

2023

YOUTH BOOKLET

Guide of Services for Youth in Halton Region

www.peelhaltonworkforce.com/



Experiential Learning— Building the workforce for tomorrow

The Peel Halton Workforce Development Group (PHWDG) supports youth to gain experiential learning experiences. Experiential Learning (EL) opportunities are hands on learning experiences, where young people learn through reflection and practical experience in a work-integrated learning environment. It provides an opportunity for organizations to tap into a massive talent pool of students and other underrepresented groups, and prepares them for the future workforce. Experiential learning works to bridge the gap between employers, students, and academic institutions, benefiting everyone involved.

As a workforce development organization PHWDG is committed to providing EL opportunities as a way to build Canada's future workforce. We encourage all employers to consider their role in building a strong foundation for our workforce by providing EL opportunities to youth.

This booklet was researched & designed by our interns from the University of Toronto Mississauga. We thank them and acknowledge their hard work and commitment.

Content Research

- Anusha Azam
- Linghan Liu *
- Romysa Waseem
- Sameer Haque
- Yue Xu *

Graphic Design

- Yue Xu



** Verified that the information in this booklet was current and up to date on the day of publication.*

Peel-Halton Workforce Development Group: Who we are?

Peel Halton Workforce Development Group (PHWDG) is a community based, non-profit corporation. It is one of 25 local boards in the Province of Ontario, funded by the Ministry of Labour, Immigration, Training and Skills Development (MLITSD).

The Peel Halton Workforce Development Group consists of a volunteer Board of Directors representing business, labour, women, visible racial minorities, educators/trainers and other equity groups.

Its main role in the community is to conduct a highly interactive process that results in the Trends, Opportunities and Priorities (TOP) report. The TOP report serves as a strategic tool for building community partnerships.



The Mandate of the Peel-Halton Workforce Development Group

- **Labour Market Information and Intelligence**

Expanding current understanding of local labour market issues and needs and improving access to labour market information resources.

- **Integrated Planning**

Identify and respond to labour market and workforce development challenges and opportunities, and gaps in employment and training and human and social services, through collaborative planning.

- **Service Coordination for Employers**

Acting as a hub for connecting employers, industry associations, sector groups and other employer groups with appropriate employment and training services to address their workforce development needs.

- **Research and Innovation**

Collaborating with community stakeholders to develop projects related to the research and piloting of innovative approaches to addressing local labour market issues or opportunities.

- **Sharing Best Practices and Promising Approaches**

Working with provincial and community organizations, including other LEPCs, to identify and share local best practices that could inform action in other areas.

- To the Workforce Hub: <https://www.peelhaltonworkforce.com/hub/>
- How to use the Hub: <https://www.peelhaltonworkforce.com/how-to-use-hub/>

Job Map

Job Board

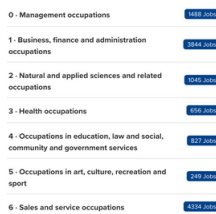


Work from Home Jobs



Career Library

Career Explorer

Sector Library

11 - Agriculture, forestry, fishing and hunting	29.00 Jedis
21 - Mining, quarrying, and oil and gas extraction	22.00 Jedis
22 - Utilities	29.00 Jedis
23 - Construction	162.00 Jedis
31, 32, 33 - Manufacturing	850.00 Jedis
41 - Wholesale trade	99.00 Jedis
44, 45 - Retail trade	1000.00 Jedis
48, 49 - Transportation and warehousing	3752.00 Jedis
51 - Information and cultural industries	70.00 Jedis

for local, relevant and timely labour market information.



**WORKING IN PEEL
HALTON**



**Labour Market
Information**

Job Listings

News

AND MORE



A GUIDE OF SERVICES FOR YOUTH IN HALTON REGION

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.



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!!**

Let's
Grow
Together



TABLE OF CONTENTS

01

Crisis/Support Lines



02

Abuse Support



- Protection and education
- Emergency shelters for women and children...

03

Housing



- Emergency places to stay (shelters)
- Housing information and support

04

Food



- Community Meals
- Emergency food banks

05

Health Services



- Help lines
- Community health centres and hospitals

06

Healthy Mind & Emotions



- Help lines and online resources
- Self-harm and eating disorder support

07

Substance Use & Harm Reduction



- Treatment Centres
- Support and assistance for substance use

08

Sexual Health



- Sexual Health Clinics
- Sexual Harassment services
- Human Trafficking

09

Family Planning



- Pregnancy Testing
- Family Planning, adoption and parenting support

10

LGBTQ2S



11



Immigrant Youth Services

12



Support for Parents Supporting Youth

13



Drop-in Centres

- Drop-in Centres and Recreation
- Mentoring

14



Education

- Literacy skills, Academic upgrading, and high school Equivalency
- Skill Development...

15 Volunteering



Multiple types of volunteer opportunities in Peel region

16



Employment

- Interview tips
- Your rights at work
- Career planning and preparation...

17



Transportation Services

- Public transport
- Stay safe at night
- Getting a Driver's License

18



Legal Support

- Know your rights
- Discriminations
- Record suspensions

19



Financial Support

- Financial Assistance (OW/EI/OSDP)
- financial literacy and counseling

20



Municipal Offices & Government Contacts

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.

Telehealth Ontario

- Tel: 866-797-0000 / TTY 866-797-0007
- Web: 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.

ConnexOntario

- Tel: 866-531-2600
- Web: <https://www.connexontario.ca/en-ca/>

Mental Health, Addiction and Problem Gambling Treatment Services.

Kids Help Phone

- Tel: 800-668-6868
- Web: <https://kidshelpphone.ca>

Distress Centre Halton Region

- Burlington: 905-681-1488
- Halton Hills/Milton: 905-877-1211
- Hamilton: 905-561-5800
- Oakville: 905-849-4541
- Web: <https://www.dchalton.ca>

Provide emotional support and encouragement, suicide risk assessment and prevention, as well as community resource and referral information.

Halton Region

- Tel: 311
- Web: <https://www.halton.ca/The-Region/Contact-Us/About-311>

Halton Regional Police

- Tel: 905-825-4777 (non-emergency number)
- Web: <https://www.haltonpolice.ca/en/index.aspx>



Crisis Outreach and Support Team (COAST)

- Tel: 877-825-9011
- Web: <https://halton.cmha.ca/our-services/in-a-crisis/>

Provides Halton residents, aged 16 and over, experiencing a mental health crisis with immediate outreach and support.

LGBTQ Youth Line

- Tel: 800-268-9688 or text 647-694-4275
- Web: <https://www.youthline.ca>

Trans Lifeline

- Tel: 877-330-6366
- Web: <https://translifeline.org>

Trans Lifeline provides trans peer support for our community.



Reach Out Centre for Kids (R.O.C.K.)

- Tel: 905-878-9785
- Web: <https://rockonline.ca>

Provides immediate outreach for children and youth, their parents/caregivers, and community members. 24/7 service.

SAVIS of Halton

- Tel: 905-875-1555
- Web: <https://www.savisofhalton.org>

Free, confidential, and non-judgmental 24 hour support to all survivors of violence including female-identified, male-identified, and members of the transgender community.

One Stop Talk

- Tel: 855-416-8255 / 855-416-TALK
- Web: <https://www.onestoptalk.ca>

Available Mon-Fri 12 noon-8 pm & Sat 12 noon-4 pm.

Connect directly with a counsellor through online chat, video and voice, offers children, youth (within 18 years of age) and their families immediate access to free mental health support through single session, counselling and ensures direct referral to additional service when needed.

Good 2 Talk

- Tel: 866-925-5454
- Web: <https://good2talk.ca>

Good2Talk provides free, confidential support services for post-secondary students in Ontario and Nova Scotia.



02. Abuse Support

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.



REPORT ABUSE



If you feel you are being abused or bullied, call

Kids Help Phone: 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:

Halton Children's Aid Society: 905-333-4441,

or visit our offices:

Address : 1445 Norjohn Court Unit 1, Burlington, ON L7L 0E6

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 **Halton Region Police: 905-825-4777**

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

For information and strategies to stop bullying, visit:

<https://www.haltonpolice.ca/en/staying-safe/hate-and-bias-motivated-crime.aspx#How-do-I-report-a-hate-related-incident>

a. Protection, Support and Education



Elizabeth Fry Society of Peel Halton

- Tel: 905-459-1315
- Web: <http://efrypeelhalton.ca>
- Address: 44 Peel Centre Drive, Suite 200, Brampton ON L6T 4B5

Work with women who are at risk or are in conflict with the law by providing coping strategies and opportunities to help build confidence and guide them to be productive and empowered individuals.

Radius Child & Youth Services

- Tel: 855-744-9001 or 905-825-3242
- Web: <https://haltonwomensplace.com>
- Address: 60 Lakeshore Road West, Oakville, ON, L6K 1E1

Radius Child and Youth Services is a specialized community-based organization that provides clinical assessment and counselling services to children, adolescents and families affected by interpersonal abuse.

Thrive Counselling - Milton

- Tel: 905-845-3811
- Web: <https://thrivecounselling.org>
- Address: 400 Main Street East, Suite 207, Milton, ON L9T 4X5

Individual, Couple & Family Counselling, Walk-In Counselling Clinics, Violence Against Women Program, Partner Abuse Response Program, and Caring Dads Program.

Thrive Counselling - Burlington

- Tel: 905-637-5256
- Web: <https://thrivecounselling.org>
- Address: 777 Guelph Line, Suite 207, Burlington Centre, Office Galleria Burlington, ON L7R 3N2

Individual, Couple & Family Counselling, Walk-In Counselling Clinics, Violence Against Women Program, Partner Abuse Response Program, and Caring Dads Program.

Thrive Counselling - Oakville

- Tel: 905-845-3811
 - Web: <https://thrivecounselling.org>
 - Address: 465 Morden Road, Suite 200, Oakville, ON L6K 3R9
- Individual, Couple & Family Counselling, Walk-In Counselling Clinics, Violence Against Women Program, Partner Abuse Response Program, Caring Dads Program.

The Women's Centre of Halton

- Tel 1: 905-847-9104, 905-847-5520 (for Oakville)
- Web: <https://thewomenscentrefhalton.com>
- Address 1: 1515 Rebecca Street, Suite 229, Oakville, ON. L6L 5G8
- Address 2: 410 Bronte Street South, Suite 203, Milton, ON. L9T 0H8

Support women who are experiencing crisis or distress, or who are in transition.

b. Youth Emergency Shelters

Bridging the Gap

- Tel: 905-635-0663
- Web: <http://www.bridgingthegaphalton.ca>

Bridging the Gap strives to provide readily and easily accessible support for youth between the ages of 16-24 residing in the Halton Region who are homeless or are at risk of becoming homeless. Bridging the Gap is committed to fostering a youth directed, strength based approach to assisting youth in achieving their goals. Bridging the Gap fosters partnerships with service providers in the Halton Region to maintain a positive, reputable, and constructive approach in our service to youth.

c. Emergency Shelter for Women and Children

Halton Women's Place

- Tel 1 (Burlington & Oakville): 905-332-1593
- Tel 2 (Milton & Halton Hills): 905-878-8970
- Tel 3 (24 hrs crisis line): 905-332-7892 or 905-878-8555
- Web: <https://haltonwomensplace.com>

Offer support, counselling and information in complete confidentiality over the phone, at our shelters, or using their online chat service.

Shifra Homes

- Tel: 905-681-9633
- Web: <https://www.shifrahomes.com>
- Address: 1860 Appleby Line, Suite #340, Burlington, ON L7L 7H7

Maternity residence for young, homeless, pregnant women 16-27



d. Bullying

Reach Out Centre for Kids (R.O.C.K.)

- Tel: 905-878-9785 (crisis line) or 905-339-3525 (Oakville)
- Web: <https://rockonline.ca>
- Address: 504 Iroquois Shore Rd #12a, Oakville, ON L6H 2Y7

Provides immediate outreach for children and youth, their parents/caregivers, and community members. 24/7 service.

PREVNet - Promoting Relationships and Eliminating Violence Network

- Tel: 613-533-2632/ Toll-free 866-372-2495
- Web: <https://www.prevnet.ca>

A national network of Canadian researchers, non-governmental organizations (NGOs) and Governments committed to stop bullying. The site offers a wide range of resources for educators, parents and community members.



03. Housing

Halton's emergency shelters and the services provided, help individuals and families regain stable housing.

If you are in need of emergency shelter, please call 311.



a. Emergency Places to Stay (Shelters)

Lighthouse Emergency Shelter

- Tel: 905-339-2918
- Web: <http://www.bridgingthegaphalton.ca>
- Address: 750 Redwood Square, Oakville, ON L6L 6X7

A 32 bed emergency shelter operated by the Salvation Army and Halton Region Social Services. It is the general emergency shelter for Halton Region.

b. Housing Information and Support

HATCH - Halton Access to Community Housing

- Web: <https://www.halton.ca/For-Residents/Housing-Supports-and-Services/Assisted-Housing/HATCH-Annual-Update-Online-Form>

Halton Region's subsidized housing program.

Halton Housing Help

Halton Housing Help services can help connect you to safe, affordable housing in Halton. Services include:

1. Online resources to connect you with housing supports
 2. Telephone support service for answers to general questions about housing resources. (One-to-one support by appointment)
- Web: <https://www.halton.ca/For-Residents/Housing-Supports-and-Services/Housing/Halton-Housing-Help>



04. Food

The Halton Food Map is a resource directory that provides information about food programs across the Halton Region. Visit:

<https://www.halton.ca/Repository/Where-to-Get-Food-in-Halton>

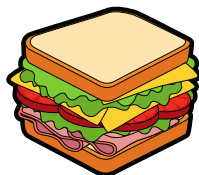
a. Community Meals

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

FareShareFoodBank

- Tel: 905-847-3988
- Web: oakvillefoodbank.com
- Address: 1240 Speers Road, Unit 6, Oakville, ON L6L 2X4

Open Monday, 10 a.m. to 2 p.m. and Thursday, 3 to 7 p.m.



