



2017

STRIVE

Guide of Services for Youth in
York Region and South Simcoe



STRIVE online

www.wpboard.ca

Crisis Lines

What can I expect calling a crisis line?

Crisis lines are typically confidential, non-judgmental, and offer immediate support by trained volunteers. Crisis lines differ, and so will your experience in calling them; however, they are all in place to listen and provide information to support you. Whether you are in an emotional crisis, or just need to talk, you can safely have a conversation about challenges effecting your life.

In An Emergency: Dial 9-1-1

Kids Help Phone (Up to age 20): 1-800-668-6868

Community Crisis Response Service: 1-855-310-2673

Good2Talk: 1-866-925-5454
post-secondary student helpline

Domestic Abuse and Sexual Assault Care Centre of York Region (DASA):

If you are in Crisis—Call: 905-883-1212 Ext 0 and ask for a DASA Nurse

Women's Support Network Crisis Line: 1-800-263-6734

Yellow Brick House Crisis Line: 1-800-263-3247

Sandgate - Women's Shelter of York Region Inc.:
1-800-661-8294

ETA Vaughan Women's Shelter: 1-877-382-1888

Victim Services of York Region:
905-953-5363 or 1-866-876-5423 Ext 6790

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1991 – 2013

A wise young man who perceived our world from a different perspective!

STRIVE – A Guide of Services for Youth in York Region and South Simcoe



The purpose of this guide is to connect you to people and places in your community that will help and support you to be safe, happy, and healthy, and allow you to create goals and STRIVE to reach them.

Tips On How To Use This Guide:

- The guide has been broken into categories that are colour-coded to help you find what you are looking for.
- Most of the agencies or services in the guide are self-referral, meaning you can call to arrange for services. Some agencies require a doctor or other agency to provide the referral. Services where a referral is required have been indicated.

Getting Started:

- Take a risk and connect! Whether you make a call, check out a website, or make an appointment, it can be a scary first step. Remember that there is nothing wrong with asking for help!
- DON'T GIVE UP! The first number you call may not be the right one for you, but that's OK. Keep trying until you get the help that you need.
- Ask lots of questions.
 - » Does it cost money?
 - » Is there an age or other eligibility requirements?
 - » Do I need to be referred by a doctor or other agency?
 - » What can I expect when I show up?
 - » What do I have to do to get help?
 - » How do I get there?
- Remember... YOU DESERVE SUPPORT!

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1. Support Lines

What To Expect When Calling a Support Line?

What to expect when you call a support line depends on why or who you are calling. Support lines are typically confidential and anonymous, meaning that you do not have to tell anyone your name, or worry that they will tell people about what you say.



The person answering the phone is there to support and listen to you. They may ask you questions about what is going on in your life, and provide you with phone numbers or websites for organization that might be helpful to you.

Non-Emergency York Region Police: 1-866-8POLICE (1-866-876-5423)

Telehealth Ontario: 1-866-797-0000/TTY 1-866-797-0007

Krasman Centre Warm-Line for Peer Crisis (and Mental Health):
1-888-777-0979

Crosslinks Street Outreach Van (LOFT): 905-853-3400/1-866-553-4053

Housing Support Worker: 647-205-3070

York Rainbow Network Information, Referral, and Support Line:
1-888-YORK-LGBT/1-888-967-5542

Ontario Mental Health Helpline: 1-866-531-2600

Drug and Alcohol Registry of Treatment (D.A.R.T.):
1-800-565-8603 or www.drugandalcoholhelpline.ca

York Region Police Hate Crime Hotline: 1-877-354-HATE (4283)

National Eating Disorder Information Line: 1-866-633-4220 (till 9pm)

The Office of the Provincial Advocate for Children and Youth (Toronto): 416-325-5669/1-800-263-2841

Human Trafficking Helpline: 905-758-5285

2. Abuse

Abuse can come in many forms and can take place in families, by people that you love, by people of authority like a coach or boss, by strangers, or by peers. Physical abuse can be hitting, kicking, burning, or any action that causes injury, leaves a mark, or causes pain. Verbal and emotional abuse can involve threats, intimidation, swearing, yelling, or criticism that makes you feel scared, hurt, or damages your self-esteem and self-worth.

Neglect occurs when you do not have adequate food, clothing, housing, medical care, or access to a caring family environment.

Bullying is a form of abuse, whether it is physical, verbal, or emotional, and whether it takes place at school, at home, or through text messages and social websites.

If you feel you are being abused or bullied, call

Kids Help Phone: 1-800-668-6868.

If you are experiencing abuse or neglect within your family or within your home, and are under 16 years of age, contact:

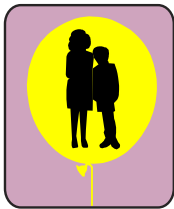
York Region Children's Aid Society: 905-895-2318/1-800-718-3850
www.yorkcas.org

Abuse can also take the form of hate crime if it is directed at people based on their skin colour, religion, abilities, gender, or sexual orientation. You can report hate crime through the **York Region Police Hate Crime Hotline: 1-877-354-HATE (4283)**

York Region Centre for Community Safety: 905-836-7601 Ext 101
16775 Yonge St., Suite 200
www.yrccs.ca

- Services to victim-survivors of domestic violence and their families
- Supervised child play area

For Sexual Assault and Sexual Harassment Services see section 8.c.



a. Protection, Support, and Education

Domestic Abuse and Sexual Assault Care Centre of York Region:

If you are in Crisis – Call: 905-883-1212

**Outpatient Services, speak with a DASA Nurse – Call: 905-832-1406
Ext 2**

Upper Thornhill Centre

955 Major Mackenzie Dr. West, Vaughan (West of Bathurst St.)

- DASA Outpatient services offer individual counselling for domestic abuse and sexual assault for persons over the age of 12.

Girls Inc.: 905-830-0776

www.girlsincyork.org

80 George St. Unit 2, Newmarket

- Offering programs for girls age 6–18 that inspire participants to be strong, smart, and bold.
- Programs include self-defense strategies and seeking out adults to help with personal violence. Self-referrals are accepted.

b. Youth Emergency Shelters

360°kids

Housing Support Worker: 905-884-3070 press 3

www.360kids.ca/drop-in-centres/connections/

- Offers emergency housing and support services for youth age of 16-26, who can not stay in their home for a variety of reasons, including abuse, neglect, or family dysfunction.

c. Emergency Shelters for Women and Children

ETA Vaughan Women's Shelter: 1-877-382-1888

www.etavaughan.com

- Emergency shelter services, workshops, and outreach support for women and children who are suffering or have suffered from violence and abuse.
- Programs and services for women age 18+; shelter stay of up to 6 weeks.

Sandgate - Women's Shelter of York Region Inc.: 1-800-661-8294

www.sandgate.ca

- Emergency shelters and transitional housing.
- 2 locations in York Region:
 - » Jackson's Point Shelter: 905-722-3220
 - » Richmond Hill Shelter: 905-787-8604

Yellow Brick House: 1-800-263-3247

www.yellowbrickhouse.org

- Emergency shelters that provide a safe and stable environment for women age 16 and over and children fleeing violent situations.
- Free emergency transportation for women and children who need to escape a dangerous situation but do not have access to a vehicle.

d. Bullying

If you are being bullied, or know someone that is, seek out an adult that you trust and let them know. Even if bullying is happening over the computer, it is still bullying, and there is help to stop it! Stay close to friends that you can count on, and remember that you have the right to be safe.

For information and strategies to stop bullying, visit:

www.bullying.org, www.stopabully.ca, www.bullyingcanada.ca and www.erasebullying.ca.

York Region Anti-Bullying Coalition: 1-289-803-2842

www.yorkregionanti-bullying.org/

- Bullying education, prevention and action.

York Region District School Board,

www.yrdsb.edu.on.ca/, click on REPORT IT and complete the confidential form.

- Students who are being bullied at school

Crimestoppers: 1-800-222-TIPS

- If you know someone who is being bullied, you can also report it anonymously.

3. Housing

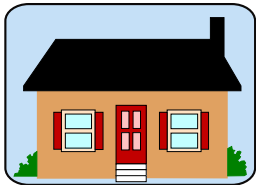
a. Emergency Places to Stay (Shelters)

Sutton Youth Shelter: 905-722-9076

www.suttonyouthshelter.ca

20898 Dalton Rd. West, Sutton

- Co-ed emergency housing for age 16 – 26, with many other support services available. You can stay up to 4 months, with a Housing Support Worker available.



York Region Youth Shelter: 905-898-1015 Ext 257

835 Gorham St, Newmarket (Corner of Gorham St. and Alexander St.)

- Shelter services for males age 16-26 for up to 4-months.

Blue Door Shelters: 905-898-1015/1-888-554-5525

www.bluedoorshelters.ca / E-mail: info@bluedoorshelters.ca

- 3 shelter locations in York Region
- Each shelter provides support and assistance to find permanent housing, accommodation and food, supportive counselling, referrals to community resources, and has 24/7 accessibility.

Porter Place Men's Shelter: 905-898-1015 Ext 1

18838 Hwy#11, East Gwillimbury

(2kms North of Green Lane, West side of Hwy 11)

- Porter Place offers shelter facilities for men, typically 27+ for up to 4 weeks

Leeder Place Family Shelter: 905-898-1015 Ext 2

18838 Hwy#11, East Gwillimbury

(2 kms North of Green Lane, West side of Hwy. 11)

- Leeder Place offers shelter for men, women, and children.
- Leeder Place offers shelter support for up to 4-weeks.

Inn From The Cold: 905-895-8889

www.innfromthecold.ca

510 Penrose St. Newmarket

(West off Prospect; one block north of Mulock Dr.)

- Shelter facilities are co-ed, available to individuals age 18+
- Open 8pm-8am from mid-November–March
- Guests are provided dinner, breakfast, and a take-away lunch, with showers, clothes, winter boots available.

Mosaic Interfaith Out of the Cold Inc.: 416-948-6682

www.miotc.ca

- Several emergency shelter bed and meal locations throughout Southern York Region, operating from November to March.

LOFT/Crosslinks Housing and Support Services:

905-967-0357/1-888-967-0357

www.loftcs.org / crosslinks@loftcs.org

102 Main St. South, Unit 2, Newmarket (North of Davis Dr.)

- Provides support and supportive housing to youth and adults with mental health needs. Programs include Case Management, Resident Housing Outreach, First Episode Services, and Mental Health and Justice.

Belinda's Place: 289-366-4673

<http://belindas.nextmp.net/>

16580 Yonge St., Newmarket (Yonge St. & Sawmill Valley Dr.)

- Shelter for single homeless women that offers transitional apartments along with support services for those with mental health needs. Up to 30-day stay, housing first model.

Shelters outside of region that can be utilized by York Region youth:

Joanne's House: 905-239-9477

www.durhamyouth.com/youth/index.php

82 Kings Crescent, Ajax (North of Bayley St., East of Harwood Ave.)

- Co-ed short-term housing for youth age 16-24.
- Offers shelter facilities, a safe place drop-in, meals and food cupboard, clothing, shower facilities, assistance obtaining benefits, access to phone and internet, and more.

Youth Haven: 705-739-7616/1-877-989-9995

www.youthhavenbarrie.com

20-22 Wellington St., East, Barrie (East of Bayfield St.)

- Co-ed short-term housing for youth age 16-24.
- Offers shelter facilities, meals, shower facilities, education, employment, counselling supports, and more.

Eva's Place: 416-441-1414 (Crisis Phone: 416-441-4060)

www.evasinitiatives.com

360 Lesmill Rd., Toronto (Off Leslie St.; South of the 401)

- Co-ed emergency housing for youth age 16-24.
- Offers shelter facilities, housing and community supports, and more.

Eva's Satellite: 416-229-1874 (Crisis Phone: 416-642-1534)

www.evasinitiatives.com

24 Caterbury Pl. Toronto (South of Yonge and Finch)

- Co-ed emergency housing for youth age 16-24.
- Offers shelter facilities, supports, community outreach, and more.
- Harm Reduction Programs offered for youth with substance use issues.

b. Housing Information and Support

360°kids, Youth Housing - Support Worker:

647-205-3070 / 647-223-8915

www.360kids.ca/programs-and-services/youth-housing-and-support-worker/

- Youth residential program offers a combination of housing and support for youth age 16-26 who are facing a housing crisis.
- Youth seeking this service may be unable to reside at home due to abuse, emotional neglect, family dysfunction and breakdown, or educational difficulties.

