



How Can I Help?

This document has contact information for helpful resources and supports in Durham Region.

If you have urgent safety concerns, call 911.

I see a person sleeping without shelter. Who do I call?

- Contact the Region of Durham's Homelessness Outreach Program seven days per week, 24 hours per day:
 - Call 311 and enter extension 5510
 - Email HomelessHelp@durham.ca.
- Call the Primary Care Outreach Program (PCOP) at 289-979-9428 from 8 a.m. to 6 p.m., seven days a week.
 - For information on the PCOP, visit durham.ca/AboutPCOP.

I see needles/drug items in a public place. Who do I call?

- Call the appropriate municipality.
 - Ajax 905-683-2951, Brock 705-432-2355, Clarington 905-623-3379, Oshawa 905-436-3311, Pickering 905-683-7575, Scugog 905-985-7346, Uxbridge 416-990-1964, Whitby 905-430-4300
 - To call about drug use that is occurring, the non-emergency Durham Regional Police Service number at 905-579-1520, seven days per week, 24 hours per day.

I see someone who may be struggling with their mental health. Who do I call?

- If you have urgent concerns, call 911 and say you are calling about a mental health emergency.
- If it is not urgent, contact:
 - The Durham Mental Health Services' Crisis Access and Linkage Line at 905-666-0483 or 1-800-742-1890, seven days a week, 24 hours per day.
 - The Primary Care Outreach Program (PCOP) at 289-979-9428, seven days a week from 8 a.m. to 6 p.m.

I see someone outside in winter. Where are the warming centres?

- Visit durham.ca/EmergencyShelters and view "Durham Region Winter Warming" for information.

I see someone asking for money or throwing away needles/drug items. Who do I call?

- Call the non-emergency Durham Regional Police Service number at 905-579-1520, seven days per week, 24 hours per day.
- I see someone committing a crime (for example, dealing drugs, damaging property or being violent). Who do I call?
 - If you need urgent help, call 911.
 - For non-emergencies, where there is no urgent threat to a person or property, call 905-579-1520.

[More info on reverse side](#)



Who can I call with anonymous information about a crime?

- Call Durham Regional Crime Stoppers at 1-800-222-TIPS (8477) or online at durhamregionalcrimestoppers.ca.

I know someone who needs drop-in meals. Where can I find information?

- Visit the 'Supports' section of durham.ca/SupportsForDowntownOshawa for drop-in meal information.

Other useful links

- [Supports in Ajax](#)
- [Supports in Oshawa](#)
- [Supports in Pickering](#)
- [Pickering Public Libraries](#)
- [Supports in Whitby](#)

Scan the QR code below for information on community and crisis-related supports in Durham Region.

