



2019

# STRIVE

Guide of Services for Youth in  
York Region and South Simcoe



STRIVE online

[www.wpboard.ca](http://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 /

Text: CONNECT to 686868

**Community Crisis Response Service – (310-COPE):** 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

**Victim Services of York Region:**

905-953-5363 or 1-866-876-5423 Ext 6790

**Krasman Centre Peer Crisis Support Service:**

1-888-777-0979

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*Original Cover Art created by*

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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?

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

**LOFT Crosslinks Street Outreach:** 1-866-553-4053 or text 416-274-4972  
Mobile outreach van 2pm - 9pm

**360°kids Youth Support Services:** 905-475-6694

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

**ConnexOntario: 1-866-531-2600**  
Mental Health, Addiction and Problem Gambling Treatment Services

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

**Human Trafficking Helpline:** 905-758-5285

**Access York:** 1-877-464-9675



## 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 or Text: CONNECT to 686868.

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

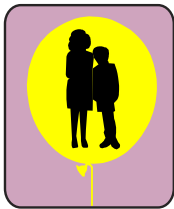
**York Region Children's Aid Society:** 905-895-2318 / 1-800-718-3850  
[www.yorkcas.org](http://www.yorkcas.org)

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 100  
16775 Yonge St., Suite 200  
[www.yrccs.ca](http://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

Upper Thornhill Centre

955 Major Mackenzie Dr. West, Level 3, Vaughan (West of Bathurst St.)

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

**Dr. Roz's Healing Place:** 416 264-0823 Ext 231

<http://www.drrozshealingplace.com/programs-services/vibe-program/>

Vital Intervention Breakthrough Empowerment (VIBE)

- This program works with abused children and youth ages 5–29 to work towards the prevention and eradication of violence using Interactive programming.

## b. Youth Emergency Shelters

**360°kids**

**Housing Support Worker:** 905-475-6694 press 3

[www.360kids.ca/drop-in-centres/connections/](http://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

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

[www.sandgate.ca](http://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](http://www.yellowbrickhouse.org)

- Emergency shelters that provide safe temporary lodgings 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](http://www.bullying.org), [www.stopabully.ca](http://www.stopabully.ca), and [www.bullyingcanada.ca](http://www.bullyingcanada.ca).

**York Region District School Board,**

[www.yrdsb.ca](http://www.yrdsb.ca), click on REPORT IT and complete the confidential form.

- Students who are being bullied at school

**Crimestoppers:** 1-800-222-8477 (TIPS)

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

## 3. Housing

### a. Emergency Places to Stay (Shelters)

**Salvation Army Sutton Youth Services:**

905-722-9076 / 1-877-972-0898

[www.suttonyouthservices.ca](http://www.suttonyouthservices.ca)

20898 Dalton Rd. West, Sutton

- Co-ed emergency housing for age 16 – 26, with counselling and referrals, education and employment supports.
- Wraparound, housing and community support available.

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

[www.bluedoorshelters.ca](http://www.bluedoorshelters.ca) / E-mail: [info@bluedoorshelters.ca](mailto: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 is open 24/7.

**Kevin's Place Youth Shelter:** 905-898-1015 Ext 3 / 1-888-554-5525

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

- Shelter services for males age 16-26.

**Porter Place Men's Shelter:** 905-898-1015 Ext 1 / 1-888-554-5525

18838 Hwy#11, East Gwillimbury

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

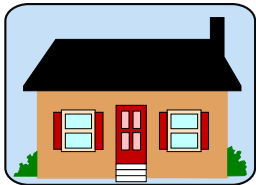
- Porter Place offers shelter facilities for men.

**Leeder Place Family Shelter:** 905-898-1015 Ext 2 / 1-888-554-5525

18838 Hwy#11, East Gwillimbury

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

- Leeder Place offers shelter for family units.



**Inn From The Cold:** 905-895-8889

[www.innfromthecold.ca](http://www.innfromthecold.ca)

510 Penrose St. Newmarket

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

- Shelter facilities are available to men and women 16+.
- Open 7pm-8am from mid-November–mid-April
- Guests are provided with showers, laundry and support for the homeless and those at risk.

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

[www.miotc.ca](http://www.miotc.ca)

- Emergency shelter beds and meal locations throughout Southern York Region, operating from November to March. Visit website for shelter bus schedule.

**LOFT Crosslinks Housing and Support Services:**

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

[www.loftcs.org](http://www.loftcs.org)

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

- Provides supportive housing to individuals age 16+ with mental health needs.
- Must have a history of homelessness or be at imminent risk of homelessness to access support in their housing.
- Programs include First Episode Psychosis, Addiction, Supportive Housing, Mental Health & Justice, and chronic health issues.

**Belinda's Place:** 289-366-4673

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

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

- Shelter for single homeless women age 18+ whom are experiencing homelessness or at risk of homelessness. Consisting of emergency and transitional beds, drop in program operating 7 days a week and after care supports.

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

**Youth Haven:** 705-739-7616

<https://youthhaven.ca>

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

- Co-ed short-term housing for youth age 16-24. Five Transitional beds
- Offers shelter facilities / shower, education, employment, counselling and outreach supports.

**Eva's Place:** 416-441-1414

[www.evas.ca/where-we-are/evass-place/](http://www.evas.ca/where-we-are/evass-place/)

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

- Emergency shelter for homeless youth age 16-24.
- Family reconnect program and support to transition to housing in the community.

**Eva's Satellite:** 416-229-1874

[www.evas.ca/where-we-are/evass-satellite](http://www.evas.ca/where-we-are/evass-satellite)

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

- Emergency shelter for homeless youth age 16-24.
- Harm Reduction Programs offered for youth with substance use and mental health challenges.

## **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/](http://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, Nightstop:** 416-795-5279

or by email: [nightstop@360kids.ca](mailto:nightstop@360kids.ca)

- Call ahead
- Accommodation on a nightly basis in the home of community members who have been vetted to host youth in crisis.

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

647-205-3070 / 647-223-8915

[www.360kids.ca/programs-services/housing/supportive-transitional-apartments-for-youth-stay/](http://www.360kids.ca/programs-services/housing/supportive-transitional-apartments-for-youth-stay/)

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](http://www.thhc.org)

- One on one housing help services available in Georgina, Newmarket, Markham, Richmond Hill, Thornhill and Vaughan.
- Mobile services throughout York Region
- Work with youth, families, newcomers and seniors who are low income, on OW or ODSP

### **Homelessness Prevention Program:**

1-877-464-9675 / TTY 1-866-512-6228

[accessyork@york.ca](mailto:accessyork@york.ca)

#### **Homelessness Prevention Program**

- If you live in York Region and do not receive assistance from the Ontario Disability Support Program or Ontario Works, you may be eligible for the homelessness Prevention Program.

#### **Housing Stability Program**

- The housing Stability Program is for people who are receiving Ontario Works or Ontario Disability Support (ODSP) benefits.

**York Region Housing Services:** 1-877-464-9675 / TTY: 1-866-512-6228

[www.york.ca/wps/portal/yorkhome/support/yr/housing/](http://www.york.ca/wps/portal/yorkhome/support/yr/housing/)

accessyork@york.ca

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

#### **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](http://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](http://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:** 416-645-8080 / 1-888-332-3234

[www.sjto.gov.on.ca/ltb/](http://www.sjto.gov.on.ca/ltb/)

- 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

[www.equalityrights.org/](http://www.equalityrights.org/)

OR

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

[www.hrlsc.on.ca/](http://www.hrlsc.on.ca/)



## 4. Food

### York Region Food Network:

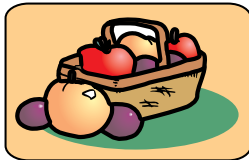
905-841-3101 / 1-866-454-YRFN (9736)

<http://yrfn.ca/>

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.

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



**Welcoming Arms:** 905-726-1483

<https://www.welcomingarms.ca/>

- 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 and Community Cafe Lunch:* 905-727-5011

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

*Salvation Army Northridge Community Church:* 905-895-6276  
15338 Leslie St., Aurora

#### 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)

*Salvation Army Georgina Community Church:* 905-722-3059 Ext 1  
Georgina Salvation Army – 1816 Metro Rd. North, Jackson's Point

**Markham**

*Salvation Army Community and Family Service:* 905-472-3009  
190 Bullock Dr, Unit 10

**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

*Lunch Downtown at St Andrew's:* 905-895-5512  
St. Andrew's Presbyterian Church  
484 Water St.

