

INTRODUCTION

The Guelph-Wellington Action Committee on Sexual Assault and Domestic Violence has prepared this Resource Guide. It provides an overview of sexual violence and domestic violence services available in Guelph and Wellington County.

Our mandate is:

- To coordinate sexual assault and domestic violence services and resources
- To identify gaps in services and to advocate for resources
- To raise public awareness of sexual assault and domestic violence services and issues
- To provide orientation and training for service providers
- To facilitate community consultation regarding new services and programs



TTY:

A special device that lets people who are deaf, hard of hearing, or speech-impaired use the telephone to communicate, by allowing them to type messages back and forth to one another instead of talking and listening.

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June 2008

Members of the Guelph-Wellington Action Committee on Sexual Assault and Domestic Violence:

Community Torchlight - Distress Centre Wellington/Dufferin
Crown Attorney's Office Wellington County
Family Counselling and Support Services for Guelph-Wellington
Family and Children's Services of Guelph and Wellington County
Guelph Community Health Centre
Guelph Humane Society
Guelph Police Service
Guelph Services for Persons with Disabilities
Guelph-Wellington Women In Crisis
Guelph-Wellington Care & Treatment Centre for Sexual Assault &
Domestic Violence, Guelph General Hospital
Homewood Health Centre
John Howard Society
Ontario Provincial Police, Wellington County
Probation and Parole Services Guelph and Wellington County
Trellis Mental Health & Developmental Services
University of Guelph
Upper Grand District Board of Education
Victim Services Wellington
Victim/Witness Assistance Program
Wellington Catholic District School Board
Wellington County Social Services
Wellington–Dufferin–Guelph Public Health

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24 HOUR EMERGENCY NUMBERS

GUELPH-WELLINGTON WOMEN IN CRISIS 519-836-5710
TOLL FREE 1-800-265-7233
Sexual Assault Centre
Marianne's Place - Shelter
Rural Women's Support Program
Transitional & Housing Support Program

POLICE SERVICES

Guelph Police 911
Wellington County OPP 911

HOSPITALS

Guelph General Hospital, Guelph 519-822-5350
Groves Memorial Hospital, Fergus 519-843-2010
Palmerston District Hospital, Palmerston 519-343-2030
Louise Marshall Hospital, Mt. Forest 519-323-2210

**GUELPH-WELLINGTON CARE & TREATMENT
CENTRE FOR SEXUAL ASSAULT & DOMESTIC
VIOLENCE, GUELPH GENERAL HOSPITAL** 519-837-6440 ext. 2210

**FAMILY & CHILDREN'S SERVICES OF
GUELPH & WELLINGTON COUNTY** 519-824-2410
TOLL FREE 1-800-265-8300

**COMMUNITY TORCHLIGHT –
DISTRESS CENTRE WELLINGTON / DUFFERIN** 519-821-3760

**THESE SERVICES OPERATE
24 HOURS A DAY, 7 DAYS A WEEK (including holidays)**

GUELPH-WELLINGTON WOMEN IN CRISIS



Office Phone: 519-836-1110
Fax: 519-836-1979
Crisis Lines: 519-836-5710 TTY/TDD Accessible
1-800-265-7233 TTY/TDD Accessible

Hours of Service: Admin Office: Monday – Friday, 9am – 5pm
Crisis Lines: 24 – hours

Description of Services:

Guelph-Wellington Women in Crisis is a dynamic, community-based feminist organization providing services on woman abuse and sexual violence to women and their children in Guelph and Wellington County. Guelph-Wellington Women in Crisis works from an integrated feminist, anti-racist, anti-oppression framework. We believe our services must be inclusive and equitable for all individuals accessing our programs* while being responsive to issues of race, gender, religion, age, sexual orientation, socio-economic status and/or abilities.

***Programs:**

Marianne's Place – Shelter
Rural Women's Support Program
Sexual Assault Centre
Transitional and Housing Support Program
24 – Hour Crisis Lines
(Detailed descriptions of programs begin on next page)

In 2004, 53% of women escaping abusive situations were admitted to shelters with their children, and 65% of these children were under the age of 10.

Source: Transitional Homes in Canada; Ontario Fact Sheet 2004

1) Marianne's Place – Shelter (Guelph-Wellington Women in Crisis)



Office Phone: 519-836-6831
Fax: 519-836-4949
Crisis Lines: TTY/TDD Accessible
519-836-5710
1-800-265-7233

Hours of Service: 24 hours/day, 7 days/week

Description of Services:

Marianne's Place is a fully accessible 28 bed emergency shelter for women and children leaving violence. We offer temporary shelter for women and their children experiencing physical, emotional, sexual, verbal and/or financial abuse and stalking. The location of the shelter is confidential.

Services: (no fee)

- Primary services are safety and shelter, in a communal setting
- Safety planning
- One to one support as well as group support, recreational, social and educational opportunities for women and their children throughout their stay
- Assistance with housing, legal (2 hour free legal-aid form available), restraining orders, financial and custody issues
- Accompaniments/Advocacy to police, court, hospital, lawyers, social services and community agencies
- Practical assistance, including dietary and cultural foods, clothing donations
- Library and resource materials
- Interpreters for various languages, ASL
- Immediate telephone support and information through our 24-hour crisis lines

- Access to all other programs of Guelph-Wellington Women in Crisis
- Programming for children
- Education and training to community groups, schools and agencies on all aspects of woman abuse

2) Sexual Assault Centre (Guelph-Wellington Women in Crisis)

Office Phone: 519-823-5806 or 836-1110

Fax: 519-836-1979

Crisis Lines: TTY/TDD Accessible
519-836-5710
1-800-265-7233

Hours of Service: Monday - Friday, 9:00 am - 5:00 pm
Evening Groups and appointments
Crisis Lines - 24 hours

Description of Services:

The Sexual Assault Centre offers individual and group counselling and support to women 16 years of age and older who have experienced sexual assault, childhood sexual abuse/incest or sexual harassment recently or in the past. Support is also available for family, partners, and friends of survivors.