KerrStreetMission

- Tel: 905-845-7485
- Web: kerrstreet.net
- Address: 485 Kerr Street, Oakville, ON, L6K 3C6

Call or visit the website for a schedule of community meals and food bank hours.

Salvation Army

- Tel 1: 905-637-3893 (Burlington)
- Tel 2: 905-875-1022 (Milton)
- Tel 3: 905-827-5324 (Oakville)
- Web: salvationarmy.ca
- Address 1: 5040 Mainway Unit 9, Burlington, ON L7L 7G5
- Address 2: 820 Nipissing Rd #4, Milton, ON L9T 4Z9
- Address 3: 2270 Speers Rd, Oakville, ON L6L 2X8

Open Monday to Friday, 9:00 to 11:30 a.m (Burlington)

Open Monday, Wednesday, Friday, 9 a.m. to 3 p.m (Milton)

Open Monday, Wednesday, Friday, 9 a.m. to 12 p.m (Oakville)



Holy Cross Lutheran Church

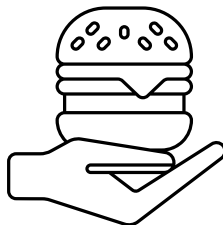
- Tel: 905-637-2741
- Web: holycrossburlington.ca
- Address: 3455 Lakeshore Rd., Burlington, ON L7N 1B5

Offer boxes of fresh fruits and vegetables that can be purchased at a reasonable price.

b. Emergency Food Banks

Burlington East Presbyterian Church

- Tel: 905-637-5155
- Web: burlingtoneast.net
- Address: 505 Walkers Line, Burlington, ON L7N 2E3



Compassion Society of Halton

- Tel: 905-592-3722
- Web: compassionsociety.net
- Address: 1881 Fairview St, Units 4 & 5 Burlington, ON L7S 2K4

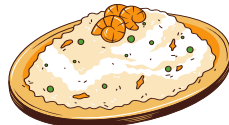
Variety of resources for people in need. Food Pick Up Hours Are:

Mondays: 12 PM - 3:30 PM, Wednesdays: 4 PM - 7 PM, and Fridays: 12 PM - 3:30 PM

Food for Life

- Tel: 905-635-1106
- Web: foodforlife.ca
- Address: 2258 Mountainside Dr, Burlington, ON L7P 1B7

Offers neighbourhood and community food programs.



Food4Kids

- Tel: 905-469-3113
- Web: food4kids.ca
- Address: 4391 Harvester Rd Unit #3, Burlington, ON L7L 4X1

SafetyNet Children & Youth Charities

- Tel: 905-845-7233
- Web: <https://www.safetynetservices.ca>
- Address: 166 South Service Rd East, Oakville, ON L6J 2X5

Provides emergency help in Oakville; call to make an appointment.



Society of St. Vincent de Paul

- Tel: 905-336-8332
- Web: ssvphaltonpc.org

Call or refer to website to find a location in your area.

Port Nelson United Church

- Tel: 905-637-5631
- Web: portnelsonunitedchurch.com
- Address: 3132 South Dr, Burlington, ON L7N 1H7



St. Luke's Anglican Church

- Tel: 905-634-1826
- Web: stlukesburlington.ca
- Address: 1382 Ontario St, Burlington, ON L7S 1G1

Tansley United Church

- Tel: 905-335-0090
- Web: tansleychurch.com
- Address: 2111 Walkers Line, Burlington, ON L7M 0Z2

Milton Bible Church

- Tel: 905-876-3586
- Web: miltonbiblechurch.ca
- Address: 200 Main St E, Milton, ON L9T 1N8



a. Help and Information Lines

Telehealth Ontario

- Tel: 866-797-0000 / TTY 866-797-0007
- Web: 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.



ROCK (Reach Out Centre for Kids)

- 24/7 ROCK Crisis Line: 905-878-9785
- Kids Help Phone: 800-668-6868
- Burlington office: 905-634-2347
- Milton office: 289-266-0036
- Oakville office: 905-339-3525
- Web: <https://rockonline.ca/>
- Burlington Office: 471 Pearl St., Burlington, ON L7R 4M4
- Milton Office: 400 Bronte Street South, Suite 101, Milton, ON L9T 0H7
- Oakville Office: 504 Iroquois Shore Road, Unit 12A, Oakville, ON L6H 2Y7

ROCK's 24/7 Crisis Line provides immediate support for children and youth, their parents/caregivers, and community members.

Kids Help Phone

- Tel: 800-668-6868
- Contact Info: <https://kidshelpphone.ca/get-involved/contact-us/>
- Web: <https://kidshelpphone.ca/>

Kids Help Phone is Canada's only 24/7 e-mental health service offering free, confidential support to young people in English and French. Our services:

1. Mental health tips and info
2. Crisis support
3. Professional counselling
4. Quizzes, games & activities
5. Support forums & real-life stories
6. Youth mental health data insights
7. A support service directory
8. Support for post-secondary students
9. Wellness support for all ages



b. Community Health Centres

Halton Community Rehab Centre

- Tel: 905-876-1515
- Email: admin@hcrc.ca
- Web: www.hcrc.ca
- Address: 17 Wilson Dr, Unit 12, Milton, ON L9T 3J7



Community rehabilitation clinic providing the following services:

Physiotherapy (orthopedic, pelvic floor physiotherapy for incontinence and pelvic pain), massage therapy, kinesiology, laser therapy. sports therapy (concussion treatment and baseline testing), acupuncture, spinal decompression, orthotics, in-home physiotherapy, vestibular rehabilitation for dizziness, treatment for pediatric sports related injuries, infant torticollis, hip deformities, spinal decompression and laser treatments.

Halton Region Health Department - Oakville - Halton Regional Centre

- Tel: Mon-Sun 24 hours 905-825-6000 or call 3-1-1
- Toll-Free: 1-866-442-5866
- Email: accesshalton@halton.ca
- Web: www.halton.ca/For-Residents/Public-Health
- Address: Halton Regional Centre, 1151 Bronte Rd, Oakville, ON L6M 3L1

The Health Department works to achieve the best possible health for all through the delivery of services from Health Protection, Healthy Families, Healthy Schools and Communities, Infectious Disease Control, Public Health Resources, and Paramedic Services.

c. Hospitals

Halton Healthcare

- Milton District Hospital: 905-878-2383
- Oakville Trafalgar Memorial Hospital: 905-845-2571
- Email: patientrelations@haltonhealthcare.com
- Web: www.haltonhealthcare.on.ca
- Address: 3001 Hospital Gate, Oakville, ON L6M 0L8



Health care organization providing publicly funded health care services. Comprised of three community hospitals: Georgetown Hospital (GH), Milton District Hospital (MDH), and Oakville Trafalgar Memorial Hospital (OTMH) Provides a wide range of programs and services including ambulatory care, cancer care, diabetes program, diagnostic imaging and laboratory, emergency departments, foot care and orthotics, geriatrics, intensive care, maternal newborn and pediatrics, medical education, mental health, nephrology, outpatient services, spiritual care, inpatient and same-day surgery, and rehabilitation services.

06. Healthy Mind & Emotions

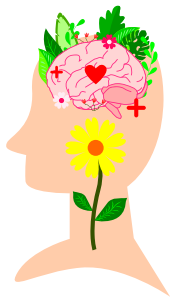
a. Help Lines and Online Resources

Kids Help Phone

- Tel: 1-800-668-6868
- Contact Info: <https://kidshelpphone.ca/get-involved/contact-us/>
- Web: <https://kidshelpphone.ca/>

Kids Help Phone is Canada's only 24/7 e-mental health service offering free, confidential support to young people in English and French. Our services:

1. Mental health tips and info
2. Crisis support
3. Professional counselling
4. Quizzes, games & activities
5. Support forums & real-life stories
6. Youth mental health data insights
7. A support service directory
8. Support for post-secondary students
9. Wellness support for all ages



ConnexOntario

- Tel: 1-866-531-2600
- Email: <https://www.connexontario.ca/en-ca/send-email>
- Web: www.connexontario.ca

ConnexOntario provides service information for people experiencing problems with gambling, drugs, alcohol, or mental health. Helpful, supportive system navigation specialists answer all calls, emails or web chat requests 24/7. We offer:

1. Contact information for mental health and addictions services or supports that meet the caller's specific needs.
2. Support and provide strategies to help people meet their goals
3. Basic education about gambling, drugs, alcohol, or mental health problems

MindyourMind

- Contact Information: <https://mindyourmind.ca/about/contact>
- Email: info@mindyourmind.ca
- Web: www.mindyourmind.ca

Youth mental health and engagement program that works in partnership with youth, emerging adults and the professionals who serve them to co-develop innovative tools and resources * resources are designed to promote wellness, reduce stigma, and increase access to community supports, both professional and peer-based * through active engagement, best practices and technology, youth are encouraged to reach out, get help and give help

b. Support and Assistance



Oakville Trafalgar Memorial Hospital

- Tel: 905-845-2571
- Email: patientrelations@haltonhealthcare.com
- Web: haltonhealthcare.on.ca/locations/oakville-trafalgar-memorial-hospital
- Address: 3001 Hospital Gate, Oakville, ON L6M 0L8

Services Include:

- Assessment
- Individual and group therapy for patients and their families
- Education and support for family members
- Mental Health - Child and Adolescent Clinic
- Mental Health - Child and Adolescent Eating Disorders Program
- Mental Health - Community Support Team

ADAPT Halton

- Tel: Information and intake 905-847-6547 ext 0; (collect calls accepted)
- Toll Free Phone: 877-517-2237
- Email: adapt@haltonadapt.org
- Web: haltonadapt.org/programs-services/youth-programs/
- Address: 165 Cross Ave, Suite 203, Oakville, ON L6J 0B1

Services include:

- Individual Counselling
- Group Counselling
- Peer support
- Help to access additional treatment and support services
- Gain the support and knowledge you seek by attending one of ADAPT's comprehensive workshops

Anonymous Friend

- Instagram - send a DM to [@anonymousfriend.support](https://www.instagram.com/anonymousfriend.support)
- Snapchat - snap with [@friend.support](https://www.snapchat.com/add/anonymousfriend.support)
- Web: www.anonymous-friend.com

A volunteer student support service run entirely by students, for students:

not healthcare professionals, call 911 for all emergencies

Students can message the social media accounts, responders' are anonymous, and their role is to provide support and refer students to other resources. Responders are trained by the Canadian Mental Health Association in "Mental Health First Aid, Interacting with Youth"

Canadian Mental Health Association - Oakville & Milton

- Office Phone: 905-693-4270
- Toll Free Phone: 877-693-4270
- Crisis Phone: COAST (Crisis Outreach and Support Team): 1-877-825-9011
- EMail: info@cmhahrb.ca
- Website: www.halton.cmha.ca
- Address 1: 1540 Cornwall Rd, Unit 102, Oakville, ON L6J 7W5
- Address 2: 470 Bronte St S, Unit 204 and 205, Milton, ON L9T 2J4

Programs and services include:

- Case Management: Helps people manage symptoms in positive ways, get the right care, find a place to live, and make healthy choices.
- Information and Referral:
 1. Provides information on mental health, addictions, and services to promote improved health and well-being
 2. Provides current and comprehensive information for people who have a mental health and/or addiction concerns as well as family members, friends, physicians, health care workers, or service providers
- Crisis Outreach and Support Team (COAST): Provides telephone support to persons who are in crisis and have a mental health concern
- Education and Training: Offer a range of workshops, courses, training, groups, and services to promote positive health and create a supportive community

North Halton Mental Health

- Office Phone: 905-693-4240
- Toll Free Phone: 833-256-7812
- Crisis Phone: Emergency for mental health 877-825-9011 or Distress Centre Halton at 905-877-1211
- For children and youth emergency mental health needs call ROCK 24 hours crisis line at 905-878-9785
- E-Mail: patientrelations@haltonhealthcare.com
- Website: www.haltonhealthcare.on.ca/services_/28763/t28545-mental-health/t28293-adult-mental-health
- Address: 217 Main St E, Milton, ON L9T 1N9

Provides comprehensive assessment, rehabilitation/treatment and supportive counselling to clients with complex and/or serious and persistent mental health disorders, living in North Halton * staff include psychiatrists, nurses, social workers, community support workers, family specialists, occupational therapists, peer support * referrals are made by doctors through One-Link * services are also offered to older persons with mental health issues, including behavioural and psychological complications associated with neurodegenerative diseases.

c. Self-Harm and Eating Disorder Support



Body Brave

- Tel: 905-312-9628
- EMail: info@bodybrave.ca
- Website: bodybrave.ca/
- Address: 1047 Main St E, Hamilton, ON Canada L8M 1N5

Provides support and guidance to anyone struggling with body image issues, disordered eating and eating disorders. Services include: support groups, educational workshops, gentle yoga, support for families and friends, meditation and individual psychotherapy. Provides an e-classroom where individuals enrolled in the treatment programs can access, download, and print materials.

Oakville Trafalgar Memorial Hospital- Eating disorder program

- Tel: 905-845-2571
- Toll Free: 844-216-7411 (one-Link)
- EMail: patientrelations@haltonhealthcare.com
- Address: 3001 Hospital Gate, Oakville, ON L6M 0L8

Provides multidisciplinary short-term treatment to children and adolescents under the age of 18 with moderate to severe symptoms. Services include:

1. Mandatory educational groups for parents/caregivers
2. Adapted Family-Based Treatment model for eating disorders that primarily involves consultation with parents to re-establish consistent eating patterns aligned with recovery
3. Medical monitoring in collaboration with the referring primary care provider
4. Nutritional assessment and counselling

ROCK - Burlington

- Tel: 905-634-2347
- Crisis Phone: Mon-Sun 24 hours 905-878-9785
- Website: rockonline.ca
- Address: 471 Pearl St, Burlington, ON L7R 4M4

A multi-service registered charity, that is the Lead agency for child and youth mental health service in Halton, as appointed by the Ministry of Child and Youth Services. Services are for children in Halton from birth-18 years and their families who are experiencing emotional, behavioural, developmental, learning and social difficulties



07. Substance Use & Harm Reduction

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.



a. Support and Assistance for Substance Use

Alcoholics Anonymous

- Tel: 905-845-5900
- Web: <https://aahalton.org/>
- Address: 141 Bronte Road, Oakville, ON, L6L 3C3

Anonymous phone hotline aimed towards providing support services to help patients deal with alcohol abuse. Has zoom meetings available, closed for members of A.A and open for anyone to come in and ask questions about. Also has a 12 step program to follow.