*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**

*East Gwillimbury Food Pantry:* 905-836-6492

Holland Landing Library

19513 Yonge St., Holland Landing

*Mount Albert Food Pantry:* 905-473-2562

Mount Albert United Church

41 Alice St., Mount Albert

### **Georgina**

*Georgina Community Food Pantry:* 905-596-0557

20849 Dalton Rd., Sutton

### **King**

*King Township Food Bank:* 905-806-1125

[www.ktfb.ca](http://www.ktfb.ca)

### **Markham**

*Markham Food Bank:* 905-472-2437

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

### **Newmarket**

*Newmarket Food Pantry:* 905-895-6823

1251 Gorham St., Unit 9

### **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  
5732 Hwy 7, Units 3 & 4, Woodbridge

*Home Base Youth Drop-In Centre:* 647-459-7773  
Dufferin Clark Community Centre, 1441 Clark Ave., West (East of Dufferin)

### **Whitchurch-Stouffville**

*Whitchurch-Stouffville Food Bank:* 905-591-4443  
86 Ringwood Dr., North, Unit 25, Stouffville

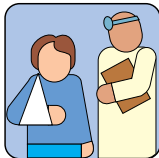
## 5. Health Services

### a. Help and Information Lines

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

[www.health.gov.on.ca](http://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/](http://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](http://www.vaughanhealthcarehc.com/programs-services/youth)

9401 Jane St., Suite 206-Building A (North of Rutherford)

**Keswick Site:** 905-476-5621

716 The Queensway S., Keswick

- 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](http://www.mobyss.ca)

- Primary care services including assessment, diagnosis and treatment.
- Up to 25 years of age.
- Visit website for updated schedule for MOBYSS

**Shout Clinic** (Parkdale Queen West Community Health Centre)

416-703-8480

[www.ctchc.com](http://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](http://www.msh.on.ca)

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

**Mackenzie Health:** 905-883-1212

[www.mackenziehealth.ca](http://www.mackenziehealth.ca)

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

**Southlake Regional Health Centre:** 905-895-4521

[www.southlakeregional.org](http://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](http://www.kidshelpphone.ca)

- information regarding healthy minds and emotional wellness

[www.mindyourmind.ca](http://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:** 905-898-6455 / 1-888-670-0070

[www.yssn.ca](http://www.yssn.ca)

- If you are over 20

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

**Central Health Line:**

[www.centralhealthline.ca/listServices.aspx?id=10237&region=YorkRegion](http://www.centralhealthline.ca/listServices.aspx?id=10237&region=YorkRegion)

- Community mental health programs provide a variety of services to help support people who have serious and ongoing mental health issues living in the community.

**ConnexOntario:** 1-866-531-2600

[www.connexontario.ca](http://www.connexontario.ca)

Mental Health, Addiction and Problem Gambling Treatment Services

- Provides free and confidential health services information for people experiencing problems with alcohol and drugs, mental illness and/or gambling.
- b. Support and Assistance

## b- Support and Assistance

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

[www.mobyss.ca/](http://www.mobyss.ca/)

- Ontario's first mobile health clinic for youth
- 12 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**

905-841-3977 / 1-866-345-0183

[www.cmha-yr.on.ca](http://www.cmha-yr.on.ca)

Youth Wellness

- 12 to 25 years of age
- One-on-one support in York Region
- Youth Wellness Workshops in South Simcoe

### **Caritas School of Life: 416-748-9988 / 1-800-201-8138**

[www.caritas.ca/](http://www.caritas.ca/) info@caritas.ca

241 Hanlan Rd., Units 1 and 2, Vaughan

- Drop-in mental health day program provides support to individuals 18 years+ seeking mental health support.
- The program offers individual and group counselling, psycho-education, social recreational engagement and employment support.

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

[www.cedarcentre.ca/](http://www.cedarcentre.ca/) cedar@cedarcentre.ca

17705 Leslie St., Unit 12, Newmarket

- Offering comprehensive therapy for adults, youth and children who have experienced interpersonal childhood trauma.

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

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

16600 Bayview Ave., Unit 306, Newmarket

Mindset

- Emotional regulation training (18 years +)
- 8 weeks – sliding fee scale
- Voluntary or court referral

HYPE (Healthy Youth Preventative Education)

- Evidence-based program that targets the prevention of violence through the promotion of positive, healthy relationships
- For youth 12-25 and is available at no cost.
- 10 weeks - small group sessions

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

[www.krasmancentre.com](http://www.krasmancentre.com)

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

102 Main St., South, Newmarket

(Tuesday & Friday 11:00am-4:30pm)

- 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 wellness.
- Peer Support Programs

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

[www.fsyrc.ca](http://www.fsyrc.ca)

- Counselling for individuals, couples and families. Programs, services and groups including children's groups, parenting programs and anger management and much more.
- 5 locations within York Region
  - Newmarket:* 905-895-2371 / 1-888-223-3999  
1091 Gorham St., Suite 300
  - Markham:* 905-415-9719 / 1-866-415-9723  
4261 Highway 7, Suite 203, Unionville
  - Georgina:* 905-476-3611  
25202 Warden Ave., Sutton West



## **Hong Fook Mental Health Association – Youth and Family Programs:**

416-493-4242

<http://hongfook.ca/association/our-services/youth-programs/>

2667 Bur Oak Ave., Markham

- Promoting the resiliency of East Asian youth and their family members and caregivers.
- Programs raising mental health awareness geared toward youth 11-18 years of age.

## **Kinark Child and Family Services:**

**Central Intake:** 1-888-454-6275

[www.kinark.on.ca](http://www.kinark.on.ca)

- Mental health services for children and youth typically under the age of 18.
- Four locations in York Region - Markham, Aurora, Vaughan and Georgina
- Contact central intake to open file

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

[www.wcyr.ca](http://www.wcyr.ca)

16775 Yonge St., Suite 207, Newmarket

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

**York Hills Centre for Children, Youth and Families:** 905-773-4323

[www.theyorkcentre.ca](http://www.theyorkcentre.ca)

402 Bloomington Rd., West, Aurora

11225 Leslie St., Richmond Hill

10350 Yonge St., 4th Flr., Richmond Hill

- Providing mental health services and support for children and youth aged 5-18 years experiencing significant emotional, social, psychological, and behavioural problems in their school, home, or community life.
- Intake Coordination, Case Management, and a range of programs taking place in the community.
- Children's Mental Health Walk-in Clinic on Mondays & Tuesdays, 2:00pm-8:00pm available at Yonge St. location.
- Teens aged 12-17 may access this service independently .

**Yellow Brick House - Children and Youth Counselling:** 1-800-263-3247

[www.yellowbrickhouse.org](http://www.yellowbrickhouse.org)

- Counselling services, transitional support, legal support for females of all ages who have experienced domestic violence.
- Individual counselling for children and youth age 6 - 18.
- Child Witness to Violence groups (10 weeks) offered year round.

### **c. Self-Harm and Eating Disorder Information / Support**

**Eating Disorder of York Region's Riverwalk Wellness Centres:**

905-886-6632

[www.edoyr.com](http://www.edoyr.com) info@edoyr.com

Please leave a message or email and we will return your call.

- Resources and support for individuals and families living with disordered eating
- By Appointment Only

**Canadian Mental Health Association – York and South Simcoe**

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

[www.cmha-yr.on.ca](http://www.cmha-yr.on.ca)

**What's Eating You**

- One-on-one support in York Region.
- Specific programs offered for Self-Harm and Eating Disorders available in South Simcoe.

**Southlake Regional Health Centre:** 905-895-4521 Ext 2825

Child and Adolescent Eating Disorder Program

Young Adult Eating Disorder Program

[www.southlakeregional.org/Default.aspx?cid=877&lang=1](http://www.southlakeregional.org/Default.aspx?cid=877&lang=1)

596 Davis Dr., Newmarket

- Offering a Child and Adolescent Eating Disorder Program up to age 18 and Young Adult Program for ages 18-25.
- Call for program information.