Services: (no fee)

- Immediate telephone support and information through the 24 hour crisis lines
- Immediate crisis and information appointments
- Long term individual counselling
- Group counselling
- Workshops on selected issues
- Accompaniments to police, court, hospital and other appointments
- Assistance with criminal injury compensation and victim impact statements

- Advocacy, court preparation and community referrals
- Sexual harassment support/information
- Support and information for friends and family of survivors
- Information about sexual assault, sexual harassment, childhood sexual abuse/incest and stalking
- Information on legal and medical procedures and options
- Practical assistance
- Client library and other resource materials
- Public education and professional training on a variety of topics

3) Rural Women's Support Program (Guelph-Wellington Women in Crisis)

Crisis Lines: TTY/TDD Accessible
 519-836-5710
 1-800-265-7233

Hours of Service: Office, Monday - Friday, 9:00 am - 5:00 pm
 Evening Groups
 Crisis Lines - 24 hours

Location:	Phone:	Fax:
Fergus	519-843-6834	519-843-9945
Erin	519-833-2301	519-833-7421
Rockwood	519-856-2191	519-856-2160
Palmerston	519-343-5192 or 1-800-661-6041	519-343-5197
Mount Forest	519-323-3638	519-323-2844

Description of Services:

The Rural Women's Support Program provides services for women and their children living in rural Wellington County who have been or are in an abusive relationship, or have experienced childhood sexual abuse/incest, recent or past sexual assault, harassment and stalking.

Services: (no fee)

- Immediate telephone support and information through 24-hour crisis lines
- Individual counselling and support
- Group counselling
- Connection to Marianne's Place shelter
- Safety planning
- Transportation/accompaniment to court, police, hospital, shelter and rural services
- Transportation/childcare may be provided if needed during counselling or group
- Advocacy, support for criminal injuries compensation, victim impact statements, restraining orders, custody
- Information and referrals to other community agencies and supports if requested
- Information concerning sexual assault, incest, woman abuse
- Client library and resource materials available
- Practical assistance
- Harassment support and information
- Education and training on issues related to woman abuse or sexual violence
- Assessment, implementation and ongoing support for the Domestic Violence Response System (DVERS)
- Support and information for family and friends of survivors

4) Transitional & Housing Support Program (Guelph-Wellington Women in Crisis)



Phone: 519-836-6865 TTY/TDD Accessible
Fax: 519-836-6815
Crisis Lines: TTY/TDD Accessible
836-5710 and 1-800-265-7233

Hours of Service: Office, Monday – Friday, 8:30 am – 6:00 pm
Crisis Lines – 24 Hours

Description of Services:

The Transitional and Housing Support Program offers a range of services to women in the community who are experiencing violence / abuse as well as those who have left violent / abusive relationships recently or in the past.

Services: (no fee)

- Immediate telephone support and information through 24-hour crisis lines
- Individual support (one-on-one sessions, phone or e-mail)
- Support groups (including groups for women 55 and over and for women born outside of Canada)
- Safety planning
- Transitional planning
- Legal information and accompaniments and free form for legal consultation
- Advocacy and support in accessing other community supports
- Practical assistance
- Assessment, implementation and ongoing support for the Domestic Violence Response System (DVERS)
- Education about violence, abuse and harassment
- In-home childcare subsidy available when attending appointments and / or groups
- Out of town interpreters provided free of charge

GUELPH-WELLINGTON CARE AND TREATMENT CENTRE FOR SEXUAL ASSAULT AND DOMESTIC VIOLENCE GUELPH GENERAL HOSPITAL



Office Phones: 519-837-6440 ext. 2728
24-Hour Phone: 519-837-6440 ext. 2210 (Emergency Department)
Fax: 519-837-6415

Hours of Service: 24 hours/day, 7 days/week

Description of Services:

Guelph-Wellington Care & Treatment Centre for Sexual Assault and Domestic Violence is the regional centre for Guelph and Wellington County providing services to women, men and children who have been sexually assaulted or abused or have experienced domestic violence (up to one year following assault). Care is provided by specially trained nurses, or a social worker in a private and quiet room away from the emergency department. Services are based on the needs and choices of each client and police are not called without client consent.

Services: (no fee)

Sexual Assault

- Physical examination, assessment and treatment of injuries
- Information, testing, counselling and preventative treatment for pregnancy (emergency contraception) and sexually transmitted infections such as Gonorrhoea, Chlamydia, and HIV
- Option of completing the sexual assault evidence kit for clients who wish to, or are considering, proceeding with legal action. The evidence kit may be frozen for up to 6 months at the hospital to give the client the necessary time to make personal decisions.
- Emotional support, crisis counselling, advocacy, referrals to community resources, and information about common reactions following an assault
- Children who have experienced sexual assault receive specialized care from nurses who have received additional training on pediatric sexual abuse

Domestic Violence

- Physical examination, assessment, treatment of injuries
- Option of documentation of injuries including photography
- Emotional support, crisis counseling, advocacy, and information about the effects and dynamics of domestic violence
- Safety planning and risk assessment
- Information and referrals for counseling as well as other community resources
- Women or men who have experienced sexual assault in the context of an intimate relationship will also be offered sexual assault options

Follow-Up Health Care and Counseling Services

- The follow up nurse will provide and monitor ongoing medications, review test results and provide the option of retesting for sexually transmitted infections. Photography can also be offered at this time.
- The social worker will provide counseling, advocacy and referrals to other community agencies.

Education and Information

- Education on sexual assault, domestic violence, and child sexual abuse can be provided for professionals and community groups

Sexual Assault

**More than one third of Canadian women report having had at least one experience of sexual assault since the age of 16.
Less than 10% of sexual assaults are reported to the police.**

Source: Measuring Violence against women: Statistical Trends, 2006.

POLICE SERVICES IN GUELPH AND WELLINGTON COUNTY

GUELPH POLICE SERVICE



Phone: 519-824-1212
TTY Phone: 519-824-1466
Emergency #: 911
Fax: 519-763-0516
Hours of Service: 24 hours/day, 7 days/week

WELLINGTON COUNTY ONTARIO PROVINCIAL POLICE



Locations: Rockwood, Fergus, Mount Forest & Palmerston
Phone: 1-888-310-1122
TTY Phone: 1-888-310-1133
Emergency #: 911
Hours of Service: 24 hours/day, 7 days/week

Description Of Police Services

The role of the police is to investigate the assault, enforce the law and to find the person or persons who are responsible for the crime. Trained investigators will ask questions about the assault and the victim may be asked to provide a written or video statement. All measures will be taken to ensure that the victim is made to feel as comfortable as possible throughout the investigative process.