Nar-Anon Family Groups

- Tel: 416-239-0096
- Outside of Toronto, toll free: 1-877-239-0096
- Web: <https://naranonontario.com/12-steps/>
- Email: info@naranonontario.com

A non-religious 12-step program hosted by a support group which provides both in-person and virtual sessions centered around dealing with addiction. Also has a teens section named Narateens for those in age bracket 12-19 yrs old.

b. Treatment Centres

Ontario Addiction Treatment Centre - Oakville Clinic

- Tel: 905-901-1882
- Info line for new patients: 877-937-2282
- Web: <http://www.oatc.ca/clinic-locations/oakville-clinic/>
- Address: 2510 Hampshire Gate, Unit 2, Oakville, Ontario, L6H 6A2

A treatment centre aimed towards providing treatment for addiction such as opioid addiction and alcohol addictions



Halton ADAPT

- Tel: 905-639-6537 / Long Distance: 905-693-4250 ext 0
- Community Withdrawal Management Program: 877-517-2237
- Opioid Outreach and Treatment Services: 855-211-0898
- Problem Gambling: 866-783-7073 or 905-691-2687
- Web: haltonadapt.org
- Address: 165 Cross Ave, Suite 203, Oakville ON, L6J 0B1

A non-profit community oriented organization aimed towards providing services for drug addiction treatment, alcohol addiction treatment, gambling addiction treatment and more. Offers categorized support such as youth programs for those 24 and under, adult programs, family & friends programs.

Halton & Mississauga RAAM Clinic

- Tel: 888-388-7226
- Email: reception@dovemedical.ca
- Address: 1540 Cornwall Rd, Unit 102, Oakville, ON L6J 0B2
- Web: <https://hmraam.ca/>

Outpatient addiction medicine clinic providing expert assessment, brief counseling and medication-assisted treatment for various substance use disorders involving opioids, alcohol, cannabis, smoking cessation, and benzodiazepine tapering guidance.

Oakville Trafalgar Memorial Hospital - Integrated Addiction Medicine Clinic

- Tel: 905-845-2571 (ext. 4800)
- Web: https://www.haltonhealthcare.on.ca/services_/28763/t28545-mental-health/t28293-adult-mental-health/s76223-integrated-addiction-medicine-clinic
- Email: patientrelations@haltonhealthcare.com
- Address: 3001 Hospital Gate, Oakville, ON L6M 0L8

Providing instant, short-term access to addiction care services and products in categories such as assessment of substance abuse disorders and treatment + options, medications for alcohol abuse and/or opioid abuse, counselling, management of withdrawal symptoms, collaboration and referral to community partners, and overdose prevention education and take-home prevention kits.

Hope Place Centres

- Tel: Women's Live-In Treatment Centre - 905-875-3214
- Tel: Men's Live-In Treatment Centre - 905-878-1120
- Toll Free: 877-761-6357
- Continuing Care programs - 905-465-3324
- Web: <https://hopeplacecentres.org/>
- Address: 775 Pacific Rd #34, Oakville ON L6L 6L4



A treatment-oriented organization with a large focus on personalised, specific issues to women and men individually centered around providing relief and treatment resources for alcohol abuse and other drugs.

c. Withdrawal Management Facilities (Detox)

Milton Life Care - Dr. Rocci and Dr Wong Addiction Services

- Tel: 905-878-5665
- Family Physician: 365-877-9595
- Address: 100 Bronte St. South, Milton, ON L9T 1Y8
- Web: <https://www.miltonlifecare.com/miltonlifecar>

A government funded, free of free clinic dedicated to providing long-term relief solutions for those dealing with addiction-related problems.

d. Needle Exchange and Harm Reduction Programs

Gamblers Anonymous

- Tel: 855-222-5542
- Web: <https://www.gatoronto.ca/>
- Email: pr@gatoronto.ca

A group support program aimed around helping those with gambling addictions. Has both in-person meetings and phone/zoom meetings available for schedule, with no fee cost required.



08. Sexual Health

a. Sexual Health

Halton Children's Aid Society

- Toll Free: 866-607-5437/ Phone: 905-333-4441
- Burlington Office: 1445 Norjohn Court, Units 1 & 2, Burlington, ON L7L 0E6
- Milton Office (open by appointment only): 325 Main Street East, Milton, ON L9T 1P5
- Web: <https://haltoncas.ca/>

-Adoption/Adoption Disclosure

Recruitment, assessment, support, pre- and post-counselling to adoptive parents, match children and youth with adoptive parents, provide adoption disclosure information and counselling to adopted persons over 18 years of age and their birth parents.

-Child Protection

Mandated by the Child, Youth and Family Services Act, 2017 (CYFSA) to protect children from abuse and neglect. Provide emergency after hours service for children and youth who are at risk.

-Community-based Services

Workers co-located in various community locations, e.g., schools, counselling agencies, the Halton Regional Police Service, to provide protection services to at-risk children and youth.

-Connecting Youth to the Community

Life skills programs to assist youth in the transition to independent living.

-Family Support

Assessment and supportive services to parents to maintain children and youth in their homes and when children and youth come into care, which expedites their return home . Supervise access for children, youth and their families, when required.

-Foster Care

Recruit, train and support resource parents, match children and youth to appropriate placements.

The AIDS Network

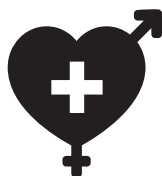
- Tel:905-528-0854/ Toll Free: 866-563-0563
- Email: halton@aidsnetwork.ca
- Web: <https://aidsnetwork.ca/>

1. Support Services

- Individual, family and group counselling for people living with HIV, affected and allies
- Support for people with HIV, affected and allies
- Practical services including transportation for medical appointments
- Complementary therapies (accessible in Hamilton)
- Monthly support group
- Linking to local community agencies and resources

2. Education and Training

- HIV 101 for service providers and institutions in the region
- Harm Reduction
- Agency Overview
- Stigma and discrimination
- Healthy disclosure
- Positive Self-Management Program
- Peer volunteer training



b. Sexual Health Clinics

Halton Region Health Department

- Tel: 905-825-6000 or call 3-1-1
- Toll Free Phone: 866-442-5866/ TTY Phone: 905-827-9833
- Email: sexualhealth@halton.ca
- Web: www.halton.ca/For-Residents/Public-Health/Health-Clinics/Sexual-Health-Clinics
- Address 1: 3350 Fairview St E, Burlington, ON L7N 3N9
- Address 2: 232 South Service Rd E, Unit B, Oakville, ON L6J 2X5

Birth control and pregnancy services for individuals 29 years old and younger

- Birth control (options include low cost, free to those in financial need and prescriptions to be filled at pharmacies under the Provincial OHIP+ program or individual drug plans)
- Birth control counselling (referral for IUD)

-Urine pregnancy test

-Pap test

-Emergency contraception

-Pregnancy options (counselling and support)

Sexually transmitted and blood borne infection services for all ages

-Gonorrhea and chlamydia testing

-HIV rapid testing (if eligible)

-HIV testing (anonymous and confidential)

-Syphilis testing

-Hepatitis B and C testing

-Free treatment for chlamydia, gonorrhea, and syphilis

-Information on sexually transmitted and blood borne infections

-Free HPV and hepatitis A and B vaccines for those who qualify (paid HPV vaccine also available)

-Assessment, diagnosis and treatment of active genital herpes

-Assessment, diagnosis, and treatment of genital warts

-Free condoms

-Free needle exchange, harm reduction supplies and naloxone overdose prevention kits



c. Sexual Assault/Harassment Services

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 are in Crisis-Call 911



Thrive Counselling

- Tel (Burlington): 905-637-5256
- Tel (Oakville & Milton): 905-845-3811
- Email: infoburl@thrivecounselling.ca
- Web: thrivecounselling.org/services/individual-couple-family-counselling/
- Address (Burlington): 777 Guelph Line, Suite 207, Burlington, ON L7R 3N2
- Address (Oakville): 465 Morden Rd #200, Oakville, ON L6K 3R9
- Address (Milton): 400 Main St E #207, Milton, ON L9T 4X5

-Individual counselling for people who are experiencing issues including:

Depression, anxiety, loneliness, feelings of being overwhelmed, grief, job loss, alcohol or drug abuse, and chronic illness.

-Counselling for people who may be questioning their sexual orientation or adjustment issues; counselling for gay, lesbian or bisexual issues.

-Couple counselling for couples who want to work on strengthening their relationship, improving communication, problem solving, parenting, conflict management. Available to heterosexual or same sex couples.

-Family counselling for those dealing with a number of issues affecting families including: Depression, loss of a family member, effective methods of disciplining, substance abuse, school problems, parenting, issues with aging parents, separation & divorce.

SAVIS of Halton

- Tel: 905-825-3622
- Email: savis@savisofhalton.org
- Web: <https://www.savisofhalton.org/>
- Address: 1515 Rebecca St, Suite 227, Oakville, ON L6L 5G8

Sexual Assault and Violence Intervention Services offers free and confidential 24/7, one-on-one crisis counselling services, with no judgment, just support. Services can be short- or long-term in nature and are open to female-identified, male-identified and transgender people aged 16 and over who are survivors of violence, including childhood sexual abuse. SAVIS does not discriminate when it comes to race, colour, disability, age or national origin.

Halton Women's Place

- 24-hour Crisis Line (Burlington & Oakville): 905-332-7892
- 24-hour Crisis Line (Milton & Halton Hills): 905-878-8555
- Shelter Phone Line (Burlington & Oakville): 905-332-1593
- Shelter Phone Line (Milton & Halton Hills): 905-878-8970
- CHAT ONLINE: <https://haltonwomensplace.com/chat/>
- Web: <https://haltonwomensplace.com/>
- Address: 2211 Brant Street, #20060, Burlington, ON L7P 0A4

OUTREACH SERVICES: Community-based services for women and children who are experiencing abuse, including support, community referrals, safety planning and crisis counselling.

EMERGENCY SHELTER: Safe, secure shelter and support for women and their children who are experiencing abuse.

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.



Canadian Human Trafficking Hotline

- Tel: 833-900-1010
- Online Chat: <https://www.canadianhumantraffickinghotline.ca/chat/>
- Web: <https://www.canadianhumantraffickinghotline.ca/>

The hotline uses a victim-centered approach when connecting human trafficking victims and survivors with local emergency, transition, and/or long-term supports and services across the country, as well as connecting callers to law enforcement where appropriate.

Sexual Assault & Violence Intervention Services of Halton

- Office Phone: 905-825-3622
- Crisis Phone: Mon-Sun 24 hours 905-875-1555
- Web: www.savisofhalton.org/anti-human-trafficking-services
- Address: South Oakville Centre, 1515 Rebecca St, Suite 227, Oakville, ON L6L 5G8

Crisis Support Workers provide support and assistance to survivors of human trafficking. Services include:

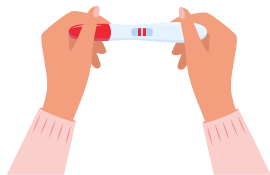
Crisis intervention, crisis housing, basic needs, emotional support, advocacy & accompaniment, safety planning and/or risk assessment, supportive counselling, practical assistance for transportation & service accessibility, system navigation and housing supports, life skills and mentorship.



09. Family Planning

a. Pregnancy Testing

- Any Halton Sexual Health clinic at no cost.
- Your family doctor at no cost.
- A pharmacy, at a cost of approximately \$15.00.
- A walk-in clinic at no cost. (This test is covered by OHIP.)



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

Sexual Health Clinic

- Tel: 1-800-668-2437
- Email: sexualhealth@halton.ca
- Web: <https://www.halton.ca/For-Residents/Sexual-Health/Sexual-Health-Clinics>
- Address 1: 3350 Fairview St, Burlington, ON L7N 3L5
- Address 2: 232 South Service Rd E, Oakville, ON L6J 2X5
- Address 3: Georgetown - 280 Guelph St, Unit 76, Georgetown, ON L7G 4B1

The clinics aim to provide confidential, non-judgmental, and inclusive services to all individuals, regardless of gender identity, sexual orientation, or age.

The clinics offer a variety of birth control methods, including oral contraceptives, condoms, and intrauterine devices (IUDs).

STI testing and treatment services are available for a range of infections, including chlamydia, gonorrhea, syphilis, and HIV.

Pregnancy options counseling is available to individuals who are pregnant or who think they might be pregnant, and includes information on abortion, adoption, and parenting.

The clinics provide sexual health education resources for individuals and groups, including information on healthy relationships, consent, and preventing sexually transmitted infections.

The clinics also offer services for individuals who have experienced sexual assault, including emergency contraception and referrals to support services.

Halton Fertility Centre

- Tel: 289-891-9592
- Email: info@haltonfertility.com
- Web: <https://www.haltonfertility.com/>
- Address: 3075 Hospital Gate # 417, Oakville, ON L6M 1M1

The Halton Fertility Centre is a medical clinic that provides fertility and reproductive services to individuals and couples in the Halton region of Ontario, Canada. The clinic offers a range of fertility treatments, including: In vitro fertilization (IVF), Intrauterine insemination (IUI), Intracytoplasmic sperm injection (ICSI), Egg freezing and Pre-implantation genetic testing (PGT)

Breastfeeding Clinic & Baby Boutique - Oakville Hospital

- Tel: 905-338-4131
- Web: https://www.haltonhealthcare.on.ca/services_/28763/t28521-maternity#2
- Address: 3001 Hospital Gate, Oakville, ON L6M 0L8

The Breastfeeding Clinic & Baby Boutique at Oakville Hospital is a resource for new mothers who need assistance with breastfeeding. The clinic provides lactation consultations with certified lactation consultants to help mothers and babies get off to a good start with breastfeeding. In addition to lactation consultations, the clinic also offers prenatal breastfeeding classes, support groups, and access to breastfeeding equipment and supplies.

