

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.

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

The centre offers free income tax services, a legal clinic and budgeting workshops for women living in Halton.

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. 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

Safe Place Program - halton.cmha.ca 905-693-4270
 Crisis Line (COAST) 1-877-825-9011
 In partnership with the Canadian Mental Health Association (CMHA) at the Lighthouse Shelter, this program provides emergency outreach services.

Shifra Home - shifrahomes.com 905-681-9633
 Shifra Home is a maternity residence for young, homeless, pregnant women 16–27.

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) - shalton.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

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

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.

Salvation Army - salvationarmy.ca

Burlington: 5040 Mainway, Unit 9905-637-3893
Open Monday to Friday, 9:00 to 11:30 a.m.

Milton: 820 Nipissing Road, Unit 4905-875-1022
Open Monday, Wednesday, Friday, 9 a.m. to 3 p.m.

Oakville: 1225 Rebecca Street905-827-5324
Open Monday, Wednesday, Friday, 9 a.m. to 12 p.m.

Emergency food programs

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

Acton

Acton Salvation Army - tstores.ca519-853-9993
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.net905-637-5155
505 Walkers Line (Monday)

Compassion Society of Halton - compassionsociety.net905-592-3722
484 Plains Road East

Food for Life - foodforlife.ca905-635-1106
2258 Mountainside Drive

Port Nelson United Church - portnelsonunitedchurch.com905-637-5631
3132 South Drive

St. Luke's Anglican Church - stlukesburlington.ca905-634-1826
1382 Ontario Street (Tuesday)

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

Georgetown

Georgetown Salvation Army - georgetowncommunitychurch.ca905-877-1374
271 Mountainview Road South

St. John's United Church - stjohsuc.ca905-877-2531
11 Guelph Street (Tuesday)

Milton

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

Oakville

Food4Kids - food4kids.ca905-469-3113
2345 Wycroft 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.ca905-637-2741
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
Burlington905-637-5664, ext.103

Links2Care - links2care.ca
Acton519-853-3310
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

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.

Acton519-853-3310
Georgetown 905-873-6502

Grocery stores with a charter bus service

This service is primarily designed for seniors and a small fee may apply.

Acton

Sobeys, Queen Street519-853-1960
(Wednesday)

Burlington

Bob's No Frills, Brant Street 1-866-987-6453
(every second Wednesday)

Fortinos, Plains Road905-634-1591
(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)

Newcomer information & services

HMC Connections (Halton Multicultural Council) - hmcconnections.com

HMC Connections is a community-based settlement agency that provides a variety of programs and services to immigrant and refugee communities, including settlement, immigration and translation.

Burlington: 4039 New Street 905-631-1048, ext. 232 or 228
Milton: 310 Main Street East, Unit 107 905-864-6565
North Oakville: 380 Dundas Street, Unit D11 905-257-1555
Oakville: 1092 Speers Road..... 905-842-2486

Halton Newcomer Portal - welcometohalton.ca..... dial 311

This online portal connects newcomers to a variety of resources, programs and services in Halton that assist newcomers in the community.

Newcomer Information Centre (Centre for Education and Training) - tcet.com

Multilingual staff provides up-to-date information and referrals to various programs and services in the community.

171 Speers Road, Unit 20, Oakville 905-875-3851, ext.5008

Public libraries

Each library listed below has a Newcomers' Corner with information about federal, provincial and municipal programs, including information on finding a settlement worker, preparing for the Canadian citizenship test, ESL conversation circles and computer classes.

Acton Central: 17 River Street.....519-853-0301
Burlington Central: 2331 New Street.....905-639-3611
Georgetown Central: 9 Church Street905-873-2681
Milton Central: 1010 Main Street East.....905-875-2665
Oakville Central: 120 Navy Street905-815-2042

The Centre for Skills Development & Training - thecentre.on.ca

The centre provides services at no cost for eligible newcomers in Halton Region.

Burlington:

2020 Appleby Line 905-336-5444
3350 South Service Road 905-333-3499 or 905-878-1240

Milton:

550 Ontario Street South, Suite 208..... 905-693-8458
550 Ontario Street South, Unit 15 905-693-8103

Oakville:

1395 Abbeywood Drive..... 905-847-8345

Thomas Merton's Adult Language Programs - haltonalc.com

The Thomas Merton Centre for Continuing Education offers the Language Instruction for Newcomers to Canada (LINC) program, English as a Second Language (ESL) and French as a Second Language (FSL).

171 Speers Road, Unit 1, Oakville.....905-849-7555

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.



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.

Georgetown519-853-9793

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

Radius Child & Youth Services - radiuschild-youthservices.ca
 905-825-3242 or 1-855-744-9001
 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

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

Children's services

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

Halton Parents (pregnancy and parenting information and support)
- haltonparents.ca

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 - bfrca..... 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 - bridgingthegaphalton.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
..... 1-877-825-9011
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
..... 905-333-4441 or 1-866-607-5437
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
..... 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.

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
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 905-339-3525

Safetynet Children & Youth Charities - safetynetservices.ca
..... 905-635-0663 or 1-877-425-8661
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 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 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/seniors1-888-910-1999
 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.
 TTY1-800-387-5559

Community living

Central West Specialized Development Services (CWSDS) - cwsds.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
 905-335-3636
Revera Burloak - reveraliving.com 905-639-6389
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
Extencare Halton Hills - extencarehaltonhills.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 - extencare.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 celebrated and their life experiences are valued.

Burlington 905-632-8168
Oakville 905-847-9559
Toll free 1-800-387-7127

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.

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 - ymcahb.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 - Inhadultlearning.ca 905-873-2200
Literacy South Halton - literacysouthhalton.ca 905-631-1770

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) - ssvphaltonpc.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 - compassionsociety.net 905-592-3722
Compassion Society provides clothing, food, and referrals to local resources.
484 Plains Road East, Burlington

Goods for Northing Store - 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





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



halton.ca 311

