

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-event 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 the 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)	✓	✓	✓	p. 3
CLEAResult	✗	✓	✓	p. 3
Community Care Durham	✓	✓	✓	p. 3
Community Development Council Durham (CDCD)	✗	✓	✗	p. 4
Canada Revenue Agency	✓	✓	✓	p. 4
Community Volunteer Income Tax Program (CVITP) Clinic	✓	✓	✓	p. 5
Employment Services (Region of Durham)	✓	✓	✓	p. 5
Durham Welcome Centres / Durham Employment Services and Newcomer Centre (DENC)	✓	✗	✓	p. 9
Durham Region Transit	✓	✓	✓	p. 5
Feed the Need in Durham	✓	✓	✓	p. 6
FindHelp 211	✓	✓	✗	p. 6
Health Department and Oral Health (Region of Durham)	✓	✓	✓	p. 6
John Howard Society Durham	✓	✗	✓	p. 7
Mental Health Outreach Program	✓	✓	✓	p. 7
Municipality of Clarington Recreation	✗	✗	✓	p. 7
Older Adult Safety Advisor Program (Region of Durham)	✓	✓	✗	p. 8
Adult Protective Services Program (Region of Durham)	✓	✓	✗	p. 8
Ontario Disability Support Program (ODSP)	✓	✓	✓	p. 8
Ontario Works (Region of Durham)	✓	✓	✓	p. 9
Regional Street Outreach Program (Region of Durham)	✓	✓	✓	p. 10
Service Canada	✓	✓	✓	p. 10
ServiceOntario	✓	✓	✓	p. 10
The Child & Youth Advocacy Centre of Durham (CYAC)	✗	✓	✗	p. 9
Town of Whitby Recreation	✓	✗	✗	p. 11
Town of Ajax Recreation	✗	✓	✗	p. 11

Service Provider/Program Name

Benefits Check-In (Region of Durham)

✓ Whitby (Oct. 19)

✓ Ajax (Oct. 20)

✓ Bowmanville (Oct. 22)

Social Services staff will be on hand to walk Hub attendees through the Prosper Canada Benefits Wayfinder tool (benefitswayfinder.org). The tool asks a series of questions about the individual to produce a personalized list of benefits and credits they may be eligible to receive, with a brief description of the benefit, eligibility requirements and information about how to apply. The list can then be printed or emailed to the individual.

At the Hub, they can help with:

- Creating a personalized list of credits and benefits for Hub attendees, based on their personal situation.
- Connecting the person with onsite service providers on next steps to accessing benefits and credits.
- Service navigation on how to proceed with next steps as required (if service providers are not onsite or the individual needs additional information).

CLEAResult

✗ Whitby (Oct. 19)

✓ Ajax (Oct. 20)

✓ Bowmanville (Oct. 22)

CLEAResult delivers the Energy Affordability Program and Home Winterproofing Program, which provide 100% free energy-saving upgrades and supports to eligible households to help reduce energy costs and improve home comfort.

At the Hub, they can help with:

- Providing information and education about free energy affordability and home winterproofing programs available to eligible residents.
- Assisting eligible residents with applications and on-the-spot enrolment for free programs that may provide energy-efficient appliances, insulation, heat pumps, and other home energy improvements.

Community Care Durham (CCD)

✓ Whitby (Oct. 19)

✓ Ajax (Oct. 20)

✓ Bowmanville (Oct. 22)

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. Services include Adult Day Programs, assisted living/supportive housing, transportation, personal support, health and wellness, including foot care clinics, friendly visiting and telephone reassurance, and food and nutrition services, such as Meals on Wheels, the Community Food Box program and their Mobile Food Market.

At the Hub, they can help with:

- Connecting residents to CCD food supports:
 - Meals on Wheels
 - Community Food Box
 - Mobile Food Market – highly affordable produce and other products
 - Subsidy applications for food programs
- Additional CCD services include:
 - Exercise & Falls Prevention Classes
 - Foot Care Clinics
 - Friendly Visiting
 - Telephone Reassurance
 - WeConnect Mental Health and Wellness

Community Development Council Durham (CDCD)**X Whitby (Oct. 19)****✓ Ajax (Oct. 20)****X Bowmanville (Oct. 22)**

CDCD offers a wide range of services and supports for Durham residents, including around housing and settlement for newcomers. Their team includes specialists in housing and homelessness, including landlord tenant specialists.

At the Hub, they can help with:

- Connecting attendees to housing supports.
- Getting or replacing birth certificates and the Ontario Photo Card (subsidized for eligible residents).
- Note: For residents who don't have a guarantor for a birth certificate, CDCD has a Notary Public at their office who can help with this.

