

# SERVICE REFERRAL GUIDE BY FUNCTION



## *Introduction:*

This resource is intended to assist service providers in the use of a “no wrong door” approach, often referred to as “every door is the right door”, to service information and referral. When an individual comes to you with a problem that is not in your area of expertise, this list will direct you to the not-for-profit organization that is knowledgeable in that field, sector or function. By connecting with these experts in other fields, you as a service provider will become better equipped to seamlessly navigate clients towards the appropriate organization or service, using a “warm hand-off” which simply means “good customer service.” Please [CLICK HERE](#) to see what a “no wrong door” approach to information and referral looks like.

## *Every effort has been made to develop a resource that is:*

- **User friendly:** In order to be concise and easy to use, this service referral guide cannot list every program and service available in Hastings and Prince Edward Counties. But it will connect you to organizations that are leaders in their field, sector or function.
- **Seamless referral:** Organizations listed are knowledgeable about what programs and services are available in their field, sector or function.
- Includes **Francophone** and **Aboriginal** listings where available.
- Includes listings for **geographic locations** throughout Hastings-Prince Edward (HPE) where available; i.e., Bancroft, Belleville, Madoc, Picton, Trenton, Tyendinaga.

## *Other key sources of local service information:*

- **For programs not listed in this manual, dial 211** or [CLICK HERE](#). This free, non-emergency, information and referral service is open 24 hours a day, every day of the year, and is available in more than 150 languages. Certified information and referral specialists are caring, understanding and knowledgeable, and pride themselves on their ability to connect individuals with the services they need. Dispatch for our area is located in Ottawa.
- **Open Line Open Mind 310-OPEN (6736)** is a free, 24/7, confidential service to get information, support, assessment and referral to all mental health and addictions services for ages 16+ in HPE. Provides access to the Quinte Health Care Crisis Intervention Centre. [CLICK HERE](#) to access their Feel Better Toolkit.

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*Other key sources of local service information (continued):*

- If anyone has concerns about a **child's welfare**, call [Highland Shores Children's Aid](#) at 613-962-9291 or 1-800-267-0570 immediately. Highland Shores works in close partnership with [Mohawk Family Services](#) (613-967-0122) to ensure that cultural awareness and sensitivity are observed.
- For concerns in any other areas that are **health-related**, a primary health care provider should be contacted. Families looking to be matched with a family doctor or nurse practitioner can contact [Health Care Connect](#) at 1-800-445-1822.
- Find all **health services** in HPE at the [South East Health Line](#).
- Checkered Flags, a **mental health** resource guide for schools, community agencies, families, and youth, can be downloaded at [Children and Youth Services Network](#).
- Red Cards, which list **services for youth** by function and community (Belleville, Central Hastings, North Hastings, Prince Edward County, and Quinte West - English and Francophone) can be downloaded at [Children and Youth Services Network](#).
- A [Transitional Aged Youth \(TAY\) Connector](#) follows a No Wrong Door and Warm Hand-off approach to the transition process and connecting youth 16-24 years to appropriate services.
- The Harm Reduction Task Force [Link Card 2014](#) lists services related to drugs and alcohol.
- Information about **Francophone** programs and services for children, youth and families is available through the [Regional French Language Network South East](#).
- Gathering Communities Making Connections Guide for **Indigenous Families and Children** can be accessed through the [KFL&A Children and Youth Services Planning Committee](#).
- Services for **newcomers to Canada** are available through [Quinte Immigration Services](#).
- Free local community directories are available online at:
  - ◆ [Hastings County Community Services Booklet](#) and click on "online in English".  
Also available in French, Spanish, Hindi, Chinese and Korean.
  - ◆ [Prince Edward County Community Services](#).
- [Volunteer and Information Quinte](#) (VIQ) offers a free weekly eNewsletter about events across Hastings-Prince Edward. [CLICK HERE](#) to keep your information current in the 211 database.