360°kids, S.T.A.Y. Program - Supportive Transitional Apartments for Youth:

905-475-6694 press 4

www.360kids.ca/programs-and-services/transitional-apartments/

10415 Yonge St. Suite D, Richmond Hill (Yonge & Crosby Ave.)

Eligibility Criteria:

- 16-26 years of age and in need of minimal support to live independently/interdependently
- Have some type of legal income source to pay rent
- Legally residing in Canada
- Willing to enter into a Transition Support Plan (i.e. goal development)

Housing Help York Region (The Housing Help Centre): 647-407-9077

www.thhc.org

- Services available in Markham, Richmond Hill, Vaughan and Newmarket
- One-on-one housing help services by appointment
- Mobile services through eight different locations in York Region
- Services in eight different languages
- Work with youth, families, newcomers and seniors who are low income, on OW or ODSP

Homelessness Prevention and Rent Bank Program:

- Several programs operating through York Region that offer one-time financial assistance to those that are at risk of losing their homes or place of shelter, as well as individuals who are homeless or living in temporary shelters.
- Participants must make an appointment to ensure they meet eligibility requirements. **For an appointment with a Homeless**

Prevention Coordinator, please call:

- » *Markham/Richmond Hill/Vaughan: 905-472-3009*
- » *Newmarket/Aurora/East Gwillimbury:*
905-895-6119/Cell 905-868-0474
- » *Georgina: 905-722-4613*
- » <http://northridgesa.com/homelessness-prevention/>

York Region Housing Services: 1-888-256-1112/TTY: 905-762-0401

www.york.ca/wps/portal/yorkhome/support/yr/housing/

- Housing support and information on applying for social housing, homelessness, emergency shelters, and transitional housing.
- Information on Housing York Inc. and Housing Stability Program.

Family Reconnect Program (Eva's Satellite): 416-441-3162 Ext 24

- Assisting and supporting homeless and street youth in reconnecting with their families.

Renting An Apartment

- Before you rent an apartment, be sure to know your rights and responsibilities as a tenant.
- Visit www.torontotenants.org/resources/tenant-survival-manual and read The Tenants Survival Manual.
- When looking for a place to rent, it helps to have a friend or relative go along and listen to what the landlord says, in case there's a later disagreement about what was promised.
- If you are sharing an apartment, you need to know your rights and responsibilities as a roommate or co-tenant.
Visit www.cleo.on.ca/english/roommates/index.html

If you feel that you are being treated unfairly, call for information about your rights:

Landlord and Tenant Board: 1-888-332-3234

www.sjto.gov.on.ca/lrb/

- Information on tenant and landlord accessibility and human rights, rights and responsibilities, rules about rent, and filing complaints.

The Ontario Human Rights Code makes it illegal to discriminate housing, and this protection covers most people age 16+ who are living on their own. If you feel you have been discriminated against in finding housing, contact:

Centre for Equality Rights in Accommodation: 1-800-263-1139 Ext 22

www.equalityrights.org/cera/

OR

Human Rights Legal Support Centre: 1-866-625-5179

www.hrlsc.on.ca

4. Food

York Region Food Network:

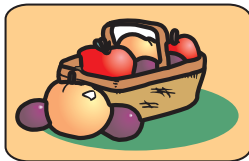
905-841-3101/1-866-454-YRFN (9736)

<http://yrfn.ca/resources-2/guides-to-fresh-food/>

350 Industrial Pkwy, South, Aurora

- Information regarding food security programs and services, including community gardens, community kitchens, community support programs, the Good Food Box program, and more.

www.yrfn.ca/pdf/guidetofreshfoodsa.pdf



Food Access Programs and Services in York Region Guide:

www.healthyyork.ca/york-region-food-access-guide

- Updated York Region Community Meals and Food Bank locations with days and hours of operation.

Welcoming Arms: 905-726-1483

<https://sites.google.com/a/shoshinkan.ca/welcoming-arms/>

- Provides monthly grocery, toiletry, transportation tickets for low income individuals (eligibility required)

a. Community Meals

Please call ahead or connect to links listed for meal dates and times.

Access is limited.

Aurora

YRFN Breakfast: 905-841-3101

York Region Food Network – 350 Industrial Pkwy. South (East of Yonge, South of Wellington)

Welcome Table: 905-727-6101

Trinity Anglican Church – 79 Victoria St. (East of Yonge, near Aurora Library)

Martha's Table: 905-727-5011

St. Andrew's Presbyterian Church – 32 Mosely St. (Yonge and Wellington)

Rise and Shine: 905-727-1935 Ext 23

Aurora United Church – 15186 Yonge St. (Yonge and Wellington)

Soup Lunch: 905-727-1935 Ext 23

Aurora United Church – 15186 Yonge St.

Bradford

Bradford United Church: 905-775-7268

66 Barrie St. (Barrie St. & John St.)

Georgina

Community Dinner – Sutton: 905-722-3544

St. Andrew's Presbyterian Church, 20858 Dalton Road
(North of Black River Rd.)

Community Dinner – Keswick: 905-476-4548

2 Old Homestead Road (West of Woodbine)

The Gathering Place – Keswick: 905-476-5532

Keswick United Church – 177 Church St.

(East of The Queensway)

Friday Lunch Club – Jackson's Point: 905-722-3059

Georgina Salvation Army – 1816 Metro Rd. North

Markham

Lunch with Grace: 905-294-3184

Grace Church – 19 Parkway Ave.

(Near GO Station, East of Hwy 48)

Newmarket

Community Bread Main: 905-898-4137

St. John Chrysostom Church – 432 Ontario St. (at Main St.)

Lunch at My Place (LAMP): 905-895-4851

Trinity United Church – 461 Park Ave. (at Main)

Crosslands Community Church: 905-868-9920

47 Millard Ave., West

Inn from the Cold: 905-895-8889

510 Penrose St. (Off Bayview; North of Mulock)

Valleyview Alliance Church: 905-830-9619

Tenatronics Building – 800 Davis Drive

b. Emergency Food Banks

Please call ahead or connect to links listed for meal dates and times.

Access is limited.

Aurora

Aurora Food Pantry: 905-841-1577

350 Industrial Pkwy. South (East of Yonge, South of Wellington)

Bradford

Helping Hand Food Bank: 905-775-2824

123 Moore St., Bradford

East Gwillimbury

Mount Albert Food Pantry: 905-473-2562

Mount Albert United Church

41 Alice St., Mount Albert

Georgina

Georgina Community Food Pantry: 905-596-0557

110 High St., Sutton West

King

King Township Food Bank: 905-806-1125

www.kingtowshipfoodbank.ca

All Saint's Anglican Church: 905-833-5432

12935 Keele Street, King City

St Paul's Presbyterian Church: 905-859-0843

5750 King Road, Nobleton

Emmanuel Presbyterian Church: 905-729-0007

313 Main Street, Schomberg

York Pines United Church : 905-727-8118

3150 Lloydtown-Aurora Road, Kettleby

Markham

Markham Food Bank: 905-472-2437

190 Bullock Dr., Unit 11 (East of McCowan)

Newmarket

Newmarket Food Pantry: 905-895-6823
171 Main St., Unit 8, Newmarket (Back Door)

Richmond Hill

Home Base Youth Drop In Centre: 905-884-3070 press 2
10415 Yonge St. (North of Crosby)

Richmond Hill Community Food Bank: 905-508-4761
55 Newkirk Ave. (North of Major Mackenzie, East Side)

Vaughan

Humanity First: 416-440-0346
600 Bowes Rd, Unit # 40, Concord (East of Keele; South of Langstaff)

Vaughan Food Bank: 905-851-2333
71 Marycroft Ave., Unit 8, Vaughan (West of Weston Rd; South of Hwy. 7)

Home Base Youth Drop-In Centre: 647-465-0738
Dufferin Clark Community Centre, 1441 Clark Ave., West (East of Dufferin)

Whitchurch-Stouffville

Whitchurch-Stouffville Food Bank: 905-640-4704
Churchill Baptist Church, 15336 Ninth Line, Stouffville
(North of Aurora Rd.)

5. Health Services

a. Help and Information Lines

Telehealth Ontario: 1-866-797-0000/TTY 1-866-797-0007

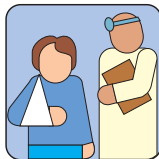
www.health.gov.on.ca

- Free and confidential access to a Registered nurse; offers health advice information 24/7.
- *Search for a walk-in clinic in your area.*

Health Connection: 1-800-361-5653

www.york.ca/wps/portal/yorkhome/health/yr/healthinformationline/

- Counselling & info on health related issues.
- Make appointments for Sexual Health Clinics.



b. Community Health Centres

Vaughan Community Health Centre: 905-303-8490 Ext 151

www.vaughanhealthcarehc.com/programs-services/youth

9401 Jane St., Building A (North of Rutherford)

- Provides healthcare services, a dietician, social workers, social programs, educational workshops, and life skills development.

MOBYSS - Mobile York South Simcoe - Youth walk-in clinic

www.mobyss.ca

- Assessment, diagnosis, & treatment for up to 25 years of age
- Wound care and lab testing available
- Visit website for updated schedule for MOBYSS

Shout Clinic (Central Toronto Community Health Centres)

416-703-8482 Ext 100

www.ctchc.com

168 Bathurst St., Toronto (Southwest corner of Queen and Bathurst)

- For homeless and street involved youth age 16-24.
- Holistic health care (physical, psychological, and social needs), dental, mental health and counselling support.

c. Hospitals

Markham-Stouffville Hospital: 905-472-7000

www.msh.on.ca

381 Church St., Markham (Church St. and Hwy 7)

Mackenzie Health: 905-883-1212

www.mackenziehealth.ca

10 Trench St., Richmond Hill (Yonge St. and Major Mac.)

Southlake Regional Health Centre: 905-895-4521

www.southlakeregional.org

596 Davis Dr. Newmarket (Davis Dr. and Prospect St)

6. Healthy Mind and Emotions

a. Help Lines and Online Resources

Everyone has difficulty dealing with their thoughts, feelings, and emotions at some point in their life. Sometimes we need help and support to cope. Check out:

www.kidshelpphone.ca

- information regarding healthy minds and emotional wellness

www.mindyourmind.ca

- information, resources, and tools to help you cope with challenges in your life.

Kids Help Phone: 1-800-668-6868

- if you are under 20.

York Support Services Network: 1-844-660-6602 / 289-340-0348

www.yssn.ca

- If you are over 20

If you are a post-secondary student and feeling overwhelmed, check out www.Good2talk.ca Or call 1-866-925-5454 for professional and anonymous support for students in Ontario.

Ontario Mental Health Helpline: 1-866-531-2600

www.mentalhealthhelpline.ca

- Provides information about counselling services and supports in your community
- Offering support and strategies to help you meet your goals
- Basic education about mental illness

b. Support and Assistance

MOBYSS - Mobile York South Simcoe - Youth walk in clinic

www.mobyss.ca/

- Ontario's first mobile health clinic for youth
- Up to 25 years of age
- Youth-centered mental health services such as counseling, support, and referrals
- Visit website for the updated schedule for MOBYSS



Canadian Mental Health Association - York and South Simcoe

905-853-8477/1-866-208-5509

www.cmha-yr.on.ca

- Educational workshops, one-on-one support, and group sessions.
- Focus is on high school age youth, as well as those in Grades 7 and 8.
- Youth Wellness Core Workshops:
 - » Surviving High School
 - » Mental Health Myth Busting for Empowered Young People
 - » Tackling Stress – Health and Wellness Strategies for Empowered Young People
 - » Straight Talk about Depression and Suicide for Empowered Young People

Blue Hills Child and Family Centre: 905-773-4323/1-866-536-7608

www.bluehillscentre.ca/?t=home

402 Bloomington Rd., Aurora

- Intake Coordination, Case Management, and a range of services taking place in the community
- Providing service for children and youth experiencing significant emotional, social, psychological, and behavioural problems in their school, home, or community life.

John Howard Society of York Region: 905-895-9943

<http://johnhoward.on.ca/yorkregion/>

16600 Bayview Ave., Unit 306, Newmarket

Men's only anger management program

- 8 weeks – voluntary or court mandated
- Sliding scale fee

Krasman Centre: 905-780-0491/1-888-780-0724

www.krasmancentre.com

10121 Yonge St., Richmond Hill (South of Lorne, North of Major Mac.)

- Serving individuals age 16 and older
- Drop-in Centre
 - » Mental health recovery information and resources.
 - » Training, education, and skills building
 - » Access to computers, internet, phone, fax, and photocopier for consumers/survivors and self-help.
 - » Workshops and groups promoting creativity.