REPORTING TO THE POLICE

Sexual Assault

If you decide to call the police to report a sexual assault, they may ask you to go to the hospital for medical treatment and for the collection of forensic evidence (see page 12). They may ask you to make a statement; it is important to tell them everything you remember, if you can't remember, do not guess. They may ask you questions that might be difficult to talk about; once again, they need the information for the investigation. You can always question the officer on the relevance of anything asked. If charges are laid, the police will present all the information from the investigation to the Crown Attorney. The Crown Attorney will review the case and determine how to proceed. The police can provide information about community services for immediate and ongoing support.

Domestic Violence

The police are required to lay charges where they believe an assault has taken place. The police will need to get a statement and collect evidence. Once the police have laid charges, you cannot have them dropped. The Crown Attorney is the person who determines how to proceed with the case. If they lay charges, the accused will be taken to the police station. The accused may be released or may be held over for a bail hearing depending on the circumstances. Any safety concerns should be told to the investigating officer. The police can provide information about community services for immediate and ongoing support.

It is important to know that you can have a support person with you throughout any of these processes.

Always remember to ask for the officer's business card so you can contact him/her should you need to provide any additional information or to ask further questions.

VICTIM SERVICES WELLINGTON



Phone: 519-824-1212 ext. 304
Mount Forest: 519-323-9660
Rockwood: 519-856-4929
Fax: 519-826-0573

Hours of Service: 24 hours/day, 7 days/week for on-call by emergency services
Monday – Friday, 8:30 am – 4:30 pm office hours

Description of Services:

Working in partnership with emergency services, Victim Services Wellington provides on-site emotional and practical support to victims of crime and tragic circumstance throughout Guelph and Wellington County.

Victim Crisis and Referral Services (VCARS)

- provides support to victims on-site
- 24/7 day a week through emergency services
- emotional, practical assistance
- crisis intervention
- referrals to appropriate agencies

SupportLink/DVERS (Domestic Violence Emergency Response System)

SupportLink provides cell_phones, pre-programmed to dial 911.

- risk assessment, safety planning
- follow-up

DVERS is a personal alarm installed in the home of high risk individuals in partnership with ADT.

Victim Quick Response Program (VQRP)

Assistance offered to victims of violent crime requiring immediate financial assistance that cannot be obtained through other sources.

Monies can be accessed for:

- emergency expenses, i.e. for safety
- funeral expense
- counseling
- transportation

Victims must be eligible and meet all requirements.

Referral Process:

- Police officers through their dispatch centres (Wellington County OPP and Guelph Police Service)
- Community agencies and services may call either office Monday - Friday, 9:00 am - 5:00 pm

Rural Services

Community: Mount Forest, ON

Phone: 519-323-9660

Fax: 519-323-9657

Hours of Service: 24 hours/day, 7 days/week

A 1993 Statistics Canada survey found that one-half of all Canadian women have experienced at least one incident of sexual or physical violence. Almost 60% of these women were the targets of more than one such incident.

Statistics Canada, The Violence Against Women Survey, 1993.

FAMILY & CHILDREN'S SERVICES OF GUELPH & WELLINGTON COUNTY



24-Hour Phone: 519-824-2410
Toll Free Phone: 1-800-265-8300
Fax: 519-763-9628 (Guelph)

Hours of Service: Monday - Friday, 8:30 am – 4:30 pm
Emergency Services after hours and weekends

Description of Services:

PREVENTION: works with the community to protect children and to strengthen families. Supports primary prevention programs.

CONSULTATION: provides consultation without obligation to parents, youth, agencies, and concerned community members.

CRISIS INTERVENTION: provides short term professional counselling and support for families in crisis. Offers pregnancy planning and a postnatal counselling service.

CHILD PROTECTION: responds to reported concerns that children may be abused, neglected, or otherwise in need of protection. Child abuse is investigated with police when appropriate. Support and counselling services are provided to prevent family breakdown, to deal constructively with separation, and/or to reunite families following treatment.

CHILD PLACEMENT: assists parents to make arrangements for alternative care for children with relatives or friends. If necessary,

provides foster or institutional care for children and counselling services to help families reunite as quickly as possible.

ADOPTION: arranges planned placements for children requiring permanent care and post adoption support services. Signs private adoption consent forms and offers post disclosure services.

PREGNANCY COUNSELLING: voluntary support and counseling to women who are pregnant. Counselling focuses on options regarding pregnancies, support regarding prenatal care and preparation for the baby's arrival.

TRELLIS MENTAL HEALTH & DEVELOPMENTAL SERVICES



Delhi St. Office:	519-821-2060	Silvercreek Pkwy Office:	519-836-4991
Fax:	519-821-6139	Fax:	519-836-7459
Wyndham St. Office:	519-824-5544	Surrey St.	519-821-8089
Fax:	519-824-0178	Fax:	519-767-5309

Hours of Service: Monday – Friday, 9:00 am – 5:00 pm

Description of Services:

Provides mental health assessment and treatment to victims of sexual assault and domestic violence who are experiencing severe and persistent mental health issues. Services are provided to infants through seniors.

Rural Services

Community: Fergus, ON
Phone: 519-843-6191
1-800-265-7723
Fax: 519-843-7608
Hours of Service: 9:00 am – 5:00 pm

Community: Mount Forest, ON
Phone: 519-323-4004
Fax: 519-323-3771
Hours of Service: 9:00 am – 5:00 pm

Community: Orangeville, ON
Phone: 519-941-0465
Fax: 519-941-0580
Hours of Service: 9:00 am – 5:00 pm

COMMUNITY TORCHLIGHT - DISTRESS CENTRE WELLINGTON/DUFFERIN



Distress Line: 519-821-3760 or 1-888-821-3760
Youth Support Line: 519-821-5469 or 1-888-821-3760
Crisis Line: 519-821-0140 or 1-877-822-0140
Emergency Shelter Line: 519-767-6594 or 1-888-821-3760

Hours of Service: 24 hours, seven days a week, 365 days a year

Description of Services:

Distress Line:

Trained volunteers provide 24 hour, 7 day/week telephone listening, support, referral and crisis assistance services for all ages. Calls are conducted in an atmosphere of confidentiality, anonymity and impartiality. TTY service available.