Peachey Counselling and Family Support

- Tel: 905-632-6555
- Email: info@peacheycounselling.ca
- Web: <https://www.peacheycounselling.ca/>
- Address: 414 Pearl St #11, Burlington, ON L7R 2N1

Peachey Counselling and Family Support is a counseling center. The center provides a range of counseling and support services to individuals, couples, and families, including:

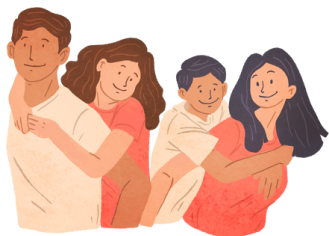
- Individual counseling for anxiety, depression, trauma, and other mental health concerns
- Couples counseling to address relationship issues and improve communication
- Family counseling to support parents and children dealing with challenges such as parenting, blended families, and behavioral issues
- Play therapy and art therapy for children and adolescents
- Parent coaching to help parents develop effective strategies for managing behavior and improving communication with their children

Atwell Centre: Halton

- Tel: 289-529-0219
- Web: <https://atwellcentre.ca/>
- Address: 154 Church St, Oakville, ON L6J 1M9

Atwell Centre offers a variety of programs and services to support individuals and families in the community, including:

- Mental health and wellness programs
- Employment services and job training
- Youth programs and leadership development
- Recreation and fitness programs
- Food programs and support for those experiencing homelessness or poverty



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, Peel Region's LGBTQ2S community has lots of information and support available. Many services in Peel Region 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 Region ask if they identify as a 'Positive Space'.

LGBT Youth Line

- Tel: 416-962-2232, 888-687-9688 (Toll Free)
- Web: <https://www.youthline.ca/>

A peer support line for LGBTQ2S youth in Ontario.



PFLAG Canada

- Tel: 888-530-6777
- Email: info@pflagcanada.ca
- Web: <https://pflagcanada.ca/>

PFLAG Canada is a national charitable organization that provides support, education, and advocacy for families, friends, and allies of the LGBTQ2S+ community. We provide a safe and confidential space for individuals to share their experiences and feelings, and offer resources and guidance for those who may be struggling with issues related to sexual orientation and identity.

Rainbow Health Ontario

- Tel: 416-324-4100
- Email: info@rainbowhealthontario.ca
- Web: <https://www.rainbowhealthontario.ca/>

Rainbow Health Ontario is a program of Sherbourne Health Centre in Toronto, Ontario, Canada. RHO is dedicated to promoting the health and well-being of the LGBTQ2S+ community across Ontario by providing education, research, and support to healthcare providers and organizations.

Positive Space Network

- Tel: 905-339-3525
- Email: psncoordinator@rockonline.ca
- Web: <https://www.positivespacenetwork.ca>

The Positive Space Network offers training, education, and support to individuals, organizations, and businesses across Halton Region to promote the rights, dignity, and respect of LGBTQ2S+ people. The program provides tools and resources for organizations to create welcoming and inclusive environments for LGBTQ2S+ individuals, including training on inclusive language, anti-oppression, and allyship.



11. Immigrant Youth Services

Halton Multicultural Council

- Tel (Burlington & Oakville): 905-842-2486,
- Tel (Milton): 905-864-6565
- Tel (North Oakville): 905-257-1555
- Web: hmconnections.com
- Address (Burlington): Burlington Centre, 777 Guelph Line, Suite 204, ON L7R 3N2
- Address (Milton): 55 Ontario Street South, ON L9T 2M3
- Address (North Oakville): 380 Dundas Street East, Unit D 11, Oakville, ON L6H 6Z9
- Address (Oakville): 1092 Speers Road, ON L6L 2X4

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

The Centre for Skills Development & Training

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

-Office 1: Burlington

- Tel: 888-315-5521
- Web: <https://www.centreforskills.ca>
- Address: 3350 South Service Road, Burlington, ON L7N 3M6
- Operation Hours:

Monday, Tuesday, Thursday & Friday: 8:30 am - 4:30 pm

Wednesday: 8:30 am - 7:00 pm (Evening hours: September to June only)

-Office 2: Burlington (Millcroft Plaza)

- Tel: 905-336-5444
- Web: <https://www.centreforskills.ca>
- Address: 2020 Appleby Line, Unit B3, Burlington, ON L7L 6M6
- Operation Hours:

Monday to Friday: 8:30 am - 4:30 pm

-Office 3: Milton (Employment Services)

- Tel: 905-333-3499
- Web: <https://www.centreforskills.ca>
- Address: Southview Plaza, 550 Ontario Street South, Suite 208, Milton, ON L9T 5E4
- Operation Hours:

Mondays: 8:30 am - 7 pm (Evening hours: September to June only)

Tuesday to Friday: 8:30 am - 4:30 pm

-Office 4: Milton (Training and Settlement Services)

- Tel: 905-333-3499
- Web: <https://www.centreforskills.ca>
- Address: Southview Plaza, 550 Ontario Street South, Unit 15, Milton, ON L9T 5E4
- Operation Hours: Monday to Friday: 8:30 am - 4:30 pm



-Office 5: Oakville (Morden)

- Tel: 905-845-1157
- Web: <https://www.centreforskills.ca>
- Address: 465 Morden Road Unit 109, Oakville, ON L6K 3W6
- Operation Hours:

Monday, Wednesday, Thursday & Friday: 8:30 am - 4:30 pm

Tuesday: 8:30am - 7:00 pm (Evening Hours: September to June only)



-Office 6: Oakville (Abbeyville)

- Tel: 905-847-8345
- Web: <https://www.centreforskills.ca>
- Address: 1395 Abbeywood Drive, Oakville, ON L6M 3B2
- Operation Hour: Monday to Friday: 8:30 am - 4:30 pm

Halton Newcomer Portal

- Web: welcometohalton.ca

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

Newcomer Information Centre (Centre for Education and Training)

- Tel: 905-875-3851
- Web: <https://achev.ca>
- Address: 690 Dorval Drive, Suite 100, Oakville, ON L6K 3X9

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

Skills Trade Centre

- Tel: 905-333-3499
- Web: <https://www.centreforskills.ca>
- Address: 3335 N Service Rd #102b, Burlington, ON L7N 3G2

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



12. Support for Parents Supporting Youth

Oakville - Halton Regional Centre

- Office Phone: Mon-Sun 24 hours 905-825-6000 or call 3-1-1
- Toll Free Phone: 866-442-5866; TTY Phone: 905-827-9833
- Email: haltonparents@halton.ca
- Web: <https://www.halton.ca/For-Residents/Children-and-Parenting>
- Address: Halton Regional Centre, 1151 Bronte Rd, Oakville, ON L6M 3L1

The Halton Parents/Family Health Information team are a group of Public Health Nurses with pregnancy and parenting expertise in areas such as:

Teen behaviour and communication, child and youth health, mental health concerns, alcohol or drug use, breastfeeding / nutrition, parenting advice, postpartum blues and depression, access to local supports and programs, infant/child development.

Public Health Nurses provide:

Access to comprehensive, research-based information, support and counselling for families, linkages and referrals to Halton Region programs, services and local community resources, information, education and support via the telephone, email and social media accounts.

Milton Community Resource Centre

- Tel: 905-876-1244
- Email: navigators@mcrc.on.ca
- Web: mcrc.on.ca
- Address: 410 Bronte St S, Milton, ON L9T 0H8

Services Include:

EarlyON Child and Family Centres, Family Fun Programs, Licensed Child Care Centres , Infant Food Bank, Nursery School, Cherish Private Home Child Care, Halton Child Care Directory and Information Line, and the Halton Resource Connection.

Oak Park Neighbourhood Centre

- Tel: 905-257-6029
- Email: hello@opnc.ca
- Web: opnc.ca/drop-in-programs/
- Address: Oak Park Neighbourhood Centre, 2200 Sawgrass Dr, Oakville, ON L6H 6M8

Programs and services include:

Giggle & Grow Family Drop In & Circle Time, Baby Rhyme Time, German Circle Time, Japanese Circle Time, La Hora del Cuento - Spanish Circle Time, HIPPY - Home Instruction for Parents of Preschool Youngsters, Mandarin Drop In, and Stroller Power Walk.



Oakville Parent-Child Centre

- Tel: 905-849-6366
- Email: info@op-cc.ca
- Web: www.op-cc.ca
- Address: 461 North Service Rd W, Unit 17, Oakville, ON L6M 2V5

Offering programs and services to support, nurture and empower children and their families as they learn and grow together.

EarlyON Programs:

• Free programs for parents, caregivers and children, newborn to under 6 years of age, offer interactive play programs where children can engage in age appropriate learning activities that support development. Parents/caregivers interact with their children, attend workshops, learn parenting tips, network with other parents/caregivers and borrow resources from the OPCC resource library.

Early Learning at Home:

• Designed to help keep early learners engaged at home with themes like dinosaurs, cooking and gardening.

Enrichment Programs

• Helpful parenting advice and support on a variety of topics, including development, sleep, and much more.

Outdoor Education Programs

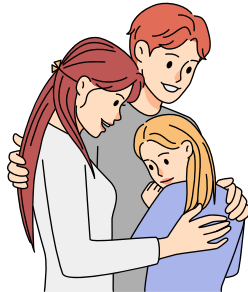
• Get up close with nature and discover the many learning opportunities that come alive in the great outdoors.

Child Programs

- Discovery Station Program
- Licensed Summer Programs
- Forest and Nature Programs
- Ready, Set, School!
- Program Statement
- Quality First
- Selecting Childcare

Family & Parenting Support

- Family Services Coordinator
- Welcome Home (newcomer program)
- Community Services & Resources
- Parenting Programs



ROCK-EarlyON Child and Family Centres

- Tel: 905-634-2347
- 24/7 ROCK Crisis Line: 905-878-9785
- Email: earlyon@rockonline.ca
- Web: <https://rockonline.ca/for-caregivers/programs-and-services/>
- Address: 710 Cumberland Ave, Burlington, ON L7N 3M9

Offers inclusive and interactive registered and drop-in programs for parents/caregivers and their children from birth to 6 years old. Parent and caregiver education and support is available each week for consultation and play sessions. Also provides workshops and groups each month with topics including challenging behaviours, child development, social and emotional development.



13. Drop-In Centres

Community, Recreation & Youth Centres

Burlington Community Centres

Burlington's community centers offer a variety of programs and services for people of all ages, including: Fitness programs such as yoga, Pilates, and cardio classes. swimming lessons and aquatic fitness classes, skating programs and ice rentals, basketball, volleyball, and other court sports, music and dance programs, art and crafts programs, childcare services, meeting rooms and event spaces for rent.

Brant Hills Community Centre

- Tel: 905-335-7720
- Address: Brant Hills Park, 2255 Brant St, Burlington, ON L7P 5C8

Haber Community Centre

- Tel: 905-335-7748
- Address: 3040 Tim Dobbie Dr, Burlington, ON L7M 0M4

Burlington Seniors' Centre

- Tel: 905-335-7888
- Address: 2285 New St, Burlington, ON L7R 1J4

Mountainside Community Centre

- Tel: 905-332-6060
- Address: 2205 Mt Forest Dr, Burlington, ON L7P 1H8

Nelson Community Centre

- Tel: 905-335-7738
- Address: 4235 New St, Burlington, ON L7L 3Z6

Tansley Woods Community Centre

- Tel: 905-332-1996
- Address: 1996 Itabashi Way, Burlington, ON L7M 4J8

Milton Community Centres

Milton's Community Centres provide fitness programs such as yoga, pilates, and boot camp. swimming lessons and aquatic fitness classes, skating programs and ice rentals, basketball, volleyball, and other court sports, meeting rooms and event spaces for rent, summer camps and youth programs, seniors programs and activities

Sherwood Community Centre

- Tel: 905-864-4140
- Web: <https://facilities.milton.ca/>
- Address: 6355 Main St W, Milton, ON L9T 2Y1

Milton Leisure Centre

- Tel: 905-878-7946
- Web: <https://facilities.milton.ca/>
- Address: 1100 Main St E, Milton, ON L9T 6H7

Milton Seniors Activity Centre

- Tel: 905-875-1681
- Web: <https://facilities.milton.ca/>
- Address: 500 Childs Dr, Milton, ON L9T 5G2



Oakville Community Centres

Iroquois Ridge Community Centre

- Tel: 905-338-4255
- Web: <https://www.oakville.ca/parks-recreation-culture/facilities-rentals/facility-locations/community-centres/>
- Address: 1051 Glenashton Dr, Oakville, ON L6H 6Z4

Amenities include:

- 25-metre competitive swimming pool kept at 84°F with an accessible ramp
- Separate leisure pool at 88°F with a water slide
- Family change rooms
- Fitness centre with diverse strength and cardio equipment, free weights, and more
- Single gym (41 by 78 feet)
- Southridge Room (large rate), Northridge Room (medium rate), Westridge or Eastridge -Rooms (small rate)
- Iroquois Ridge Older Adults Centre
- Iroquois Ridge branch of the Oakville Public Library

Oakville Trafalgar Community Centre

- Tel: 905-338-4728
- Web: <https://www.oakville.ca/parks-recreation-culture/facilities-rentals/facility-locations/community-centres/>
- Address: 325 Reynolds St, Oakville, ON L6J 3L7

Amenities include:

- 25-metre lap pool swimming pool kept at 84°F with a wheelchair access ramp into the water
- Warm water pool kept at 92°F with a whale tail water spray feature and jets, as well as an accessible ramp and a accessible chair lift
- Universal pool change rooms with private cubicles, private and vestibule showers, lockers and baby change stations
- Fitness centre featuring diverse strength and cardio equipment with built-in technology, including a new step rehabilitation stationary bicycle, and Oakville's longest indoor track
- Group fitness studio with a beautiful hardwood sprung floor, natural lighting and floor-to-ceiling mirrors
- Double gym offering two regulation-sized volleyball courts, four regulation-sized pickleball/badminton courts, one NBA-sized basketball court, two youth basketball courts and a dividing wall
- Multipurpose Room 1 and 2 (large rate, or medium rate separately) on the ground floor
- Electric vehicle charging station - in the lower level of the parking garage.