- Family Support Program
 - » Resource services to families of psychiatric survivors
- Peer Support Programs
- **The Warm Line:** 1-888-777-0979
 - » Non-crisis peer support line operating 7 days a week from 12pm (noon) to 12am (midnight).

Family Services York Region: 905-895-2371/1-888-223-3999

www.fsyrc.ca

- Numerous programs, services, and groups for individuals, couples, and families, including teen parenting programs, anger management, art therapy, and much more.
- 5 locations within York Region
 - Newmarket:* 905-895-2371/1-888-223-3999
1091 Gorham St., Suite 202
 - Markham:* 905-415-9719/1-866-415-9723
4261 Highway 7, Suite 203, Unionville
 - Richmond Hill – Bayview:* 905-883-6572/1-888-820-9986
10610 Bayview Ave., Unit 18
 - Richmond Hill – Yonge:* 905-780-9927/1-866-780-9927
10909 Yonge St., Unit 57
 - Georgina:* 905-476-3611
25202 Warden Ave., Sutton West

Kinark Child and Family Services:

Central Intake: 1-888-454-6275

www.kinark.on.ca

- Mental health services for children and youth typically under the age of 18.
- 4 locations in York Region:
 - Markham:* 600 Alden Rd., Suite 200
 - Aurora:* 24 Orchard Heights Blvd., Unit 101A
 - Vaughan:* 8551 Weston Rd., Unit 9A
 - Georgina:* 184 Simcoe St., Keswick

Women's Centre of York Region: 905-853-9270/1-855-853-9270

www.womenscentreyorkregion.com

120 Harry Walker Parkway N., Newmarket

- Provides wellness workshops, individual counseling, transitional support counseling and group workshops focusing on life skills to women 18 years and older.

The York Centre for Children, Youth, and Families: 905-887-5896

www.theyorkcentre.ca

11225 Leslie St., Richmond Hill

- Mental health support for youth age 13-18. Youth can begin the intake process themselves, but a parental signature is a requirement prior to beginning a program.

c. Self-Harm and Eating Disorder Information / Support

Eating Disorder of York Region Riverwalk Wellness Centres:

905-886-6632/1-888-407-8813

www.edoyr.com

15213 Yonge St., Suite 15, Aurora

- Offering workshops, low-cost support groups, and other fee-for service supports for individuals living with eating disorders.

Canadian Mental Health Association – York and South Simcoe

(905) 853-8477/1-866-208-5509

www.cmha-yr.on.ca

- Educational workshops, one-on-one support, and group work.
- Specific programs offered for Self-Harm and Eating Disorders.
- See CMHA locations on **page 21**.

Southlake Regional Health Centre: 905-895-4521

Child and Adolescent Eating Disorder Program - Ext 2322

Young Adult Eating Disorder Program - Ext 2908

www.southlakeregional.org/Default.aspx?cid=877&lang=1

596 Davis Dr., Newmarket

- Offering a Child and Adolescent Eating Disorder Program for ages 13-18 and Young Adult Program for ages 18-25.
- Call for program information and to find out how to be referred.

National Eating Disorder Information Centre: 1-866-633-4220

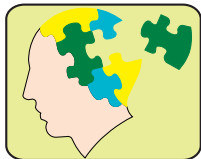
www.nedic.ca

- Offering information, support, and a searchable database of eating disorder specialists. Helpline support available.

7. Substance Use and Harm Reduction

a. Support and Assistance for Substance Use

There are many substances people use that make them feel, think, or act differently, such as alcohol, cigarettes, and other drugs. “Drugs” are not always illegal, but just because they are not illegal does not mean they are not dangerous.



If you choose to use substances, make sure it is your decision, and have information about what their effects are (both short and long term effects), and the danger of mixing different drugs. Drug interactions, addiction, and overdose can be effects of substance use.

For information on drug effects and interactions go to:

www.york.ca/wps/portal/yorkhome/health/yr/substanceuse/
www.kidshealth.org/teen/drug_alcohol/
www.abovetheinfluence.com/facts/drugfacts

If drugs or alcohol are creating stress in your life, there are many places you can contact to get help and support. *Call or visit:*

Drug and Alcohol Registry of Treatment (D.A.R.T): 1-800-565-8603
www.drugandalcoholhelpline.ca

- Confidential information, support, and referral line for substance use services and resources.

Addiction Services of York Region: 905-841-7007/1-800-263-2288
www.asyr.ca

14785 Yonge St., Unit 210, Aurora

- Specific Youth Programming (Age 12-24)
- Assessment, individual, family, and group counselling, telephone consultation, referral, and more.

Support is available for family and friends of substance users:

Al-Anon and Al-Ateen: 1-888-425-2666

www.al-anon.org/for-alateen

- Support for friends and family members of problem drinkers/users.

For help to quit smoking, call:

Smokers' Helpline: 1-877-513-5333

www.quitday.org www.smokershelpline.ca www.breakitoff.ca/

b. Treatment Centres

Steps to Recovery: 905-762-1551 / www.stepsrecovery.com

570 Steven Crt., Newmarket

- Male only 90-day residential treatment for substance use and outreach program. 12-Step Programming.

Road to Recovery Clinic: 905-775-4999 / www.roadtorecovery.clinic

15 John St., West Bradford

(Call for Appointment)

- Professional medical and nursing staff to implement the latest in the treatment of opioid dependency
- Use of modern pharmaceutical and counseling techniques to achieve client goals

Vitanova Foundation: 905-850-3690

www.vitanova.ca (See website for locations)

- Various programming for women and men of all ages who feel they are struggling with substance use.
- Offering day programs, shelter program for males who are homeless as a result of their substance use, outpatient programs, anger management, art therapy, a gambling group, and more.

Teen Challenge GTA Women's Centre: 1-877-979-7770

www.tcgt.ca

- 12-month, faith-based, residential alcohol and drug addiction treatment program that offers spiritual, education, and employment training for women over the age of 18.

North York General Hospital – Branson Division:

Youth Substance Use Program

416-635-2582/416-756-6642

www.nygh.on.ca/Default.aspx?cid=1226&lang=1

555 Finch Ave., West, Toronto

- Specialized outpatient counselling to youth and young adults between the age of 16 and 24 who are concerned about the impact their substance use has on their lives.

Caritas - School of Life: 1-800-201-8138 / www.caritas.ca/

241 Hanlan Rd. Vaughan, Units 1 and 2

- Fee-for-service addiction treatment and education programs for males over age 16.
- Programs include a 25-month residential treatment program, day program, public education sessions, and family support groups, using a holistic and individual approach
- For more information, call or attend the free Tuesday Evening Inquiry Group from 7:30pm to 9:30pm. Call for more information.

c. Withdrawal Management Facilities (Detox)

Addiction Services of York Region: 905-841-7007/1-800-263-2288

www.asyr.ca

14785 Yonge St., Unit 210, Aurora

- Community Withdrawal Management through assessment and planning to assist and support individuals to withdraw from their substance of use in their place of residence.

The following are residential withdrawal management facilities outside of York Region. All are, co-ed, non-medical intervention for individuals age 16+ who are experiencing withdrawal from substance use, or are in crisis related to substance use. They are available 24 hours a day/7 days a week.

Royal Victoria Regional Health Centre: 705-728-9090

www.rvh.on.ca

201 Georgian Dr., Barrie

Pinewood Centre: 1-888-881-8878

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

300 Centre St. South, Oshawa

William Osler Health System: 905-796-3005

www.williamoslerhs.ca/patients-and-families/programs-services/mental-health-and-addictions/addictions-services-for-adults

118 Queen St. W., Suite 301, Brampton

d. Needle Exchange and Harm Reduction Programs

Harm Reduction

Harm reduction is a term used to describe ways of ‘reducing the harm’ of dangerous behaviours such as using substances. These substances can be dangerous whether they are legal or illegal. Harm Reduction Programs include Needle Exchange Services for needle drug users and Methadone Programs for users that want to stop using narcotic drugs.

For more information about Harm Reduction, you can visit

www.ohrdp.ca

See Sexual Health Clinics - page 29 in Newmarket, Markham, Richmond Hill, and Vaughan for Needle exchange locations in York Region. (No appointment needed for needle exchange services.)

LOFT Street Mobile Outreach Van: 1-866-553-4053 (2pm – 9pm)

www.loftcs.org/programs/supports-for-adults/crosslinks-street-outreach-services-network/

- Providing food, clothing, shelter, needle exchange supplies, condoms, and more.

Eva’s Satellite: 416-229-1874 (Crisis Phone: 416-642-1534)

www.evas.ca/where-we-are/evas-satellite

24 Caterbury Pl. Toronto (South of Yonge St. and Finch Ave.)

- Harm Reduction Program’s offered for youth with substance use issues.

Ontario Addiction Treatment Centres (OATC): 905-773-3884

www.oatc.ca

- Methadone Maintenance Treatment Programs for individuals addicted to narcotic drugs such as morphine, oxycodone, codeine, heroin, and fentanyl.
- Locations include: Barrie, Keswick, Newmarket, and Oshawa

8. Sexual Health and Sexual Assault Services

a. Sexual Health

Health Connection: 1-800-361-5653/ TTY: 1-866-252-9933

(Select **Sexual Health Line** when you call)

www.york.ca/wps/portal/yorkhome/health/yr/sexualhealth/

- Confidential counselling, support, and referrals to services
- Call to make appointments for York Region Sexual Health Clinics

The AIDS Hotline: 1-800-668-2437

Action Canada for Sexual Health & Rights

1-888-642-2725

www.sexualhealthandrights.ca

AIDS Committee of York Region:

www.acyr.org

- Support, Education, Outreach, and Referral for anyone that is living with or affected by HIV / AIDS.
- *Richmond Hill:* 905-884-0613 / 1-800-243-7717
10909 Yonge St., Unit 203

www.sexualityandu.ca

- Current Canadian information on birth control, S.T.I's and S.T.D's, sexual health, the 'morning after pill', and more.

MOBYSS - Mobile Youth South Simcoe - Youth walk-in clinic

www.mobyss.ca

- Ontario's first mobile health clinic for youth
- Up to 25 years of age
- Confidential sexual health and education for youth including contraception, pregnancy testing, counselling and treatment for sexually transmitted illness
- Visit website for the updated schedule for MOBYSS



Image credit: yeletkeshet (www.123rf.com/photo_16511522)

b. Sexual Health Clinics

All appointment for sexual health clinics in York Region must be made through Health Connection: 1-800-361-5653.

Up to date location and hours can be found here:

www.york.ca/sexualhealth

Sexual Health Clinics Offer:

(Free, confidential service, for males and females of any age)

- Counselling and education on contraceptive options, S.T.I.s including HIV, sexual orientation, sexuality and relationships
- Contraceptives at reduced cost
- Pregnancy testing, counselling and referral
- Emergency contraceptives (Plan B)
- Sexual health examinations
- Testing, diagnosis and treatment of sexually transmitted infections
- Anonymous HIV testing and rapid Point of Care HIV testing
- Hepatitis A and Hepatitis B immunization
- Free condoms
- Needle exchange (No appointment necessary)

By Appointment Only:

Markham: 905-940-1787 Ext 74211

Community and Health Services

4261 Hwy. 7 (Between Warden Ave. and Kennedy Rd.)

Richmond Hill: 905-762-1282 Ext 74811

50 High Tech, 2nd floor

Newmarket: 905-895-4512 Ext 74311

22 Prospect St. (At Davis Dr.)

Vaughan: 905-660-4858 Ext. 77556

Vaughan Community Health Centre

9060 Jane Street

Drop-In: Call for clinic hours

(Note: No Needle Exchange at these locations)

Keswick: 1-800-361-5653

Keswick High School

100 Biscayne Blvd.

Sutton: 1-800-361-5653

Sutton High School

20798 Dalton Road

c. Sexual Assault and Sexual Harassment

Sexual assault can happen in many different ways. Sexual assault can be when someone touches you in a sexual way without your consent, forces you to touch them, forces you to have sex with them, or forces you to watch pornography or look at sexual pictures.

Sexual harassment can include saying things about a person's body or looking at someone in a sexual way when it makes you feel uncomfortable.

Sexual assault and sexual harassment are never your fault.

If you have experienced sexual assault, contact:

Domestic Abuse and Sexual Assault Care Centre of York Region:

www.mackenziehealth.ca/patient_services_emergency_page.php?id=404

If you are in Crisis—Call:

905-883-1212 Ext 1 and ask for a DASA Nurse

Outpatient Services, by Appointment Only: 905-832-1406 Ext 2

Upper Thornhill Centre

955 Major Mackenzie Dr. West, Vaughan (West of Bathurst St.)

- DASA Outpatient services offer individual counselling for domestic abuse and sexual assault for persons over the age of 12.
- Support groups are open to people who have experienced sexual assault within the last 2 years.
- Referrals for medical services offered, including forensic exams, and STI prevention therapies.

