



ID and Benefits Access Hubs Fall 2026 Hub Orientation Session

October 5, 2026

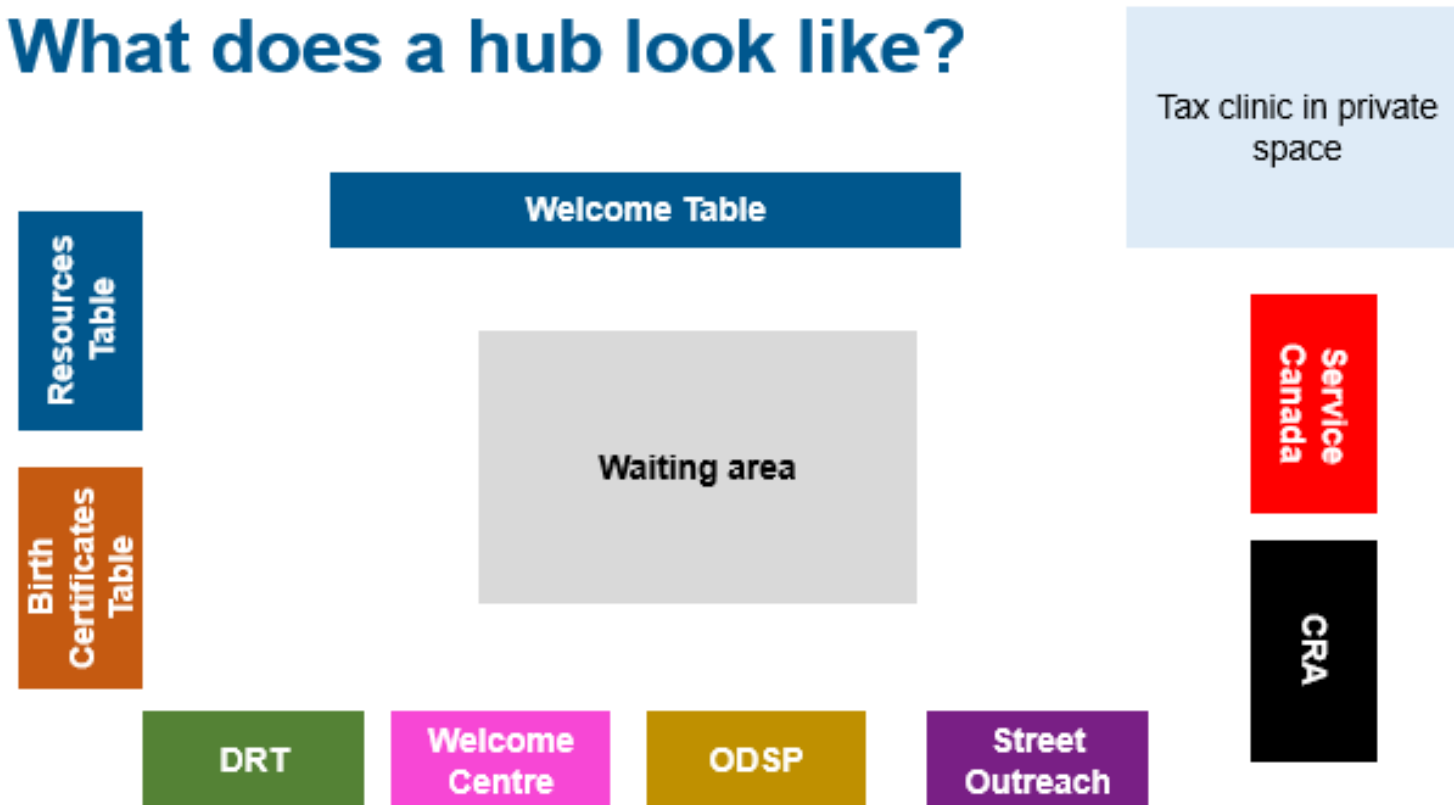
Agenda

- Hub Overview
- Participating Service Providers/Programs
- Partner Resource Guide
- Promotion of the Hubs
- Data collection/sharing
- Questions and Wrap-Up

Brief Hub Overview

Purpose - To help residents living with low-income access benefits, services and resources that promote financial stability and well-being by reducing barriers and providing personalized support.

What does a hub look like?



Locations

Location	Date	Time
Whitby Public Library 405 Dundas Street West, Whitby *Tax filing available by appointment - Please complete registration form to book an appointment: Tax Filing Appointment - Whitby Public Library (October 19, 2026)	Monday, October 19, 2026	11:30 a.m. to 5:30 p.m.
Ajax Public Library 55 Harwood Avenue South, Ajax *Tax filing available by appointment - Please complete registration form to book an appointment: Tax Filing Appointment - Ajax Public Library (October 20, 2026)	Tuesday, October 20, 2026	11:30 a.m. to 4 p.m.
Clarington Library, Museums and Archives - Bowmanville Public Library 163 Church Street, Bowmanville *Tax filing available by appointment - Please complete registration form to book an appointment: Tax Filing Appointment - Clarington Library, Museums & Archives (October 22, 2026)	Thursday, October 22, 2026	11:30 a.m. to 5:30 p.m.

Day-Of Contacts

Hub Location	Contact	Email	Phone (Text or Call)
Whitby Public Library	Danielle Thibaudeau	Danielle.Thibaudeau@durham.ca	365-688-9827
Ajax Public Library	Armineh Jadidi	Armineh.Jadidi@durham.ca	365-662-1740
Clarington Library, Museums & Archives	Samantha Billingham	Samantha.Billingham@durham.ca	365-688-9586

No Banking Services

No banks onsite this fall

RESP accounts cannot be opened at the Hubs



Meet Our Fall Hub Partners

Partner roundtable

Connecting residents to the right supports



Overview of services

- Welcome Table



Overview of services – Benefits Check-In



Benefits Wayfinder

Your guide to government benefits that can help put more money in your pocket.

Answer questions to help us find benefits for you.

Your answers to questions are anonymous. We do not store your personal information.