Canada Revenue Agency (CRA) Outreach**✓ Whitby (Oct. 19)****✓ Ajax (Oct. 20)****✓ Bowmanville (Oct. 22)**

CRA Outreach helps individuals better understand Canada's tax system, the benefits and credits they may be eligible for, and how to access CRA services and online tools.

At the Hub, they can help with:

- Providing information about Canada's tax system and the importance of filing taxes to access benefits and credits.
- Providing information about tax benefits and credits, such as the Canada Child Benefit, Canada Groceries and Essentials Benefit, Canada Workers Benefit, Disability Tax Credit, and other federal programs, including who may be eligible and how to apply.
- Assisting residents with CRA My Account and providing guidance on how to access and use online CRA services.
- Helping residents understand CRA letters and correspondence
- Assisting with updates to CRA records, including address changes, direct deposit information, contact information, preferred language, and certain corrections to personal information.

- Providing information about the Disability Tax Credit (DTC) and the T2201 application process.
- Assisting residents who have lost tax slips or need income information for tax filing or benefit applications.
- Helping with certain account-specific inquiries for individuals who can be authenticated and/or connecting eligible residents experiencing barriers to the Client Assistance Referral and Enquiry Service (CARES) for additional support with account-specific inquiries.

Community Volunteer Income Tax (CVITP) Program

✓ Whitby (Oct. 19)

✓ Ajax (Oct. 20)

✓ Bowmanville (Oct. 22)

CVITP clinics include volunteers that provide free tax filing assistance to eligible individuals with simple tax situations, helping residents file their taxes and access valuable tax credits, benefits, and income supports.

At the Hub, they can help with:

- Filing income tax returns for eligible individuals with simple tax situations and no income or a modest income. Appointments are required. Visit durham.ca/IDandBenefitsHubs to book an appointment. Walk-ins may be accepted on the day of the Hub, depending on capacity.

Income and Employment Support Division (IESD) – Employment Services (Region of Durham)

✓ Whitby (Oct. 19)

✓ Ajax (Oct. 20)

✓ Bowmanville (Oct. 22)

The Region of Durham oversees the design and delivery of employment services across Durham. Our team includes a network of highly skilled Employment Services providers who work to connect job seekers with employers.

At the Hub, they can help with:

- Connecting residents with Employment Service Providers to explore career options and find work that fits their goals and skills, build or update their resume, and set career and employment goals, and create a step-by-step plan to get there.
- Referrals to community resources and supports.
- Referrals to workshops and training to build skills and confidence.

Durham Region Transit (DRT)

✓ Whitby (Oct. 19)

✓ Ajax (Oct. 20)

✓ Bowmanville (Oct. 22)

DRT provides scheduled, on demand, and specialized transit services across the eight municipalities of Durham Region and connecting residents to destinations throughout Durham and the Greater Toronto and Hamilton Area.

At the Hub, they can help with:

- Providing information about Durham Region Transit services, including routes, schedules, On Demand service, Specialized Services, PRESTO cards, Support Person Cards, and other transit-related programs.
- Sharing information about and helping with the Transit Assistance Program (TAP) and other transit supports.

Feed the Need in Durham

✓ Whitby (Oct. 19)

✓ Ajax (Oct. 20)

✓ Bowmanville (Oct. 22)

Feed the Need in Durham 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.

At the Hub, they can help with:

- Connecting residents to local food banks and other food supports.
- Distributing food hampers/packages onsite.

FindHelp 211

✓ Whitby (Oct. 19)

✓ Ajax (Oct. 20)

✗ Bowmanville (Oct. 22)

FindHelp delivers 211, a free, confidential service available 24/7 by phone, chat, text, and online in more than 150 languages, helping people connect to government and community services through Canada's largest database of health, social, and community resources.

At the Hub, they can help with:

- Providing information, service navigation, and referrals to government and community services.
- Identifying housing, homelessness, food, and basic needs supports available in the community.
- Connecting residents to mental health, addictions, health, and wellness services.
- Helping residents learn about income supports, benefits, employment services, education programs, and financial assistance resources.
- Connecting residents to newcomer, settlement, family, youth, senior, disability, transportation, accessibility, and other community supports.
- Helping residents determine where to go and who to contact based on their individual needs.

Durham Region Health Department and Oral Health Division (Region of Durham)

✓ Whitby (Oct. 19)

✓ Ajax (Oct. 20)

✓ Bowmanville (Oct. 22)

Durham Region Health Department promotes and protects the health and well-being of residents through a range of public health programs, services, and resources.