Queen Elizabeth Park Community and Cultural Centre

- Tel: (905) 815-5979
- Web: <https://www.oakville.ca/parks-recreation-culture/facilities-rentals/facility-locations/community-centres/>
- Address: 2302 Bridge Rd, Oakville, ON L6L 3L5

Amenities include:

- 25-metre pool kept at 86°F with an accessible chair lift into the pool and stair access
- Fitness centre with diverse strength and cardio equipment, free weights, and more
- Two active living studios and a variety of program and meeting spaces, including a Double Gym and Single Gym
- Dance studios, music rooms and a recording studio
- Fine arts studios and a digital studio
- Rehearsal hall and the Black Box Studio Theatre
- Community kitchen
- Older adults centre
- Youth centre
- Main gallery and corridor galleries, museum exhibition space, and more

River Oaks Community Centre

- Tel: (905) 338-4186
- Web: <https://www.oakville.ca/parks-recreation-culture/facilities-rentals/facility-locations/community-centres/>
- Address: 2400 Sixth Line, Oakville, ON L6H 3M8

Amenities include:

- Twin pad arena (A Pad, 190 by 85 feet and B Pad. 200 by 100 feet)
- Fitness centre with circuit, weight training and cardio equipment; a sprung aerobic floor and indoor track
- Two squash and two racquetball courts
- The Box, a separate training and workout space
- Community Room A (large rate), a recreational space with a sports floor lined for badminton, basketball, pickleball and volleyball. It also has six basketball nets (two retractable, four on the walls) and a scoreboard/time clock.
- Community Room B (large rate) and Community Room C (medium rate)
- Activities organized for ages 50+ by the River Oaks Mature Adults Club (ROMAC)

Trafalgar Park Community Centre

- Tel: (905) 338-4406
- Web: <https://www.oakville.ca/parks-recreation-culture/facilities-rentals/facility-locations/community-centres/>
- Address: 133 Rebecca St, Oakville, ON L6K 1J5

Amenities include:

- Oakville Arena ice pad, 200 by 85 feet, featuring a distinctive wooden roof truss system
- Fitness centre with diverse strength and cardio equipment, free weights, and more
- Indoor walking track
- Double Gym
- Kinsmen Pine Room 1 and 2 (Large rate), can be divided (Medium rate)
- Multi-Purpose Board Room 1 (Medium rate)
- Multi-Purpose Meeting Room 2 or 3 (Medium rate)
- Older adults centre
- Electric vehicle charging station - at the northwest end of the parking lot



Glen Abbey Community Centre

- Tel: 905-815-5950
- Web: <https://www.oakville.ca/parks-recreation-culture/facilities-rentals/facility-locations/community-centres/>
- Address: 1415 Third Line, Oakville, ON L6M 3G2

Amenities include:

- 25-metre leisure pool kept at 88°F with a conversation pool, sauna, and accessible ramp into the pool
- Family change room
- Twin pad arena (Blue Rink or Green Rink, 190 by 85 feet)
- Fitness centre with diverse strength and cardio equipment, free weights
- Path to Wellness services, including massage therapy and acupuncture
- Spin bike room
- Squash courts
- Double gym (56 by 93 feet)
- Community rooms A (Large rate) and C (Medium rate)
- Mezzanine (Small rate)
- Glen Abbey branch of the Oakville Public Library
- Oakville Gymnastics Club
- Electric vehicle charging station - at the overhead door in the north parking lot



Halton Hills Community Centre

Acton Youth Centre

- Tel: 519-853-9825
- Web: <https://www.haltonhills.ca/en/explore-and-play/youth-programs-and-services.aspx#:~:text=As%20part%20of%20our%20drop,ages%2012%2D24%20years%20old>
- Address: 19 Willow St N, Acton, ON L7J 1H1

Acton Youth Centre is located in Halton Hills, Ontario, Canada, and is a drop-in center that provides a variety of programs and services for youth ages 12-24. Some of the programs and services offered at Acton Youth Centre include:

- Recreational activities such as pool, ping pong, and foosball
- Art and music programs
- Leadership and skill-building workshops
- Counselling and support services
- Volunteer opportunities
- Community events and outings

Georgetown Youth Centre

- Tel: 905-873-2600 ext. 2285
- Web: <https://www.haltonhills.ca/en/explore-and-play/youth-programs-and-services.aspx#:~:text=As%20part%20of%20our%20drop,ages%2012%2D24%20years%20old>
- Address: 96 Guelph St, Georgetown, ON L7G 3Z5

The center provides a safe and supportive space for youth to connect with peers, access resources, and participate in a variety of programs and activities. Some of the programs and services offered at Georgetown Youth Centre include:

- Recreational activities such as video games, pool, and board games
- Art and music programs
- Leadership and skill-building workshops
- Homework help and tutoring
- Mental health and substance use counselling
- Volunteer opportunities
- Community events and outings



14. Education

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

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 800-573-7022,
- or visit the ILC website at: www.ilc.org

More Ways to Earn a High School Diploma

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

Continuing Education

- **Adult Day School:** Attend school in an adult learning environment.
- **Night School:** Work during the day and attend school at night.
- **Summer School:** Earn reinforcement and acceleration credits.
- **Virtual Schooling/E-learning/Independent Learning:** Earn course credits online and/or through correspondence.
- **Prior Learning Assessment and Recognition (PLAR):** 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. Visit: 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). Visit: 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)



Adult Learning Centre

- Tel: 905-333-3499
- Email: info@alnh.ca
- Web: www.alnh.ca
- Address: 550 Ontario St S, Suite 208, 2nd Flr, Milton, ON L9T 5E4

Literacy and basic skills training, including numeracy, digital, communication and interpersonal skills:

- Helps learners prepare for employment, apprenticeship, secondary school credit, post-secondary education and greater independence
- One-on-one and small group tutoring - reading, writing & basic math
- Computer skills for employment
- Academic upgrading - College prep/GED test prep

Centre for Skills Development

- Tel: Office: 289-962-3574 /Toll Free: 888-315-5521 ext 110
- Email: doorways@centreforskills.ca
- Web: centreforskills.ca/Upgrading/Doorways
- Address: 3350 South Service Rd, Burlington, ON L7N 3M6

Literacy and basic skills training, including numeracy, digital, communication and interpersonal skills:

- Helps learners prepare for employment, apprenticeship, secondary school credit, post-secondary education and greater independence
- Participants work at their own pace, small-group setting

Halton Catholic District School Board

-Thomas Merton Centre for Adult and Continuing Education

- Tel: 905-849-7555 (Oakville campus)
- Email: info@mertoncentre.com
- Web: <https://merton.hcdsb.org/adult-students/>
- Address: 255 Morden Rd, Oakville, ON L6K 2S2

Literacy and basic skills training including numeracy, digital, communication and interpersonal skills:

- Helps learners prepare for employment, apprenticeship, secondary-school credit, post-secondary education and greater independence

The GROW program:

- Provides learners with developmental disabilities the opportunity to develop their literacy and numeracy skills in preparation for employment
- Small group setting, individualized programming, non-credit, part time day classes
- Students must be able to set and meet goals



Sheridan College

- Tel: Trafalgar Road campus 905-845-9430 ext 8052
- Email: academicupgrading@sheridancollege.ca
- Web: upgrading.sheridancollege.ca
- Address: 1430 Trafalgar Rd, Room B358, Oakville, ON L6H 2L1

Literacy and basic skills training including numeracy, digital, communication and interpersonal skills

- Helps learners prepare for employment, apprenticeship, secondary-school credit, post-secondary education and greater independence.

YMCA of Hamilton / Burlington / Brantford

- Tel: 905-632-5000
- Email: ytolearn@ymcahbb.ca
- Web: www.ytolearn.ca
- Address: 500 Drury Lane, Lower Level, Burlington, ON L7R 2X2

Literacy and basic skills training including numeracy, digital, communication and interpersonal skills

- Helps learners prepare for employment, apprenticeship, secondary-school credit, post-secondary education and greater independence

b. Libraries

Burlington Public Library

- Tel: 905-639-3611
- Web: www.bpl.on.ca
- Address: 2331 New St, Burlington, ON L7R 1J4

Public library that offers:

1. Collections:

Items which may be borrowed include:

- * books including graphic novels, paperbacks, board books and book club kits
- * audiobooks including CDs and MP3 CDs
- * movies & TV shows including DVDs and Blu-ray
- * music & sound including CDs and printed music
- * video games, magazines & journals including newspapers
- * accessible formats including large print, DAISY and braille
- * multilingual books and movies
- * devices including Launchpads, Fitbits, and iPads
- * community access passes

2. Items which may be used in the library include:

Chromebooks * MacBooks * C-pens * newspapers

3. Online Resources: Free with your library card, including eBooks, eAudiobooks, streaming music, movies & TV, virtual learning, online job help, language tutorials, reference materials, magazines and newspapers

4. Services:

- *Accessibility including C-Pen Readers, SARA CE text reader (Central branch only), Optelec Clearview CCTV machine, ZoomText software and ReachDeck software on our website
- *Printing, faxing, scanning, and public computers



Oakville Public Library

- Tel: 905-815-2042
- Email: oplreference@oakville.ca
- Web: www.opl.ca
- Address: Oakville Public Library, Central Branch, 120 Navy St, Oakville, ON L6J 2Z4

Branch Specific Services:

- * Community Food Corner
- * Information Oakville
- * Accessible Collections & Services
- * Newcomer Programs
- * Virtual Court
- * Exam Proctoring



Milton Public Library

- Tel: Office: Administration 905-875-2665/ TTY: 905-875-1550
- Web: www.beinspired.ca
- Address: 1010 Main St E, Milton, ON L9T 6H7

Library services include:

Lending of books, large print materials, video games and DVDs, government documents, audiobooks, energy meters, Conservation Halton Park passes and Ontario Parks Seasonal day-use permits

-Lending of Cognitive Care Kits for individuals living with a cognitive impairment like dementia; contain up to ten unique, dementia-friendly

-Activities such as games, workbooks, puzzles, and various prepared activities (appointment required)

-Sports equipment lending

-Downloadable digital audiobooks and e-books

-Online electronic databases of full-text journals

-Programs for adults, teens, and children from age 6 months and up

-Public computers with Internet access and office applications

-Free wireless connectivity

-Book Clubs for adults and teens

-Business workshops offered in partnership with the Region of Halton

-Information on regional, provincial and federal subjects which include: health and social services, housing registries, treatment centres, and government services and programs

-Region of Halton water testing drop-off site

The library catalogue is available on the web. Patrons can search, place and cancel holds, renew borrowed items and view their personal accounts

Designated as a local cooling centre during times of extreme heat and a warming centre during times of extreme cold

Halton Hills Public Library

- Tel: 905-873-2681
- Web: <https://www.hhpl.ca/en/index.aspx>
- Address: 9 Church Street, Georgetown, ON L7G 2A3

The Halton Hills Public Library, with branches in Georgetown and Acton, offers a variety of programs and services designed to assist you with settling into the community.

c. English as a Second Language

Achev

- Tel: 905-875-3851
- Email: lac@achev.ca
- Web: www.languagepeelhalton.ca
- Address: Oakville Corporate Centre, 690 Dorval Dr, Suite 100, Oakville, ON L6K 3X9

Eligibility screening, language skills assessment and referral to government-funded English and French language programs:

- Language Instruction for Newcomers to Canada (LINC)
- LINC Home Study
- English as a Second Language (ESL)
- French as a Second Language (FSL) programs
- Enhanced Language Training (ELT)
- Occupation-Specific Language Training (OSLT)
- Specialized Language Training (SLT)
- Language Assessment Centre is located in Oakville and also provides language assessments at itinerant locations in Burlington and Milton



Centre for Skills Development

- Tel: 905-336-5444 (Burlington); 905-847-8345 (Oakville); 905-333-3499 (Milton)
- Email: newcomers@centreforskills.ca
- Web: centreforskills.ca/Immigrants/Overview
- Address 1: Millcroft Plaza, 2020 Appleby Line, Unit B3, Burlington, ON L7L 6M6
- Address 2: Southview Plaza, 550 Ontario St S, Unit 208, Milton, ON L9T 5E4
- Address 3: 1395 Abbeywood Dr, Oakville, ON L6M 3B2

Provides services to enable immigrants and refugees to integrate into Canadian society, including orientation programs, language and skills training to help facilitate employment and programs to welcome newcomers to the community.

- English Classes - language instruction for newcomers to Canada
- Enhanced Language Training - language training for newcomers preparing to enter the Canadian workplace
- Settlement Assistance - information about settling into Halton
- Community Connections Programs - free programs and events to learn about life in Canada, meet new friends, learn about other programs in your community, improve your English conversation skills in a relaxed atmosphere and more
- Free Commissioner of Oaths services available - call for an appointment

Halton Catholic District School Board

- Thomas Merton Centre for Adult and Continuing Education

- Tel: 905-632-5858 (Burlington)
- Email: info@mertoncentre.com
- Web: merton.hcdsb.org
- Address: 460 Brant St, Burlington, ON L7R 4B6

Courses designed for adult learners who want to complete their high school diploma.