Youth Support Line:

Provides supportive listening and general referral information to young people who need to talk to someone with a non-judgmental open mind. TTY service available.

Crisis Line:

A 24-hour hotline, the Crisis Line acts as the first point of contact for agencies, hospitals, individuals and professionals needing to access the Crisis Intervention System in Wellington-Dufferin. Trained Crisis Line Workers provide twenty-four hour, seven day/week lethality assessment, crisis de-escalation, suicide intervention and referral to supportive listening service, focused on individuals in immediate crisis, offering streamlined and improved access to services.

Emergency Shelter Line:

A telephone service designed for anyone in need of EMERGENCY temporary shelter and somewhere warm and safe to sleep. This service does not help callers find long-term housing.

Services (no fee):

Distress, Youth Support and Emergency Shelter Lines:

- Non-judgmental listening provided by trained volunteers
- Confidential, 24 hour/7 day a week service
- Anonymity and impartiality
- TTY available
- Referral information

Crisis Line:

- 24 hour/7 day a week telephone hot line for people in crisis
- Crisis support that is confidential, impartial and non-judgmental
- One-call access to Crisis Intervention Services in Wellington and Dufferin Counties
- Access to Mental Health Services
- After-office hours direct referrals to specialized services
- Suicide prevention and intervention as prescribed by a lethality assessment scale
- Immediate de-escalation of the situation
- Assistance in exploring options to find coping mechanisms for getting through a crisis situation.

FAMILY COUNSELLING AND SUPPORT SERVICES FOR GUELPH - WELLINGTON

Phone: 519-824-2431
Toll Free Phone: 1-800-307-7078
Fax: 519-824-3598

Hours of Service: Monday 9:00 am – 5:00 pm
Tuesday to Thursday 9:00 am – 9:00 pm
Friday 9:00 am – 5:00 pm

Description of Services:

1) Peaceful Alternatives Program

This is a group for men and women needing to address woman abuse. It provides individual and couple assessments, separate group education/counselling sessions, and individual counselling for both men and women. Women may access the program free of charge. The cost for men to access individual counselling or the 12-week group program is set according to a sliding scale. Abuse includes physical, verbal, psychological, emotional, financial and/or sexual abuse perpetrated by a woman's intimate partner.

2) The Early Intervention Program for Child Witnesses of Woman Abuse

This program is for children who have witnessed family violence. Children age 4-16 who have witnessed any form of violence or abuse in their family can be referred to the group. Mothers are encouraged, but not required, to attend a separate group to assist them in helping their children to heal. There is no cost for either group. Assistance with transportation and childcare is provided if necessary.

3) The Guelph Program for Adult Survivors of Early Childhood Trauma

This program is for women who have experienced sexual trauma as children. It offers individual, couple, family, and group counselling. Group counselling is free of charge. A sliding scale is used to calculate the charge for individual, couple and family counselling. The program is offered at the Guelph office.

4) The Rural Program for Adult Survivors of Childhood Sexual Trauma

This program is for women from rural Wellington County who have experienced sexual trauma as children. It offers individual, couple, family, and group counselling free of charge. The program can be accessed through the numbers and addresses listed at the top of the page.

5) Case Management

This is a program for people of all ages who experience developmental challenges. Case managers will assist and refer people who are dealing with childhood sexual trauma or intimate partner violence. This service is available in both Guelph and Wellington County and is free of charge.

6) Credit and Debt Counselling

This is a program designed to assist people who are experiencing financial difficulties or wish to learn more about budgeting and money management. Fees are set according to a sliding scale.

HOMEWOOD HEALTH CENTRE

1) ACUTE ASSESSMENT UNIT TRILLIUM

Phone: 519-824-1010
24-Hour Phone: 519-824-1010
Fax: 519-824-8751

Hours of Service: 24 hours/day, 7 days/week

Description of Services:

Assessment and treatment of persons in crisis who are unable to keep themselves safe in the community. Inpatient services can include medication treatment for stabilization, attendance at various educational and active groups, and short-term counselling for individuals, couples and families. An interdisciplinary team of professionals provides services.

The outpatient program provides access to the same services previously mentioned, with the exception of assessment and treatment by physicians and nurses in the hospital.

Referral Process: by physician, psychiatrist and assessment officer at Guelph General Hospital as well as Wellington County hospitals.

2) PROGRAM FOR TRAUMATIC STRESS RECOVERY

Phone: 519-824-1010
24-Hour Phone: 519-824-1010
Fax: 519-767-3537

Hours of Service: 24 hours/day, 7 days/week

Description of Services:

A 6-week co-ed inpatient program using mainly group therapies for treatment of past trauma. This is not a crisis response service; rather, the focus is on supporting clients to be able to cope in the present.

LEGAL CLINIC OF GUELPH AND WELLINGTON COUNTY



Phone: 519-821-2100
Toll Free: 1-800-628-9205
Fax: 519-821-8192

Hours of Service: Intake – Monday to Friday 9:30-11:00 a.m.
Office Hours: Monday to Friday 9:00 a.m.–5:00 p.m.

Mission Statement:

The purpose of the Legal Clinic is to effect social change through advocacy, education and empowerment or legal representation in the area of poverty law.

Description of Services:

We can provide **free legal advice** to people in the following circumstances:

- Tenants who are being threatened with eviction or who have received an eviction notice
- Tenants who are having problems with their landlords
- People who have been denied Priority Status on the Housing waiting lists
- Ontario Works or Ontario Disability Support Program recipients who have had their benefits suspended, cancelled or denied
- Anyone who has been denied Canada Pension Plan Disability Pension

Additionally, we can provide information in the areas of Employment Standards, Employment Insurance, Human Rights, Consumer Rights and other administrative areas of law.