Page 1 of 8

Overview of services - CLEAResult

CLEAResult® Canada
We change the way people use energy.™

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∞GMI is now a division of **CLEAResult® Canada** 

[Read the announcement](#) →



CLEAResult® Canada



Building an energy-efficient future for homes and businesses across Canada

Founded in 1988 as Willis Energy Services, **CLEAResult Canada** has been delivering energy efficiency services across the country for 37 years. Our experts lead the transition to a sustainable, equitable and carbon-neutral future for our communities and our planet. Headquartered in Toronto, we serve communities across nine provinces and three territories. We are committed to improving energy security for Indigenous communities, supporting 150 remote communities in 2025.

[View our Programs](#)

Overview of services – Community Care Durham



Services▼

Resources

News

Volunteering

Donate

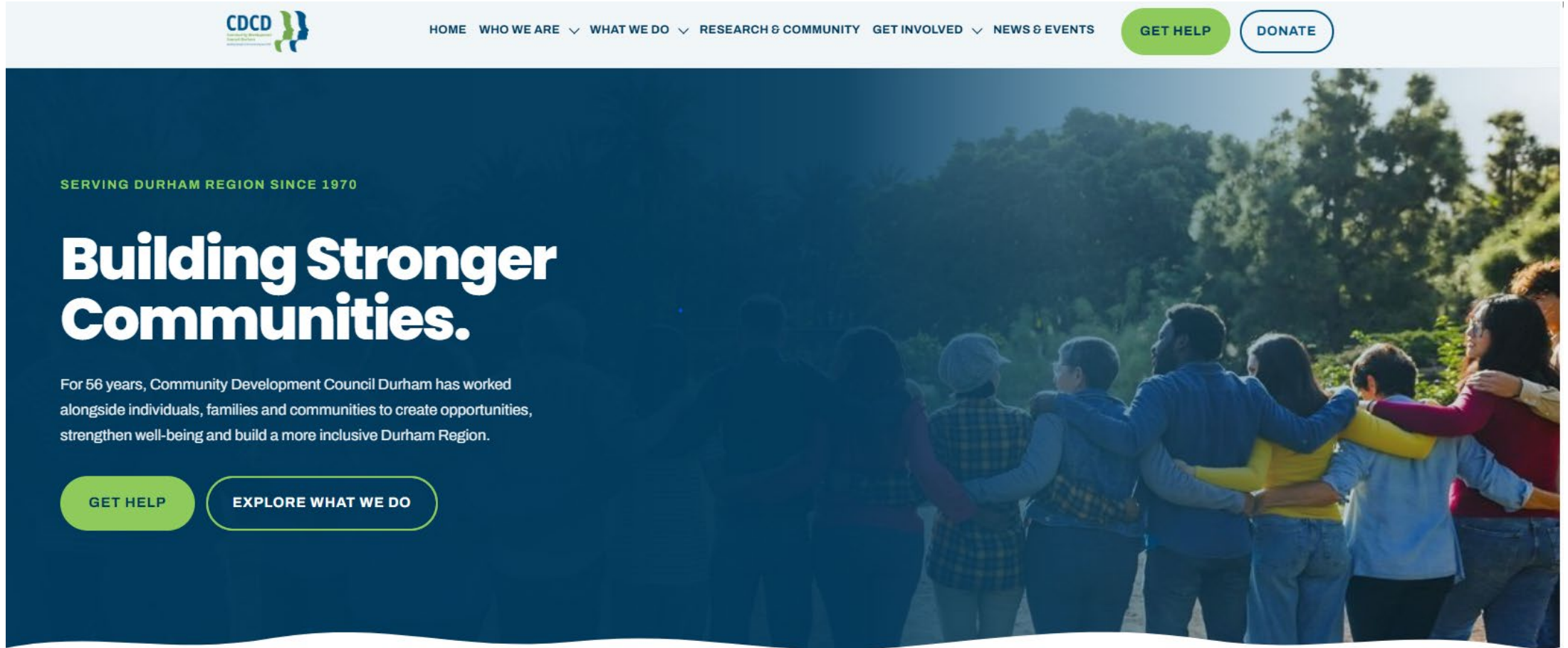


Welcome to Community Care Durham

Community Care Durham (CCD) is a multi-service registered charitable organization providing a broad range of support services for individuals over the age of 16 and their caregivers.



Overview of services - Community Development Council Durham (CDCD)

The image shows the top portion of the CDCD website. The header is white with the CDCD logo on the left, a navigation menu in the center, and two buttons on the right. The hero section has a dark blue background with a photo of a diverse group of people standing in a line with their arms around each other, looking towards a forest. The text 'Building Stronger Communities.' is prominently displayed in white.

 CDCD
Community Development Council Durham

HOME WHO WE ARE ▾ WHAT WE DO ▾ RESEARCH & COMMUNITY GET INVOLVED ▾ NEWS & EVENTS [GET HELP](#) [DONATE](#)

SERVING DURHAM REGION SINCE 1970

Building Stronger Communities.

For 56 years, Community Development Council Durham has worked alongside individuals, families and communities to create opportunities, strengthen well-being and build a more inclusive Durham Region.

[GET HELP](#) [EXPLORE WHAT WE DO](#)

Overview of services – Canada Revenue Agency Outreach

Government of Canada
Gouvernement du Canada

[Français](#)

Search CRA 

MENU 

CRA sign in

[Canada.ca](#) > [Canada Revenue Agency \(CRA\)](#) > [About the Canada Revenue Agency](#) > [Connect with the CRA](#)

Outreach and tax help services from the CRA

Find support from the Canada Revenue Agency (CRA) to help you or your community understand taxes and benefits. Find free tax help for individuals, small business and self-employed, and scientific research and experimental development tax incentives for Canadian businesses.