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

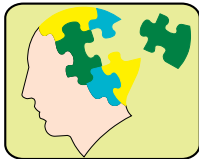
[www.nedic.ca](http://www.nedic.ca)

- 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.



People use substances for many reasons. If you need information or help, this section offers some supports and resources.

For information on drug effects and interactions go to:  
[www.york.ca/wps/portal/yorkhome/health/yr/substanceuse/](http://www.york.ca/wps/portal/yorkhome/health/yr/substanceuse/)

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:*

**Connex Ontario: 1-866-531-2600** [www.connexontario.ca](http://www.connexontario.ca)

- Confidential information, support, and referral line for addictions, mental health, and problem gambling treatment services.

**Addiction Services of York Region: 905-841-7007 / 1-800-263-2288**  
[www.asyr.ca](http://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](http://www.al-anon.org/for-alateen)

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

**Nar-Anon:** 1-800- 477-6291

[www.nar-anon.org/what-is-nar-anon](http://www.nar-anon.org/what-is-nar-anon)

- group support for family and friends of those with addictions following the 12 steps of the Narcotics Anonymous program.

*For help to quit smoking, call:*

**Smokers' Helpline:** 1-877-513-5333

[www.smokershelpline.ca](http://www.smokershelpline.ca) / Text: iQuit to 123456

**Leave the Pack Behind:** [www.leavethepackbehind.org](http://www.leavethepackbehind.org)

- 18 to 29 years of age, eight weeks of nicotine replacement therapy

**Break It Off Mobile App:** [www.breakitoff.ca](http://www.breakitoff.ca)

- End your relationship with smoking by overcoming triggers, cravings and old habits

**Smoking and Youth:** [www.york.ca/tobacco](http://www.york.ca/tobacco)

**Health Canada:** [www.canada.ca/vaping](http://www.canada.ca/vaping)

### b. Treatment Centres

**Cornerstone to Recovery:** 905-762-1551

[www.cornerstonetorecovery.com](http://www.cornerstonetorecovery.com)

570 Steven Court, Unit B, Newmarket

- Free 6 week Pre-Employment & Life Skills Program for individuals impacted by addiction
- Sober drop in space, Mon-Fri, 8:30am – 3:30pm
- Individual & family counselling
- Male only, 90-day residential treatment for substance use and outreach program.

**Road to Recovery Clinic:** 905-775-4999 / [www.roadtorecoveryclinic](http://www.roadtorecoveryclinic)

15 John St., West, Bradford (Call for Appointment)

- Professional medical and nursing staff to implement the latest in the treatment of opioid dependency

**Vitanova Foundation:** 905-850-3690

[www.vitanova.ca](http://www.vitanova.ca) 6299 Rutherford Rd., Woodbridge

- 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.tcgta.ca](http://www.tcgta.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

416-756-6642

<http://www.nygh.on.ca/Default.aspx?cid=1222&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: 416-748-9988 / 1-800-201-8138**

[www.caritas.ca](http://www.caritas.ca) info@caritas.ca

241 Hanlan Rd., Units 1 and 2, Vaughan

- Provides residential treatment for males experiencing addiction concerns. Including substance abuse or dependence issues, problematic gambling issues and hyper sexuality concerns.
- This is a long term treatment program that offers a variety of counselling and therapy options with ongoing case management.
- Information session and family support group every Tuesday evening at the Centre.

**RAAM (Rapid Access Addiction Medicine) Clinics:**

- For those needing assistance with their substance-use (i.e., alcohol, cannabis, cocaine, opioids).
- You do not require an appointment.
- Healthcard required.
- Can call to leave a confidential message or for more information.

*Markham Stouffville Hospital*

289-221-4839, 1-888-399-8942

Mon & Fri 1:00pm-3:00pm

*Southlake Regional Health Centre (Newmarket)*

289-221-4839, 1-888-399-8342

Tues 9:00am-11:00am

Thurs 1:30pm-3:30pm

*Mackenzie Health (Richmond Hill)*

289-221-4839, 1-888-399-8342

Mon 9:00am-11:00am

Humber River Hospital (Toronto)

Tues 3:00pm-7:00pm

Thurs 12:30pm-3:30pm

289-221-4839, 1-888-399-8342

### c. Withdrawal Management Facilities (Detox)

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

[www.asyr.ca](http://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. Call to confirm a bed is available.

**Royal Victoria Regional Health Centre:** 705-728-4226

[www.rvh.on.ca/mhad/SitePages/addiction%20services.aspx](http://www.rvh.on.ca/mhad/SitePages/addiction%20services.aspx)

70 Wellington St., West, Barrie

**Pinewood Centre:** 905-723-8195 / 1-888-881-8878

[www.lakeridgehealth.on.ca/en/ourservices/pinewood-addiction-services.asp](http://www.lakeridgehealth.on.ca/en/ourservices/pinewood-addiction-services.asp)

300 Centre St. South, Oshawa

**William Osler Health System:** 905-456-3500

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

35 McLaughlin Rd. South, Brampton

**Centre for Addiction and Mental Health:** 416-535-8501 Ext: 2

<http://www.camh.ca/en/your-care/access-camh>

40 White Squirrel Way, Toronto

## **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](http://www.ohrdp.ca)

*See Sexual Health Clinics - page 31 in Newmarket, Markham, Richmond Hill, and Vaughan for Needle exchange locations in York Region. (No appointment needed for needle exchange services.)*

### **LOFT Crosslinks Street Outreach & Services Network**

**Mobile Outreach Van: daily 2pm-9pm**

1-866-553-4053 or text 416-274-4972

[www.loftcs.org](http://www.loftcs.org)

- Provides mental health and addiction support, information about community resources, and harm reduction supplies such as needle exchange and inhalation kits and more.

**Eva’s Satellite:** 416-229-1874

[www.evas.ca/where-we-are/evas-satellite](http://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](http://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

**MOBYSS - Mobile York South Simcoe -**

Youth walk-in clinic: 289-879-2376

[www.mobyss.ca](http://www.mobyss.ca)

- Ontario's first mobile health clinic for youth
- 12 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



**The AIDS Infoline:** 1-800-668-2437

**Action Canada for Sexual Health & Rights**

1-888-642-2725

[www.sexualhealthandrights.ca](http://www.sexualhealthandrights.ca)

[www.sexualityandu.ca](http://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.

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

[www.acyr.org](http://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.

**LOFT Crosslinks Street Outreach & Services Network**

**Mobile Outreach Van:** daily 2pm - 9pm

1-866-553-4053 or text 416-274-4972 daily 2-9 PM –

[www.loftcs.org](http://www.loftcs.org)

Provides information about community resources, condoms, sexual health and more.



## 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](http://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)
- Naloxone kit distribution at Markham, Richmond Hill, Newmarket and Vaughan clinics

### 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, or forces you to have sex with them.

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:**

<https://www.mackenziehealth.ca/en/programs-services/domestic-abuse-and-sexual-assault-dasa.aspx>

**If you are in Crisis—Call:**

905-883-1212 Ext 0 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](http://www.cedarcentre.ca) / cedar@cedarcentre.ca

17705 Leslie St., Unit 12, Newmarket

- Offering comprehensive therapy for adults, youth and children who have experienced interpersonal childhood trauma.

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

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

[www.womenssupportnetwork.ca](http://www.womenssupportnetwork.ca)

1110 Stellar Dr., Unit 109, Newmarket

- Counselling program provides individuals with client-centred, trauma-informed counselling no matter where they are at on their healing journey. **In Crisis: 1-800-263-6734**

## 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](http://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 905-758-5285** or email [humantraffickingteam@yrp.ca](mailto:humantraffickingteam@yrp.ca)

**360°kids Hope Program:** 905-475-6694

[www.360kids.ca/programs-and-services/hope-program/](http://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:** 905-895-9065

[www.bridgenorth.org/](http://www.bridgenorth.org/)

- A survivor-founded, survivor-led organization focused on restoring the inherent dignity and value of sexually exploited women and girls by meeting their physical, mental, emotional and spiritual needs.