Referral Process:

People can self-refer by telephoning or walking in to the Clinic during Intake hours. Potential clients will meet with an Intake Worker, who may be a lawyer or a Community Legal Worker working under the supervision of a lawyer. You do not need a Legal Aid certificate to access services from the Clinic. The Clinic is not able to assist people with Family or Criminal law matters; for these issues please contact Legal Aid Ontario (see below).

Other Legal Resources in Wellington County:

Legal Aid Ontario (11A Suffolk Street). An office where people can go to have a financial assessment to see if they qualify for a Legal Aid certificate. This certificate can then be taken to a private bar lawyer in the community for some types of specialized legal services in the areas of Family law and Criminal law.

Lawyer Referral Service (telephone 1-900-565-4577). There is a \$6.00 charge applied to each caller on their telephone bill. Callers receive a half-hour of free legal advice from a lawyer in their area.

Family Law Information Clinic (FLIC) - Every Friday morning from 9:00 a.m. until noon at the Family Courthouse (74 Woolwich Street, Guelph), a lawyer who practices Family law is available on a first come, first served basis to meet with people who have questions or issues with Family law matters (divorces, child custody and access arrangements, etc.).

Fresh Start Housing – Every Wednesday evening from 6:00-9:00 p.m. at Fresh Start Housing (150 Wyndham Street, Guelph), a lawyer is available on a first come, first served basis to meet with people who have questions or issues and offer general legal advice. There is a time limit of fifteen minutes per person.

PROBATION AND PAROLE SERVICES _____



Phone: 519-837-6306

Fax: 519-837-6311

Hours of Service: Monday to Friday, 8:30 a.m.– 4:45 p.m.

Description of Services:

Probation and Parole Services is responsible for the supervision of adults on probation or conditional orders issued by all courts of criminal jurisdiction, and parole by the Ontario Parole Board. Contact with the victims of offenders under supervision for partner abuse is a mandated component of the Probation and Parole Officer.

- 86% of victims of sexual offences reported to the police in 2004 were female, and young women under 25 experienced the highest rates of sexual assault
- Children and young people under the age of 18 represented 58% of victims of sexual offences reported to police in 2004.
- In cases of sexual assault reported to the police the victim knew the accused
-they were peers, acquaintances, co-workers or family members.
- According to the 1993 Statistics Canada Violence Against Women Survey 23% of Canadian women had experienced work-related sexual harassment in the workplace. Over half of these women (55%) were harassed by a co-worker.
- Women who experienced sexual harassment in the workplace reported negative effects such as losing their jobs, damaged relationships with co-workers, losing friends, feeling stress with family members, depression, anxiety, loss of self-esteem, and physical illness.

Source: Measuring the Violence Against Women: Statistical Trends 2006
Children and Youth as Victims of Violent Crime 2005
Perspectives on Labour and Income: Work-related Sexual
Harassment
Workplace Harassment and Violence

GUELPH HUMANE SOCIETY



Phone: 519-824-3091

Hours of Service: 24 hours for emergency, 9 am - 6 pm Monday - Friday
10:00 am - 5:00 pm Saturdays

Description of Services:

By raising public awareness, and investigating reports of abuse or neglect of animals, the Guelph Humane Society works towards early intervention resulting in the reduction of violence in our communities. The link between animal cruelty and violence against humans has been proven, and our goal is to provide safety for animals. GHS can offer a temporary home for animals of individuals seeking shelter or leave their current living situation. We would require continuous contact with the owners of the animals we are sheltering.

CANADIAN RED CROSS - Guelph / Wellington Branch

Phone: 519-836-3523



Fax: 519-836-7353

Program information: 1-888-835-3073 ext 246

Hours of Service: Monday-Friday, 8:30 a.m. - 4:30 p.m.

Description of Services:

RespectED Program: A violence and abuse prevention program for children and youth and for adults who interact with children and youth.

The aim of RespectED is to break the cycle of abuse, neglect, harassment and interpersonal violence through prevention education, and in so doing, promote safe and supportive relationships between individuals, within the family and throughout our communities. There are a number of workshops offered, including:

Ages 5 -9:

c.a.r.e., a personal safety program with an emphasis on sexual abuse prevention. Designed to be facilitated by a teacher or Child/Youth counsellor for children

Ages 9 -12:

It's Not Your Fault

a program about abuse and neglect issues.

What's love got to do with it

a program about relationship violence and what healthy relationships and dating looks like.

Beyond the Hurt – Peer Facilitation

Senior students are trained along with 2 or more adult advisors. Workshops are then presented to younger peers with adult support

Adults Workshops:

Prevention in Motion
A Shared Responsibility
Walking the Prevention Circle
Beyond the Hurt.

Professional Training and Consultation:

provide direction to adults, including educators and organizations involving youth. Many training programs are available online. Consulting services include guidance relating to the development of policies, codes of conduct, and risk management plans addressing harassment, bullying and abuse..

1) COUNSELLING SERVICES



Phone: 519-824-4120 ext. 53244
Fax: 519-824-9689

Hours of Service:

- Walk-In appointments Monday-Friday, 12:30 - 4:30 pm
- Individual appointments can be booked

After Hours Assistance - Student Support Network

- “After Hours” Drop-In: Open 12:00 pm to midnight, Monday-Friday at the McNally House

Description of Services:

Counselling services provides support, advice and counselling to University of Guelph students who have been victims of sexual assault, abuse and domestic violence. Counselling Services also works with other University services to provide educational and awareness programs.

2) HUMAN RIGHTS & EQUITY OFFICE



Phone: 519-824-4120 ext. 53000
Fax: 519-822-1131
Hours of Service: Monday - Friday, 8:45 am - 4:45 pm

Description of Services:

The Human Rights and Equity Office provides members of the University community with information and advice on human

rights matters. This includes assisting with addressing and resolving concerns and complaints of sexual harassment and other forms of discrimination. Resource and referral information about human rights and equity issues—including sexual assault and domestic violence—are available to members of the University community through the Human Rights and Equity Office. The office works with other areas of the University (e.g. Security Services, Wellness Centre) to provide University of Guelph students with education about sexual assault, including date/acquaintance rape.