Cedar Centre: 905-853-3040/1-800-263-2240

www.cedarcentre.ca / cedar@cedarcentre.ca

17705 Leslie St., Unit 12, Newmarket

- Offering individual and group counselling services for persons who have experienced sexual abuse. Services offered for all age groups.

If you are a woman and have experienced sexual harassment, contact:

Women's Centre of York Region: 905-853-9270/1-855-853-9270

www.womenscentreyorkregion.com

120 Harry Walker Pkwy. North, Newmarket

Women's Support Network of York Region: 905-895-3646

In Crisis: 905-895-7313/1-800-263-6734

www.womenssupportnetwork.ca

1110 Stellar Dr., Unit 109, Newmarket

d. Human Trafficking

Human Trafficking is the exploitation, manipulation, or control of a person through violence, or threats of violence, to perform a sexual service or labour.

Victims of human trafficking often had someone promise them safety, protection, and an easy way to make money.

After a while, things change and the person who made the promises now controls everything the victim does, controls all the money they make, does not allow them to see or contact their family, makes them feel worthless, and makes them feel as if no one will help them.

For more info: www.yrp.ca/en/about/Human-Trafficking.asp

If you or someone you know is a victim of human trafficking, call or text the **24/7 Human Trafficking Helpline 905-758-5581** or email vice@yrp.ca

360°kids Hope Program: 647-637-6028

www.360kids.ca/programs-and-services/hope-program/

Hope Program provides transitional housing and wrap-around services for victims of human trafficking ages 16-26 in York Region. 360°kids works in partnership with the York Region Children's Aid Society and the York Regional Police

- Victim support by providing a safe nurturing environment, counseling, medical attention, and self-esteem building tools to promote a healthy transition into independent living.

BridgeNorth: 416-834-9561

www.bridgenorth.org/

BridgeNorth is a survivor-led program that focuses on helping commercially sexually exploited women and children build their lives in a way that empowers them.

Women's Support Network of York Region: 905-895-3646

In Crisis: 905-895-7313/1-800-263-6734

www.womenssupportnetwork.ca

1110 Stellar Dr., Unit 109, Newmarket

Or, call the York Region Police Vice Team directly at:

905-758-5581 or vice@yrp.ca

All calls are confidential.

9. Family Planning, Pregnancy, Adoption and Parenting Support

a. Pregnancy Testing

Pregnancy Testing is available through the Sexual Health Clinics. See page 29.

b. Family Planning, Pregnancy Options, Adoption and Parenting Support



The Rose of Sharon: Services for Young Mothers

www.roseofsharon.com

- Support and educational services for prenatal and parenting women under the age of 25.
- Programs include:
 - ABC (All Babies Count) Prenatal nutrition program
 - » Young Mothers Outreach Program (YMOP)
 - » Child Development Centre
 - » Care and Treatment (Highschool) Program (Women under age 21)
 - » Group and Individual Counselling

Newmarket: 905-853-5514/1-877-516-3715
361 Eagle St. (East of Lorne Ave.)

Maple: 289-304-0371 Ext 25
2354 Major Mackenzie Dr. West, Unit 4 (At Keele St.)

Ontario Early Years Centre:

905-775-1498 / www.catulpa.on.ca

118 Barrie St., Bradford (Barrie St. and Yonge St.)

- Prenatal nutrition and support for women and/or have babies up to six months old (must meet income eligibility)

TLC The Life Centre: 905-836-5433 / www.tlcthelifecentre.ca

615 Davis Dr. #202, Newmarket

- Individual and couples Life Coaching, free pregnancy tests, life skills courses; education on post abortion stress, pregnancy options (parenting, adoption, and abortion), and boundaries courses
- Care Closet - baby diapers and clothing closet

Life With A Baby: 416-833-3860

- Helping new and expectant parents through educational seminars and forums

York Region Children's Aid Society: 905-895-2318/1-800-718-3850

www.yorkcas.org/adoption.asp

- Offers information and support regarding adoption options

Ministry of Children and Youth Services

www.children.gov.on.ca/htdocs/English/topics/adoption/index.aspx

- Information on public and private adoptions in Ontario

For information on abortions and clinic locations in the surrounding area, contact:

Action Canada for Sexual Health and Rights: 1-888-642-2725

www.sexualhealthandrights.ca/find-service-provider/#ontario

National Abortion Federation of Canada Hotline: 1-800-772-9100

www.nafcanada.org

Women's Care Clinic: 416-256-4139 / www.abortiontoronto.com

960 Lawrence Ave, West, Toronto (At Dufferin St.)

Morgentaler Clinic: 416-932-0446/1-800-556-6835

www.morgentaler.ca

727 Hillsdale Ave., East, Toronto

(Bayview Ave and Eglinton Ave, East)

10. LGBTTQ Resources

(Lesbian, Gay, Bi-Sexual, Transgendered, Two-Spirited, Queer)

Whether you are questioning your sexuality or gender, you are interested in 'coming out', you need peer support, or you want to be an ally, York Region and South Simcoe's LGBTTQ community has lots of information and support available.

Many services in York Region and South Simcoe identify as a 'Positive Space', where sexual and gender diversity is celebrated, and individuals can receive support and information on LGBTTQ issues. When you contact services in York Region ask if they identify as a 'Positive Space'.



© AVERT www.avert.org/homosexual.htm

Rainbow Network

Family Services York Region: 905-895-2371/1-888-223-3999

www.fsyrc.ca

- Counselling for LGBTTQ related issues; host and lead agency for the [York Rainbow Network](#).

York Rainbow Information, Referral, and Support Line:

1-888- YORK-LGBT/1-888-967-5542

- Phone answered on Wednesday's from 3:30pm – 8:45pm
- Please leave a voicemail and your call will be returned.

Transgender/Questioning Gender Identity Support Group

1-866-780-9927 Ext 225

- Call to find out the date of the next meeting

Free to Be (Parent Group and Child/Parent Group)

1-866-780-9927

- Provides opportunity for parents to meet and support a positive development of their gender independent children
- First Wednesday of each month 6:30-8:00pm (reg. required)

Fierté Simcoe Pride (FSP):

www.simcoepride.com / info@simcoepride.com

My House: Rainbow Resources of York Region: 905-770-5858

10909 Yonge St. Unit 203 Richmond Hill

www.myhouseyr.com

- An inclusive and safe place for all members who identify as part of the LGBTQ community and their allies to access information and resources including a reference library.
- Central location of many support groups and meetings. Call for details.

York Region Gay-Straight Alliance (YRGS): 905-770-5858

www.myhouseyr.com/programs/yrgsa / info@myhouseyr.com

- Meetings take place the 2nd and 4th Tuesdays of each month at My House: Rainbow Resources of York Region.

Rainbow Youth York: 905-770-5858

<http://myhouseyr.com/programs/rainbow-youth-group-york-region/>

- Support group meetings take place on the 1st and 3rd Mondays of every month, 7pm, at My House: Rainbow Resources of York Region.

Gay York Region: 1-888-905-5428 Ext 71

www.gayyorkregion.com

- Online discussion board, up-to-date news and information related to the LGBTQ community of York Region, listings of businesses who identify as LGBTQ friendly, and much more.

PFLAG Canada – York Region: 1-888-905-5428 Ext 73

www.pflagyork.ca

- Parents, Families and Friends of Lesbians and Gays (PFLAG) mission is to support, educate and work towards a more accepting society.
- Support group meetings take place on the 4th Tuesday of each month. Please refer to website for meeting location.

AIDS Committee of York Region: 905-884-0613 / 1-800-243-7717

www.acyr.org

10909 Yonge St., Unit 203, Richmond Hill

- Support, Education, Outreach, and Referral for anyone that is living with or affected by HIV / AIDS

MOBYSS - Mobile York South Simcoe - Youth walk-in clinic

www.mobyss.ca

- Up to 25 years of age
- Support, issues unique to LGBTQ youth
- Visit website for the updated schedule of MOBYSS

11. Immigrant Youth Services

York Region Welcome Centre(s): 1-877-761-1155

www.welcomecentre.ca

Welcome Centre Immigrant Services

- Offers a range of services for newcomer youth to support and assist with housing, employment, documentation and completion of forms, as well as counselling services.
- Open to newcomer youth age 13-24.



Welcome Centre Locations in York Region:

Markham North: 289-846-3645

8400 Woodbine Ave., South (South of Hwy. 7)

Markham South: 905-479-7926

7220 Kennedy Rd. (North of Steeles Ave.)

Newmarket: 289-841-3032

16655 Yonge Street, Unit #26 (Yonge and Mullock)

Richmond Hill: 289-842-3124

9325 Yonge St., Richmond Hill (At 16th Ave.)

Vaughan: 905-761-1155

9100 Jane St., Building H (At Jane St. and Rutherford Rd.)

Amazing YOUth (Hong Fook Mental Health Association):

416-493-4242 Ext 2246

www.hongfook.ca

- Parallel workshops for youth (up to age 18) and their parents to learn strategies to cope with different challenges that teens may face.
- Six week workshops that run three times a year across York Region for East Asian newcomers.

Youth Settlement Services (COSTI): 289-842-3124

www.costi.org/programs/program_details.php?program_id=195

9325 Yonge St., Richmond Hill (At 16th Ave.)

- Services for immigrant and refugee minority youth between the age of 13 and 24, including information and referral services, orientation, employment and housing related services, counselling, workshops, and more.

Immigrant Youth Centre: 905-294-8868

www.cicsiyc.org / infoIYC@cicscanada.com

5284 Highway 7 East, Unit 2, Markham (Hwy 7 and Kipling Ave.)

- Programs and services for newcomer youth age 13 – 24.
- Mentorship program, life skills and leadership training
- Volunteer and volunteer training
- One-on-one support counselling
- Pre-employment support

Youth Settlement Program: 905-764-0202 Ext 201

www.parya.org/index.php/en/programs/youth-program

Parya Trillium Foundation Community Centre

344 John Street, Markham (between Leslie St. and Bayview Ave.)

- Help youth with settlement programs such as completing various forms and applications. Assist with understanding post secondary school system, writing resume, and applying for a job, gaining employment experience by volunteering with us
- Events and trips for youth either low cost or free to various attraction sites in Ontario.
- Free space for youth to gather, have events, start different clubs, practice dance, or just get together.
- Youth volunteers opportunities to complete hours for post-secondary school, high school, community hours for court and/or volunteering just to give back to community.

Bradford Immigrant and Community Services: 905-775-3343

www.bradfordimmigrant.com

11 Holland St., East, Bradford (At Barrie St.)

- Educational and social services to Newcomers of York Region and South Simcoe, to enable individuals to find self-sufficiency in Canadian society

York Outreach: 905-695-1779

www.yorkoutreach.com

30 Vogell Rd., Unit #2, Richmond Hill

(Off of 16th Ave., East of Leslie St.)

- Programs/services that operate primarily throughout the school years include sports, arts, community, and recreation activities, as well as settlement services for newcomers.

Support Enhance Access Service (SEAS): 905-305-1808

www.seascentre.org

4981 Hwy 7, East, Markham (West of Markville Shopping Centre)

- Neighbourhood Support Services supports residents and immigrants with settlement services such as social assistance, housing, employment, and supportive counselling.

Simpact - Practice Firm (Job Skills): 905-235-7001

www.jobskills.org/simpact

16775 Yonge St., Suite 302, Newmarket (Yonge St. & Mulock St.)

- Assist unemployed Newcomers/Immigrants to hone their skills in a range of sectors and provide an opportunity to find employment with local employers with their new Canadian work experience.

Human Endeavour: 905-553-9291

Youth Engagement and Peer Services (YEP)

- Girls only program (12-18 years) for Ahmadiyya Community
- Offered three times a year in Markham and Vaughan
- Engage with other girls and meet dedicated mentors

12. Support for Parents Supporting Youth

The Association of Parent Support Groups in Ontario (APSGO):

1-800-488-5666 www.apsgo.ca/

- Weekly meetings, workshops, and APSGO website provide a completely non-judgmental community where parents learn practical and proven techniques to help them support their children.
- Meetings are run by trained and skilled parents who have first-hand experience of the compelling evidence of the value of APSGO's approach.