At the Hub, they can help with:

- Sharing a variety of health-related resources, including free programs and services available through the Health Department's Population Health Division (no health card required), as well as resources/supports available in the community for all ages. Topics include: Mental health/resiliency supports, smoking cessation/substance use supports, visual health information (school-aged children), immunization, healthy routines (healthy eating, food security), community resources for seniors and older adults, Healthy Babies and Healthy Children program information, free online breastfeeding modules, planning a pregnancy information, free online prenatal modules, as well as information on the Canada Learning Bond for post-secondary education savings.
- Providing information and support with applying for free dental care programs, including Healthy Smiles Ontario for eligible children and youth, and the Ontario Seniors Dental Care Program for eligible seniors. Visit their table to learn about eligibility, the application process, and services available through these programs.
- Promoting good oral health practices and providing free oral health supplies, including toothbrushes, toothpaste and dental floss.

John Howard Society of Durham Region**✓ Whitby (Oct. 19)****✗ Ajax (Oct. 20)****✓ Bowmanville (Oct. 22)**

John Howard Society of Durham Region provides programs and services that help individuals and families reduce barriers, increase stability, and access housing and community supports.

At the Hub, they can help with:

- Assisting eligible residents with birth certificate applications.
- Assisting residents with Durham Access to Social Housing (DASH) waitlist applications.
- Providing information about housing supports, housing programs, and housing-related resources available in Durham Region.
- Connecting residents to additional community services and supports that may help address housing and other needs.

Family Services Durham – Mental Health Outreach Program (Region of Durham)**✓ Whitby (Oct. 19)****✓ Ajax (Oct. 20)****✓ Bowmanville (Oct. 22)**

The Mental Health Outreach Program provides outreach mental health and addictions counselling, service navigation, and coordinated support to individuals who are experiencing homelessness or who are newly housed and at risk of homelessness.

At the Hub, they can help with:

- Providing information about mental health, addictions, housing, and other community supports available in Durham Region.
- Connecting residents to appropriate services and supports through service navigation, referrals, and coordinated support.

Municipality of Clarington Recreation

X Whitby (Oct. 19)

X Ajax (Oct. 20)

✓ Bowmanville (Oct. 22)

The Municipality of Clarington offers a variety of recreation, fitness, sport, aquatic, and community programs that support healthy, active, and connected communities, along with financial assistance for eligible residents.

At the Hub, they can help with:

- Providing information about recreation programs, activities, memberships, and community opportunities available through the Municipality of Clarington.
- Assisting eligible residents with applications for the Fee Assistance Program (FAP) and Inclusion Membership Discount, as well as registrations for those with a valid Region of Durham Recreation Program Card.

Family Services Durham – Older Adult Safety Advisor Program (Region of Durham)

✓ Whitby (Oct. 19)

✓ Ajax (Oct. 20)

X Bowmanville (Oct. 22)

The Older Adult Safety Advisor (OASA) program supports the safety, well-being, and independence of older adults through education, awareness, and connections to community resources. The program partners with Durham Regional Police Service (DRPS) to respond to direct inquiries from older adults, caregivers, and community seeking information and/or support regarding the safety and well-being of an older adult.

At the Hub, they can help with:

- Providing information about the OASA program and connecting older adults, caregivers, and families to relevant community resources and supports.
- Sharing safety-related information, including fraud and scam prevention resources, to help older adults stay informed and safe.

Family Service Durham – Adult Protective Services Program (Region of Durham)

✓ Whitby (Oct. 19)

✓ Ajax (Oct. 20)

X Bowmanville (Oct. 22)

The Adult Protective Services (APS) program provides support to adults (18+) with diagnosed developmental disabilities to help them live as independently as possible, participate in the community, and access the services and resources they need.

At the Hub, they can help with:

- Providing information about the APS program, including case management, service coordination, advocacy, and supports available to adults with developmental disabilities.
- Connecting individuals and families to community resources, service coordination, advocacy, and other supports that promote independence, healthy living, and community participation.

Ontario Disability Support Program (ODSP)

✓ Whitby (Oct. 19)

✓ Ajax (Oct. 20)

✓ Bowmanville (Oct. 22)

ODSP provides income support, health and disability-related benefits, and employment supports to eligible individuals.

At the Hub, they can help with:

- Providing information about ODSP, including eligibility, income support, health benefits, and employment supports available through the program.
- Assisting with ODSP applications and connecting recipients with case management support, community resources, and other available services.

Durham Child & Youth Advocacy Centre (Durham CYAC)

✗ Whitby (Oct. 19)

✓ Ajax (Oct. 20)

✗ Bowmanville (Oct. 22)

The Durham CYAC provides a coordinated and comprehensive response to address the needs of children, youth, and their families in cases where abuse is suspected.