3) **CAMPUS COMMUNITY POLICE, University of Guelph**



Phone: 519-824-4120 ext. 52245
Emergency: 519-824-4120 ext. 2000
Fax: 519-766-9974
Hours of Service: 24 hours/day, 7 days/week

4) **STUDENT HEALTH SERVICES**



Location: J.T. Powell Building, 1st Floor
Phone: 519-824-4120 ext. 52131
Fax: 519-836-7431

Hours of Service:

- Walk-In Clinic, Monday - Friday, 8: 30 am (Thursday at 9:00 am) to 4:30pm
- Appointment Clinic, Monday - Friday, 9:00 am - 4:30 pm, some evenings and some Saturdays in the fall and winter semesters only

Description of Services:

Health Care

Student Health Services provides comprehensive primary medical and psychiatric care to full-time and part-time, undergraduate and graduate students of the University of Guelph and their immediate family members. Emergency contraception, confidential testing and counselling for sexually transmitted infections and free pregnancy testing are all provided by supportive physicians and nursing staff.

5) EDUCATIONAL – THE WELLNESS CENTRE



Location: J.T. Powell Building, 2nd Floor
Phone: 519-824-4120 ext. 53327
Fax: 519-836-7431

Hours of Service: Monday – Friday, 8:30 am – 4:30 pm

Description of Services:

Sexual Abuse Prevention

The Wellness Centre is an educational resource centre that is staffed by trained student peer educators and 2 Student Wellness Educators. The Centre carries information in the form of posters, brochures, handouts, videos and books on sexual assault and domestic violence.

Workshops & Information Displays

SAFE (Sexual Assault Free Environment) is a Wellness team of students who plan, develop and provide programming on respectful relationships and sexual assault prevention on campus. (WETT) Wellness Education Training Troupe uses social action theatre in a comfortable and safe environment where challenging,

emotional issues on sexual assault and domestic violence can be addressed.

Advocacy Services

SAFE (Sexual Assault Free Environment) provides advocacy through speaking out in support of preventing and ending sexual assault and domestic violence.

6) COUPLE & FAMILY THERAPY CENTRE



Location: MacDonald Hall Annex (off Lennox Lane)
Phone: 824-4120 ext. 56335; or ext. 56426
Fax: 823-7819

Hours of Service:

- By appointment: Monday - Thursday 8:30 a.m. - 4:00 p.m.

Description of Services:

The therapists at the Couple & Family Therapy Centre work with couples, families, and individuals to help them understand and resolve difficulties, challenges, and transitions they may be experiencing in their lives and relationships, including people who have experienced trauma and/or abuse and violence in their relationships and/or in their community. The Couple & Family Therapy Center has a dual mission: It is devoted to providing therapy to families, couples, and individuals, while at the same time training graduate therapist-interns. All therapy is provided by therapist-interns, who are graduate candidates in the Master's degree program; therapy is provided under the close supervision of faculty and experienced supervisors/therapists.

VICTIM/WITNESS ASSISTANCE PROGRAM _____



Phone: 519-837-6366

Fax: 519-837-6371

Hours of Service: Monday - Friday, 8:30 am – 5:00 pm

Description of Services:

Provides information, assistance and support to victims and witnesses of crime throughout the criminal justice process in order to improve their understanding of, and participation in, the criminal justice process.

Services:

Services will be offered on a priority basis to victims of sexual assault, partner assault/domestic violence, hate crimes, families of homicide victims or traffic fatalities, vulnerable victims with special needs and elderly victims.

Such services will include:

- Early contact by letter or telephone
- Advocacy
- Information about the clients case throughout the criminal court process
- Emotional support, including crisis intervention and debriefing
- Needs assessment and referrals to community agencies
- Discussion of safety issues and referrals to community agencies for comprehensive safety planning
- Liaison with the Crown and police, including providing information about the clients views on sentencing
- Court preparation and orientation
- Court accompaniment (at request of client only, resources permitting) or when the client is a child or a vulnerable client
- Accompaniment to Crown interviews (at request of client only, resources permitting) or when the client is a child or a vulnerable client

- Information and assistance in completing Victim/Impact Statements and Criminal Injuries Compensation Board forms

Referral Process

Referrals are received from police, Crown Attorney's office, community agencies, victims and witnesses and/or their families.

COUNTY OF WELLINGTON _____



1) ONTARIO WORKS

Phone: 519-837-2670 or 1-800-265-7294
Fax: 519-824-9990

Hours of Service: Monday - Friday 8:30 AM - 4:30 PM

Description of Services:

Ontario Works provides financial and employment assistance to people in need. Entitlement is based on Ontario Works eligibility, family size, accommodation expenses and other approved costs, such as Community Start Up and Maintenance Benefits. The entitlement may be provided monthly or on a onetime basis depending on circumstances. If it is determined that an individual and /or family is at risk of personal safety due to domestic violence our office will expedite our processes to assist them financially. A Special Services Worker is available to provide assistance to those women staying at the Women In Crisis shelter.

2) WELLINGTON AND GUELPH HOUSING SERVICES (WGHS)

Phone: 519-837-5492

Description of Services:

The County of Wellington is responsible for the administration and funding of over 3000 subsidized social housing units, located in Wellington and Guelph. Of these, the County of Wellington owns and operates 1189 units in Guelph and throughout Wellington County, which are available to households on a rent geared to income basis. WGHS coordinates applications for subsidized housing through the Centralized Waiting List, which includes units owned by the county as well as those run by non-profit and co-operative groups. Rent geared to income housing is available for eligible individuals, couples, families, persons with disabilities, and seniors.

Waiting lists for rental accommodation vary according to unit sizes and geographic locations. Priority status may also be granted to some applicants. Special Priority Status applicants are those whose personal safety, or that of their family, is at risk because of a person with whom they live or have lived. The abuse must be documented by a professional, such as a community agency serving victims of violence. Extraordinary Circumstances Status may be granted to applicants who are homeless and/or meet additional criteria.

WELLINGTON–DUFFERIN–GUELPH PUBLIC HEALTH

SEXUAL HEALTH CLINIC



Phone: 519-824-7822 ext. 2235

Toll Free Phone: 1-800-663-0750

Fax: 519-837-6349

Hours of Service:

Monday	9:30 am – 4:30 pm
Tuesday	11:00 am – 6:30 pm (appointment only)
Wednesday	Closed
Thursday	11:00 am – 6:30 pm (appointment only)
Friday	9:30 am – 4:30 pm

Description of Services:

Birth control and sexually transmitted infections (STI's) testing and treatment; morning after pill or emergency contraceptive pill provision; pregnancy testing and counselling regarding options; anonymous HIV testing and needle exchange.