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## BASIC NEEDS

<b>Food and Nutrition</b>	<p><a href="#">Online Food Access Guide For Hastings and Prince Edward Counties</a> Lists free, low cost and emergency food and meal programs by geographic area, or call 613-966-5513, x457</p> <p><a href="#">Online Nutrition Directory</a> Lists nutrition programs and services by geographic area, or call Healthy Life Line at 613-966-5513, x610 or 1-800-267-2803, x610</p>
<b>Income</b>	<p><b>Ontario Works (OW), Ontario Disability Support Program (ODSP) &amp; Other Financial Assistance:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Hastings County Social Services</a> 613-771-9630 or 1-866-414-0300</li> <li>• <a href="#">Prince Edward – Lennox &amp; Addington Social Services</a> 613-354-7991 or 1-866-716-7991</li> <li>• <a href="#">Tyendinaga Social Services</a> 613-967-0122</li> </ul> <p><a href="#">Employment Insurance – Service Canada</a> 1-800-622-6232</p>
<b>Shelter</b>	<p><b>Emergency:</b> Please contact your local Ontario Works office (see <b>INCOME</b> section above)</p> <p><b>After Hours Emergency:</b></p> <ul style="list-style-type: none"> <li>• Hastings County—Canadian Red Cross at 1-866-317-6544</li> <li>• Prince Edward County—Picton Salvation Army at 613-476-3159</li> </ul> <p>For Women’s Shelters and Services, see <b>SAFETY AND PROTECTION</b></p> <p><a href="#">Canadian Mental Health Association</a> Support within housing at 613-969-8874</p> <p><a href="#">Hastings Housing Resource Centre</a> Bancroft (613-332-8156), Belleville (613-969-1748), Madoc (613-473-0400), Trenton (613-392-8317)</p> <p><a href="#">Prince Edward – Lennox &amp; Addington Social Services</a> Social Housing Branch at 613-354-5695 or 1-866-806-9680</p> <p><a href="#">Youthab</a> Bancroft (613-332-5558), Belleville (613-969-0830), Madoc (613-473-0400), Picton (613-476-6456), Trenton (613-392-9157)</p>

## EMPLOYMENT

<p><a href="#">Career Edge</a> Youth and adult services Picton (613-476-6456), Trenton (613-392-9157)</p> <p><a href="#">Community Employment Services - Loyalist College</a> Youth and adult services Bancroft (613-332-1743 or 1-877-309-0317), Belleville (613-966-0205 or 1-866-860-5652)</p> <p><a href="#">Kagita Mikam Aboriginal Employment &amp; Training</a> Youth and adult services Tyendinaga (613-396-3424, x101)</p> <p><a href="#">META Employment Services</a> Youth and adult services Belleville, Marmora on Mondays, Stirling on Tuesdays (613-966-9069 or 1-888-401-9636)</p> <p><a href="#">Youthab</a> Youth services Bancroft (613-332-5558), Belleville (613-969-0830), Madoc (613-473-0400), Trenton (613-392-9157)</p>
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## TRANSPORTATION

Hastings & Prince Edward Transportation Solutions  
 Visit <http://www.hpetransportation.ca/>  
 or call Volunteer and Information Quinte for assistance at 613-969-8862

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### EDUCATION

#### Adult Literacy and Skills Training for ages 18 years and up:

- [CLA Community Learning Alternatives](#) (Belleville, Madoc, Trenton) at 613-962-9615
- [Prince Edward Learning Centre](#) (Picton) at 613-476-1811

#### Elementary and Secondary:

- [Algonquin and Lakeshore Catholic District School Board](#) K-12 and Loyola School of Adult and Continuing Education in Belleville, Picton and Trenton - 613-354-6257 or 1-800-581-1116
- [Conseil des écoles publiques de l'Est de l'Ontario](#) K-12 in Trenton - 1-888-332-3736
- [Conseil des écoles Catholiques du Centre-Est](#) K-8 in Trenton - 1-888-230-5131
- [Hastings and Prince Edward District School Board](#) K-12 and Adult Education in Bancroft, Belleville, Madoc and Trenton - 613-966-1170 or 1-800-267-4350
- [Quinte Mohawk School](#) K-8 in Tyendinaga Mohawk Territory - 613-966-6984
- [Sir James Whitney School for the Deaf](#) - 613-967-2823 (TTY) or 1-800-501-6240