*Focus on reading, writing, mathematics, and social sciences

*LINC/ESL/FSL (Language Instruction for Newcomers, English as a Second Language, French as a Second Language)

*Prior Learning Assessment and Recognition (PLAR)



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:

Halton Catholic District School Board -Ontario Youth Apprenticeship Program

- Tel: 905-632-6300 (office phone); 905-631-6120
- Web: studentsuccess.hcdsb.org/where-do-i-start/https-www-haltonpathways-ca-oyap/
- Address 1: Catholic Education Centre, 802 Drury Lane, Burlington, ON L7R 2Y2
- Address 2: New Street Education Centre, 3250 New St, Burlington, ON L7N 1M8

School-to-work transition program offered through Ontario secondary schools. Students earn cooperative education credits through cooperative education work placements in skilled trades.

Ernest C Drury School for the Deaf -Ontario Youth Apprenticeship Program

- Tel: Office: 905-878-2851/ TTY: 905-878-7195
- Web: oyap.com
- Address: 255 Ontario St S, Milton, ON L9T 2M5

School-to-work transition program offered through Ontario secondary schools. Students earn cooperative education credits through cooperative education work placements in skilled trades.

Centre for Skills Development

- Tel: 905-333-3499 ext 315/ Toll Free: 888-315-5521
- Email: trades@centreforskills.ca
- Web: centreforskills.ca/Skilled-Trades/Overview
- Address: 3335 North Service Rd, Burlington, ON L7N 3G2

Provides pre-apprenticeship and career exploration programs:

*Skilled Trades Training Programs:

Designed to give clients the skills and experience they need to begin a career in the Skilled Trades. A combination of in-class and hands-on shop floor training with a focus on developing both technical skills and critical employability skills. Programs are run in a fully equipped facility and are designed to get clients into the workforce fast. All programs include Job Search Assistance.

* Ontario Adult Apprenticeship Program

* Get in Gear

* Home Renovation for Newcomers

* Industrial Millwright Mechanic & Electrical Pre-Apprenticeship Program For Youth

* Women in Skilled Trades (WIST): Enhanced General Carpentry

HIEC

- Tel: 905-634-2575
- Email: info@hiec.on.ca
- Web: www.hiec.on.ca
- Address: 5230 South Service Rd, Unit 200, Burlington, ON L7L 5K2

Major programs and services:

***ApprenticeSearch.com:**

Online matching service that connects job seekers and employers in the skilled trades.

-Supports a variety of job seekers, including 0-year to 4th year apprentices, and also 'non-apprentices', such as individuals looking for trades experiences and general labour roles.

-Job Coaches help ready candidates for their next role, and provide candidates with necessary basic certifications, PPE and employment skills training.

-Job Developers provide services to the employers who are hiring, including screening/shorting listing candidates and intentional matching for posted roles on our site.

***Career Development Lab:**

Career Centre provides programs and services that support students as they prepare to transition into high school, allowing them to imagine a post-secondary pathway that will set them up for future success:

-Interactive and student-driven Career Awareness Program provides students with access to current information on a wide range of career options for a variety of learners.

-Complements and extends career/life planning beyond the classroom and is designed to support students as they prepare to make the transition to secondary school.

***Virtual Career Lab:**

Lab includes activities, resources, and relevant information in order to make informed and inspired career decisions:

-Modeled after the in house Career Awareness Programming, which has been serving students across Halton for almost three decades.

***Women as Career Coaches:**

An evening event that brings together young women from the community with adult mentors from all pathways.



15. 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!



The Region of Halton offers volunteer opportunities in these areas:

Volunteer Halton

- Tel: 905-632-1975/855-395-8807
- Email: office@cdhalton.ca
- Web: <https://cdhalton.ca/volunteer-halton/>

A general hub on volunteering within the Halton region with various facets of information and opportunities

Inside Halton

- Web: <https://www.insidehalton.com/volunteer-opportunities/>

A halton- oriented hub focused on listing volunteering opportunities available, with various details such as if the volunteering is on-site or not, as well as a timeline of general events happening within Halton.

Halton Connects

- Tel: 905-825-6000
- Email: haltonconnects@halton.ca
- Web: <https://www.halton.ca/For-Residents/Employment-and-Financial-Assistance/Employment-Halton/Halton-Connects>

A program that helps foster career development by matching newcomers with Canadian citizens/longtime community members in various tools such as career workshops, work positions and volunteering opportunities.



Halton Healthcare

- Tel:

Georgetown Hospital: 905-873-0111

Milton District: 905-878-2383

Oakville Trafalgar Memorial Hospital: 905-845-2571

- Email:

Georgetown: gh.virtualvisiting@haltonhealth.com

Milton District: mdh.virtualvisiting@haltonhealthcare.com

Oakville Trafalgar Memorial Hospital: virtualvisiting@haltonhealthcare.com

- Web: <https://www.haltonhealthcare.on.ca/volunteer>

Various volunteer positions available across three organizations pertaining to healthcare experience and taking care of patients.

Halton Regional Police

- Tel: 905-825-4777/TTY: 800-990-8199

- Web: <https://www.haltonpolice.ca/en/join-our-team/volunteer.aspx>

Various volunteering positions for those 18 years and above in positions such as Auxiliary policing, victim services volunteer, and more.

Volunteer Opportunities in Burlington

City of Burlington - Volunteer Opportunities

- Tel: 905-335-7777 (ext. 7978)

- Email: volunteer@burlington.ca

- Web: <https://www.burlington.ca/en/council-and-city-administration/volunteering-opportunities.aspx>

A general overview of volunteering opportunities available in the City of Burlington; has various opportunities such as:

-For 18 years and above

Adult programs, Advisory committees, Animal services, Community gardens, Neighbourhood rinks, Tyandaga Golf Course

-For 14 years and above

Child/youth/family programs, Festivals and events, Skating programs, Student theatre programs

-For 13 years and above

Swimming programs (with a Bronze medallion for Aquatics required)

Burlington Public Library

- Tel: 905-639-3611

- Web: <https://www.bpl.on.ca/about/volunteers>

- Address: 2331 New Street, Burlington, ON, Canada L7R 1J4

Joseph Brant Hospital

- Tel: 905-632-3737 (ext. 1314)

- Email: volunteering@josephbranthospital.ca

- Web: <https://www.josephbranthospital.ca/en/about-us/volunteering.asp>

- Address: 1245 Lakeshore Rd., Burlington, ON L7S 0A2



Art Gallery Burlington

- Tel: 905-632-7796
- Email: info@agb.life
- Web: <https://agb.life/support/volunteer>
- Address: 1333 Lakeshore Road, Burlington, ON L7S 1A9

Various volunteering positions available, vacancies available are AGB Shop Volunteers, AGB Children's Programming Volunteers, and AGB Conservatory Courtyard Volunteers.

The Burlington Performing Arts Centre

- Tel: 905-681-6000
- Email: bpacboxoffice@burlington.ca
- Web: <https://burlingtonpac.ca/donate-and-support/volunteer/>
- Address: 440 Locust Street Burlington, ON L7S 1T7

Volunteering positions available consist of Ambassador, Ticket Collector, Usher, Coat Check Attendant, and Merchandise Assistant.

Museums of Burlington

- Tel:

Ireland House: 905-332-9888 / 800-374-2099

Joseph Brant: 905-634-3556 / 888-748-5386

- Address 1: Ireland House, 2168 Guelph line, Burlington, ON, L7P 5A8
- Address 2: Joseph Brant, 1240 North Store Blvd E, Burlington, ON, L7S 1C5
- Email: museuminfo@burlington.ca
- Web: <https://museumsofburlington.ca/support/volunteer/>

Volunteer roles available such as Education Program Assistant, Heritage Badge Program Assistant, Camp Program Assistant, Tour Guide/Docent, Curatorial Volunteer, Special Event Support and Admission/Gift Shop.



Burlington Green

- Tel: 905-975-5563
- Address: 1094 Lakeshore Rd., Burlington, ON L7S 1A7
- Email: bg@burlingtongreen.org
- Web: <https://www.burlingtongreen.org/volunteer/>

Positions available such as online research, high-school co-op, community outreach, social media management, litter cleanups, event greening ambassadors, and more.

Community Living Burlington

- Tel: 905-336-2225
- Address: 3057 Mainway, Burlington, ON, L7M 1A1
- Web: <https://www.clburlington.ca/contact-us.html>

Community centre oriented area; positions consist of Community Volunteers, Fundraising/Special Events Volunteers, Student placements, corporate volunteers.

Burlington Humane Society

- Tel: 905-637-7325
- Address: 740 Griffith Court, Burlington, ON, L7L 5R9
- Web: <https://burlingtonhumane.ca/volunteer/>

Volunteering positions available in an animal shelter; requirements are at least 15 years of age, a minimum position duration of 6 months, and up-to-date vaccination

Volunteer Opportunities in Oakville

Oakville Town Hall - Volunteer Opportunities

- Tel: 905-845-6601
- Address: 1225 Trafalgar Road, Oakville, ON L6H 0H3
- Web: <https://www.oakville.ca/town-hall/employment/volunteer-opportunities/>

A wide array of general volunteering opportunities in the Oakville region:

-Parks and Open Space

- Forest Health Ambassador
- Municipal Greenhouse Volunteer
- Park Ambassador

-Recreation and Culture

- Community Centres
- Oakville Centre for the Performing Arts
- Oakville Museum
- Program Support (camps, pools, etc.)
- Seniors Services
- Special Events
- Youth Services

-Oakville Public Library

- OPL Branch Volunteers



Oakville Public Library (OPL)

- Tel: 905-815-2042
- Address: 120 Navy Street, Oakville, ON, L6J 2Z4
- Web: <https://opl.ca/About-OPL/Volunteer>

Through its six branches, Oakville Public Library builds community by connecting people and ideas. With innovative programs for all ages, expansive collections of books, ever-growing digital media offerings and town-wide outreach endeavors, OPL is committed to community development and providing learning opportunities for all.

Oakville Museum

- Email: oakvillemuseum@oakville.ca
- Web: <https://www.oakville.ca/parks-recreation-culture/arts-culture/oakville-museum/support-the-museum/>

Do you have experience working with children and the public? Are you interested in historic sites? Volunteers assist museum staff with school-age programs, special workshops and events. This program is a great way to gain valuable work experience, meet new people and contribute to the community.

Park Ambassadors

- Tel: 905-845-6601
- Web: <https://www.oakville.ca/parks-recreation-culture/parks-gardens-trails/permits-programs/park-ambassadors/>

The Park Ambassador program helps to keep our parks and trails beautiful, safe, and clean. Volunteers support this program by monitoring their adopted green space and keeping their park or trail litter-free for a minimum of two years. When your adoption is assigned we will provide you with guidelines on how to care for your adoption safely. We encourage ambassadors to visit their adopted sites a minimum of one day a week.

Volunteer Opportunities in Milton

Town of Milton - Volunteer Opportunities in Town Hall

- Tel: 905-864-4132
- Address: Milton Town Hall, 150 Mary Street, Milton ON L9T 6Z5
- Web: https://www.milton.ca/en/living-in-milton/volunteer.aspx?_mid_=855#Special-events

A general range of volunteering opportunities available in the Milton region:

-For 18 years and above

Mattamy National Cycling Centre

-For 16 years and above

Special events, First Ontario Arts Centre Milton

-For 14-15 years and above

Swimming, Recreation and culture programs

Other volunteering possibilities consist of Milton Seniors' Activity Centre, and Youth committees + projects.



Oakville and Milton Humane Society

- Tel: 905-845-1551
- Address: 445 Cornwall Road, Oakville ON, L6J 7S8
- Email: shelter@omhs.ca
- Web: <https://omhs.ca/get-involved/volunteer/become-a-volunteer/>

Oakville and Milton-based animal shelter with various positions such as Wildlife driver, photographers, videographers, and more.

Milton Community Resource Centre

- Tel: MCRC Navigators: 905-876-1244/ MCRC at Viola Desmond PS Navigator: 905-876-1244
- Email:

MCRC Navigators: navigators@mcrc.on.ca

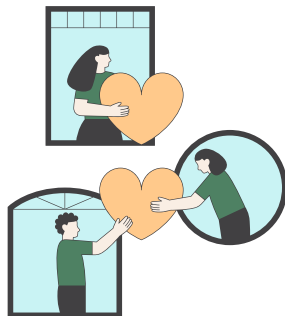
MCRC at Viola Desmond PS Navigator: jeanb@mcrc.on.ca

- Address: 410 Bronte Street South, Milton, ON, L9T 0H8
- Web: <https://mcrc.on.ca/volunteers/>

Volunteer programs consist of services such as Child Care, Event volunteers, Nursery school volunteers, and more.

Muslim Association of Milton

- Tel: 905-467-5097
- Address: 4269 Regional Road 25, Oakville, ON, L6M 4E9
- Email: info@miltonmasjid.com
- Web: <https://miltonmasjid.com/volunteer/>



Volunteer Opportunities in Halton Hills

- Tel: 905-873-2600
- Address: 1 Halton Hills Drive, Halton Hills, Ontario L7G 5G2
- Web: <https://www.haltonhills.ca/en/your-government/volunteer-information.aspx#Administration>

The Town of Halton Hills offers a variety of opportunities to make a positive impact in the community through Volunteering. If you are looking to develop your skills, build confidence, make connections, and contribute to your community then we are looking for you!

Volunteering opportunities include:

- Administration
- Aquatics
- Camp
- Docent
- Events
- Hillsview Active Living Centres
- Special Needs Instructional Sports
- Neighbourhood Engagement
- T.I.M.E. Therapy Program (Together In Movement and Exercise)
- Trail Stewards
- Youth Programs

*For more information, please refer to the Volunteer Brochure:

<https://www.haltonhills.ca/en/your-government/resources/Documents/Volunteer-Brochure-WEB.pdf>



16. Employment

a. Interview Tips

1. Before the interview

Do some research of the company

- Check whether the mission, vision, values and goals are consistent with your ideas
- Check the company's website to know more about the history of the company
- Getting familiar to the company and may be helpful to answering questions about the company during the interview.

Do some research of the interviewer

- Identify who in your organization might interview you and study them
- Check their professional social media materials (ex: LinkedIn) and browse their interests
- You can appropriately put forward the common points found with the interviewer in the interview

Conduct a mock interview.