Rural Services

Location: Orangeville
Phone: 519-941-0760
Fax: 519-941-1600
Hours of Service: Monday, Wednesday & Friday 11:00 am – 5:00 pm
Tuesday 12:00 noon - 6:00 pm

Location: Palmerston
Phone: 519-343-2299
Fax: 519-343-2487
Hours of Service: Tuesday & Thursday 8:30 am – 4:00 pm

Location: Shelburne
Phone: 519-925-2000
Fax: 519-925-6743
Hours of Service: Tuesday 8:30 am – 4:30 pm

Violence is a major factor in women's health and well-being. The measurable health-related costs of violence against women in Canada exceed \$1.5 billion a year. These costs include short-term medical and dental treatment for injuries, long-term physical and psychological care, lost time at work, and use of transition homes and crisis centers.

Health Canada, Women's Health Bureau, Facts and Issues – Violence Against Women

SEXUAL VIOLENCE

Sexual assault is **any unwanted act of a sexual nature** imposed by one person upon another (e.g. kissing, fondling, oral or anal sex, intercourse or other forms of penetration).

Sexual assault of any kind is a **crime**. It can happen within marriage, common-law, same sex and/or dating/ acquaintance relationships. The majority of sexual assaults are committed by someone known to the woman. Some sexual assaults are committed by strangers. Sexual assault (among adults) is predominantly perpetrated against women by men; it is a crime of power and control.

Women of all ages and physical types, from every cultural, racial, religious and social-economic background are sexually assaulted. Men can also be subject to unwanted sexual acts; they are usually perpetrated by another man.

If someone in a position of power, trust or authority uses that position to engage in sexual activity with a person over whom he/she has power, that activity could constitute a sexual assault. Under the law, the validity of consent to sexual relations is suspect when there exists a significant power imbalance in that relationship. Such power imbalances exist, for example, in relationships between doctor and patient, caregiver and client, teacher and student and/or clergy and member of his/her faith community.

It is important to remember that a person **always** has the right to say no to sexual involvement.

**Sexual Assault, no matter who the perpetrator
or who the victim, is a criminal act.**

Rape Drugs

Historically, alcohol is the most common rape drug. Over the past few years, an alarming number of substances, including alcohol, have been connected with sexual assaults, for example, GHB, Ketamine (K) and Ecstasy. Rape drugs come in many forms--including pills, powder and liquid which make them easy to hide and difficult to detect in a drink.

Everyone reacts differently to drugs. Common effects of unwanted drugging include blurring vision, nausea and vomiting, unexplained sleepiness, loss of coordination, confusion, dizziness, passing out and blackouts.

Staying Safe

- Keep an eye on your drink
- Get your own drinks from servers you trust
- Pace your drinking and eat before a party; a full stomach slows down (but doesn't stop) alcohol absorption
- Stay with people you know and trust, especially if you plan on drinking alcohol
- Watch out for each other
- Be especially cautious if you hear a discussion of using drugs
- Plan ahead, talk to your friends and figure out what you will do if you think someone has been drugged

If You've Been Drugged Or Think You've Been Drugged

- Get to a safe place
- Get the medical attention you need, any hospital emergency room can help with the effects of the drugs
- Try to bring a sample of the beverage for drug testing to determine what substance you have ingested
- If you think you've been sexually assaulted, go to the Guelph-Wellington Care & Treatment Centre for Sexual Assault & Domestic Violence at Guelph General Hospital

(Adapted from the Sexual Assault Centre of Hamilton & Area)

Sexual Harassment

Sexual harassment means that someone is harassing an individual by saying or doing unwanted or unwelcome things of a sexual nature, such as making sexual remarks or suggestions, or touching them. Sometimes these comments sound like compliments, but they make the individual feel uneasy. It can also include non-sexual behaviour, where someone is harassing a person because of their sex or gender. While sexual harassment happens mostly to women, it can also happen to men, or between members of the same sex.

Under the **Ontario Human Rights Code**, sexual harassment is against the law. Everyone should have access to the same opportunities and benefits and be treated with equal dignity and respect regardless of their sex.

Sexual harassment can include:

- Comments or behaviour of a sexual nature that are known, or should be known to be unwelcome
- Sexual suggestions or demands by a person with authority and/or punishment or threat if an individual refuses a sexual request
- Jokes about women or men
- Displaying sexual pictures or drawings.

Sexual comments or behaviour can poison an environment, even if they are not directed towards a particular person. This is also a form of harassment.

If someone believes that they are being harassed, they should tell the person to stop, if they can. If it happens at work, they should speak to the perpetrator's boss or tell their union representative. Or, they can contact the Ontario Human Rights Commission.

(Based on the Ontario Human Rights Commission policies and plain language guide on sexual harassment.)

CHILD SEXUAL ABUSE

A child is defined as a person under 16 years of age. Child sexual abuse is any type of sexual contact with, or sexual exploitation of, a child by an adult or an older child or adolescent. Children are most often sexually assaulted by someone they know and trust (e.g. relative, friend or the parent). Sexual assault by a stranger can also occur. Child sexual abuse is often ongoing. It tends to be progressive, beginning with touching and progressing over time to full sexual intercourse. For this reason, it is important that abuse be identified and reported early. While sexual abuse is always traumatic, the long-term effects can be reduced through early intervention and treatment.

When a child is sexually abused, it is usually difficult for the child to tell someone about it. This is because the child may have been told to keep the secret or threatened with harm if the child discloses. The child may feel that he/she is betraying the abuser.

Reporting Child Protection Concerns

If a person has reasonable grounds to suspect that a child is or may be in need of protection, the person must promptly report the suspicion and the information to Family and Children's Services.

Ontario's Child and Family Services Act (Section 72.1) defines the term "child in need of protection" and sets out what must be reported to a Children's Aid Society.