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

In Crisis: 1-800-263-6734

[www.womenssupportnetwork.ca](http://www.womenssupportnetwork.ca)

1110 Stellar Dr., Unit 109, Newmarket

## 9. Family Planning, Pregnancy, Adoption and Parenting Support

### a. Pregnancy Testing

*Pregnancy Testing is available through the Sexual Health Clinics. See page 31.*

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



**The Rose of Sharon:** Services for Young Mothers

[www.roseofsharon.com](http://www.roseofsharon.com)

Support services for prenatal and parenting women under the age of 25.

- Individual Counselling
- High School Program (Women under 21)
- ABC (All Babies Count) Prenatal Nutrition Program (For women of ALL ages)
- Parenting and personal development group programs
- Food Security Program
- Child Development Centre

*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.)

**EarlyON Child and Family Centre:**

[www.ontario.ca/page/find-earlyon-child-and-family-centre](http://www.ontario.ca/page/find-earlyon-child-and-family-centre)

- Offer free, high-quality drop-in programs for families and children from birth to 6 years old.

**Health Connection:** 1-800-361-5653

ChildFamily@york.ca

Healthy Babies Healthy Children Program

- Offered to women and their families:
  - » When they are pregnant
  - » After the birth of a child
  - » Until their children start school

**TLC The Life Centre:** 905-836-5433 / [www.tlcthelifecentre.ca](http://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 [info@lifewithababy.com](mailto:info@lifewithababy.com)

- 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](http://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](http://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](http://www.sexualhealthandrights.ca/find-service-provider/#ontario)

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

[www.nafcanada.org](http://www.nafcanada.org)

**Women's Care Clinic:** 416-256-4139 / [www.abortiontoronto.com](http://www.abortiontoronto.com)

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

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

[www.morgentaler.ca](http://www.morgentaler.ca)

727 Hillside Ave., East, Toronto

(Bayview Ave and Eglinton Ave, East)

## 10. LGBTQ2S 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 LGBTQ2S 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 LGBTQ2S issues. When you contact services in York Region ask if they identify as a 'Positive Space'.



© AVERT [www.avert.org/home/sexual.htm](http://www.avert.org/home/sexual.htm)

### Rainbow Network

**Family Services York Region:** [www.fsyrc.ca](http://www.fsyrc.ca)

- Counselling for LGBTTTQ related issues; host and lead agency for the [York Rainbow Network](#).
- Four locations throughout York Region
  - » Newmarket: 905-895-2371 / 1-888-223-3999
  - » Markham: 905-415-9719 / 1-866-415-9723
  - » Richmond Hill: 905-883-6572 / 1-866-820-9986
  - » Georgina: 905-476-3611

**York Rainbow Information, Referral, and Support Line:**

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

- Please leave a voicemail and your call will be returned.

**LGBT youthline:** 1-800-268-9688

[askus@youthline.ca](mailto:askus@youthline.ca)

- Peer support through our telephone, text and chat services.
- Connect with a peer support volunteer from Sunday to Friday, 4:00pm to 9:30 pm.

**My House Rainbow Meeting Spaces:** 905-884-0613 x205

**A program of AIDS Committee of York Region:** [myhouse@acyr.org](mailto:myhouse@acyr.org)

[www.acyr.org/myhouse/](http://www.acyr.org/myhouse/)

- Peer-led and peer-directed.
- Inclusive and safer spaces to gather together and build social networks for those who identify with the LGBTQ2S community .
- Opportunities to organize and participate in recreational activities.
- Information and resources about health and social services.

**Rainbow Room:** 2nd and 4th Tuesday of each month

6 pm – 8 pm.

**Rainbow Youth Circles:** 1st and 3rd Tuesday of each month

7 pm – 9 pm.

**Rainbow Umbrella:** 2nd and 4th Thursday of each month

7 pm – 9 pm

**Fierté Simcoe Pride (FSP):**

[www.simcoepride.com](http://www.simcoepride.com) / [info@fiertesimcoepride.com](mailto:info@fiertesimcoepride.com)

**Gay York Region:** 905-235-3186 / 1-888-905-5428

[www.gayorkregion.com](http://www.gayorkregion.com)

- Online discussion board, up-to-date news and information related to the LGBTQ2S community of York Region, listings of businesses who identify as LGBTIQ friendly, and much more.

**PFLAG Canada – York Region:** 1-866-977-3524

[www.pflagyork.ca](http://www.pflagyork.ca)

- Parents, Families and Friends of Lesbians and Gays (PFLAG) mission is to support, educate and work towards a more accepting society.
- Coffee Nights - Listen. Share. Connect. Please refer to website for meeting location.

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

[www.acyr.org](http://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](http://www.mobyss.ca)

- 12 to 25 years of age
- Support, issues unique to LGBTQ2S 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](http://www.welcomecentre.ca)



### Welcome Centre Immigrant Services

- Five locations throughout York Region.
- Offer 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.

### Centre for Immigrant and Community Services: 905-305-4124

[www.yrwomen.com](http://www.yrwomen.com)

7220 Kennedy Rd., Unit 8, Markham

Employment Training for Immigrant Women - S.O.A.R. (Skills, Opportunities, Action Plan, Resources)

- Immigrant women of low to moderate income receive 8-weeks of technical and soft skills training required to obtain and retain office administration jobs.
- Program includes career coaching and internships and is offered in English, Mandarin, and Cantonese.

### NewYouth.ca [www.newyouth.ca](http://www.newyouth.ca)

- Online community for Newcomer Youth.

### Hong Fook Mental Health Association – Youth and Family Programs

416-493-4242

<http://hongfook.ca/association/our-services/youth-programs/>

2667 Bur Oak Ave., Markham

- Promoting the resiliency of East Asian youth and their family members and caregivers.
- Programs are developed and delivered under the four themes,



which are (1) enhancing youth emotional and social competency, (2) strengthening families, (3) cultivating leadership, social connectedness and mutual aids, and (4) raising mental health awareness and facilitating service navigation.

- Variety of programs geared toward youth 11-18 years of age.

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

[www.costi.org/programs/program\\_details.php?program\\_id=195](http://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](http://www.cicsiyc.org) / [infoIYC@cicscanada.com](mailto: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**

<http://www.parya.org/en/programs-services/youth-program>

Parya Trillium Foundation Community Centre

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

- Services available in multiple languages.
- 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.
- 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.
- Computer training to submit on-line job applications and prepare power point presentations.

**Bradford Immigrant and Community Services:** 905-775-3343

[www.bradfordimmigrant.ca](http://www.bradfordimmigrant.ca)

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:** 905-534-0637

[www.yorkoutreach.com](http://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](http://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.

**B2HRO - Bridge to Human Resources Online (Job Skills):**

905-940-7982

[www.jobskills.org/bridgetohr](http://www.jobskills.org/bridgetohr)

16775 Yonge St., Suite 301, Newmarket (Yonge St. & Mulock St.)

- Online program that will prepare highly skilled HR Newcomers to work in Canada's HR industry.

**B2HCA – Bridge to Healthcare Alternatives (Job Skills):** 905-604-8455

/ 1-866-592-6278 [www.jobskills.org/healthcare](http://www.jobskills.org/healthcare)

4961 Highway 7, Units 100-101, Markham

- Free program can help Internationally Educated Healthcare Professionals find an alternative healthcare related career in Canada.

### **Mentoring for Immigrant Professionals (Seneca):**

416-491-5050 ext. 44610

[e.coaching@senecacollege.ca](mailto:e.coaching@senecacollege.ca)

<http://www.senecacollege.ca/ce/bridging/TRIEC-Mentoring/TRIEC-mentoring.html>

- This unique mentorship program helps immigrant professionals reconnect with their career with the help of a mentor who works in their field in Canada.

### **Human Endeavour:** 905-553-9291 [www.humanendeavour.org/2018/](http://www.humanendeavour.org/2018/)

Youth Engagement and Peer programs with dedicated mentors offered for low income and newcomers.

- Girls only program (12-18 years) for Ahmadiyya Community in Vaughan.
- Girls only program (12-18 years) open for all communities in Markham.
- Soccer for newcomer boys (10-18 years) in Richmond Hill.