Get your taxes done at a free tax clinic

Find out if you are eligible and learn about the types of clinics available

Organization and community support

Help your community learn about benefits and credits from a CRA outreach officer

Self-employed and small business tax help

Get free online or in-person help, or a personalized visit from a CRA liaison officer

Scientific research and experimental development tax incentives

Learn about tax incentives, free webinars and seminars from the SR&ED program

Overview of services – Community Volunteer Income Tax Program Clinic

A screenshot of the CRA website's 'Free tax clinics' page. The page features a header with a 'MENU' dropdown and a 'CRA sign in' button. Below the header is a breadcrumb trail: 'Canada.ca > Taxes > Income tax > Personal income tax > Help others with their taxes'. The main content area is decorated with colorful geometric shapes (blue, orange, purple, green) and icons. A central text box titled 'Free tax clinics' explains that through the Community Volunteer Income Tax Program (CVITP) and the Income Tax Assistance – Volunteer Program (ITAVP) in Quebec, community organizations host free tax clinics where volunteers complete tax returns for people with a modest income and a simple tax situation. To the right of the text box is a large circular icon containing three stylized figures (purple, green, blue) with their arms raised, symbolizing community support. Other icons include a person at a computer, a maple leaf, and an envelope with a checkmark.

Overview of services – Durham Region Transit



[Accessibility](#) [Care](#)

[Routes and Schedules](#) [Fares & Passes](#) [Travelling with Us](#) [News & Up](#)



Overview of services – Feed the Need

[About Us](#) ▾[Donors & Supporters](#)[Get Involved](#) ▾[The Market](#)[Agency Support](#)[Contact](#)[Find Food](#)[Donate](#)

Durham's Regional Emergency Food Distribution Centre

For over a decade, Feed the Need in Durham (FTND) has remained at the forefront of Durham Region's response to food insecurity. FTND is the central emergency food distribution hub for the Durham Region, collecting, rescuing, procuring, and distributing over 2.4 million pounds of food and household essentials annually to 70 community food programs. These partners include local food banks, emergency meal programs, shelters, in-school nutrition programs, and social service organizations throughout the Durham Region. Through FTND's coordinated network, we provide over 2 million meals annually to community members, ensuring reliable access to nutritious food for vulnerable individuals.



Overview of services – Find Help 211



New! Download the 211 App

Get the app on your mobile device and search for help, support and services anywhere in Canada.

Search for Services in Durham Region

Overview of services

Resource Table- Durham Region Health Department



- Public Health Nurse available at the Hub
- Free programs and services through Population Health, with no health card required
- Mental health, resiliency, smoking cessation and substance use supports
- Healthy eating, food security, immunization and children's vision health information
- Pregnancy, prenatal, breastfeeding and Healthy Babies Healthy Children resources
- Community supports for seniors and older adults

Overview of services

- Oral Health Division (Durham Region Health Department)



Oral Health Division

Free Dental Programs and Resources

Healthy smiles for all ages in Durham Region



Healthy Smiles Ontario

Free dental care for eligible children and youth under age 18.



-  For families without dental insurance who meet financial eligibility requirements.
-  We can answer questions, explain eligibility, and provide information on how to apply.
-  Application forms available to take home.

Ontario Seniors Dental Care Program

Free dental services for eligible adults aged 65 and older.



-  For seniors without dental insurance who meet income requirements.
-  Information available on covered services, eligibility, and the application process.
-  Application forms available for seniors and caregivers.

Free Oral Health Resources

-  Tips and information about good oral health practices.
-  Take-home bags with toothbrushes, toothpaste, dental floss, and other oral health supplies.



We look forward to connecting with community members and helping residents access dental programs and oral health resources available in Durham Region!



Overview of services – John Howard Society Durham

John Howard Society of Durham Region

Welcome

Donors & Funders >

Join our Team >

Contact >

Welcome



Local Services

John Howard Society of Durham Region

Community Services

Employment and Training Services

Harm Reduction Services

Housing Outreach Services

Justice Services

Youth Services

Youth Transitional Housing
Program

DONATE

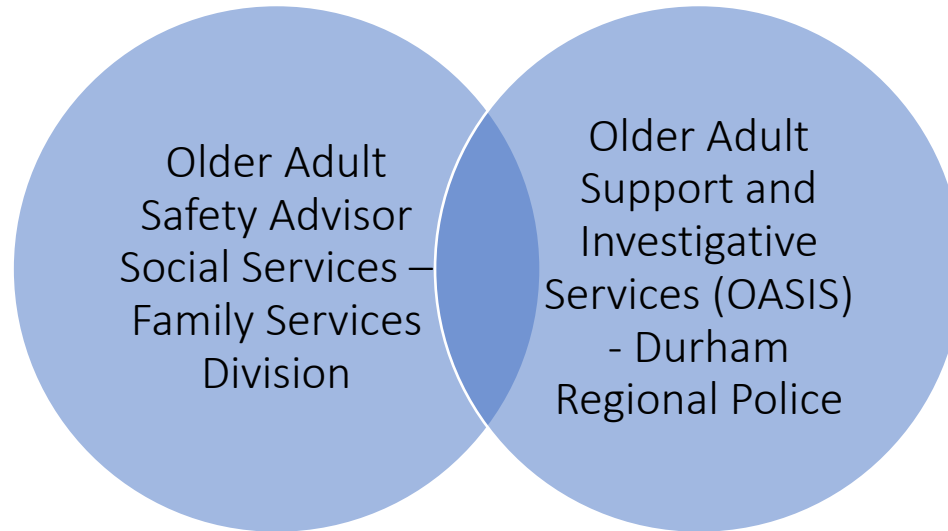


Overview of services – Mental Health Outreach Program (MHOP)