Catholic Community Service of York Region:

905-770-7040 Ext 237/1-800-263-2075

www.ccsyr.org

Parents of Teens

- A five-week program geared to parents with children 11-17 years of age.
- Focused on helping parents stay connected to their kids during the teenage years.
- Topics include: the role of parents in the teen's life, changing parenting styles, setting limits and having reasonable expectations.
- Walk-in (free) counseling Monday and Tuesday 1-9pm (last session at 7:30pm) at Richmond Hill location (21 Dunlop St.)

Family Education Resource Network (FERN): 905-927-9276

www.fernnyorkregion.com

10761 Woodbine Ave., Unit 201 Markham

- (North East corner of Woodbine Avenue and Elgin Mills) Monthly Parenting group, topics are based on needs and interest of parents and caregivers
- Library of parenting resources
- Free, brief, private consultations to members
- Improve confidence and learn new skills through fun activities

Amazing YOUth (Hong Fook Mental Health Association):

416-493-4242 Ext 2246

www.hongfook.ca

- Parallel workshops for youth (up to age 18) and their parents will focus on understanding and managing emotions and social relationships through interactive games and multimedia presentations.
- Six week workshops that run three times a year for East Asian newcomer youth and parents.
- Call ahead for workshop dates in York Region.

13. Drop-In Centres, Recreation, and Mentoring

a. Drop-In Centres and Recreation

Eyer Wideman Youth Centre:

905-882-4295 Ext 3154

<https://www.richmondhill.ca/en/things-to-do/Eyer-Homestead.aspx>

1045 Elgin Mills Rd. East, Richmond Hill
(At Melbourne Dr.)

- Open to youth between the age of 12-18
- Drop-in activities, lounge area, movie nights, recreational activities, girl's defense classes, music and art equipment, and much more.
- Visit website for current calendar of events, updated monthly.



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360°kids Home Base Drop-In Centre Vaughan: 647-459-7773

www.360kids.ca/drop-in-centres/home-base-richmond-hill/

Dufferin Clark Community Centre

1441 Clark Ave., West, Thornhill (Brownridge Dr.; East of Dufferin St.)

Monday - Friday 4 pm - 8 pm

360°kids Home Base Drop-In Centre Richmond Hill: 905-884-3070

www.360kids.ca/drop-in-centres/home-base-richmond-hill/

10415 Yonge St., Richmond Hill (Yonge St. & Crosby Ave.)

Monday - Friday 9 am - 10 pm;

Saturday-Sunday 10 am - 6 pm

Vaughan Community Health Centre: 905-303-8490 Ext 151

www.vaughanhealthcarehc.com/programs-services/youth

9401 Jane St., Building A (North of Rutherford Rd.)

- Provides primary healthcare services, a dietician, social workers, social programs, educational workshops, and life skills development. See website or call for schedule.

Newmarket Youth Recreation Centre and Sk8Park: 905-953-5120

www.newmarket.ca/youth

56 Charles St., Newmarket

(South of Davis, between Prospect St. and Main St.)

- 10,000 sq/ft indoor skateboard park, gym, games room, computer lab, music lounge, fitness, workshops, and much more.

The Hub Youth Centre: 905-778-2048

www.ctministries.ca/#/the-hub

31 Frederick St., Bradford (At Rebecca St.)

- Open to youth age 11-18.
- Drop-in centre with many other programs offered throughout the week. Programs are listed on the website.

Immigrant Youth Centre: 905-294-8868

www.cicsiyc.org / infoIYC@cicscanada.com

5284 Hwy. 7 East, Unit 2, Markham (At McCowan Rd.)

- Programs and services for newcomer youth age 13–24.
- Drop-in lounge, computer lab, audio/visual studio, job board, and more.
- Programs and workshops ranging from creativity and self-expression to pre-employment and education help, as well as one-on-one counselling.

York Outreach: 905-695-1779

www.yorkoutreach.com

30 Vogell Rd., Unit #2., Richmond Hill

(North of 16th Ave.; East of Leslie St.)

- Programs/services that operate primarily throughout the school years include sports, arts, community, and recreation activities.
- Offered programs are eligible for children and youth between the age of 5 and 20.

Jericho Youth Services: 905-722-5540

www.jerichoyouthservices.org

1964 Metro Rd., Sutton West

- Offering gym programs for participants up to age 21.
- Mainly after school programs.

Peer Support Outreach Program (Krasman Centre):

905-780-0491 / 1-888-780-0724

www.krasmancentre.com

102 Main Street South, Newmarket

- Peer Support Drop-in Program, a safe and supportive space run by and for peers to socialize and access both amenities and resources to support your recovery journey.
- Twice weekly, Tuesday and Friday, 11am – 5pm.

b. Mentoring

YouthSpeak: 905-967-0604

www.youthspeak.ca / una@youthspeak.ca

909 Alness Street, Unit 909C, North York

- YouthSpeak is a team of young speakers who contribute to the well-being of students who may be experiencing challenges through talking about their own experiences.
- Schools book the YouthSpeak team to speak at assemblies and workshops to support safe inclusive schools, mental health awareness, bullying prevention, and positive change.

Youth Mentoring Program (COSTI): 905-669-5627

www.costi.org/programs/program_details.php?program_id=198

3100 Rutherford Rd., Suite 102 (at Jane St.)

- Connecting youth with community volunteers who offer support and encouragement to develop their skills, improve their performance and become the person they want to be.

Youth Leadership Programs (YMCA): 905-780-9622

www.ymcagta.org/en/youth/youth-leaders/youth-leadership.html

10610 Bayview Ave., Unit 12, Richmond Hill

(South of Elgin Mills Rd. East)

- Designed for youth between 11-24, the program takes the best of today's youth and helps them become the leaders of tomorrow. The program combines leadership training, teamwork, self-government, and volunteer placement to help build confidence and connections.

The Shop: 905-836-1433 / 1-877-315-SHOP (7467)

www.vehicle donate.ca

1225 Twinney Dr., Unit 2, Newmarket (Harry Walker Pkwy, South)

- Automotive maintenance employment and job training services.
- Work with trained professionals to learn new skills and gain community service hours.

Big Brothers and Big Sisters of York Region: 905-726-2149

www.bbbsy.ca

350 Industrial Pkwy., South, Aurora

- Be a role model to a child in York Region through various mentoring programs, including both individual and group mentoring opportunities.

Girls Inc.: 905-830-0776

www.girlsincyork.org

460 Davis Dr., Newmarket

- Offering programs for girls age 6 – 18 that inspire participants to be strong, smart, and bold. Self-referrals are accepted.
- Programs promote academic achievement, physical activity and health, money management, navigation of media messages, and an interest in science, technology, engineering, and math.

netWORKS (COSTI): 905-669-5627

www.costi.org

3100 Rutherford Rd., Suite 102 (at Jane Street)

- Make Connections with mentors who can help you get your career off the ground

Peer Support Outreach Worker (Kasman Centre): 647-642-7251

- Mobile outreach worker who meets with individuals in the community at their point of need such as coffee shops, libraries or community centres.
- For those whose life experience and circumstances make it difficult to access services.

Contact: Terry Hrynyk: t.hrynyk@krasmancentre.com

Vital Intervention Breakthrough Empowerment (VIBE)

(Dr. Roz's Healing Place): 416-264-0823 Ext 233

Markham

Delivering holistic interactive programs that help school age youth make healthy life choices. Programs include:

In School & After School Programming: www.drrozshealingplace.com/programs-services/in-school-programming/

Cultural Connect Summer Camp: www.drrozshealingplace.com/programs-services/cultural-connect-summer-camp/

March Break Camp: www.drrozshealingplace.com/programs-services/camps/

14. Education

a. Literacy Skills, Academic Upgrading, and High School Equivalency Testing

Literacy Councils and Academic Upgrading Centres support adults who are no longer in school to improve their reading, writing, math and basic computer skills in preparation for writing the Ontario High School Equivalency Certificate, higher education, increased employment or greater independence. Services offered may include:



- One-on-One Tutorials
- Small Group Instruction
- Computer-based Literacy Skills Upgrading
- Employment Readiness Training
- Basic Computer Training

All Services are:

- Free of charge or minimal charge
- Confidential
- Customized to individual learning styles
- Goal-oriented learning plans
- Flexible hours including day and evening programs

Locate the centre nearest you:

Bradford, West Gwillimbury

Learning Centres: 905-775-4432

www.thelearningcentres.com

157 Holland St., East, Suite 200, Bradford

Keswick

Learning Centre for Georgina: 905-476-9900

www.lcgeorgina.org

23324 Woodbine Ave., Keswick

Newmarket – Aurora

Literacy Council of York Simcoe: 905-853-6279

www.lcys.ca

1100 Gorham Rd., Suite 15, Newmarket

Seneca College Adult Academic Upgrading Program:

905-898-6199

www.workforceready.ca

16655 Yonge Street., Unit 3

Thornhill

Uplands Community Learning Centre –

Continuing Education: 905-731-9557 x 307

www.yrdsb.ca/Programs/ConEd/Pages/Adult-Literacy-Basic-Skills.aspx

8210 Yonge St., (South of Hwy7)

Literacy Council of York South: 905-771-7323

www.literacycouncilyorksouth.com

Thornhill Community Centre, 7755 Bayview Avenue

Vaughan

Seneca College Adult Academic Upgrading Program:

905-417-1781

www.workforceready.ca

1490 Major Mackenzie Dr. West, Unit 5D

Additional Services:

Rose of Sharon: 1-877-516-3715

www.roseofsharon.com

361 Eagles St., Newmarket

Earn Your General Educational Development (GED)

The GED (General Educational Development) is the Ontario High School Equivalency Certificate issued by the Ministry of Education. Employers and colleges recognize it as equivalent to the Ontario

Secondary School Diploma (OSSD). The GED test is available to individuals at least 18 years old, who have been out of school for at least one full year. For more information contact: **Independent Learning Centre** at 1-800-573-7022
Or visit the ILC website at: www.ilc.org

More Ways to Earn a High School Diploma

There are many ways to earn credits towards your high school diploma. Flexible learning opportunities are available to suit your schedule and personal learning goals. Some of these include:

Continuing Education

Adult Day School: Attend school in an adult learning environment.

Night School: Work during the day and attend school at night.

Summer School: Earn reinforcement and acceleration credits.

Virtual Schooling/E-learning/Independent Learning:

Earn course credits online and/or through correspondence.

Prior Learning Assessment and Recognition (PLAR):

Earn credits for skills that you have acquired through work experience.

Personalized Alternative Education (PAE):

Most PAE programs take a holistic approach to student progress with the entire student in mind (social, emotional, mental, academic). Earn credits through locally developed in-school and/or work experience programs.

Expanded Experiential Learning and Other Programs

Ontario Youth Apprenticeship Program (OYAP):

Earn credits while learning a skilled trade (this program requires registration as a full-time student). www.oyap.com

Cooperative Education:

Earn credits through practical experience in the workplace (this involves returning to school as full-time student).