### **Elspeth Heyworth Centre for Women:** 905-747-1515

[www.ehcw.ca](http://www.ehcw.ca)

133 Fieldstone Dr., Vaughan, ON,

- Settlement programs and services for newcomer and immigrant youth age 18–30.
- One-on-one counselling and support services for immigration and employment needs.
- Trade industry connections.
- One-on-one counselling and referrals for victims of domestic violence.

## 12. Support for Parents Supporting Youth

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

1-800-488-5666 [www.apsgo.ca/](http://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 / 1-800-263-2075 [www.ccsyr.org](http://www.ccsyr.org)

21 Dunlop St., Unit # 101, Richmond Hill

Parents of Teens

- Walk-in counselling for parents, Wednesdays 12:30pm - 6:30pm at Richmond Hill location. \$40.00 fee requested.

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

[www.fernYorkregion.com](http://www.fernYorkregion.com)

10761 Victoria Square Blvd., Unit 201, Markham

- Facebook Parenting group, topics are based on needs and interest of parents and caregivers
- Library of parenting resources
- Online Facilitated Parenting Course

## Hong Fook Mental Health Association – Youth and Family Programs

416-493-4242

<http://hongfook.ca/association/our-services/youth-programs/>

2667 Bur Oak Ave., Markham

- Promoting the resiliency of East Asian youth and their family members and caregivers.
- Programs are developed and delivered under the four themes, which are (1) enhancing youth emotional and social competency, (2) strengthening families, (3) cultivating leadership, social connectedness and mutual aids, and (4) raising mental health awareness and facilitating service navigation.
- Variety of programs geared toward youth 11-18 years of age.

## 13. Drop-In Centres, Recreation, and Mentoring

### a. Drop-In Centres and Recreation

#### **360°kids Home Base Drop-In Centre**

Vaughan: 647-459-7773

[www.360kids.ca/programs-services/wellness-support/home-base-youth-drop-in-centres/](http://www.360kids.ca/programs-services/wellness-support/home-base-youth-drop-in-centres/)

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/programs-services/wellness-support/home-base-youth-drop-in-centres/](http://www.360kids.ca/programs-services/wellness-support/home-base-youth-drop-in-centres/)

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

Monday - Friday 9 am - 10 pm;

Saturday-Sunday 10 am - 6 pm

#### **Salvation Army Sutton Youth Services:** 905-722-9076

[www.suttonyouthservices.ca](http://www.suttonyouthservices.ca)

20898 Dalton Rd., West, Sutton

- Week day drop-in 9am - 5pm to access scheduled and recreational programs.

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

[www.newmarket.ca/youth](http://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:** 416-697-0147

[www.ctministries.ca/about-us/the-hub](http://www.ctministries.ca/about-us/the-hub)

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

- Drop-in centre with many other programs offered throughout the week. Programs are listed on the website.

**Immigrant Youth Centre:** 905-294-8868

[www.cicsiy.org](http://www.cicsiy.org) / [infoIYC@cicscanada.com](mailto: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.

**York Outreach:** 905-534-0637

[www.yorkoutreach.com](http://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](http://www.jerichoyouthservices.org)

The Link, 20849 Dalton Rd., Sutton West

- Free After School Programs (6-13 yrs), drop-in dodgeball (6+ yrs), Day Camps (6-13 yrs) Special Events
- Leadership Training (14+ yrs)

**LOFT Crosslinks Housing & Support Services and Krasman Centre (partnership)**

<http://krasmancentre.com/wp-content/uploads/2019/03/Contact-Us.pdf>

Peer Support Drop In

102 Main St., South, Unit 2, Newmarket,

10121 Yonge St., Richmond Hill

Check website schedule for day and times in each location

- A safe and supportive space run by and for peers (16yrs +) to socialize, access resources, access amenities such as computers, printer, internet, phone, shower.
- Workshops and groups promoting wellness, recovery and self-help.
- Access to community resources and information.

**Inn From The Cold:** 905-895-8889

[www.innfromthecold.ca](http://www.innfromthecold.ca)

510 Penrose St. Newmarket

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

- Drop in runs Monday, Wednesday and Thursday from 9am – 2pm (summer hours 10am – 3pm)
- Provides meals, showers, laundry and community services for the homeless and those at risk.

**105 Gibson Centre:** 905-946-8787

[www.105gibson.com](http://www.105gibson.com)

105 Gibson Dr., Markham

- Build friendships with others in the community by sharing a meal together

## b. Mentoring

**YouthSpeak:** 905-967-0604

[www.youthspeak.ca](http://www.youthspeak.ca) / [una@youthspeak.ca](mailto: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](http://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.

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

[www.vehicledonate.ca](http://www.vehicledonate.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](http://www.bbbsy.ca)

350 Industrial Pkwy., South, Aurora

- Empowering children and youth through our one-to-one mentorship and group mentoring programs:
  - » One-to-One
  - » Community Based (Big Brother; Big Sister and Big Buddy)
  - » In-School Mentoring (ISM)
  - » Group-Based
  - » Girls Empowerment through GO GIRLS! HEALTHY BODIES, HEALTHY MINDS
  - » Boys Empowerment through GAME ON! EAT SMART, PLAY SMART, LIVE SMART
  - » Newcomers Conversation Circle

**Girls Inc.: 905-830-0776**

[www.girlsincyork.org](http://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](http://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: Karen Braaten: [k.braaten@krasmancentre.com](mailto:k.braaten@krasmancentre.com)

## 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 by improving their reading, writing, math and computer skills in preparation for writing the GED exam (high school equivalency) or credit courses to return to higher education or to increase employment or greater independence. Services offered may include:

- One-on-one tutorials
- Small group instruction
- Computer-based literacy skills upgrading
- Employment readiness training
- Basic and intermediate computer training

All Services are:

- Confidential
- Customized to individual learning styles
- Guided by goal-oriented learning plans
- Offer flexible hours including day and evening programs

Locate the centre nearest you:

#### **Bradford, West Gwillimbury**

Learning Centres: 905-775-4432

[www.thelearningcentres.com](http://www.thelearningcentres.com)

157 Holland St., East, Suite 200, Bradford



## **Keswick**

The Learning Centre for Georgina: 905-476-9900

[www.lcgeorgina.org](http://www.lcgeorgina.org)

443 The Queensway South, Unit 17, Keswick

## **Newmarket – Aurora**

Literacy Council of York Simcoe Skills Upgrading Centre: 905-853-6279

[www.skillsupgrading.ca](http://www.skillsupgrading.ca)

1100 Gorham Rd., Suite 15, Newmarket

## **Thornhill**

Uplands Community Learning Centre –

Continuing Education: 905-731-9557 x 307

[www.yrdsb.ca/Programs/ConEd/Pages/Adult-Literacy-Basic-Skills.aspx](http://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](http://www.literacycouncilyorksouth.com)

Thornhill Community Centre, 7755 Bayview Avenue

## **Additional Services:**

Rose of Sharon Services for Young Mothers: 1-877-516-3715

[www.roseofsharon.com](http://www.roseofsharon.com)

361 Eagles St., Newmarket

## **Earn Your General Educational Development (GED)**

A person who passes the GED exam earns an 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 who are at least 18 years old and 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](http://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):*

Prior learning includes the knowledge and skills that students have acquired, in both formal and informal ways, outside Ontario secondary school classrooms.