- Prepare some questions that the interviewers may ask in the interview
- Ask for the feedback from the person who conducts the mock interview with you
- Prepare a successful story from the work experience or study experience.

Print a paper copy of your resume.

Dress for the role.

- Make sure you dress properly during the interview
- Choose business professional attire for the interview (ex: suit)

Determine the best route to interview the company.

- Use the map app (ex: google map) to find the best route
- According to the interview time and considering the traffic problems in the region
- Allow enough time to arrive at the interview company. Be on time!!!

Have a good sleep on the night before the interview.

- Make sure you get proper rest before the interview
- Keep sober and alert during the interview



2. At the interview

Show more respect.

- Be respectful to everyone that you might meet in the company, not just interviewers

Always smile during the interview.

- Be nice, be relax, and be positive

Introduce yourself to the interviewers.

- Show your characteristics, skills, and knowledge during the interviews
- Show your experience of accomplishment

Maintain eye contact and body language.

Listen the questions carefully and answer them appropriately.

Prepare some questions which are related to the company to ask interviewers.

b. Keeping Your Job and Being Good At It

Be there

- Do not miss work unless you have already asked for leave for some special reasons.
- Need to ask for leave from the supervisors if there is any emergency situation.

Be on time

- Do not be late during the working day. Be respectful to your job.
- Cannot leave early even if you finish your work.

Dress code

- Pay attention to the company's dress code.
- Some companies may ask the employees to wear suites.



Hard-working

- Do not play games, chat with other people or any other things that are not related to work during working.
- Be professional and focus on the work.
- Be active and positive.

Ask questions

- Feel free to ask any questions to your supervisors or colleagues if there is anything that you may concern or do not know/understand.
- Asking appropriately through emails or conversations.
- Choosing the best time that may not bother others.

Communication

- Provide clearly suggestions/ideas/opinions/questions/answers.
- Be professional and respectful.

Keep Learning

- Learning from supervisors or other colleagues.
- Reading more books and learning from them.
- Learning from the failures or mistakes and make sure the same mistakes never happen again.

Make a plan

- Make a plan to order the tasks to finish by priority.
- Finish the work step by step and finish them before the deadline.

Quit a job

- If you decide to quit your job, you should notice to your employer at least two weeks in advance.
- Provide more information about your work to your colleagues and let them know how to take your work before you quit your job.
- You cannot ignore the rest of your work just because you quit. Your performance before leaving is also very important. This may be the reference for the next company when doing your background investigation.

c. Your Rights At Work

Minimum Wage

- General Minimum Wage (18 and over) is \$15.50 per hour (Oct. 1, 2022 to Sept. 30, 2023).
- Student Minimum Wage (under 18) is \$14.60 per hour (Oct. 1, 2022 to Sept. 30, 2023).
- Students under 18 and not working more than 28 hours per week or during a school holiday.
- Liquor Servers Minimum Wage is \$15.50 per hour (Oct. 1, 2022 to Sept. 30, 2023).
- Hunting, fishing and wilderness guides minimum wage is \$77.60 (Rate for working less than five consecutive hours in a day) and \$155.25 (Rate for working five or more hours in a day whether or not the hours are consecutive). (Oct. 1, 2022 to Sept. 30, 2023).
- Homeworkers wage is \$17.05 per hour (Oct. 1, 2022 to Sept. 30, 2023).

Hours of work

- Daily limit: The maximum number of hours most employees can be required to work in a day is eight hours or the number of hours in an established regular workday, if it is longer than eight hours.
- Weekly limit: The maximum number of hours most employees can be required to work in a week is 48 hours. The weekly maximum can be exceeded only if there is an electronic or written agreement between the employee and employer.

Public holidays

Ontario has nine public holidays:

1. New Year's Day
2. Family Day
3. Good Friday
4. Victoria Day
5. Canada Day
6. Labour Day
7. Thanksgiving Day
8. Christmas Day
9. Boxing Day (December 26)



Occupational Health & Safety

Three principal rights of workers:

- the right to refuse dangerous work without penalty
- the right to participate in identifying and correcting health and safety problems
- the right to know about hazards in the workplace

Pregnancy and parental leave

- Pregnant employees have the right to take pregnancy leave of up to 17 weeks of unpaid time off work. In some cases, the leave may be longer. Employers do not have to pay wages to someone who is on pregnancy leave.
- All new parents have the right to take parental leave – unpaid time off work when a baby or child is born or first comes into their care (such as through adoption). Birth mothers who take pregnancy leave are entitled to up to 61 weeks' leave. Birth mothers who do not take pregnancy leave and all other new parents are entitled to up to 63 weeks' parental leave.

- Qualifying for pregnancy leave:

A pregnant employee is entitled to pregnancy leave whether the employee is full-time, part-time, permanent or on a term contract, provided that the employee:

1. is employed by an employer that is covered by the ESA,
2. Started employment at least 13 weeks before the date the baby is expected to be born (the "due date").

- Miscarriages and stillbirths:

The pregnancy leaves of an employee who has a miscarriage or stillbirth ends on the date that is the later of:

1. 17 weeks after the leave began;
2. 12 weeks after the stillbirth or miscarriage.

- Giving notice about starting a pregnancy leave: An employee must give their employer at least two weeks' written notice before beginning a pregnancy leave.
- Parental leave: Both new parents have the right to take parental leave of up to 61 or 63 weeks of unpaid time off work.
- The right to continue to participate in benefit plans:

Employees on pregnancy or parental leave have a right to continue to take part in certain benefit plans that their employer may offer. These include:

1. pension plans;
2. life insurance plans;
3. accidental death plans;
4. extended health plans; and
5. dental plans.



Termination of employment

- Written notice of termination and termination pay:

1. an employer can terminate the employment of an employee who has been employed continuously for three months or more if the employer has given the employee proper written notice of termination and the notice period has expired;
2. an employer can terminate the employment of an employee without written notice or with less notice than is required if the employer pays termination pay to the employee.

- Written notice of termination:

1. An employee is entitled to notice of termination (or termination pay instead of notice) if they have been continuously employed for at least three months.
2. If period of employment is less than 1 year, then the amount of notice required is 1 week; if period of employment is 1 year but less than 3 years, then the amount of notice required is 2 weeks; ...; if period of employment is 8 years or more, then the amount of notice required is 8 weeks.

- Requirements during the statutory notice period:

During the statutory notice period, an employer must:

1. not reduce the employee's wage rate or alter any other term or condition of employment;
2. continue to make whatever contributions would be required to maintain the employee's benefits plans; and
3. pay the employee the wages they are entitled to, which cannot be less than the employee's regular wages for a regular work week each week.

- **Regular rate:** This is an employee's rate of pay for each non-overtime hour of work in the employee's work week.
- **Regular wages:** These are wages other than overtime pay, vacation pay, public holiday pay, premium pay, domestic or sexual violence leave pay, termination of assignment pay, termination pay and severance pay and certain contractual entitlements.
- **Termination pay:** An employee who does not receive the written notice required under the ESA must be given termination pay in lieu of notice. Termination pay is a lump sum payment equal to the regular wages for a regular work week that an employee would otherwise have been entitled to during the written notice period. An employee earns vacation pay on their termination pay. Employers must also continue to make whatever contributions would be required to maintain the benefits the employee would have been entitled to had they continued to be employed through the notice period.

d. Employment Service Providers

If you are looking for more information, feel free to visit:

<https://fedcapcanada.org/our-partners>



Amity Goodwill

- Tel (Burlington): 905-633-8324 ext. 2221
- Tel (Oakville): 905-257-8856 ext. 2220
- Address (Burlington): 3505 Upper Middle Rd. Burlington Ontario L7M 4C6
- Address (Oakville): 2387 Trafalgar Rd. Oakville Ontario L6H 6K7
- Web: <https://goodwillonline.ca/>

Goodwill is the world's largest retailer of used goods and one of the world's largest workforce development organizations, providing services to over 1.5 million job seekers a year and supporting thousands of employers in finding their workforce. Today, Goodwill Amity continues to serve its communities by helping people enter and re-enter the workforce; supporting marginalized and vulnerable job seekers in overcoming barriers to employment; offering hands-on skill development; and serving employers in meeting their hiring objectives. Its retail business also continues to provide a training ground for individuals who want to gain work experience before seeking competitive community employment. With our unique integration of social enterprise and social service, Goodwill Amity is positioned to deliver on its mission of "changing lives and strengthening communities" for decades to come.

Canadian Hearing Services

- Tel: 866-518-0000
- Web: <https://www.chs.ca/>
- Email: employmentservices@chs.ca

Canadian Hearing Services (CHS) is an industry-leading provider of services, products and education that empower the Deaf and hard of hearing to overcome barriers to participation since 1940. We are the largest and only Accredited organization of its kind in North America. Canadian Hearing Services (CHS) offers employment support to Deaf and hard of hearing individuals, ages 16 and over. We help individuals with their job search and help them succeed by working with them and their employer to put the right supports in place. CHS is committed to helping our clients lead rich, full, independent lives. Through our friendly, caring and professional staff, we deliver high quality, innovative products and services that break down barriers to participation, empower individuals and advance hearing health.

Community Living Burlington

- Tel: 905-979-6319
- Address: 4250 Lakeshore Rd, Burlington ON L7L 1A6
- Web: <https://www.clburlington.ca/employment-services.html>

Established in 1955, Community Living Burlington is Burlington's largest and oldest non-profit organization. The Employment Services team assists people to identify their skills, abilities, and interests as it applies to the world of work. They provide and coordinate support to help new employees succeed. They serve as a trainer, advocate, and facilitator. Some of their direct services include on-the-job training, employment planning, job development, job coaching and job retention.

Community Living Oakville

- Tel: 905-844-0146
- Address: 240 Wyecroft Road Unit 105, Oakville, ON L6K 2G7
- Web: <https://www.oakcl.org/services/employment-services>

Xplore Employment (Community Living Oakville) provides a range of support services to children, youth, and adults who have developmental disabilities and their families. Xplore Employment provides support to job seekers through pre-employment training programs, career development, job coaching and job maintenance.

Regional Municipality of Halton

- Tel: 905-825-6000 ext. 2777
- Address: 1151 Bronte Rd, Oakville ON L6M 3L1
- Web: <https://haltonjobs.ca/index.cfm?p=home>

Employment Halton (Regional Municipality of Halton) helps unemployed and underemployed people in Halton prepare for, obtain and maintain employment. We work in partnership with companies and organizations in our community to obtain information about the latest market trends and employment opportunities.

Sheridan College

- Tel: 905-845-9430 ext. 8160
- Address: 105 Cross Avenue, Unit A7 Oakville, Ontario
- Web: <https://www.sheridancollege.ca/about/community-employment>

For 40 years, Sheridan has been successfully uniting employers and employees — experience that makes CES at Sheridan the obvious choice. This FREE comprehensive service is easy to use and staffed by skilled professionals who are ready to help and happy to introduce you to motivated employers. Every step of the way CES can help you take stock, prepare, find opportunities and land the job that lets you truly shine. Through Employment Ontario funding, we're committed to assisting and supporting individuals to get the training, skills and experience to achieve their goals.



Stride

- Tel (Oakville): 905-842-8418
- Tel (Georgetown): 519-853-3770
- Tel (Milton): 905-693-4252
- Address (Oakville): 247 North Service Road, Suite 200 Oakville, ON L6M 3E6
- Address (Georgetown): 211 Guelph Street, Unit 5 Georgetown, ON L7G 5B5
- Address (Milton): 55 Ontario Street South, Suite 26, Milton, Ontario L9T 2M3
- Web: <https://stride.on.ca/>

Stride supports youth (16+) and adults struggling with mental health or addictions as they seek meaningful employment. Our team considers your unique situation, helping you prepare for employment, find a job, and encourage you as you begin your new job. Whether you choose to engage face-to-face with an employment specialist, attend regular workshops or receive support from a peer mentor, Stride helps you build the confidence and skills needed to find and keep your job. Stride promises to treat everyone with dignity and respect.

The Job Centre

- Tel: 905-842-8787
- Address: 1075 North Service Road W. Suite 100, Oakville, ON
- Web: <https://www.thejob-centre.ca/index.html>



The Job Centre provides a range of employment supports to youth and adults with physical, mental health, autism spectrum disorder, learning disabilities, hard of hearing and visual impairment. We serve Halton, Peel and the Waterloo regions. We have earned an excellent reputation and confidence of the community as a provider of high-quality employment and self employment services for people with disabilities. Using a personalized approach, we assist people with disabilities to acquire the necessary tools for career success. The Job Centre is honored to be a member of the Ontario Disability Employment Network (ODEN).

VPI Working Solutions

- Tel: 905-873-9816
- Address: 235 Guelph Street, Unit 4, Georgetown, ON L7G 4A8
- Web: <https://www.vpi-inc.com/>

Founded in 1988, VPI Working Solutions has provided employment services to individuals and organizations for more than 30 years. We are based in Mississauga and have 17 locations across Southern Ontario. We provide employment programs, assessments and supportive vocational services that help residents of Ontario improve job readiness, explore training and get back to work. As a service provider for the Ministry of Labour, Immigration, Training and Skills Development (MLTSD), we facilitate several Employment Ontario programs to help job seekers find work and training opportunities. We also work directly with employers who are looking to hire. These free programs and services are provided at no cost to job seekers or employers.

YMCA

- Tel: 905-681-8366
- Address: 500 Drury Lane, Burlington, ON L7R 2X2
- Web: <https://www.ymcahbb.ca/>

Across more than 120+ locations in Hamilton, Burlington, Brantford and Haliburton, we are a charity committed to promoting equity and improving the health and well-being of people of all backgrounds, abilities, including at-risk and marginalized members of our community. From health and fitness programs, child care and camp, to employment and immigrant service programs and transitional housing, we're committed to supporting the broad determinants that influence the overall health of people in our communities.