Specialist High Skills Major (SHSM):

Focus on a career path in a sector that matches your skills and interests while meeting the requirements on the Ontario Secondary School Diploma (OSSD). www.ontario.ca/shsm

Dual Credit Programs:

Earn high school credits while concurrently earning credits towards College or an Apprenticeship. (Requires returning to school as a full time student)

Exploring Opportunities Program (EOP):

(Offered through YRDSB only)

Earn credits and work experience in an individualized program in a variety of skilled trades. (Requires returning to school as a full time student)

360°kids iGrad Program

www.360kids.ca/programs-and-services/igrad

10415 Yonge St., Richmond Hill (Yonge St. & Crosby Ave.)

An innovative alternative education model program that provides the opportunity for youth to complete their high school credits in a flexible, open and supportive environment offered at the Home Base Drop-In Centre in Richmond Hill

York Region District School Board: 905-884-2046

www.yrdsb.ca/programs/coned/Pages/default.aspx

York Catholic District School Board: 905-713-1211 Ext. 13605

<http://ce.ycdsb.ca>

Simcoe County Board of Education: 905-729-2265

www.scdsb.on.ca/programs/Pages/Adult-Con-Ed.aspx

Simcoe Muskoka Catholic District School Board:

705-722-3555 Ext 331

www.smcdsb.on.ca/programs/continuing_and_alternative_education

b. Libraries

Aurora: www.aurorapl.ca

905-727-9493

Bradford/West Gwillimbury: www.bradford.library.on.ca

905-775-3328

East Gwillimbury www.egpl.ca/

Mt Albert – 905-473-2472

Holland Landing – 905-836-6492

Georgina www.georginalibrary.ca

Keswick – 905-476-5762

Pefferlaw – 705-437-1514

Peter Gzowski Branch (Sutton) – 905-722-5702

King Township

www.kinglibrary.ca

Ansnerfeldt – 905-775-8717

King City – 905-833-5101

Nobleton – 905-859-4188

Schomberg – 905-939-2102

Markham: 905-513-7977

www.markhampubliclibraries.ca

Angus Glen, Cornell Community Centre, Markham Village,

Milliken Mills, Thornhill Community Centre, Thornhill Village,

Unionville, Gallanough Resource Centre (Thornhill): 905-881-2828

Newmarket: 905-953-5110

www.newmarketpl.ca

Richmond Hill

www.rhpl.richmondhill.on.ca

Central – 905-884-9288

Oak Ridges Moraine – 905-773-5533

Richvale – 905-889-2847

Richmond Green – 905-780-0711

Vaughan: 905-653-7323

www.vaughanpl.info

Ansley Grove (Woodbridge), Bathurst Clark, Civic Centre,

Dufferin Clark, Kleinburg, Maple, Pierre Berton (Woodbridge),

Pleasant Ridge, Woodbridge

Whitchurch-Stouffville: 905-642-7323

www.wsplibrary.ca

c. English as a Second Language

Learn Speak Live: 1-877-322-5277

www.learnspeaklive.ca/index.php

York Region Welcome Centre Toll Free: 1-877-761-1155

www.welcomecentre.ca

- Five Locations to serve Immigrant Youth – see page 36 for details

York Catholic District School Board: 905-713-1211 Ext. 13630

<http://ace.ycdsb.ca/programs/adult/esl/>

York Region District School Board: 905-731-9557

www.yrdsb.ca/Programs/ConEd/Pages/ESL.aspx

Seneca College:

<http://apps.senecacollege.ca/ce/esl>

- Markham and King Campus

Bradford Immigrant and Community Services: 905-775-3343

www.bradfordimmigrant.com

11 Holland St., East, Bradford

d. Apprenticeship Training

An apprentice is someone who learns a skilled trade on the job, under the direction of more experienced workers. Apprentices also complete classroom instruction as a part of their training. Becoming an apprentice can be an important first step to learning new skills and building a rewarding career. Plus, you earn while you learn. High school students can learn about and begin apprenticeship training while they are still in high school through the Ontario Youth Apprenticeship Program (OYAP). For more information on Apprenticeship Training, contact:

Ministry of Advanced Education and Skills Development:

www.tcu.gov.on.ca/eng/employmentontario/training/

Toronto Apprenticeship Office: 416-326-5800

Apprenticeship Search: www.apprenticesearch.com

Ontario College of Trades (OCOT): 647-847-3000 / 1-855-299-0028

www.collegeoftrades.ca/about

Ontario Youth Apprenticeship Program: www.oyap.com

(OYAP is available for students currently in high school)

Skills Canada: www.skillscanada.com

Georgina Trades Training Inc. (GTti): 905-722-6300

www.gtiti.ca

5207 Baseline Rd., Sutton

Canadian Apprenticeship Forum: www.caf-fca.org

e. Skill Development

Essential Skills Development Program

(Literacy Council York-Simcoe): 905-853-6279

www.lcys.ca

- Facilitated, self-paced training in employability skills, computer training and essential skills.
- Flexible hours offered enabling people to upgrade their skills and increase their labour market opportunities.

Life Success Strategies (COSTI): 905-669-5627

www.costi.org/programs/program_details.php?sid=59&pid=1&id=210

3100 Rutherford Rd., Suite 102 (at Jane Street)

- Three week workshop offers individual coaching and group workshops to develop success strategies for the workplace

Georgina Trades Training Inc. (GTti): 905-722-6300

www.gtiti.ca

Prepare participants for employment through individualized employment plans and links to training programs for skill development.

NPower Canada: 647-523-3266

www.npowercanada.ca

- Launches young adults ages 18-29 into meaningful and sustainable ICT careers, providing free industry-informed skills training and job placement.
- Participants must have a high school diploma or equivalent.
- Must be legally eligible to work in Canada and must be able to demonstrate a need for services.

15. Employment

A well-written resume is an important part of securing employment. The information contained in your resume tells the employer about you. Many employers look favourably on an individual who has taken the initiative to seek additional certifications towards their employment goals. Volunteer experience listed on your resume also demonstrates that you are a caring, conscientious individual.



More information on volunteer opportunities are available in SECTION 19.

a. Interview Tips

Before the Interview:

Practice explaining out loud why you want the job and why you would be a good choice for the company by talking about your:

- education, training, and skills
- desirable personality traits
- work, co-op, and volunteer experience

Prepare success story examples.

Be prepared to give names, addresses and phone numbers of references. Bring this information to the interview, and make sure you have contacted your references beforehand to let them know about the position you are applying for.

Learn as much as you can about the job and the company.

Have your resume up-to-date and error-free and take it with you.

Make sure you arrive on time, or early. Know where you are going and how long it will take you to get there.

Get enough sleep. Be clean and neat. Prepare your clothes the night before. Dress appropriately for the position or one level above the position you are applying for. Do not wear jeans.

At the interview:

Smile sincerely. Introduce yourself. Shake hands firmly and warmly.

Maintain eye contact in a way that you would with a friend during a casual conversation.

Relax and sit naturally, but do not slump in your chair or lean on the interviewer's desk.

Maintain a positive attitude and never make negative comments about previous employers or work experiences.

Listen carefully to the questions you are asked. Answer them clearly and completely. Do not stray off topic and do not share irrelevant personal information.

Remember that employers want to hire reliable, positive, hardworking employees. Even if you don't have much experience, you may still have a lot to offer. If you are someone who can be counted on, then you are a good candidate for the job.

b. Keeping Your Job and Being Good At It!

Now that you have been successful in securing employment, here are some of the most important things you'll need to do to keep the job and show you can handle it:

1. Be There – Don't miss work unless you have a legitimate reason. If you do, phone as soon as you know, before your shift starts, to let your boss know that you can't come in.

2. Be Ready To Start On Time – Not only do you need to be at work on time, you need to be ready to start working on time. So you need to get there at least a few minutes early.

3. Leave When You're Supposed To – Even if work may not be busy, never assume that it's okay to leave early. You're paid to be there for your full shift.

4. Dress Properly – It's a good idea to ask what to wear for work once you've been given the job.

5. Give 100 Per Cent – Get enough sleep so you're not dragging yourself through the workday. Your lack of energy or attention to the job is more obvious to your employer than you think.

6. Ask Questions – Make sure you understand what your employer wants you to do. There are a lot of things to learn when you're new at a job, so don't be afraid to ask questions. It shows that you're interested and take the work seriously.

- 7. Be a Good Team Player** – An employee is really part of a team. Learn to get along with people. If you have trouble getting along with a coworker or your boss, try to look at things from his or her point of view.
- 8. Communicate Clearly** – Communicate any concerns clearly to supervisors using “I” statements in a non-confrontational manner.
- 9. Keep Learning** – Read! Read books, magazines and other periodicals to learn as much as you can about the subjects you’re interested in. Go to seminars. Take courses. Volunteer.
- 10. Quit a Job Properly** – No matter why you decide to quit, give your employer at least two weeks’ notice. Finish as much of your work as you can and tell co-workers about anything that’s left to be done. Before you leave, ask your employer if they will act as a reference for you, even if you already have another job. Past employers are among the most important references you can have.

c. Your Rights At Work

General Minimum Wage (18 and over) is \$11.40 per hour. (Oct 1, 2016 - Sept 30, 2017)

Student Minimum Wage (under 18) is \$10.70 per hour. (Oct 1, 2016 - Sept 30, 2017) (Students under 18 and not working more than 28 hours per week or during a school holiday.)

Liquor Servers Minimum Wage is \$9.90 per hour. (Oct 1, 2016 - Sept 30, 2017)

You cannot be forced to work more than 48 hours a week; however, you can agree in writing to work more hours.

In most jobs, if you work over 44 hours in a week, you are paid 1.5 times your hourly pay for each extra hour.

You must be paid on a regular, recurring payday and given a statement showing your wages and deductions for that pay period.

If you become pregnant while employed, you are entitled to pregnancy leave whether you are a full-time, part-time, permanent, or contract employee as long as you were hired 13 weeks before your due date.

An employer must give you advance written notice and/or termination pay instead of notice if you have been working continuously for three months or more and your job is ended without cause.

You have the right to refuse to do unsafe work without any consequences. You must tell your supervisor about your concerns right away.

For more information about your rights as an employee, call the **Ontario Ministry of Labour – Employment Standards Information Centre**, at 1-800-531-5551 / GTA - 416-326-7160 or visit www.labour.gov.on.ca/english/es/

d. Employment Service Providers

The Youth Job Link is available through all employment service providers. It is designed to help youth, including students, aged 15 to 29, who do not face significant barriers to employment, but who could benefit from some extra help to plan their careers and transition to the labour market. Youth Job Link provides three categories of non-intensive employment services, each of which is available year-round. They are:

- Career exploration services to increase knowledge of career options and support career decision-making;
- Career management services to improve readiness for the labour market; and,
- Job search, readiness and matching assistance to connect youth with employers offering employment opportunities, including summer jobs.

Visit: www.ontario.ca/page/get-help-finding-youth-or-student-job

Aurora

RNC Employment Services: 905-727-3777

www.rncemploymentservices.ca

222 Wellington St., East. (Main Floor)

Bradford, West Gwillimbury

Bradford Works – Community Employment Services: 905-778-9058

www.bradfordworks.ca

95 Holland St. West. Unit 105

Georgina

Job Skills: 905-476-8088 / 1-866-470-5947 / www.jobskills.org

155 Riverglen Dr., Unit 7

Newmarket

Seneca Employment Services: 905-898-6199 / www.workforceready.ca
16655 Yonge Street, Unit 3

Markham

Job Skills: 905-948-9996 / www.jobskills.org
4961 Hwy 7, Unit 100

JVS Employment Source: 905-470-9675 / www.jvstoronto.org
3780 14th Avenue

Richmond Hill

YMCA: 905-780-9622 / www.ymcagta.org
10610 Bayview Avenue, Unit 12

VPI Inc.: 905-882-9561 / www.vpi-inc.com
1 West Pearce, Unit 405

Stouffville

yorkworks Employment Services: 905-640-2352 / www.yorkworks.ca
111 Sandiford Drive, Mezzanine Level

Sutton

yorkworks Employment Services: 905-722-1480 / www.yorkworks.ca
20887 Dalton Road, Unit 5

Thornhill

Thornhill Employment Hub: 905-707-7332 / www.thornhillhub.com
8199 Yonge St., Suite 101B

Vaughan

COSTI: 905-669-JOBS (5627) / www.costi.org
3100 Rutherford Rd., Suite 102

VPI Inc.: 905-764-7538 / www.vpi-inc.com
398 Steeles Ave West, Unit 5 and 6

Next-Steps Employment Centre: 905-851-6551 / www.next-steps.ca
4585 Highway 7, Units 7

Seneca Employment Services: 905-417-1781 / www.workforceready.ca
1490 Major Mackenzie Drive West, Unit D5

e. Specialized Employment Services

Specialized employment services are offered to specific populations including youth, women, and individuals living with disabilities. These services can help you to overcome barriers, and assist you in developing your employment goals.

Ontario Works www.mcsc.gov.on.ca/en/mcsc/programs/social/ow/

Youth Job Connection (YJC) program - Serves youth aged 15 to 29, unemployed and not in full-time school or training who experience multiple and/or complex barriers to employment. It provides intensive supports beyond traditional job search and placement opportunities.

Supports include:

- Paid pre-employment training to promote job-readiness;
- Job matching and paid job placements, with placement supports for participants and hiring incentives for employers;
- Mentorship services;
- Education and work transitions supports

Youth Job Connection: Summer – Provides summer, part-time and after-school job opportunities to high school students, aged 15 to 18, who are facing challenging life circumstances and may need support transitioning between school and work.

Stouffville, King, Aurora, Newmarket, East Gwillimbury and Georgina Job Skills: 905-476-8088 / 1-866-470-5947
www.jobskills.org/youth/yjc.html

Markham, Richmond Hill and Vaughan

360°kids: 647-218-0178
www.360kids.ca/programs-and-services/base-4-success/

YMCA: 905-948-9622 / yorkjobs@ymcagta.org
4855 14th Ave., Unit 4, Markham

360°kids Base 4 Success: 416-574-3047
www.360kids.ca/programs-and-services/base-4-success/
10415 Yonge St., Richmond Hill (Yonge St. & Crosby Ave.)