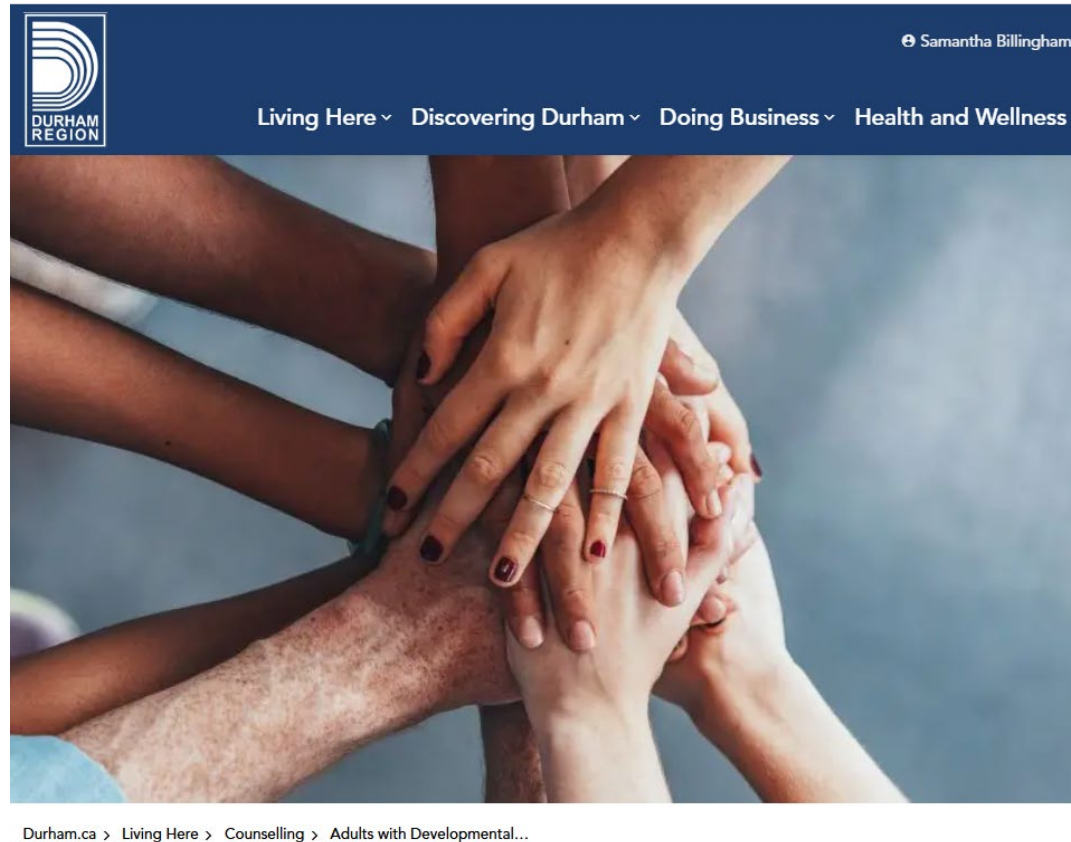
Overview of services

- Older Adult Safety Advisor (OASA) Program



The OASA works to ensure the safety and well-being of older adults by promoting awareness, providing advocacy, responding to inquiries, offering assistance, direction, and support. Supporting older adults experiencing abuse is a priority.

Overview of services – Adult Protective Support Worker (APSW) Program



Adults with Developmental Disabilities - Services

Overview of services Ontario Disability Support Program (ODSP)



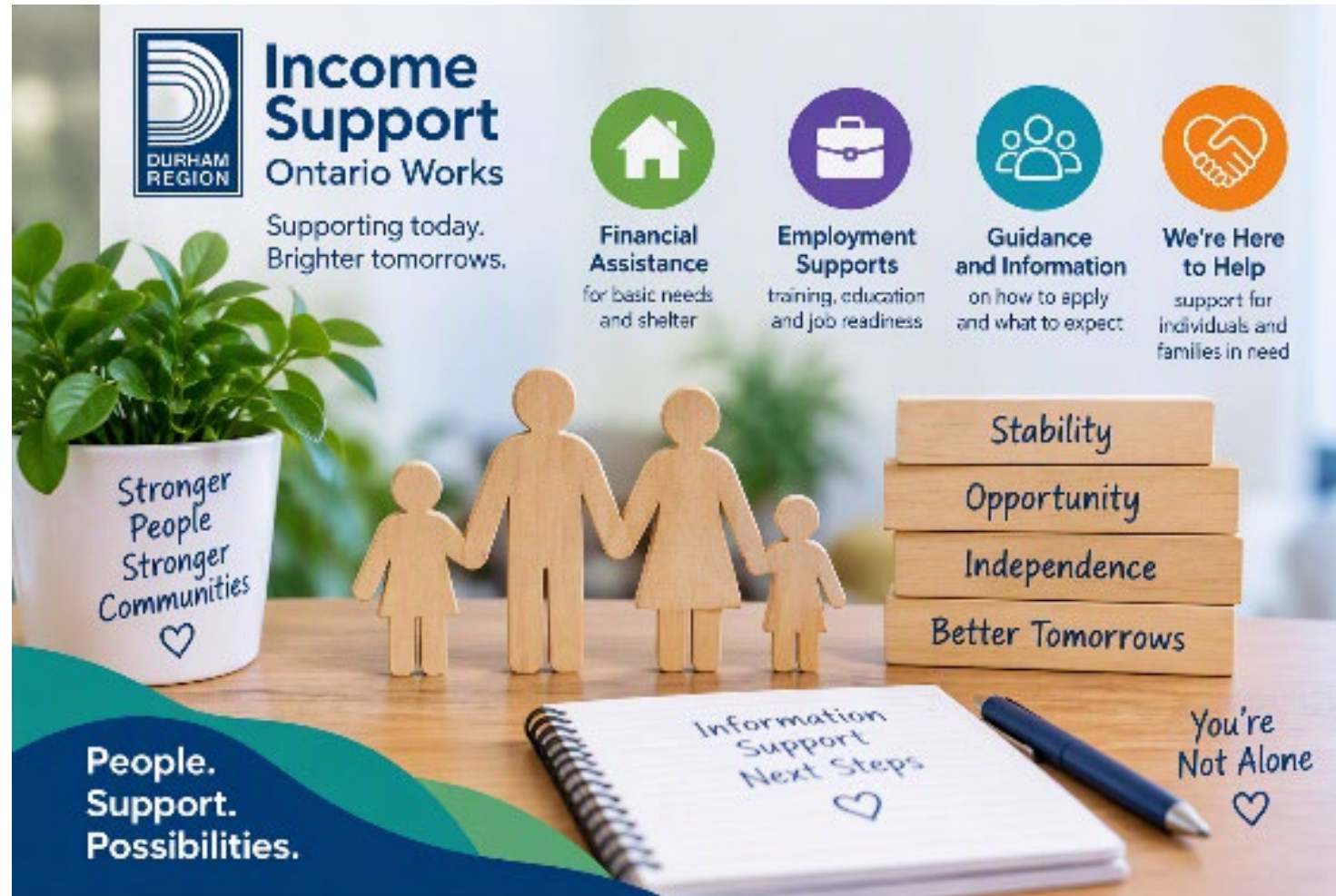
[Home](#) > [Family and social services](#) > [Social assistance](#)