At the Hub, they can help with:

- Supporting children, youth, and caregivers affected by abuse or violence and helping connect families with appropriate services and supports. Visit their table for information and resources on child safety, healthy relationships, consent, boundaries, online safety, and recognizing and responding to abuse.

Income and Employment Support Division (IESD) – Ontario Works (Region of Durham)

✓ Whitby (Oct. 19)

✓ Ajax (Oct. 20)

✓ Bowmanville (Oct. 22)

Ontario Works (OW) staff can provide information about the OW program and speak with residents who may be experiencing financial hardship about the available income support. They can also help connect people to other supports and services that may help remove barriers.

And it's not just for people who are new to OW. Existing clients can also stop by to learn more about additional programs and supports they may not be aware of.

At the Hub, they can help with:

- Supporting residents who are in financial need by providing financial assistance (e.g., emergency and youth 16-17) and employment supports, including help with basic needs, shelter, training, education and employment preparation. Visit their table for available supports, eligibility and how to apply.

Durham Welcome Centres / Durham Employment and Newcomer Centre (DENC)

✓Whitby (Oct. 19)

✗ Ajax (Oct. 20)

✓Bowmanville (Oct. 22)

Durham Welcome Centres and DENC provide settlement, employment, and community connection services to help newcomers access information, programs, services, and opportunities that support successful settlement and employment outcomes.

At the Hub, they can help with:

- Supporting newcomers in achieving their employment and career goals through job search assistance, employment workshops, and connections to training and employment opportunities. They also provide settlement support, language assessments, certification accreditation services, and access to a wide range of community resources. Visit their table to learn about their programs, as well as referrals to community resources available throughout Durham Region.

Service Canada

✓Whitby (Oct. 19)

✓ Ajax (Oct. 20)

✓Bowmanville (Oct. 22)

Service Canada can assist with any federal programs and services except tax filing (see the CRA for this) and Immigration-related questions (see the Welcome Centre for this).

At the Hub, they can help with:

- Assisting with My Service Canada accounts, including helping residents access online government services.
- Providing information about and assisting with applications for programs and benefits like the Canadian Dental Care Plan (CDCP), Canada Disability Benefit (CDP), Canada Pension Plan (CPP), Old Age Security (OAS), and Employment Insurance (EI).
- Issuing Social Insurance Numbers.
- Assisting with certain account-specific inquiries, including application status updates, changes, and other inquiries (for individuals who can be authenticated).

ServiceOntario

✓Whitby (Oct. 19)

✓ Ajax (Oct. 20)

✓Bowmanville (Oct. 22)

Can help with Ontario photo ID cards, Driver's License renewals, Ontario Health Cards and Licence plate renewals. If the fee associated with the Ontario Photo card is a barrier, please connect with John Howard Society or Community Development Council Durham for potential help.

At the Hub, they can help with:

- Helping residents access provincial identification services, including Ontario Health Cards, Ontario Photo ID Cards, and Driver's Licences. Visit their table to get or renew eligible identification, ask questions about these services, and learn what documentation may be required. Fees may apply for some services.

Family Services Durham – Regional Street Outreach Team (Region of Durham)

✓Whitby (Oct. 19)

✓ Ajax (Oct. 20)

✓Bowmanville (Oct. 22)

The Regional Street Outreach Team provides outreach, engagement, and service navigation support to individuals experiencing homelessness, helping connect people to housing, supports, and other community resources.

At the Hub, they can help with:

- Providing information about services, housing and homelessness supports, and Durham Region's By-Name List and Coordinated Access System.
- Offering hands on support with OW applications and Housing Stability Program applications.

Town of Whitby Recreation

✓ Whitby (Oct. 19)

✗ Ajax (Oct. 20)

✗ Bowmanville (Oct. 22)

Town of Whitby offers a variety of recreation, fitness, sport, aquatic, and community programs that support healthy, active, and connected communities, along with financial assistance programs that help reduce barriers to participation.

At the Hub, they can help with:

- Providing information about recreation programs, activities, and memberships.
- Assisting eligible residents with the Access Program (recreation subsidy program).

Town of Ajax Recreation

✗ Whitby (Oct. 19)

✓ Ajax (Oct. 20)

✗ Bowmanville (Oct. 22)

Town of Ajax offers a variety of recreation, fitness, sport, aquatic, arts, and community programs that support healthy, active, and connected communities, along with financial assistance programs that help reduce barriers to participation.

At the Hub, they can help with:

- Providing information about recreation programs, activities, and memberships.
- Assisting eligible residents with account creation and Financial Assistance applications.