*Personalized Alternative Education (PAE):*

Most PAE programs take a holistic approach to student progress with the entire student in mind (social, emotional, physical, 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](http://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](http://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](http://www.360kids.ca/programs-and-services/igrad)

10415 Younge 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:** 905-884-3434 / 1-877-280-8180

[www.yrdsb.ca/programs/coned/Pages/default.aspx](http://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/adult\\_learning](http://www.scdsb.on.ca/adult_learning)

**Simcoe Muskoka Catholic District School Board:**

705-722-3555 Ext 331

<https://continuinged.smcdsb.on.ca>

## **b. Libraries**

**Aurora:** [www.aurorapl.ca](http://www.aurorapl.ca)

905-727-9494

**Bradford/West Gwillimbury:** [www.bradford.library.on.ca](http://www.bradford.library.on.ca)

905-775-3328

**East Gwillimbury** [www.egpl.ca/](http://www.egpl.ca/)

*Mt Albert* – 905-473-2472

*Holland Landing* – 905-836-6492

**Georgina** [www.georginalibrary.ca](http://www.georginalibrary.ca)

*Keswick* – 905-476-5762

*Pefferlaw* – 705-437-1514

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

**King Township**

[www.kinglibrary.ca](http://www.kinglibrary.ca)

*Ansnoerveldt* – 905-775-8717

King City – 905-833-5101  
 Nobleton – 905-859-4188  
 Schomberg – 905-939-2102

**Markham:** 905-513-7977

[www.markham.ca/wps/portal/home/arts/markham-public-library](http://www.markham.ca/wps/portal/home/arts/markham-public-library)

Angus Glen, Cornell Community Centre, Markham Village,  
 Milliken Mills, Thornhill Community Centre, Thornhill Village,  
 Unionville, Aaniin (new branch)

**Newmarket:** 905-953-5110

[www.newmarketpl.ca](http://www.newmarketpl.ca)

**Richmond Hill**

[www.rhpl.richmondhill.on.ca](http://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](http://www.vaughanpl.info)

Ansley Grove (Woodbridge), Bathurst Clark, Civic Centre,  
 Dufferin Clark, Kleinburg, Maple, Pierre Berton (Woodbridge),  
 Pleasant Ridge, Woodbridge, Vellore Village

**Whitchurch-Stouffville:** 905-642-7323

[www.wsplibrary.ca](http://www.wsplibrary.ca)

### c. English as a Second Language

**Learn Speak Live:** 1-877-322-5277

[www.learnspeaklive.ca/index.php](http://www.learnspeaklive.ca/index.php)

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

[www.welcomecentre.ca](http://www.welcomecentre.ca)

- Five Locations to serve Immigrant Youth – see page 38 for details

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

<https://www.ycdsb.ca/programs-services/english-as-a-second-language/english-literacy-development/>

**York Region District School Board:** 905-731-9557

[www.yrdsb.ca/Programs/ConEd/Pages/ESL.aspx](http://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.ca](http://www.bradfordimmigrant.ca)

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 Training, Colleges & Universities:

[www.tcu.gov.on.ca/eng/employmentontario/training/](http://www.tcu.gov.on.ca/eng/employmentontario/training/)

**Toronto Apprenticeship Office:** 416-326-5800

**Apprenticeship Search:** [www.apprenticesearch.com](http://www.apprenticesearch.com)

**Ontario Youth Apprenticeship Program:** [www.oyap.com](http://www.oyap.com)

(OYAP is available for students currently in high school)

**Skills Canada:** [www.skillscanada.com](http://www.skillscanada.com)

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

[www.gtti.ca](http://www.gtti.ca)

5207 Baseline Rd., Sutton

**Canadian Apprenticeship Forum:** [www.caf-fca.org](http://www.caf-fca.org)

## e. Skill Development

### Essential Skills Development Program

**Literacy Council York-Simcoe Skills Upgrading Centre:** 905-853-6279

<https://www.skillsupgrading.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.

**Learning Disabilities Association of York Region:** 905-884-7933

[www.ldayr.org/soar-mindful-transitions-youth/](http://www.ldayr.org/soar-mindful-transitions-youth/)

9040 Leslie St., Unit #208, Richmond Hill

SOAR Transitions

- Supports youth living with low to moderate income who have been diagnosed with a learning disability or ADHD and are transitioning into post-secondary or the workplace.
- Provides help with studying skills and exam preparation, self-advocacy and social skills, as well as pre-employment skills.

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

[www.costi.org/programs/program\\_details.php?sid=59&pid=1&id=210](http://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.gtti.ca](http://www.gtti.ca)

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

**NPower Canada:** 647-689-5850 Ext 106

[www.npowercanada.ca](http://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.

**Human Endeavour:** 905-553-9291/ 905-775-353

[www.humanendeavour.org](http://www.humanendeavour.org)

Enterprise Promotion and Innovation Centre (EPIC)

- Career Counselling services for newcomers and unemployed.
- Hands-on training in General Construction, Masonry, Fork-lift training.
- Microsoft Suite, Graphic Design, QuickBooks & Accounting, Small Office IT Management.
- Career Clarity Workshops for high school students.
- Experiential learning projects for elementary students.



## 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 that have strong communication skills. 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 \$14.00 per hour, (Jan 1, 2018 to Sept. 30, 2020)

Student Minimum Wage (under 18) is \$13.15 per hour (Jan 1, 2018 - Sept 30, 2020). (Students under 18 and not working more than 28 hours per week or during a school holiday.)

Liquor Servers Minimum Wage is \$12.20 per hour (Jan 1, 2018 - Sept 30, 2020).

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/](http://www.labour.gov.on.ca/english/es/)

### **d. Employment Service Providers**

Employment Services provides employment services and supports to a wide range of individuals, including youth who may be facing some barriers to employment and may benefit from assisted supports.  
Aurora

**RNC Employment Services:** 905-727-3777

[www.rncemploymentservices.ca](http://www.rncemploymentservices.ca)

222 Wellington St., East. (Main Floor)

#### **Bradford, West Gwillimbury**

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

[www.bradfordworks.ca](http://www.bradfordworks.ca)

95 Holland St. West. Unit 105

#### **Georgina / East Gwillimbury**

Job Skills: 905-476-8088 / 1-866-470-5947 / [www.jobskills.org](http://www.jobskills.org)

155 Riverglen Dr., Unit 7

#### **Markham**

Job Skills: 905-948-9996 / [www.jobskills.org](http://www.jobskills.org)

4961 Hwy 7, Unit 100

JVS Employment Source: 905-470-9675 / [www.jvstoronto.org](http://www.jvstoronto.org)

30 Karachi Drive, Unit 66

#### **Richmond Hill**

YMCA: 905-780-9622 / [www.ymcagta.org](http://www.ymcagta.org)

10610 Bayview Avenue, Unit 12

VPI Inc.: 905-882-9561 / [www.vpi-inc.com](http://www.vpi-inc.com)  
1 West Pearce, Unit 405

### **Stouffville**

yorkworks Employment Services: 905-640-2352 / [www.yorkworks.ca](http://www.yorkworks.ca)  
111 Sandiford Drive, Mezzanine Level

### **Sutton**

yorkworks Employment Services: 905-722-1480 / [www.yorkworks.ca](http://www.yorkworks.ca)  
20887 Dalton Road, Unit 5

### **Thornhill**

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

### **Vaughan**

COSTI: 905-669-JOBS (5627) / [www.costi.org/programs/employment.php](http://www.costi.org/programs/employment.php)  
3100 Rutherford Rd., Suite 102

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

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

Seneca Employment Services: 905-417-1781 / [www.workforceready.ca](http://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.mcscs.gov.on.ca/en/mcscs/programs/social/ow/](http://www.mcscs.gov.on.ca/en/mcscs/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](http://www.jobskills.org/youth/yjc.html)

**Markham, Richmond Hill and Vaughan**

**360°kids:** 647-218-0178

[www.360kids.ca/programs-services/employment/](http://www.360kids.ca/programs-services/employment/)

**YMCA: 905-780-9622 / [www.ymcagta.org](http://www.ymcagta.org)**

10610 Bayview Ave., Unit 12, Richmond Hill

**360°kids Base 4 Success:** 416-768-7074

[www.360kids.ca/programs-services/employment/](http://www.360kids.ca/programs-services/employment/)

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

- 12 week paid employment program that provides 120 hours of pre-employment workshops and 240 hours of paid work placement opportunities.
- Participants are provided with certification opportunities for Smart Serve, WHMIS, Food Handlers and First Aid/CPR.
- Activities include 2 team building excursions and training that helps develop employment as well as life skills.

**360°kids Every Bite Matters (EBM):** 416-938-7472

[www.360kids.ca/programs-services/employment/](http://www.360kids.ca/programs-services/employment/)

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

- 12 week paid employment program for youth interested in developing culinary skills.
- 2 weeks of in class training, 6 weeks of training in the 360°kids' commercial kitchen and 4 weeks in a placement opportunity.
- Participants receive certification opportunities for Smart Serve, WHMIS, Food Handlers and First Aid/CPR.