Ontario Disability Support Program

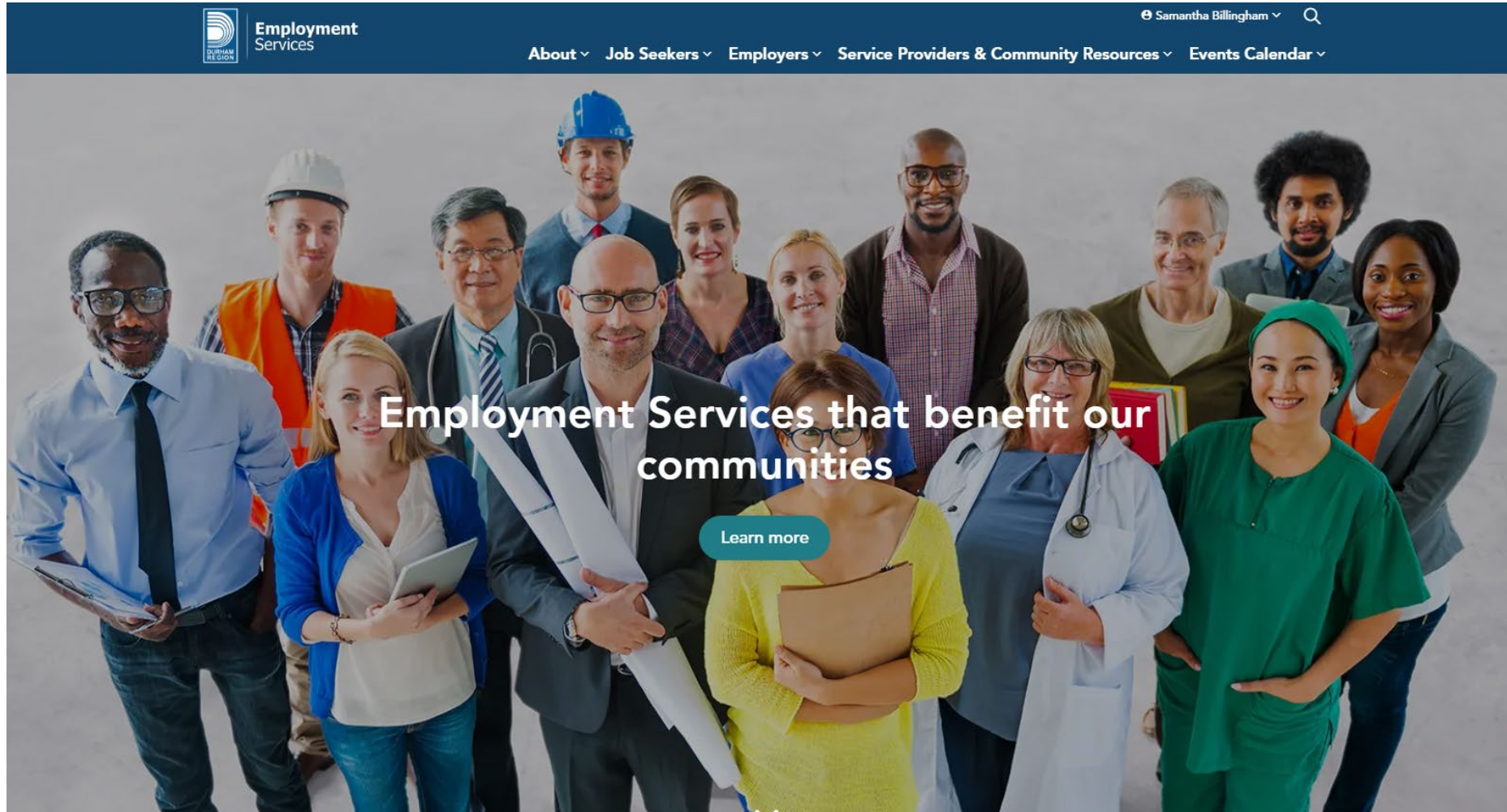
Find information about income support, benefits for health costs and other disability supports from the Ontario Disability Support Program (ODSP).

[Apply for ODSP](#)

Overview of services – Ontario Works



Overview of services – Durham Region Employment Services



Overview of services – Service Canada



Overview of services - ServiceOntario

ServiceOntario

Government ID Services

Get help with the following services at the Hub:

-  Ontario Health Card
-  Ontario Photo ID
-  Renew Driver's Licence
-  And More!

Fees may apply for Photo Card and driver's licence services.

ServiceOntario.
Here to help.

