

## Financial and Living Help Phone Numbers

### A) Dial 211 at any time

**211**

If you are looking for any kind of agency or service (some emergency mental health services etc.) they will be able to **immediately link you to agencies or services that can help**. It's a free service just like 911.

### B) John Howard Society of Kawartha Lakes & Haliburton

**705-328-0472 ex 929**

Provides intake services for individuals and families requiring **assistance with electricity and heating bills** through the following programs...

The Ontario Electricity Savings Program (OESP) If you are a customer of an electric utility and in a lower income home, you may qualify for a reduction on your electricity bill through the OESP. Beginning in 2016, the OESP will reduce the cost of your household electricity by applying a monthly credit directly to your bill. The amount of the credit depends on two factors: how many people live in the home, and your combined household income.

The Low Income Energy Assistance Program (LEAP) Low-income customers can get emergency assistance for electricity bills. The assistance is available if you are behind on your bill- or in arrears- and may face having your service shut off (disconnected). It is for emergency situations only and is not meant to provide you with ongoing help to pay your bills.

**Please call for more information about OESP and LEAP**

### C) Basic Income Ontario Government Phone Number:

**1-844-217-4516**

**Information phone number at the Government of Ontario for questions about how Basic Income Pilot will be closed down.** Website with more information is down.

### C) Housing Help Centre

**705-878-9367**

or email at [housinghelp@kawarthalakes.ca](mailto:housinghelp@kawarthalakes.ca)

The City of Kawartha Lakes offers **help to maintain housing, help to find housing, help with financial assistance, help for landlords, help with support services, and help with emergency housing.**

### D) A Place Called Home Shelter/Hostel Hours of Operation

**705-328-0905 and Press #1**

**If you or someone you know has nowhere to sleep tonight, call to speak with Shelter staff.** There is always someone here to help. The Shelter is open 24/7/365.

## Physical and Mental Health Help Phone Numbers

### A) Dial 911 at any time

**911**

An emergency is any situation that requires immediate assistance from the police, fire department or ambulance. Examples include:

- A fire
- A crime, especially if in progress
- A car crash, especially if someone is injured
- A medical emergency, especially for symptoms that require immediate medical attention

**If you're not sure whether the situation is a true emergency, officials recommend calling 911 and letting the call-taker determine whether you need emergency help.**

### E) Ross Memorial Hospital, Emergency Department

**705-324-6111**

Services Offered By Community Counselling and Mental Health Outpatient Program:

- Psychiatric Consultation (requires referral from physician or nurse practitioner)
- VER Psychiatric Consultation for youth ages 17 & under (requires referral from physician or nurse practitioner)
- EPI- Early Psychosis Intervention
- Day Hospital Program (Group Therapy)
- Metabolic Clinic
- Crisis Support
- Brief Intervention

The above services are available Monday through Friday. **If you are in crisis and require emergency support you can be seen by the Crisis RN in the Emergency Department.**

### F) Kawartha Lakes Family Health Team

**705-328-9853 ext. 243**

We are our community's new Family Health Team made up of local family doctors working together with our team's nurse practitioners, family health nurses, dietician, pharmacists, psychologist, social workers, occupational therapist and respiratory therapist.

**The members of our team work with your family doctor to provide you with complete health care.** This way, patients receive different kinds of expert care and can see a health professional sooner. We also partner with other, local health organizations and offer a variety of health programs designed to meet the specific needs of patients in our community. Working together, our team strives to ensure all our patients have the best possible care and live healthy lives. Funded by the Ontario Ministry of Health and Long-Term Care, our team is making a difference in the health and well-being of the people of our community

### G) 4County Crisis Community Mental Health Crisis Response Program:

**1-866-995-9933**

If you are in crisis please call toll-free. By phoning these numbers, you can access **24-hour, free, confidential crisis support.**