**360°kids Youth Success Strategy (YSS):** 647-229-4183

[www.360kids.ca/programs-services/employment/](http://www.360kids.ca/programs-services/employment/)

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

1441 Clark Ave West, Thornhill (Dufferin Clark Community Centre)

- Assists youth in reaching their employment goals who do not require the supports of a formal program, or who do not meet the eligibility criteria for 360kids programs. Youth are guided through the job search process, while building their resume's, cover letters, preparing for interviews, and ultimately employment.

**SPRING:** 905-780-9622 / [www.ymcagta.org](http://www.ymcagta.org)

10610 Bayview Ave., Unit 12, Richmond Hill

- 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.

**Salvation Army Sutton Youth Services:** 905-722-9076

[www.suttonyouthservices.ca](http://www.suttonyouthservices.ca)

20898 Dalton Rd. West, Sutton

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

**JVS YouthReach II**

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

[tgreenwood@jvstoronto.org](mailto:tgreenwood@jvstoronto.org) / [samia.nuru@jvstoronto.org](mailto:samia.nuru@jvstoronto.org)

- Free employment services for youth who have experienced conflict with the law or face barriers to employment.
- One-on-one employment counselling, resume writing and job search assistance, referral, access to supports towards employment.

**360°kids Specialized Training for Employment Program (STEP):**

647-637-6023

[www.360kids.ca/programs-services/employment/](http://www.360kids.ca/programs-services/employment/)

- Provides on-one-on pre-employment counselling and a paid placement opportunities up to 240 hours.
- Geared towards youth who self-identify with mental health challenges.
- Counsellors can meet with youth in the community and provide individualized support.

**Simpact - Practice Firm for Women (Job Skills):** 905-235-7001[www.jobskills.org/simpact](http://www.jobskills.org/simpact)

16775 Yonge St., Suite 301, Newmarket (Yonge St. &amp; Mulock St.)

- Simpack's 10-week program will support unemployed women to explore various career options and gain hands-on work experience in a simulated work environment in: Basic Accounting, General Office, Data Entry and Customer Service.

**Job Find Club- Enhanced (Job Skills):** 905-946-0847 / 1-866-220-7255[www.jobskills.org/jfc](http://www.jobskills.org/jfc)

- Enhance your job search efforts with customized strategies for resume, cover letter and social media development.

**Youth Entrepreneur Program (Job Skills):** 1-866-470-5947 /289-312-3244 (text only) / [www.jobskills.org/yep/](http://www.jobskills.org/yep/)

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

- Y.E.P is for unemployed individuals aged 15 – 30 (out of school)
- Participants start their own businesses within the YEP with interactive workshops and support for business plan development.
- 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](http://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):** 905-841-3977 / 1-866-345-0183

<http://atworkautravail.ca/index.php>

- Employment support to assist individuals with mental health issues who are unemployed (or under-employed), to obtain and maintain competitive employment.
- Must meet six eligibility criteria.
- Includes job planning, career exploration, job search, preparation, coaching, maintenance and follow along support.

**Strategic Employment Solutions:** 905-895-7529/1-800- 350-4621  
[www.marchofdimes.ca/EN/programs/employment/Pages/default.aspx](http://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 March of Dimes:** 1-800-350-4621 Ext 6503

[jrobinson@marchofdimes.ca](mailto:jrobinson@marchofdimes.ca)

Customer Service and Retail Training

- Three week program offered throughout York Region.
- Job Search assistance upon successful completion of program.

**Markham Small Business Enterprise Centre:** 905-477-7000

[www.msbc.markham.ca/youth](http://www.msbc.markham.ca/youth)

**Richmond Hill Small Business Enterprise Centre:** 905-747-6317

[www.richmondhill.ca/en/invest-and-do-business/Small-Business-Enterprise-Centre.aspx](http://www.richmondhill.ca/en/invest-and-do-business/Small-Business-Enterprise-Centre.aspx)

**Vaughan Small Business Enterprise Centre:** 905-832-8526

[www.vaughan.ca/business/startup/Pages/Entrepreneurship-Programs.aspx](http://www.vaughan.ca/business/startup/Pages/Entrepreneurship-Programs.aspx)

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

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

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

[https://www.mcsc.gov.on.ca/en/mcsc/programs/social/odsp/employment\\_support/index.aspx](https://www.mcsc.gov.on.ca/en/mcsc/programs/social/odsp/employment_support/index.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](http://www.wcyr.ca)

16775 Yonge St., Suite 207, Newmarket

- Assisting women (over age 18) with their search for meaningful and sustainable employment through career exploration.

**York Region Welcome Centre: 1-877-761-1155**

[www.welcomecentre.ca](http://www.welcomecentre.ca)

- Supports available to assist in developing skills needed to secure employment

**YouthSpeak: 905-967-0604**

[www.youthspeak.ca](http://www.youthspeak.ca) / [una@youthspeak.ca](mailto:una@youthspeak.ca)

- YouthSpeak hires and trains youth with lived experience with mental health, bullying and/or substance misuse and other challenges to share their personal stories and coping strategies in assemblies and workshops.

## f. Career Planning and Preparation

**The Career Exploration Club: 905-392-7526**

[www.careerexplorationclub.com/](http://www.careerexplorationclub.com/)

- Provides guided career exploration to youth and young adults through coaching, workshops and industry research.
- All programs and services are fee for service.

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

[www.gtti.ca](http://www.gtti.ca)

5207 Baseline Rd., Sutton

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

## 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](http://www.yrt.ca)

**TripLinx:** [www.triplinx.ca](http://www.triplinx.ca)

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

**Routes Connecting Communities:** 905-722-4616

[www.routescc.org/](http://www.routescc.org/)

- Volunteer transportation services for eligible people whose current financial and life situation limits their access to community services in York Region.
- 48 hours notice is required for bookings.

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

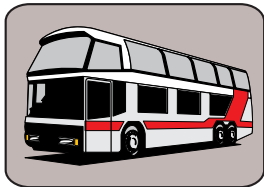
[www.gotransit.com](http://www.gotransit.com)

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

[www.ttc.ca](http://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](http://www.ontario.ca/driving-and-roads/get-g-drivers-licence-new-drivers)  
[www.drivetest.ca](http://www.drivetest.ca)

*To book a road test:*

[www.drivetest.ca/book-a-road-test/booking.html#/validate-driver-email](http://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

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](http://www.jfcy.org) / [info@jfcy.org](mailto:info@jfcy.org)

55 University Ave. 15th Floor, Toronto

- Legal services for young people under 18 and homeless youth under 25
- Provides select legal representation to low-income children and youth in Toronto and vicinity.

**Community Legal Clinic of York Region:**

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

[www.clcyr.on.ca](http://www.clcyr.on.ca)

21 Dunlop St., Suite 200, Richmond Hill

- Serves low-income residents in York Region.
- 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, Employment Insurance, Employment and Immigration law. Some Family law provided.
- 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](http://www.legalaid.on.ca)

**Law Society of Ontario:** 1-800-668-7380 / 416-947-3330

[www.lso.ca](http://www.lso.ca)

- 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](http://www.teenlegalhelpline.org).

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

**Family Law Information Centres:**

[www.attorneygeneral.jus.gov.on.ca/english/family/index.php](http://www.attorneygeneral.jus.gov.on.ca/english/family/index.php)

- Information about separation, divorce and related family law issues, family justice services, alternative forms of dispute resolution, local community resources and court processes.

**Elizabeth Fry Society of Peel-Halton:** 905-459-1315

[www.efrypeelhalton.ca](http://www.efrypeelhalton.ca)

- Support for marginalized women in conflict with the law.
- Counselling services to enable community reintegration, personal well-being and enhanced community safety while benefiting from emotional and cultural supports.

## 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](http://www.hrlsc.on.ca)

And/OR

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

Or visit [www.hrto.ca](http://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.

### Record Suspensions for Simple Pot Possession

The Canadian government is currently updating the law so that people

with convictions for **simple possession of marijuana** can apply for a record suspension more quickly and at no cost. The updates to this law, outlined in Bill C-93, are expected to be final (or, come into force) by summer 2019.