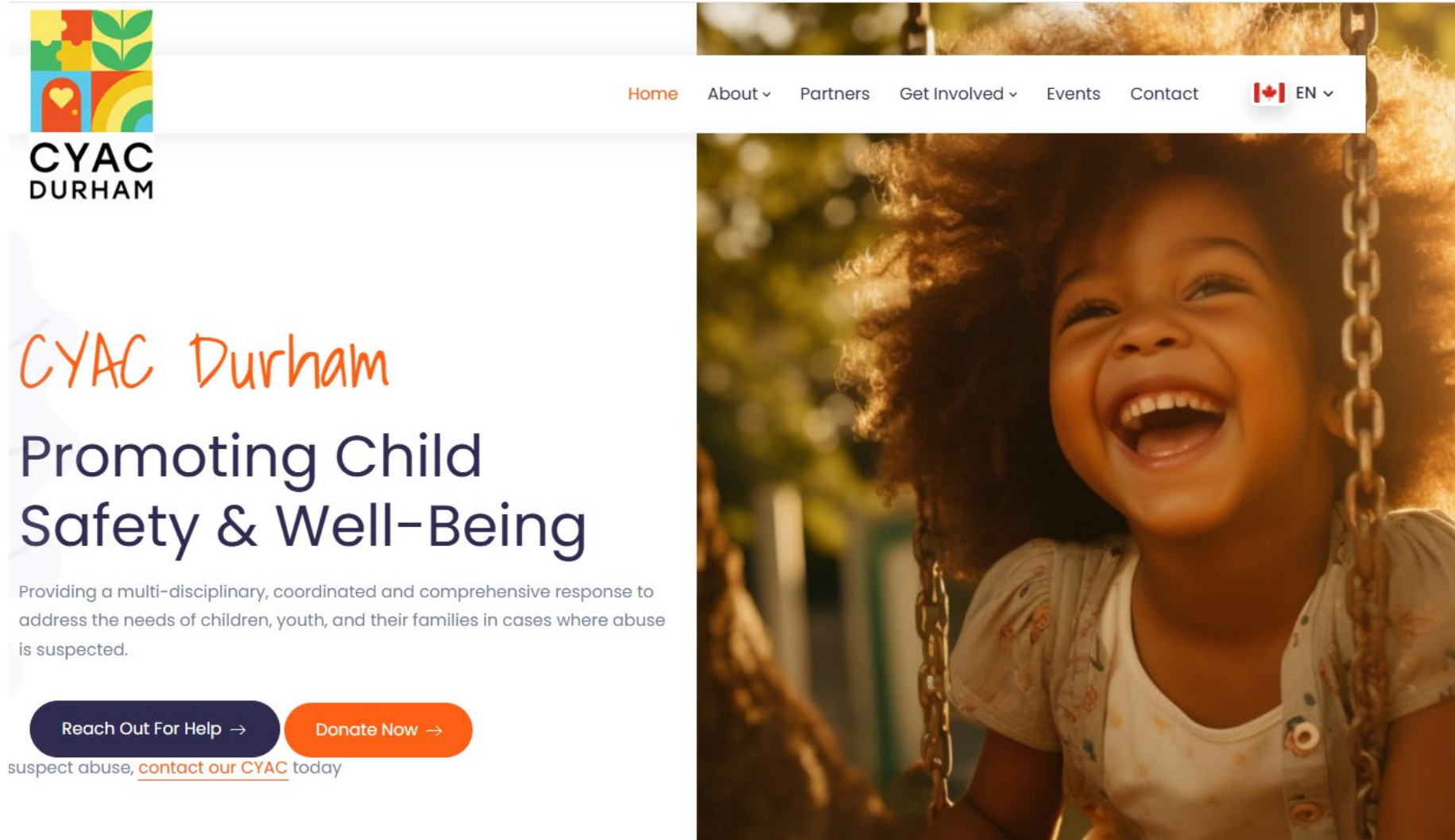


Ontario 

Overview of services – Regional Street Outreach Program



Overview of services – The Child and Youth Advocacy Centre of Durham (CYAC)

A screenshot of the CYAC Durham website. The header features the Durham Region logo on the left and a navigation menu on the right with links: Home, About, Partners, Get Involved, Events, Contact, and a language selector for English (EN). Below the header is the CYAC Durham logo, which includes a colorful graphic of puzzle pieces and a heart. The main content area has the text 'CYAC Durham' in a large, orange, handwritten-style font, followed by 'Promoting Child Safety & Well-Being' in a dark blue, sans-serif font. Below this is a paragraph: 'Providing a multi-disciplinary, coordinated and comprehensive response to address the needs of children, youth, and their families in cases where abuse is suspected.' At the bottom of the main content area are two buttons: 'Reach Out For Help' and 'Donate Now', both with right-pointing arrows. Below the buttons is the text 'suspect abuse, contact our CYAC today'. On the right side of the website, there is a large, warm-toned photograph of a young child with curly hair, laughing joyfully while swinging on a swing set.

Overview of services – Town of Whitby Recreation



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[< Home](#) [< Explore and Enjoy](#) [< Parks and Recreation](#) [< Register for a Recreation P...](#)

Overview of services – Ajax Recreation and Culture



[Home](#) > [Explore](#) > [Parks & Recreation](#) > [Sports & Recreation](#) > [Activities and Recreation Programs](#)

Overview of services – Municipality of Clarington

Recreation Team

Clarington

[Contact Us](#) [Accessibility](#) [Sitemap](#) [Service Clarington](#)

[Elections](#)

[I Want To](#)



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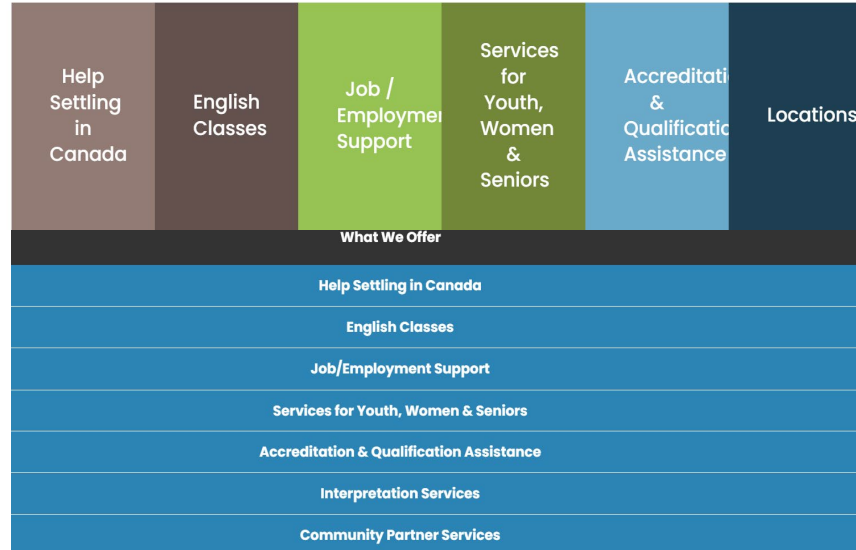
[Town Hall](#) ▾



