and near new condition clothing, at no cost, for those who are in difficult circumstances.
Southside Community Church, 7480 Derry Road West, Milton

**Open Doors** - stchristophersburlington.com ..................... 905-634-1809
Open Doors provides community-based programs focusing on food, children, youth, parenting and community resources.
662 Guelph Line, Burlington

**Safetynet Children & Youth Charities** - safetynetservices.ca ........... 905-845-7233 (call first) or 416-574-4581
Safetynet provides free clothing for children and youth to financially disadvantaged families.
226 Randall Street, Suite 101, Oakville
Notes

Dial...

311
Halton government services
For access to regional and local municipalities in Halton, Halton District and Halton Catholic District School Boards, and Halton Regional Police Service.

911
Emergency services
For police, fire or medical EMERGENCIES.

Services are available in more than 170 languages.
For additional copies of Where to Get Help in Halton:

Dial 311 or 905-825-6000
Toll free: 1-866-4HALTON (1-866-442-5866)
Email: access.halton@halton.ca

Updated: November, 2016