17. Transportation Services

a. Public Transportation Services

GO Transit

- Tel: 1-888-GET-ON-GO (438-6646)
- Web: <https://www.gotransit.com/en/>

GO Transit is a regional public transit system in Ontario, Canada, serving the Greater Toronto and Hamilton Area (GTHA) and beyond. • GO Transit offers discounts for children and youth aged 6-19, making public transit more affordable and accessible for young people.

Oakville Transit

- Tel: 905-815-2020
- Web: <https://www.oakvilletransit.ca/index.html>

Oakville Transit offers a variety of services, including conventional bus service, specialized transit service for passengers with disabilities, and community bus service. The transit system also offers a mobile app that provides real-time information on bus schedules and routes, as well as a trip planning tool to help passengers plan their journeys.

Milton Transit

- Tel: 905-875-5417
- Web: <https://www.milton.ca/en/living-in-milton/transit.aspx>

Milton Transit offers a variety of services, including conventional bus service, specialized transit service for passengers with disabilities, and community bus service. The transit system also offers a mobile app that provides real-time information on bus schedules and routes, as well as a trip planning tool to help passengers plan their journeys. Additionally, Milton Transit operates a Bike and Ride program, which allows passengers to bring their bicycles onto the buses and travel further distances.

Burlington Transit

- Tel: 905-639-0550 or toll-free at 877-213-3609 ext 7154
- Web: <https://www.milton.ca/en/living-in-milton/transit.aspx>

Burlington Transit offers a variety of services, including conventional bus service, specialized transit service for passengers with disabilities, and community bus service. The transit system also offers a mobile app that provides real-time information on bus schedules and routes, as well as a trip planning tool to help passengers plan their journeys.



b. How To Stay Safe At Night

- Ensure that you always have a clear plan of where you are headed, walk confidently and remain aware of your surroundings.
- Avoid taking shortcuts or walking through dimly lit areas.
- It is also important to identify places where you can receive assistance along your route, such as open stores, restaurants, and public telephones.
- If you are using public transportation after 9:00 pm, consider using the Request Stop Program. This program allows you to exit the bus between stops and closer to your destination.
- To use this program, inform the driver at least one stops ahead of where you intend to disembark. It is important to note that the driver must be able to stop safely in order to accommodate your request.
- Finally, be sure to exit the bus through the front doors only, as the rear doors will remain closed to prevent anyone from following you off the bus.



18. Legal Supports

a. Know Your Rights

In the event that you are stopped by law enforcement, it's essential to remember the following guidelines:

- Ask the police officer to clarify the reason for stopping you.
- If you are pulled over while driving, you are obligated to present your driver's license, car registration, and insurance if requested.
- If the police interrogate you regarding any involvement aside from being a driver in a vehicle accident, it is within your rights to remain silent until you have talked to an attorney.
- If you think that the police search is inappropriate, seek legal advice as soon as possible. However, avoid attempting to physically impede the search.
- If the police detain you, inquire about your arrest status and the charges against you. If you are arrested, the police must inform you of the reason.
- If you are under 18 and apprehended, 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

- Tel: 416-920-1633 / 866-999-5329
- Web: <https://jfcy.org/en/>
- Address: 55 University Ave #15, Toronto, ON M5J 2H7



Legal Aid Ontario

- Tel: 800-668-8258

Teen Legal Helpline

- Web: www.teenlegallhelpline.org.
- The Teen Legal Helpline is a service that provides legal information and assistance to teenagers. If you are a teen and you have questions about the law or legal issues, you can contact the Teen Legal Helpline to get information and guidance. The service is typically staffed by lawyers and legal professionals who are trained to provide legal advice to young people. The aim of the Teen Legal Helpline is to help teenagers understand

Law Society of Ontario

- Web: <https://lso.ca/home>
- Tel: 1-800-668-7380
- The Law Society of Ontario also operates the Law Society Referral Service, which provides free referrals to lawyers and paralegals who can provide legal assistance to members of the public. The LSO also offers a variety of resources and supports for its members, including continuing education and networking opportunities.

b. Discrimination

The Ontario Human Rights Code is a provincial law that outlines and prohibits discrimination in various areas, including employment, housing, services, facilities, contracts, and agreements. However, it's important to note that not all types of discrimination are illegal. The law only prohibits discrimination based on specific grounds such as age, gender, gender expression, race, color, ancestry, religion, disability, sexual orientation, gender identity, marital status, having children, or receiving social assistance.

If you feel that you have been discriminated against, you typically have a one-year period from the date of the discriminatory event or conduct to take legal action. You can obtain legal advice and support from the Human Rights Legal Support Centre by:

- Calling 1-866-625-5179 or by visiting their website at www.hrlsc.on.ca.
- Alternatively, you can contact the Human Rights Tribunal of Ontario by calling 866-598-0322 or visiting their website at www.hrto.ca.

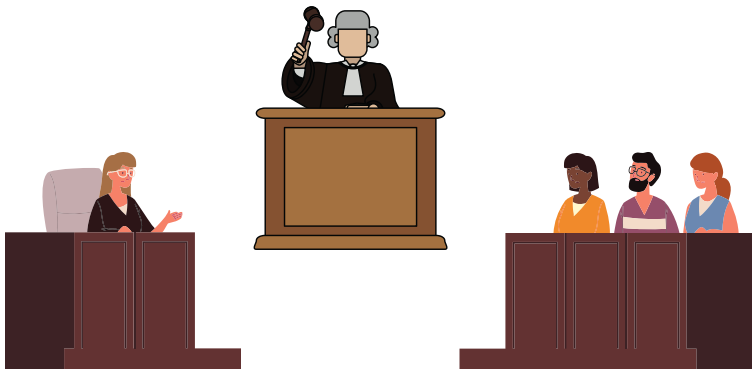
c. Record Suspensions (Formally Called Pardons)

Having a criminal record may limit your opportunities to secure employment and housing. However, obtaining a Record Suspension doesn't erase your criminal record; instead, it sets it aside by removing it from a criminal record or background check. By obtaining a Record Suspension, you can benefit from:

- Improved employment prospects;
- Increased freedom to travel outside of Canada;
- Fewer challenges in obtaining immigration status;
- Reduced risk of adverse effects on child custody, visitation, and adoption;
- Fewer difficulties when renting an apartment.

Parole Board of Canada

- Tel: 800-874-2652
- Web: www.canada.ca/en/parole-board/services/record-suspensions.html



19. Financial Supports

a. Financial Assistance

Ontario Disability Support Program (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.

- ODSP offers two types of support:
 1. Income support - Financial assistance provided each month to help with the costs of basic needs, like food, clothing and shelter. Income support also includes benefits, like drug coverage and vision care, for clients and their eligible family members.
 2. Employment supports - Services and supports to help clients with disabilities find and keep a job, and advance their careers.

- Tel: 416-325-5666
- Toll-free: 888-789-4199
- For people with hearing disabilities: Toll-free TTY: 800-387-5559
- Mississauga Office Phone: 905-897-3100
- Fax: 905-897-5129
- Email: <https://www.ontario.ca/feedback/contact-us?id=26907&nid=533576>
- Web: <https://www.ontario.ca/page/ontario-disability-support-program>
- Address: 4 Robert Speck Pkwy, 14th Flr, Mississauga, ON L4Z 1S1



Ontario Work (OW)

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.

- Tel: 905-791-7800/ 888-919-7800 (toll-free)
- Email: info@peelregion.ca
- Chat: <https://www.peelregion.ca/contactus/>
- Web: <https://www.peelregion.ca/help/>
- Address 1: Brampton (Regional headquarters): 10 Peel Centre Drive, Brampton
- Address 2: Mississauga: 7120 Hurontario Street, Mississauga

Employment Insurance (EI)

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.

- Tel: Brampton & Mississauga: 800-529-3742
- Web: <https://www.canada.ca/en/services/benefits/ei.html>
- Address 1: Brampton: 60 Gillingham Drive, Brampton, Ontario L6X0Z9
- Address 2: Mississauga: 3085A Glen Erin Drive, Mississauga, Ontario L5L1J3

b. Financial Assistance to Further Your Education

OSAP: Ontario Student Assistance Program

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.

- Tel: 807-343-7260, toll-free: 877-672-7411
- Fax: 1-807-343-7278
- <https://www.ontario.ca/feedback/contact-us?id=89727&nid=55934>
- Using the website, www.osap.gov.on.ca/OSAPPortal

Estimate how much financial support you can secure through OSAP, and other financial assistance resources available.

TD Canada Trust Scholarships

Awarded to Canadian Students based on leadership in the community. Twenty TD Scholarships for Community Leadership are awarded to students in their last year of high school (outside Quebec) or CEGEP (in Quebec) who have demonstrated leadership in improving their community. Each scholarship has a value of up to \$70,000 and includes:

1. Up to \$10,000 for tuition per year (for up to a maximum of four years)
 2. \$7,500 a year for living expenses (for up to a maximum of four years)
- Tel: 1-800-308-8306
 - Web: <https://www.tdcanadatrust.com/products-services/banking/student-life/scholarship-for-community-leadership/index.jsp?cid=DFA:10313917:2951408:137855099:0>
 - Apply: https://portal.scholarshippartners.ca/welcome/td_en

Centre for Skills Development

- Office Phone: 905-333-3499 (Burlington & Milton)
- Office Phone: 905-845-1157 (Oakville)
- Toll Free Phone: 888-315-5521
- Email: employmentservices@centreforskills.ca
- Web: centreforskills.ca/employment-services
- Address 1: 3350 South Service Rd, Burlington, ON L7N 3M6
- Address 2: 550 Ontario St S, Suite 208, 2nd Flr, Milton, ON L9T 5E4
- Address 3: 465 Morden Rd, Unit 109, Oakville, ON L6K 3W6

Comprehensive employment and job search services; assessment of skills, interests and experience; job search strategies, including resume preparation; information about careers and occupations, local labour market, employment and training opportunities; on-the-job training, work experience, help in maintaining employment as well as information and referral to other employment and community services.

Better Jobs Ontario

Skills training and financial support for laid off workers; training program must demonstrate good job prospects; financial support based on need, may include tuition, instructional costs, books, transportation and/or a basic living allowance.

Services for employers

Help in identifying human resource skills requirements, matching of workplace needs to workers' skills, capabilities, interests and experience. Support for developing on-the-job training plans and monitoring of placements to support retention.



c. Financial Literacy and Credit Counseling

Dare to be Youth Charity

- Tel: 289-245-1313
- Email: info@dtby.ca
- Web: www.dtby.ca
- Address: 551 Maple Ave, Suite 313, Burlington, ON L7S 1M7

Offers three core programs designed to help youth thrive by developing resilience, life skills, and improve overall wellness.

1. Youth Inspire Series.

Youth CommUNITY Day held annually in November for students in grades 9-12.

2. Leader Within Peer Mentorship Program.

Held twice a year in April and November, provides a community of support, professional development activities, and practical educational seminars. Graduates can participate in the Community Youth Council to develop leadership skills, engage with peers, and gain community service hours.

3. Financial Resilience and Wellness

Online learning series to develop financial resiliency and literacy skills and learn how this intersects with emotional resilience and wellness.

Business Development Bank of Canada

- Tel: 888-463-6232
- Web: www.bdc.ca
- Address: 4145 North Service Rd, Suite 401, Burlington, ON L7L 6A3

A federal Crown corporation wholly owned by the Government of Canada and mandated as Canada's business development bank, mission is to help create and develop strong Canadian businesses through financing, consulting services and securitization, with a focus on small and medium-sized enterprises. Supports entrepreneurs in all industries and at all stages of development from more than 100 business centres across Canada and online. Major services include:

1. Financing:

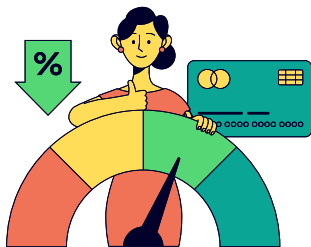
Term loans such as realty and equipment loans, working capital loans, start up loans.

2. Consulting:

Expert advice to help businesses be more competitive * a national network of consultants who can help businesses solve problems, improve performance and help achieve the most ambitious goals

3. BDC Capital:

Offers innovative solutions with terms and conditions tailored to meet the unique needs of entrepreneurs and innovators looking to raise capital for their growth and transition projects



20. Municipal Offices & Government Contacts

Halton Region

- Tel: 311 (General: 905-825-6000)
- Email: accesshalton.ca
- Web: halton.ca



Halton Hills

- Address: 1 Halton Hills Drive, Halton Hills Ontario L7G 5G2
- Web: <https://www.haltonhills.ca/en/index.aspx>

Town of Milton

- Tel: 905-878-7252
- Address: Town of Milton, 150 Mary Street, Milton ON L9T 6Z5
- Web: <https://www.milton.ca/en/index.aspx>

Town of Oakville

- Tel: 905-845-6601
- Address: 1225 Trafalgar Road, Oakville, ON L6H 0H3
- Web: <https://www.oakville.ca/>

City of Burlington

- Tel: 905-335-777
- Address: 426 Brant Street, PO Box 5013, Burlington, Ontario L7R 3Z6
- Web: <https://www.burlington.ca/en/index.aspx>

Ontario Ministry of Training, Colleges and Universities

- Tel: 416-325-2929 or 800-387-5514
- Web: www.ontario.ca/page/ministry-training-colleges-universities

Government of Canada, Services for Youth

- Web: www.canada.ca/en/services/youth.html



NOTES

A blank sheet of white paper with horizontal blue lines and a vertical red margin line on the left side. The word "NOTES" is written at the top center in large, bold, orange letters with a black outline.

NOTES

A blank sheet of white paper with horizontal blue lines and a vertical red margin line on the left side. The word "NOTES" is written at the top center in large, bold, orange letters with a black outline.

NOTES

A blank sheet of white paper with horizontal blue lines and a vertical red margin line on the left side. The word "NOTES" is written at the top center in large, bold, orange letters with a black outline.

Disclaimer

The youth guide is written as a source of information only. The information contained in this booklet 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 Peel-Halton Workforce Development Group (PHWDG) 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 PHWDG or the Government of Ontario.



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