[← Home](#) [← Parks and Recreation](#) [← Recreation Programs](#)

Recreation Programs

Overview of services – Durham Welcome Centres / Durham Employment and Newcomer Centre (DENC)



Key Employment Programs

Job Search Workshop (JSW)

Hiring Immigrant Professional Talent (HIP-T)

TRIEC Mentoring Partnership (TMP)

Newcomer Job Connect (NJC)

Refugee Job Connections (RJC)

Additional Services

Settlement (CDCD)

English language classes (DDSB and DCDSB)

English language assessments (Achēv)

Certification accreditation services (SEC)

Other community-based support services

Eligibility

Permanent residents

Convention refugees

Live-in caregivers

Temporary residents supported by IRCC (i.e. MOME2023)

Refugee claimants (for RJC only)

Partner Resource Guide

Fall 2026 ID and Benefits Access Hubs (Hubs) Partner Reference Guide

Purpose

This guide provides Hub partners with key information about the Fall 2026 Hubs, including locations, day-of contacts, participating service providers and the services available onsite. It is intended to support coordination across partners, warm handoffs between services and a more seamless experience for residents attending the Hubs.

Hub Locations

Location	Date	Time
Whitby Public Library 405 Dundas Street West, Whitby	Monday, October 19, 2026	11:30 a.m. to 5:30 p.m.
Ajax Public Library 55 Harwood Avenue South, Ajax	Tuesday, October 20, 2026	11:30 a.m. to 4 p.m.
Clarington Library, Museums & Archives 163 Church Street, Bowmanville	Thursday, October 22, 2026	11:30 a.m. to 5:30 p.m.

Welcome Table and Day-of-Event Contacts

A Welcome Table, staffed by region of Durham Social Services Department, will be located near the entrance at each Hub. Staff will greet residents help identify their initial needs and connect them with the appropriate service provider tables.

Participating service providers are also encouraged to support warm handoffs between tables. If a resident identifies an additional need that another hub partner may be able to address, please help connect them to that service where appropriate. This will help residents make the most of the services available onsite and support a coordinated, wraparound experience.

Below are the designated Social Services Department staff contacts for each Hub location. If any questions or issues come up the day-of, please do not hesitate to reach out.

Hub Location	Contact	Email	Phone (Text or Call)
Whitby Public Library	Danielle Thibaudeau	Danielle.Thibaudeau@durham.ca	365-688-9827
Ajax Public Library	Armineh Jadidi	Armineh.Jadidi@durham.ca	365-662-1740
Clarington Library, Museums & Archives	Samantha Billingham	Samantha.Billingham@durham.ca	365-688-9586

Hub Service Provider Directory – Quick Reference

Use the table below to see which service providers/programs will be available at each Hub location. A

✓ indicates that the service provider/program is participating at that Hub.

Service Provider/Program	Whitby Hub (Oct. 19)	Ajax Hub (Oct. 20)	Bowmanville Hub (Oct. 22)	More Information
Benefits Check-In (Region of Durham)	✓	✓	✓	
ClearResult	X	✓	✓	
Community Care Durham	✓	✓	✓	
Community Development Council Durham (CDCD)	X	✓	X	
Canada Revenue Agency	✓	✓	✓	
Community Volunteer Income Tax Program (CVITP) Clinic	✓	✓	✓	
Employment Services (Region of Durham)	✓	✓	✓	
Durham Employment Services and Newcomer Centre (DENC)	✓	X	✓	
Durham Region Transit	✓	✓	✓	
Feed the Need in Durham	✓	✓	✓	
FindHelp 211	✓	✓	X	
Health Department (Region of Durham)	✓	✓	✓	
John Howard Society Durham	✓	X	✓	
Mental Health Outreach Program	✓	✓	✓	
Municipality of Clarington Recreation	X	X	✓	
Older Adult Safety Advisor Program (Region of Durham)	✓	✓	X	
Adult Protective Services Program (Region of Durham)	✓	✓	X	
Ontario Disability Support Program (ODSP)	✓	✓	✓	
Ontario Works (Region of Durham)	✓	✓	✓	
Regional Street Outreach Program (Region of Durham)	✓	✓	✓	
Service Canada	✓	✓	✓	
ServiceOntario	✓	✓	✓	
The Child & Youth Advocacy Centre of Durham (CYAC)	X	✓	X	
Town of Whitby Recreation	✓	X	X	

Promotion of the Hubs

Help Us Promote the Hubs

- **Display the flyer** at your office and on your website. Let us know if you need printed copies.
- **Share Hub info on social media** by reposting the Region's posts or using the sample content provided.
- **Tell your staff and clients about the Hubs**
- **Display or distribute Hub bookmarks year-round.** Add your mailing address to the chat to receive a supply.

If you would like to receive a supply, please add your mailing address to the chat, and we will be happy to mail them to you.



Hub Flyer



ID and Benefits Access Hub

Attend a hub, and get help accessing benefits that may put money in your pocket.

At the Hubs, you can:

Meet one-on-one with staff and get assistance with forms, applications and service navigation.



Apply for government benefits such as the Canada Pension Plan, Canadian Dental Care Plan, Canada Disability Benefit and more.



Get identification, such as a Social Insurance Number, photo ID, health card or birth certificate.



File taxes. Must book appointment; visit durham.ca/IDandBenefitsHubs



Connect with Ontario Works (OW) and the Ontario Disability Support Program (ODSP).



Learn about programs such as housing, employment, food, transit, health, social services and more.

Location	Date	Time
Whitby Public Library 405 Dundas St W, Whitby	Monday, October 19	11:30 a.m. to 5:30 p.m.
Ajax Public Library 55 Harwood Avenue South, Ajax	Tuesday, October 20	11:30 a.m. to 4 p.m.
Clarington Library, Museums & Archives 163 Church Street, Bowmanville	Thursday, October 22	11:30 a.m. to 5:30 p.m.

Learn what to bring to an ID & Benefits Access Hub:



Visit durham.ca/IDandBenefitsHubs
Scan the QR code
Email LivingWithLowIncome@durham.ca

Social media: Help us spread the word

A ready-to-share post you can use through your networks to promote the Fall ID and Benefits Access Hubs.