- You will be able to apply for a record suspension immediately after your sentence is completed.
- The mandatory five to 10 year wait does not apply in this case.
- The \$631 application fee will be waived, so you can apply at no cost.
- Bill C-93 applies to people who have a simple possession conviction **only**, not other convictions (eg. Trafficking). You have to provide proof that this is the case.
- If you have already applied for a record suspension for simple possession and your application has not been processed yet, as of the day Bill C-93 comes into force your application must be processed under the new law. Presumably this means you will be able to obtain a refund of the application fee.

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

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

[www.canada.ca/en/parole-board/services/record-suspensions.html](http://www.canada.ca/en/parole-board/services/record-suspensions.html)

*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.



# 18. Financial Information and Support

## a. Financial Assistance

### Ontario Disability Support Program (ODSP)

[www.mcss.gov.on.ca/en/mcss/programs/social/odsp/](http://www.mcss.gov.on.ca/en/mcss/programs/social/odsp/)

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 68 for their contact info.

### Ontario Works

[www.mcss.gov.on.ca/en/mcss/programs/social/ow/index.aspx](http://www.mcss.gov.on.ca/en/mcss/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:** 1-877-464-9675

**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 **68** for their contact info

**Employment Insurance (EI):** 1-800-206-7218 / TTY 1-800-529-3742  
[www.canada.ca/en/services/benefits/ei.html](http://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.canada.ca/en/services/benefits/ei/ei-regular-benefit.html](http://www.canada.ca/en/services/benefits/ei/ei-regular-benefit.html)

To find a Service Canada office close to you: 1-800-206-7218 / TTY 1-800-529-3742

[www.servicecanada.gc.ca/tbssc-fsco/sc-hme.jsp?lang=eng](http://www.servicecanada.gc.ca/tbssc-fsco/sc-hme.jsp?lang=eng)

*Markham:* 5051 Hwy #7, Unit 14

*Richmond Hill:* 35 Beresford Dr.

*Newmarket:* 1-18183 Yonge St.

*Alliston:* 46 Wellington St. West

*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 **68** 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)

OR visit: [www.york.ca/wps/portal/yorkhome/support/yr/childrenservices](http://www.york.ca/wps/portal/yorkhome/support/yr/childrenservices)

## b. Financial Assistance to Further Your Education

**LEAP (Learning, Earning, and Parenting):** 1-877-464-9675

Young parents who are getting Ontario Works benefits can get extra support through the LEAP program. This program helps young parents to complete school, get employment experience and improve parenting skills while receiving financial assistance.

For more information, visit:

<https://www.york.ca/wps/portal/yorkhome/support/yr/ontarioworks/assistanceforyoungparents/>

**OSAP (Ontario Student Assistance Plan):** 1-888-449-4478 /

TTY: 1-800-465-3958

[www.osap.gov.on.ca/OSAPPortal](http://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.

The Government of Canada offers student grants and loans to full-time and part-time students to help pay for their post-secondary education.

[www.canada.ca/en/services/benefits/education/student-aid/grants-loans.html](http://www.canada.ca/en/services/benefits/education/student-aid/grants-loans.html)

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

## 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](http://www.debthelpcanada.com) / [intake@debthelpcanada.com](mailto: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.wcyr.ca](http://www.wcyr.ca)

16775 Yonge St., Suite 207, Newmarket

- Financial Empowerment Program - Helping women to develop a 'road map' for handling their money and create a life of financial stability. (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](http://www.consumer.equifax.ca)

OR

**TransUnion:** 1-800-663-9980 / [www.transunion.ca](http://www.transunion.ca)

### **Harrassment by Collection Agencies:**

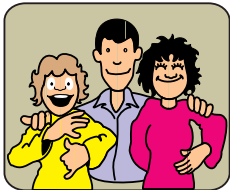
If you feel you don't owe the amount a collection agency is demanding, speak to a lawyer before offering or making a payment, signing anything, or agreeing that you owe an amount. You may lose some of your rights otherwise. See page 68 for legal service contact information.

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 :**

**York Info, Newmarket Public Library**

[www.yorkinfo.ca](http://www.yorkinfo.ca)

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

**Neighbourhood Network:** 905-726-3737 / 1-855-870-4586  
14988 Yonge St., Aurora

[www.neighbourhoodnetwork.org](http://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](http://www.volunteermarkham.ca)

Markham Civic Centre, 101 Town Centre Blvd, Markham

**Jericho Youth Services:** 905-722-5540

[www.jerichoyouthservices.org](http://www.jerichoyouthservices.org)

The Link, 20849 Dalton Rd., Sutton West

- Volunteer opportunities for high school students looking to participate in recreational activities with children and youth.

### **Canadian Red Cross, Region of York:**

[www.redcross.ca/in-your-community/ontario/ontario-volunteer-opportunities](http://www.redcross.ca/in-your-community/ontario/ontario-volunteer-opportunities)

- Increases awareness of, respect for, and promotes action on humanitarian values and issues.
- 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](http://www.bbbsy.ca)

350 Industrial Pkwy., South, Aurora

Become a role model for the children and youth in your community.

- Volunteer opportunities for Big Brothers, Big Sisters and In-School Mentors in specific areas in York Region and South Simcoe are available.
- Volunteers Mentor opportunities for Group Leaders for Girls Empowerment, GO GIRLS! HEALTHY BODIES, HEALTHY MINDS AND Boys Empowerment, GAME ON! EAT SMART, PLAY SMART, LIVE SMART are also available.
- Indirect volunteer opportunities also exist for event organization and administration.

### **Girls Inc.: 905-830-0776**

[www.girlsincyork.org](http://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/](http://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.

**Human Endeavour:** 905-553-9291

[www.humanendeavour.org](http://www.humanendeavour.org)

- Co-op/placement opportunities for high school students in web design, multimedia, etc.
- College students of ECE, behavioral sciences, settlement & immigration, social work sectors.
- University students of nursing, social work, community development.
- Placement and income opportunities for newcomers, low income and people with disabilities through social enterprises.

**Scouts Canada:** 1-888-855-3336

[www.scouts.ca/scouters/volunteer/](http://www.scouts.ca/scouters/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/](http://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.



## 20. Municipal Offices and Other Government Contacts

**City of Markham:** 905-477-5530

[www.markham.ca](http://www.markham.ca)

**City of Richmond Hill:** 905-771-8800

[www.richmondhill.ca](http://www.richmondhill.ca)

**City of Vaughan:** 905-832-2281

[www.vaughan.ca](http://www.vaughan.ca)

**Town of Aurora:** 905-727-1375

[www.aurora.ca](http://www.aurora.ca)

**Town of Bradford-West Gwillimbury:** 905-775-5366

[www.townofbwg.com](http://www.townofbwg.com)

**Town of East Gwillimbury:** 905-478-4282

[www.eastgwillimbury.ca](http://www.eastgwillimbury.ca)

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

[www.georgina.ca](http://www.georgina.ca)

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

[www.newmarket.ca](http://www.newmarket.ca)

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

[www.king.ca](http://www.king.ca)

**Regionally Municipality of York – Access York:** 1-877-464-9675 /

TTY 1-866-512-6228

[www.york.ca](http://www.york.ca)

**Ontario Ministry of Training, Colleges and Universities:**

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

[www.ontario.ca/page/ministry-training-colleges-universities](http://www.ontario.ca/page/ministry-training-colleges-universities)

**Government of Canada, Services for Youth:**

[www.canada.ca/en/services/youth.html](http://www.canada.ca/en/services/youth.html)



## 21. General Information

### 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.

### Funding Acknowledgments

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

### The Mandate of the Workforce Planning Board of York Region

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

### Who we are

The Workforce Planning Board of York Region is a not-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 local labour market research and planning processes that lead to cooperative efforts among partners.

The Workforce Planning Board of York Region is funded by the Ministry of Training, Colleges and Universities.



## 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, please contact Workforce Planning Board of York Region at [tmsf@wpboard.ca](mailto:tmsf@wpboard.ca).



**EMPLOYMENT  
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