- Programs and services offered to youth age 15–30 who are out of school and not currently receiving any form of Employment Insurance (EI), and have not received any within the last 5 years.
- Offering a 12-week hybrid learning experience that combines in-class training with on the job vocational experience.

- Providing additional qualification training such as WHMIS or SmartServe, as well as transportation assistance to assist with securing employment.

SPRING: 905-948-9622 / yorkjobs@ymcagta.org
4855 14th Ave., Unit 4, Markham

- Assist youth who identify as having a disability or health condition and are looking for meaningful work
- Program offers pre-employment and life-skills based workshops, individual counselling, job placement and support with job training and retention

Sutton Youth Shelter: 905-722-9076 / www.suttonyouthshelter.ca
20898 Dalton Rd. West, Sutton

- Offering resume assistance, interview coaching, one-on-one job search and entrepreneurial support services specifically for youth age 16–26.

JVS YouthReach II

North: 905-713-6244/ South: 647-462-8117

www.jvstoronto.org/?s=Youth / youthreach@jvstoronto.org

- Free employment services for youth who have experienced conflict with the law between the age of 15- 30.
- One-on-one employment counselling, resume writing and job search assistance, referral, access to technological resources, and community info boards.

Right Fit (Job Skills): 905-948-9996 / www.jobskills.org/RightFit
4961 Highway 7, Units 100-101, Markham

- Right Fit is a group-based employability program designed to assist Persons with Disabilities to identify a viable job goal and obtain the job search skills necessary to compete for gainful employment
- Offered concurrently both in-class and via webcast

Youth Entrepreneur Program (Job Skills): 905-535-0624 / 1-866-592-6278 / www.jobskills.org/yep/

449 The Queensway South, Georgina Business Centre, 4th F, Keswick

- Y.E.P is for unemployed individuals aged 15 – 30 (out of school)
- Participants start their own businesses within the Youth Entrepreneurship Program
- Interactive and supportive workshops along with field assignments help individuals to develop their business plans
- Coaching and mentoring is provided during the critical start-up phase

- Qualified participants will receive financial assistance

Self-Employment for Persons with Disabilities (SEPWD) (Job Skills):

1-866- 592-6278

www.jobskills.org/sepwd

- Allows individuals to discover the freedom, flexibility, and independence that comes from operating their own business by reducing the need for transportation, creating an accessible work environment and accommodating changing functional levels.

At Work / Au travail (CMHA): 905-853-8477 / 1-866-208-5509

- Participant focused employment goals
- Participants are matched up with an Employment Worker
- Services include development of a Return to Work Action Plan, interview prep, job development services, and job retention services

Markham Small Business Enterprise Centre: 905-477-7000 Ext 6722

www.msbc.markham.ca/youth

Richmond Hill Small Business Enterprise Centre: 905-771-2546

www.richmondhill.ca/en/invest-and-do-business/Small-Business-Enterprise-Centre-SBEC.aspx

Vaughan Small Business Enterprise Centre: 905-832-8526

www.vaughan.ca/business/vaughan_business_enterprise_centre/youth_entrepreneurship/

York Small Business Enterprise Centre: 1-877-464-9675 Ext 71572

<http://yorksmallbusiness.ca/services/youth>

Strategic Employment Solutions: 905-895-7529/1-800- 350-4621

www.marchofdimes.ca/EN/programs/employment/Pages/default.aspx

Tannery Mall, 465 Davis Drive, Unit 128, Newmarket

- Specializing in job development for persons with disabilities. Services include employment needs assessment, career planning, employment counselling, diagnostic assessment, job search skills, job finding clubs, job placement services.

Ontario Disability Employment Services: 1-877-669-6658

www.mcsc.gov.on.ca/en/mcsc/programs/social/odsp/employment_support/what.aspx

17310 Yonge St., Unit 1

- Employment supports persons 16 and over with disabilities.

Women's Centre of York Region: 905-853-9270/1-855-853-9270

www.wcyr.ca

120 Harry Walker Parkway North, Newmarket

- Offering career exploration and small business support for women over age 18.

York Region Welcome Centre Toll Free: 1-877-761-1155

www.welcomecentre.ca

- Supports available to assist in developing skills needed to secure employment
- Five Locations to serve Immigrant Youth – see **page 36** for details

f. Career Planning and Preparation

The Career Exploration Club: 905-392-7526

www.careerexplorationclub.com/

- Explore your career choices through comprehensive programs, one-on-one coaching, specialty workshops, and professional speakers.
- Designed for youth who are unsure which career path is right for them.
- All programs and services are free for service.

Georgina Trades Training Inc. (GTTI): 905-722-6300 / www.gtti.ca

5207 Baseline Rd., Sutton

- Certified Skills Training (refer to GTTI website)
- S.E.T Program (Skills, Education, and Training)

GTA Faith Alliance: 905-237-7711 / www.GTAFaithAlliance.com

10200 Yonge St., Unit 3, Richmond Hill

- Free for Youth age 12-28
- Computer Training, Tutoring, Youth Mentoring and Job Search Skills

Enterprise Promotion and Innovation Centre (EPIC) Training and

Placement: 905-553-9291, 905-775-3536, Vaughan and Bradford

www.humanendeavour.org

- Training and placement program to acquire training in fields of interest
- Resume writing and interview techniques provided

16. Transportation Services

a. Public Transportation Services

Public Transportation Student Fare Rates require you to have valid student ID.

York Region Transit:

905-762-2100/1-866-MOVE-YRT

(668-3978)

www.yrt.ca

TripLinx: www.triplinx.ca

- Website for planning public transportation trips within the Greater Toronto Hamilton Area

Routes Connecting Communities: 905-722-4616

www.routescc.org/

- Volunteer transportation services for eligible people whose current financial and life situation limits their access to community services in the Georgina area.
- 24 hours notice is required for bookings.

GO Transit: 1-888-GET-ON-GO (438-6646)

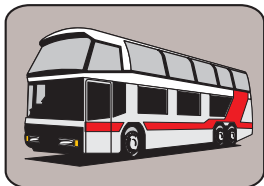
www.gotransit.com

Toronto Transit Commission (TTC): 416-393-4636 / 1-888-642-9882

www.ttc.ca

b. How To Stay Safe At Night When Using Public Transit

- Always have a plan of where you are going.
- Walk with confidence and be alert to your surroundings.
- Avoid taking short cuts or walking in unlit areas.
- Be aware of places where you can get help on your route, like open stores, restaurants, and public telephones.



- Use the Request Stop Program:
 - » If you are riding transit after 9:00 pm you can get off the bus between stops, closer to your destination.
 - » Tell the driver at least one stop ahead of where you want to get off. The driver must be able to stop safely in order to meet your request.
 - » Leave the bus by the front doors. The rear doors will remain closed so that no one can follow you off the bus.

c. Getting a Driver's License

To apply for a driver's license in Ontario, you need to:

- Be at least 16 years old
- Pass an eye test
- Pass a written test about the rules of the road and traffic signs.

Once you pass these tests, you get a G1 license. You are considered a beginner driver and need to practice driving and gain experience over time. You must complete 2 road tests following the G1 written test to attain your full G license.

For more information:

www.ontario.ca/driving-and-roads/get-g-drivers-licence-new-drivers
www.drivetest.ca

To book a road test:

www.drivetest.ca/book-a-road-test/booking.html#/validate-driver-email

or call 1-888-570-6110

Examination Centre:

Newmarket Drive Test Centre

320 Harry Walker Parkway South, Newmarket

Road test offered: A, B, C, D, E, F, G2, G, LM2, LM, M2, M, Z

You will need to bring original identification that shows your legal name, date of birth, and your signature.

17. Legal Support, Information, and Clinics

a. Know Your Rights

If you are stopped by the police, here are some things to keep in mind:

- Ask the police officer why he or she has stopped you.
- If you are stopped while driving, you must show your driver's license, car registration and insurance if you are asked for them.
- If questioned by the police about your involvement in anything other than as a driver in a motor vehicle accident, you are not required to answer questions until you have spoken to a lawyer.
- If the police search you and you feel that the search is inappropriate, speak with a lawyer as soon as possible; however, do not try to physically stop the search.
- If you are being held by the police, ask them if you are under arrest and on what charges. If you are under arrest, the police must tell you why.
- If you are under 18 and you are arrested, you have the right to consult with a lawyer, a parent, an adult relative or any adult if your relatives are unavailable.



For more information of your legal rights, visit:

Justice for Children and Youth: 416-920-1633/1-866-999-5329

www.jfcy.org / info@jfcy.org

55 University Ave. 15th Floor, Toronto

- Legal services for young people under 18 and homeless youth under 25
- Justice for Children and Youth's staff lawyers provide direct legal assistance in all areas of children's law to eligible children and youth of Toronto and vicinity

Community Legal Clinic of York Region:

905-508-5018/1-888-365-5226

www.clcyr.on.ca

21 Dunlop St., Suite 200, Richmond Hill

- Information, advice and possible representation in Tenant Protection, Human Rights, Consumer Protection, Education, Criminal Injury Compensation matters and in appeals of denials from Ontario Works, Ontario Disability Support Program and Employment Insurance.
- They DO NOT provide advice on Criminal or Family Law.

Legal Aid Ontario:

1-800-668-8258/416-979-1446 (Accepts collect calls)

www.legalaid.on.ca

Lawyer Referral Service: 1-800-668-7380 / 416-947-3330

www.lsuc.on.ca

- Free consultation of rights and options of up to 30 minutes.
- They can give you the name of someone that practices the type of law involved and that works in your area.
- They can also direct you to someone that speaks your language.
- They can also direct you to someone who accepts legal aid.

Teen Legal Helpline:

www.teenlegalhelpline.org.

Free legal advice for teens in Canada on criminal, family, and immigration law.

b. Discrimination

Discrimination is unequal or different treatment, or harassment that causes harm. The Ontario Human Rights Code is a provincial anti-discrimination law prohibits discrimination in employment, housing, services, facilities, contracts, and agreements. Not all types of discrimination are illegal; only those based on age, gender, gender expression, race, colour, ancestry, religion, disability, sexual orientation, gender identity, marital status, whether you have children and the receipt of social assistance.

If you feel you have been discriminated against, you generally have 1 year from the date of the discriminatory event or conduct to begin legal action. Contact:

The Human Rights Legal Support Centre at 1-866-625-5179 or visit www.hrlsc.on.ca

And/OR

Human Rights Tribunal of Ontario: 1-866-598-0322

Or visit www.hrto.ca

c. Record Suspensions (Formally Called Pardons)

If you have a criminal record, it may prevent you from finding employment and housing. While a Record Suspension does not “erase” your criminal record, it can “set it aside” by removing it from a criminal record or background check.

A Record Suspension can provide you with:

- Better prospects for employment;
- More freedom to travel outside of Canada;
- Less difficulty getting immigration status;
- Reduced risk of negative impacts on child custody, visitation and adoption;
- Less hassle renting an apartment;
- Improved prospects of meeting educational requirements; and
- Greater peace of mind.

For more information on Record Suspensions, including eligibility requirements and costs, contact:

Parole Board of Canada: 1-800-874-2652

www.recordsuspension.gc.ca / suspension@pbc-clcc.gc.ca

If you have a criminal record and would like local assistance in completing the application, contact:

John Howard Society of York Region: 905-895-9943

<http://johnhoward.on.ca/yorkregion/>

16600 Bayview Ave., Unit 306, Newmarket

- Record Suspension Assistance
- Reintegration Support Services for individuals and their families who have been in contact with the criminal justice system. Case management including support, advocacy, and referral. Does not provide legal advice.

d. Getting ID

Access York: 1-877-464-9675

If you need help applying for or replacing identification because you are unable to afford the administration fees, or you need assistance to get through the process, you can contact Access York for help with:

- Canadian Birth Certificates
- Canadian Citizenship Cards (if the document is lost)
- Social Insurance Number (SIN) Cards
- Ontario Health Cards

18. Financial Information and Support

a. Financial Assistance

Ontario Disability Support Program (ODSP)

www.mcass.gov.on.ca/en/mcass/programs/social/index.aspx

The Ontario Disability Assistance Program helps people with disabilities 18 years of age and over who are in financial need pay for living expenses. To find out if you qualify for ODSP support, contact the York Region office: 905-868-8900/1-877-669-6658/TTY: 905-715-7759.

17310 Yonge St., Unit 1, Newmarket (Yonge St. and Millard Ave.)

If you are denied ODSP you may be able to get free legal help with an appeal from the Community Legal Clinic of York Region. See page 64 for their contact info.