The ID and Benefits Access Hub will be visiting [@Ajax Public Library](#), [@Clarington Library, Museums & Archives](#) and [@Whitby Public Library](#) next week! The ID and Benefits Access Hub can help you:

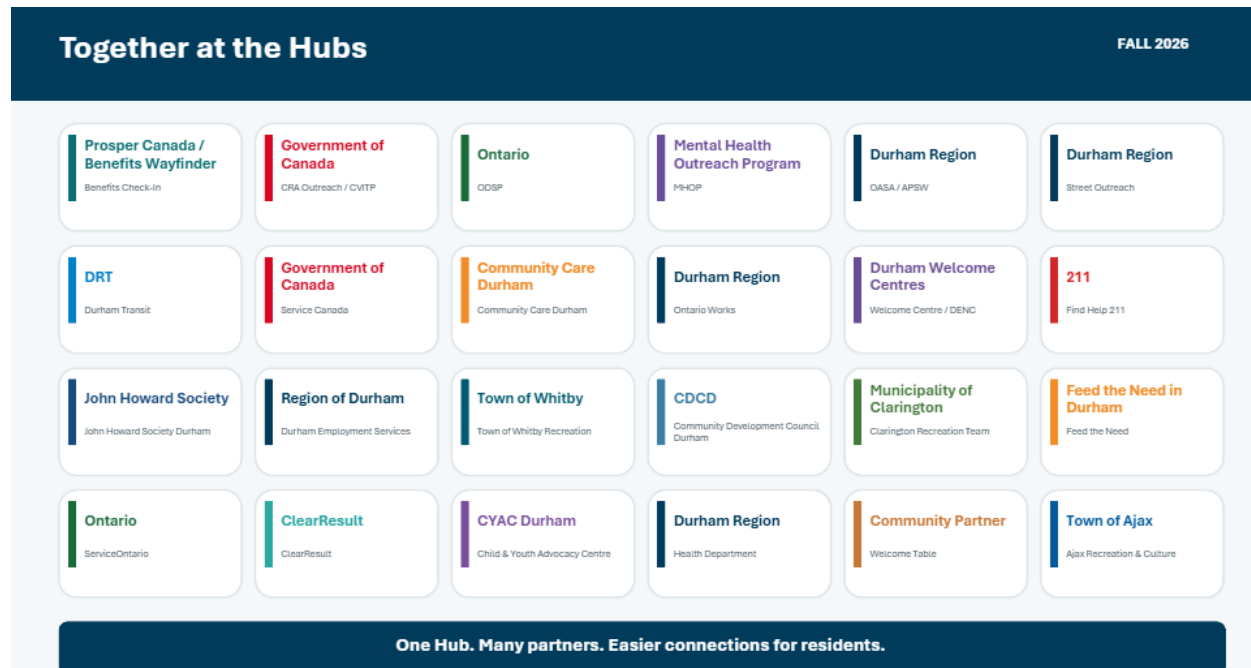
- ✓ Apply for benefits and programs.
- ✓ Get important government ID.
- ✓ Connect with housing and employment supports.
- ✓ Speak with OW and ODSP staff.
- ✓ Access community services.
- ✓ Sign up with local food support.
- ✓ Learn about Health and Transit services
- ✓ File your taxes, if you have a modest income and a simple tax situation (appointment required for tax filing).

And more!

For dates, times and more details, visit durham.ca/IDandBenefitsHubs.

Logo

- Partners attending all the hub
- A vectored PDF, Illustrator File, or EPS is preferred



Data Collection and Sharing

Why it matters

- Understand reach and impact
- Support planning and continuous improvement
- Demonstrate collaborative contributions and support reporting

Data Collection and Sharing

Who did we reach and how? (*Welcome Table*)

-  Attendance
-  First-time visitors
-  How people heard about the Hub

What happened? (*Partner Tracking Logs*)

-  ID Transactions
-  Applications completed
-  Benefits accessed
-  Service interactions, referrals and service navigation

What was the experience and what changed? (*Exit Feedback*)

-  Reduced barriers
-  Learned about new supports, accessed more than one support
-  Better understanding of next steps
-  Resident experience, helpfulness, areas for improvement

Data Collection and Sharing

ID and Benefits Access Hub Community Organization Tracking Sheet

Date: _____

Location : _____

Name of Organization: _____

Do not include any names or personally identifying information. Participating in outcome data collection is completely voluntary. The information provides will help the Region of Durham to understand the outcomes and impact of the ID and Benefits Access Hub.

Client #	Support provided? (Place an x under ALL that apply)					Please describe the interaction and any key supports provided, applications/forms completed, referrals made, or outcomes achieved.
	Information Provided	Application /Form Completed	Service Navigation	Connection/ Referral to Another Hub Partner	Other Support	
1						

Data Collection and Sharing



2025 ID and Benefits Access Hubs Results

ID and Benefits Access Hubs help to unlock income and benefits that can significantly improve the lives of residents living with low income. Hubs also invest in the future of local children, increasing their chances of higher education and better life outcomes.

In Durham Region, 1 in 15 residents live with low income. While government benefits can help eligible residents manage their living costs, many face barriers to accessing these resources. Hub events provide an opportunity for residents to learn about and access government resources and benefits in one location.

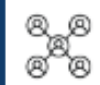
Highlights from 2025 Hubs



12 locations

Locations spanned Durham Region, from Beaverton, to Pickering, to Clarington, and many points in between.

"I got lots of things. It would have taken me days to get all these things done."



338 people attended

338 adults, representing 287 families, attended Hub events to access information, open an RESP, or get or update identification.

"Hugely helpful - 10+ out of 10!"



140 education savings transactions

Families opened 52 RESP accounts, submitted 74 Canada Learning Bond applications and booked 14 appointments to apply with their banks.

"Very helpful. Received what I needed and even got connected with a CVITP volunteer."

"I didn't even know you were here. I got things I

Wrap-up: Thoughts or questions?

