



# Whitby Public Library

## Community Information: Medical and Emergency Information

Dial 911 for emergency ambulance, fire and police services.	3
Important Numbers	3
211 Ontario – Ontario’s Community and Social Services Helpline	3
Durham Regional Police Services (non-emergency line)	3
Ontario Poison Centre	3
Assaulted Women’s Helpline	3
Canadian Human Trafficking Hotline	4
Denise House	4
Distress Centre Durham	4
Durham Mental Health Services	4
Durham Region Domestic Violence/Sexual Assault Care Centre	4
Durham Rape Crisis Centre	5
Hope for Wellness Helpline	5
Kids Help Phone	5
Legal Aid Ontario	5
Male Survivors of Sexual Abuse 24/7 Crisis Line	5
Distress and Crisis Ontario	5
Seniors 24/7 Safety Line	6
Victim 24/7 Support Line	6

	2
Victim Services Directory—Ontario	6
YMCA Y's Wish Shelter & Crisis Line	6
Find a doctor	6
Health Care Connect – Ontario Ministry of Health and Long-Term Care	6
Family Doctor Search – College of Physicians and Surgeons of Ontario	6
General Health Information	7
Health811—Healthcare in Ontario	7
More Information	7
Contact the Whitby Public Library	7
Central Library	7
Brooklin Branch	7
Rossland Branch	8

Community Information from the Whitby Public Library can help you find valuable resources and organizations in our community. This document contains contact information for many medical and emergency services in Whitby and the surrounding area.

**Dial 911 for emergency ambulance, fire and police services.**

## **Important Numbers**

### **211 Ontario – Ontario’s Community and Social Services Helpline**

- **Website:** <https://211ontario.ca/chat/>
- Live chat available Mon-Fri 7 am to 9 pm EST in English and French
- Navi the chatbot is available 24/7 in English.
- Dial 211 to speak to real people 24/7 in 150+ languages.

### **Durham Regional Police Services (non-emergency line)**

- **Phone:** 905-579-1520 OR 1-888-579-1520

### **Ontario Poison Centre**

- **Phone:** 1-800-268-9017 OR 416-813-5900
- **Website:** <https://www.ontariopoisoncentre.ca/>

### **Assaulted Women’s Helpline**

- **Website:** <https://awhl.org/home>

If you or someone you know is being abused, you can reach us by calling:

- **Phone (GTA):** 416-863-0511
- **Phone (Toll-Free):** 1-866-863-0511
- **Phone (Toll-Free TTY):** 1-866-863-7868
- **Text:** #SAFE (#7233) on Bell, Rogers, Fido or Telus mobile phones.

## Canadian Human Trafficking Hotline

- **Website:** [www.canadianhumantraffickinghotline.ca/](http://www.canadianhumantraffickinghotline.ca/)
- **Phone:** 1-833-900-1010
- Chat option available on website
- Operates 24/7

## Denise House

- **Phone:** 1-800-263-3725 OR 905-728-7311 for 24-hour help line
- **Email:** For general information, [info@thedenisehouse.com](mailto:info@thedenisehouse.com)
- For abused women and their children.

## Distress Centre Durham

- **Phone:** 1-800-452-0688 for the 24-hour help line
- **Daytime Phone:** 905-430-2522
- **Pride Line:** 1-855-877-7433
- Helps people in distress to cope by providing emotional support, crisis/suicide management, and community education.

## Durham Mental Health Services

- **Phone:** 1-800-742-1890 or 905-666-0483
- **Website:** <https://distresscentredurham.com/>
- Not-for-profit agency providing services and supports to individuals and families who are living with mental health concerns.

## Durham Region Domestic Violence/Sexual Assault Care Centre

- **Phone:** 905-576-8711 extension 33286
- **Website:** <https://www.lakeridgehealth.on.ca/en/ourservices/domestic-violence-and-sexual-assault-care-centre.asp>
- Information and emotional support for anyone who has experienced sexual assault or domestic violence.

## Durham Rape Crisis Centre

- **Phone:** 905-668-9200 for 24-hour phone line
- **Website:** <https://drcc.ca/>
- Individual and group counselling
- Police, legal, medical accompaniment and advocacy
- All services free of charge

## Hope for Wellness Helpline

- **Website:** <https://www.hopeforwellness.ca/>
- available 24/7 to all **Indigenous** people across Canada
- Chat on their website or call their helpline.
- **Phone:** 1-855-242-3310

## Kids Help Phone

- **Phone:** 1-800-668-6868 or text CONNECT to 686868
- Available to anyone in Canada aged 5-29, 24 hours a day.

## Legal Aid Ontario

- **Phone:** 1-800-668-8258
- **Phone (GTA):** 416-979-1446

## Male Survivors of Sexual Abuse 24/7 Crisis Line

- **Phone:** 1-866-887-0015
- Immediate crisis and referral services

## Distress and Crisis Ontario

- **Website:** <https://www.dcontario.org/>
- Text support to 258258
- Online chat and texting available from 2 pm—2 am daily.

## Seniors 24/7 Safety Line

- **Phone:** 1-866-299-1011

## Victim 24/7 Support Line

- **Phone:** 1-888-579-2888

## Victim Services Directory—Ontario

- **Website:** <https://ovss.findhelp.ca/>
- Victim Support Line open 24/7
- **Phone (toll-free):** 1-888-579-2888
- **Phone (GTA only):** 416-314-2447

## YMCA Y's Wish Shelter & Crisis Line

- **Phone:** 905-576-2997 OR 1-888-576-2997
- Shelter for women and their children
- SafePet Affiliate (SafePet can coordinate fostering options for your pet while you are in the shelter and reunite you with your pet when you are ready)

## Find a doctor

### Health Care Connect – Ontario Ministry of Health and Long-Term Care

- **Phone:** 1-800-532-3161
- **Website:** [www.health.gov.on.ca/en/ms/healthcareconnect/pro](http://www.health.gov.on.ca/en/ms/healthcareconnect/pro)
- A program to help Ontarians find a family health care provider.

### Family Doctor Search – College of Physicians and Surgeons of Ontario

- **Phone:** 1-800-268-7096
- **Website:** [www.cpso.on.ca](http://www.cpso.on.ca)

- Information about doctors, including family physicians and tips for finding a doctor that accepts new patients. Check local listings by searching under **Physicians** or **Clinics--Medical**

## General Health Information

### Health811—Healthcare in Ontario

- **Website:** <https://health811.ontario.ca/static/guest/home>
- Connect with a registered nurse day or night for free, secure and confidential health advice.
- **Phone:** 811
- **Phone (TTY):** 1-866-797-0007
- Chat is available on their website.

## More Information

For more information on resources and organizations in Whitby and the surrounding area, visit <https://www.informdurham.com/>

## Contact the Whitby Public Library

Contact any branch of the Whitby Public Library for more information, or for assistance with your research questions.

### Central Library

- **Phone:** 905-668-6531 extension 2020
- **Email:** [askreference@whitbylibrary.ca](mailto:askreference@whitbylibrary.ca)

### Brooklin Branch

- **Phone:** 905-655-3191
- **Email:** [askbrooklin@whitbylibrary.ca](mailto:askbrooklin@whitbylibrary.ca)

## Rossland Branch

- **Phone:** 905-668-1886
- **Email:** [askrossland@whitbylibrary.ca](mailto:askrossland@whitbylibrary.ca)