#### Licensed Early Childhood Education for ages 0 to 12 years:

- [Hastings County Children's Services](#) - 613-771-9630 or 1-866-414-0300
- [Prince Edward – Lennox & Addington Social Services](#) - 1-888-354-0114, x85
- [Ministry of Education – Search for Child Care](#) - 1-800-387-5514

#### Online High School Distance Education, GED Testing and Free Homework Help for Grades 7-10:

- [Independent Learning Centre](#) - 1-800-387-5512

#### Post-Secondary:

- [First Nations Technical Institute](#) (FNTI) - 613-396-2122 or 1-800-267-0637
- [Loyalist College](#) - 613-969-1913 or 1-888-569-2547

### JUSTICE AND LEGAL

[Community Advocacy and Legal Centre](#) - 613-966-8686 or 1-877-966-8686

[Legal Aid Ontario](#) - 1-800-668-8258

[Mental Health Court Diversion](#) - 613-968-1111

[Ministry of Community Safety and Correctional Services](#) (adult) - 1-866-517-0571

#### Youth Justice:

- [Community Organized Support and Prevention](#) (COSP) - 613-966-7410
- [John Howard Society of Belleville](#) - 613-968-6628
- [Ministry of Children and Youth Services Probation Services](#) - 1-877-345-5622
- [Trent Community Correctional Committee](#) - 613-394-3911
- [Tyendinaga Justice Circle](#) - 613-967-3888

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## HEALTH

<b>Dental</b>	<p><a href="#">Hastings &amp; Prince Edward Counties Health Unit</a> – Healthy Smiles Ontario and Children in Need of Treatment (CINOT) - 613-966-5500 x282 or 1-800-267-2803 x282</p> <p><b>Dental Care for OW/ODSP recipients, and those with limited financial resources:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Belleville and Quinte West Community Health Centre</a> - Belleville (613-962-0000, x263)</li> <li>• <a href="#">Gateway Community Health Centre</a> - Tweed (613-478-1211, x315)</li> </ul>
<b>Developmental/ Autism</b>	<p><a href="#">Counselling Services of Belleville and District</a> (ages 0-18 years) - 613-966-7413 / 613-332-3227</p> <p><a href="#">Developmental Services Ontario</a> (adult contact point) - 1-855-237-6737</p> <p><a href="#">Pre-School Speech and Language Program</a> - 613-969-7400</p> <p><a href="#">Ministry of Children and Youth Services</a> - Kingston Area Office - 1-800-646-3209</p> <p><a href="#">Quinte Children’s Treatment Centre</a> - 613-969-7400 x2247</p> <p><a href="#">South East Health Line</a> Lists health and support services by county, or contact the <a href="#">Community Care Access Centre</a> - 613-966-3530 or 1-800-668-0901, Bancroft (613-332-2444)</p>
<b>Mental Health and Addictions</b>	<p><b>Children’s Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Children’s Mental Health Services</a> (0-18 years) - Bancroft (613-332-3807), Belleville (613-966-3100), Madoc (613-473-1685), Picton (613-476-8253), Trenton (613-392-4331)</li> <li>• <a href="#">Aboriginal Children’s Mental Health Program</a> (0-18 years) - Tyendinaga (613-967-0122)</li> </ul> <p><b>Youth and Adult Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Open Line Open Mind</a> (ages 16+) - 310-OPEN (6736)</li> <li>• <a href="#">Canadian Mental Health Association</a> (ages 16+) - 613-969-8874</li> <li>• <a href="#">Youthab</a> Bancroft (613-332-5558), Belleville (613-969-0830), Madoc (613-473-0400), Picton (613-476-6456), Trenton (613-392-9157)</li> </ul>
<b>Physical</b>	<p><a href="#">Community Health Team</a> - Tyendinaga (613-967-3603)</p> <p><a href="#">Hastings &amp; Prince Edward Counties Public Health Unit</a> - 613– 966-5500</p> <p><a href="#">Ministry of Health and Long-Term Care</a> Find a family doctor - 1-800-445-1822</p> <p><a href="#">South East Health Line</a> Lists health and support services by county, or contact the <a href="#">Community Care Access Centre</a> - 613-966-3530 or 1-800-668-0901, Bancroft (613-332-2444)</p> <p><a href="#">Telehealth Ontario</a> - 1-866-797-0000</p>