Ontario Works

www.mcass.gov.on.ca/en/mcass/programs/social/ow/index.aspx

Ontario Works provides employment and financial assistance to eligible individuals and families to help pay for living expenses. There are special rules in order to qualify for young people aged 16 or 17 who live apart from their parents or legal custodians.

To complete your Ontario Works application over the phone:

York Region: 905-762-2095/1-888-256-1112

Bradford: 705-722-3132



Office Locations:

Richmond Hill: 50 High Tech Rd.

Vaughan (Woodbridge): 9060 Jane St.

Newmarket: 62 Bayview Pkwy.

Georgina (Keswick): 24262 Woodbine Avenue

Bradford: 95 Holland St., West, Unit 5

If you are denied OW you may be able to get free legal help with an appeal from the Community Legal Clinic of York Region. See page **64** for their contact info

Employment Insurance (EI): 1-800-529-3742

www.canada.ca/en/services/benefits/ei.html

Employment Insurance provides temporary financial assistance to unemployed Canadians who have lost their job through no fault of their own, while they look for work or upgrade their skills.

You can also be eligible for financial assistance through EI if you are sick, pregnant, caring for a newborn or newly adopted child, or if you are caring for or supporting a seriously ill family member.

To apply for EI, you must complete and submit an online application or apply in person at a Service Canada office.

www.esdc.gc.ca/en/ei/apply.page

To find a Service Canada office close to you: 1-800-206-7218

www.servicecanada.gc.ca/offices

Markham: 5051 Hwy #7, Unit 14

Richmond Hill: 35 Beresford Dr.

East Gwillimbury: 1-18183 Yonge St.

Alliston: 46 Wellington St. West

Woodbridge: 8401 Weston Rd.

Uxbridge: 29 Toronto St. Unit 2

Caledon: 18 King St. East

If you are denied EI you may be able to get free legal help with an appeal from the Community Legal Clinic of York Region. See page **64** for their contact info.

Child Care Fee Assistance

The Region of York offers child care fee assistance to eligible families. Families must live in York Region, have children aged 10 and under, and parent(s) must be employed or enrolled in an educational or training program.

To determine if you are eligible, call 1-888-703-KIDS (5437) Ext 1
OR visit: www.york.ca/wps/portal/yorkhome/support/yr/financialassistance/childcarefeeassistance/childcarefeeassistance

b. Financial Assistance to Further Your Education

LEAP (Learning, Earning, and Parenting): 1-877-464-9675 Ext 1
LEAP is an Ontario Works program for parents between 16 and 25 years of age that are receiving Employment or Financial Support, who have not completed high school. The LEAP program helps young parents complete high school, access child care and parenting programs, and obtain necessary supports to reach their goals.

For more information, visit:
www.york.ca/wps/portal/yorkhome/support/yr/ontarioworks/assistanceforyoungparents/assistanceforyoungparents

Moving Forward 2015 Foundation: 905-851-5158
www.movingforward2015.org / info@movingforward2015.org
111 Zenway Blvd., Unit 25, Vaughan

- Next Step Loan Program of up to \$1000 interest free loans; Education Fund offers grants of up to \$750 towards returning to school costs.
- Financial support programs available to low-income and at-risk individuals over the age of 18, who reside in York Region.
- Referral needed from another agency to access programs.

OSAP (Ontario Student Assistance Plan): 1-877-672-7411
www.osap.gov.on.ca/OSAPPortal

- OSAP is Ontario's student support program, offering a mix of grants and loans to help students pay their tuition and living expenses for college, university, or other training.

- Using the website, estimate how much financial support you can secure through OSAP, and other financial assistance resources available.

For more information on financing your college or university education, visit: www.ontario.ca/education-and-training/student-loans-grants-scholarships-and-bursaries

You can also check out other available scholarships, grants, and bursaries through the college, university, or training facility you wish to attend, or check out:

www.youthconnect.ca/htdocs/english/learn/pay.asp

c. Financial Literacy and Credit Counselling

Maintaining Good Credit

Credit information is gathered by credit reporting agencies, called credit bureaus. They maintain credit information about individuals for use by banks, financing companies, auto leasing companies, credit card companies, retailers, etc.

Your credit file contains information about whether you make or miss payments, information from collection agencies, public records from courthouses, and even a record of who has checked your credit rating.

When you give permission to a business to look at your credit file, this history is available for them to review.

To maintain a good credit rating:

- Pay your bills promptly and always meet payment due dates.
- Borrow only the amount you can afford to repay.
- Draw up a budget to control your spending.
- If you have debts, pay them off as scheduled or even ahead of schedule.
- Review your credit file to stay informed about the details in your credit file.

For help getting out of debt and making a budget, contact:

Family and Credit Counselling Services of York Region:

905-707-7695/1-800-500-0003

www.debthelpcanada.com / intake@debthelpcanada.com

300 John St., Suite 300, Thornhill (East of Bayview Ave.)

- Community Credit Counsellors available for confidential budget analysis, debt management programs, budgets, money management coaching, and recommendations to support clients in paying off debt.

Women's Centre of York Region: 905-853-9270/1-855-853-9270

www.womenscentreyorkregion.com

120 Harry Walker Pkwy, North, Newmarket

(North of Davis Dr.; West of Hwy 404)

- 'Bridging the Gap' program offers financial literacy training to help women move from financial vulnerability to sustainability.
- Open to women 18+

To obtain a copy of your credit file, call or visit:

Equifax Canada: 1-800-465-7166 / www.consumer.equifax.ca

OR

TransUnion: 1-800-663-9980 / www.transunion.ca

Harrassment by Collection Agencies:

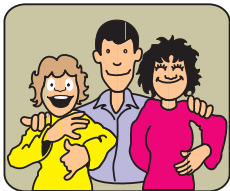
If you feel you don't owe the amount a collection agency is demanding, speak to a lawyer before offering or making a payment, signing anything, or agreeing that you owe an amount. You may lose some of your rights otherwise. See page 64 for legal service contact information.

Collection agencies are restricted in how they pressure you to pay valid debt.

19. Volunteering

People volunteer for a number of different reasons. Volunteering can:

- Be used towards your community hours for high school if it is an approved activity. Contact your school to determine what activities are approved.
- Help to get out of the “I can’t get a job because I don’t have experience, but I can’t get experience because I don’t have a job” trap through practical experience.
- Help you to determine what kind of career you would like to work towards, and find out what interests you.
- Enhance your resume and develop job references
- Make you feel good about yourself!



To find out more about the benefits of volunteering, contact

Volunteer Canada: 1-800-670-0401

www.volunteercanada.ca

Neighbourhood Network: 905-726-3737 / 1-855-870-4586

14988 Yonge St., Aurora

www.neighbourhoodnetwork.org

- Numerous volunteer opportunities throughout York Region, with many programs and initiatives designed specifically for youth, such as tree planting, food drives, and snow removal.
- Call or visit the website to find out current opportunities.

Volunteer Centre Markham: 905-415-7500

www.volunteermarkham.ca

Markham Civic Centre, 101 Town Centre Blvd, Markham

Community Information and Volunteer Centre – York Region

<http://yorknorth.cioc.ca>

- Online volunteer database, listing volunteer opportunities throughout York Region.

Jericho Youth Services: 905-722-5540

www.jerichoyouthservices.org

1964 Metro Rd., Sutton West

- Volunteer opportunities available for High School Students after school and in the summer months at our Summer Camp

Canadian Red Cross, Region of York: 905-830-9565

www.redcross.ca/in-your-community/ontario/ontario-find-a-branch/region-of-york-branch

204-13311 Yonge St., Richmond Hill

- Increases awareness of, respect for, and promotes action on humanitarian values and issues.
- Peer led humanitarian activities in local high schools and the community
- Empowering youth to become healthy, caring and responsible citizens in their communities

Big Brothers and Big Sisters of York Region: 905-726-2149

www.bbbsy.ca

350 Industrial Pkwy., South, Aurora

- Become a role model for the children and youth in your community. Volunteer opportunities include one-to-one mentoring through the Big Brother and Big Sister programs (18+) as well as through the In-School Mentoring (18+) and Teen In-School Mentoring programs (16-17).
- Don't think you have the time to commit consistently to a one on one relationship? Become a group mentor in one of our group programs geared towards building self-esteem and leadership skills through fun activities; Go Girls!, Game On!, Conversation Club, and Recreation Mentoring.

Girls Inc.: 905-830-0776

www.girlsincyork.org

460 Davis Dr., Newmarket, ON.

- Volunteer opportunities are available for girls all ages

Girl Guides of Canada: 1-877-323-4545 / 416-926-2351

www.guidesontario.org/web/

180 Duncan Mill Rd., Suite 100, Toronto

- Women join Guiding to make a difference in the lives of girls in their communities.
- Volunteer in a way that relates to your interests, skill-sets and schedule.

Scouts Canada

www.scouts.ca/ca/volunteer

- Scouting volunteers have provided generations of Canadian youth with a first opportunity to experience leadership and to build self-reliance and self-confidence.
- Volunteer dedication, resourcefulness and enthusiasm are vital to Scouting.

Youth Assisting Youth (YAY) Peer Project: 1-877-932-1919

www.yay.org/

- Peer Project matches children aged 6-15 with trained and dedicated Youth Volunteers aged 16-29 who act as positive role models.

YouthSpeak: 905-967-0604

www.youthspeak.ca/ / una@youthspeak.ca

- YouthSpeak is a team of young speakers who contribute to the well-being of students who may be experiencing challenges through talking about their own experiences.
- Schools book the YouthSpeak team to speak at assemblies and workshops to support safe inclusive schools, mental health awareness, bullying prevention, and positive change.
- Volunteer opportunities include: event planning, marketing and social media support, and student hours and events.

20. Municipal Offices and Other Government Contacts

City of Markham: 905-477-5530

www.markham.ca

City of Vaughan: 905-832-2281

www.vaughan.ca

Town of Aurora: 905-727-1375

www.aurora.ca

Town of Bradford-West Gwillimbury:

905-775-5366

www.townofbwg.com

Town of East Gwillimbury: 905-478-4282

www.eastgwillimbury.ca

Town of Georgina: 905-476-4301 / 705-437-2210

www.georgina.ca

Town of Newmarket: 905-895-5193 / 1-877-550-5575

www.newmarket.ca

Town of Richmond Hill: 905-771-8800

www.richmondhill.ca

Township of King: 905-833-5321 / 1-800-688-5013

www.king.ca

Government of Canada:

Services for Youth:

www.esdc.gc.ca/en/jobs/opportunities/student.page

Ministry of Advanced Education and Skill Development:

416-325-2929 / 1-800-387-5514

www.tcu.gov.on.ca



21. General Resource Directories

York Info – Community Information and Volunteer Database

<http://yorknorth.cioc.ca>

211 Ontario

www.211ontario.ca



Disclaimer

The youth directory is written as a source of information only. The information contained in this directory should by no means be considered a substitute for the advice of qualified professionals. All efforts have been made to ensure the accuracy of the information as of the date of printing.

The Workforce Planning Board of York Region expressly disclaims responsibility for any adverse effects arising from the use of the information contained herein.

The views expressed in this guide do not necessarily reflect those of the Workforce Planning Board or the Government of Ontario.

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- Regional Municipality of York
- Employment Ontario
- Workforce Planning Board

The Mandate of the Workforce Planning Board

Our mandate is to work with community partners to promote and facilitate the development of a skilled, relevant, inclusive, and adaptive labour force. We act as a facilitator to bring the appropriate community stakeholders together to create innovative partnerships that contribute to improving labour market conditions and life-long learning.

Workforce Planning Board of York Region and Bradford, West Gwillimbury

WHO WE ARE

The Workforce Planning Board of York Region & Bradford West Gwillimbury is a non-for-profit, community-based organization working to develop solutions to local labour market needs and issues.

Governed by a volunteer Board of Directors, the Workforce Planning Board is one of 26 independent, non-government corporations in Ontario mandated engage our community and community partners in a local labour market research and planning process that leads to cooperative efforts among partners to find local solutions to local issues. The Workforce Planning Board is funded by the Ministry of Advanced Education and Skill Development.



Strive for direction in your life...

- Alternative ways to get education, certification and training
- Job search and interview tips
- Youth centres, shelters, and food banks to help you survive
- Substance use and harm reduction
- Healthy mind and body

To order guides and for any questions, please contact Workforce Planning Board of York Region and Bradford West Gwillimbury at tmsf@wpboard.ca.