## SAFETY AND PROTECTION

<p><b>Child Protection Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Highland Shores Children’s Aid</a> - 613-962-9291 or 1-800-267-0570</li> <li>• <a href="#">Mohawk Family Services</a> - 613-967-0122</li> </ul> <p><a href="#">Sexual Assault Centre for Quinte and District</a> - (Belleville) - 613-967-6300</p> <p><b>Women’s Shelters and Services:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Alternatives for Women</a> (Picton) - 613-476-4435 (office), 613-476-2787 (24hr)</li> <li>• <a href="#">Maggie’s Resource Centre</a> (Bancroft) - 613-332-3010 (24hr)</li> <li>• <a href="#">Red Cedars</a> (Tyendinaga) - 613-967-2003 (office), 1-800-672-9515 (24hr)</li> <li>• <a href="#">Three Oaks Shelter and Services</a> (Quinte) - 613 966 3074 (office), 1-800 267 0533 (24hr)</li> </ul>
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## PRENATAL TO 12 SUPPORTS AND RESOURCES

### Healthy Babies Healthy Children:

- [Hastings & Prince Edward Counties Health Unit](#) 613-966-5500, x223 or 1-800-267-2803, x223
- [Aboriginal - On reserve](#) Tyendinaga (613-967-3603)
- [Aboriginal - Off reserve](#) 613-354-6318
- [Metis Nation of Ontario](#) North Hastings (1-800-263-489)

### Ontario Early Years Centres (OEYCs):

- [Family Space Quinte](#) Belleville (613-966-9427)
- [North Hastings Children's Services](#) 613-332-0179
- [The Hub Child and Family Centre](#) Picton (613-476-8142)
- [Trenton Military Family Resource Centre](#) 613-965-3575
- [Trenton Ontario Early Years Centre](#) 613-394-1780

### Other Parenting Supports:

- [Child Health CARELine](#) 613-966-5500, x223 or 1-800-267-2803, x223
- [Counselling Services of Belleville and District](#) Bancroft (613-332-3227), Belleville (613-966-7413)
- [Gateway Community Health Centre](#) Central Hastings (613-478-1211)
- [Quinte Health Care Maternal-Child Program](#) 613-969-7400 or 1-800-483-2811
- [Tahatikohsontontie Head Start](#) Tyendinaga (613-396-6716)

### Resource Consultant Programs:

- [Community Living Prince Edward](#) 613-476-6038
- [Family Space Quinte](#) Hastings County (613-966-9427)

## SOCIAL AND RECREATION

[Big Brother's Big Sisters](#) 613-962-3666 or 1-855-962-3666

[Public Health Physical Activity Directory](#) Lists physical activities by geographic area and includes financial assistance programs, or call Healthy Life Line at 613-966-5513, x610 or 1-800-267-2803, x610

### Recreation and Events Calendars:

- [Bay of Quinte](#) (Belleville, Deseronto, Quinte West)
- [Centre Hastings](#)
- [Mohawks of the Bay of Quinte](#)
- [North Hastings](#)
- [Prince Edward County](#)

### Youth Centres:

- [Celebrate Youth Movement/Youth in Action](#) (North Hastings) - 613-332-2090
- [Frankford Youth Centre](#) 613-398-1211
- [Good Minds](#) (Tyendinaga) 613-967-0122
- [John Howard Society of Belleville](#) 613-968-6628
- [Quinte West Youth Centre](#) 613-392-6946
- [Recreation Outreach Centre](#) (Picton) 613-476-2001