The duty to report is an ongoing obligation. If a person has made a previous report about a child, and has additional reasonable grounds to suspect that a child is or is likely to suffer harm, that person must make a further report to Family and Children's Services.

The person who has the reasonable grounds to suspect that a child is or may be sexually abused must make the report directly to Family and

Children's Services. The person must not rely on anyone else to report on his or her behalf.

The Child and Family Services Act also requires a duty to report if a child is at risk of being harmed by domestic violence. In many situations where a child has witnessed domestic violence, the primary concern is emotional harm or the risk of emotional harm to the child, as well as the risk of physical harm.

All persons, professionals or officials who fail to report a suspicion that a child is or may be in need of protection in the course of his or her contacts or duties, may be subject to a fine.

If someone is uncertain about reporting they can contact Family and Children's Services to discuss their questions and concerns in order to determine if it is reportable.

The Traditional Investigation Process

Each case is treated individually and interventions and supports are based on what a family needs by exploring and determining their strengths and resources.

1. Intake worker assigned and police are notified if a joint investigation is required.
2. Internal review of any existing files.
3. Police may be contacted to determine if there is any past history regarding violence, disturbing the peace, weapons, drugs or alcohol.
4. Contact non-offending parent(s) to inform them of our involvement.
5. Determine need to interview children without parental consent.

6. Arrange with the non-offending parent(s) to meet and to see the children. Interview the children privately and separately re: the allegation, adult conflict and/or abuse and all safety factors.
7. Inform the non-offending parent(s) that the child(ren) are not to have access to the offender until Family and Children's Services has completed the investigation and/or states otherwise.
8. Determine if there are any other children under age 16 who may also be in need of child welfare intervention. If yes, interview them.
9. Determine if there are collateral witnesses and interview.
10. Obtain and activate all relevant consents.
11. Interview non-offending parent(s) regarding the allegation(s) and all safety factors.
12. Interview the offender regarding the allegation(s) and any other issue resulting from the interviews with the children, non-offending parent(s) and collateral witnesses.

**In cases of domestic violence, the First Contact Checklist applies.
(see page 50)**

13. Collect all identifying information including date of birth, middle names, maiden names and native status and/or cultural affiliation.
14. Complete a safety consultation with supervisor within 24 hours of seeing the children.

Investigation Plan Variations:

1. Each case is treated individually and interventions and supports are based on what a family needs by exploring and determining their strengths and resources.
2. In the case of sexual abuse the Guelph General Hospital/ Pediatrics Program may be contacted.
3. If the woman is at Marianne's Place (emergency shelter), Family and Children's Services will make contact at the shelter.

4. Family and Children's Services may choose to see the children at school, without parental consent, when there are immediate safety issues to address
5. Family and Children's Services may choose to contact police, without parental consent, when there are immediate safety issues to address

(Taken from the Guelph-Wellington Community Response Protocol for Sexual Assault and Domestic Violence, December 2005)

Almost 40% of women assaulted by spouses said their children witnessed the violence against them and in many cases, the violence was severe.

Source: Measuring Violence Against Women: Statistical Trends 2006

WOMAN ABUSE

Domestic Violence is defined as any use of physical or sexual force, actual or threatened, in an intimate relationship. It may include a single act of violence, or a number of acts forming a pattern of abuse through the use of assaultive and controlling behaviour. The violence is used to intimidate, humiliate or frighten in order to control a partner of an intimate relationship. The pattern of abuse may include:

- Physical and sexual assault
- Emotional and psychological abuse
- Criminal harassment (stalking)
- Threats to harm children, other family members, pets or property

Physical assault or the threat of physical assault is against the law. It can range from pushing to using weapons. No assault is mild. Even if the assault appears minor, it should be taken seriously. It may be the beginning of a pattern of assault that becomes more serious and happens more often.

Sexual assault or the threat of sexual assault is also against the law, whether a husband, partner, friend, date or a stranger does it. It can include forcing a person to have sex when they don't want to or making a person do sexual acts that they don't like, including unwanted touching or fondling.

Psychological and emotional abuse is used to make people afraid and to control them. Some examples are cutting off their contact with friends and stopping them from making new friends, controlling their activities, not allowing them to go to school or get a job, telling them that they caused the violence, threatening to hurt someone or something that is special to them such as a pet, putting down their accomplishments, and insulting them such as saying "you're stupid." If a person's partner sponsored them

to Canada, this kind of abuse could include threats to have them deported.

Stalking is against the law. The Criminal Code calls it “criminal harassment.” Stalking is the harassment of a person to make them afraid and to control them. It can include following or watching them or their children, calling or writing them too many times, showing up at their home or work without their permission, or vandalizing their home or property. Stalking is usually done by someone the victim knows, someone they ended a relationship with or someone they refused to get involved with.

Financial abuse involves controlling money. An abuser may not let their partner know how much money they have, or not let them have any money of their own. They may have to turn over their paycheck or their social assistance money. The victim may not even be able to buy food and clothing for themselves and their children. With older people, financial abuse may include taking their pension cheque, or pressuring them to co-sign a loan for a large amount of money.

Whatever tactics are used, abuse affects one’s health and well-being. It can cause serious psychological and emotional problems. The person being abused may often find it hard to make decisions or to believe that anything can change.

It is not unusual for people to deny to their friends and family, and even to themselves, that they are being abused. They may feel that the abuse is their fault, or that they caused an attack. Keep in mind that the abuser wants their victim to feel this way.

(Adapted with permission from Community Information Toronto, 1999)

**No matter what a person does,
the abuse is never their fault.**

Peace Bonds And Restraining Orders

Peace Bonds

A peace bond can be obtained if you fear that a person will cause personal injury to you, your spouse or your child or that the person will damage your property. Peace bonds are valid for 12 months from the date of issue.

Applying for a Peace Bond

Information packages on peace bonds are available at the Ontario Court of Justice (Criminal Court) at 36 Wyndham Street South. Once these forms have been completed, you must make an appointment to see a Justice of the Peace at the Criminal Court House. If the Justice of the Peace is satisfied that the process is complete and the fear exists, the Justice of the Peace may set a date for a hearing.

The Justice of the Peace will issue a summons requiring the other person to appear in court. At the hearing, you will give evidence under oath describing why you are in need of the peace bond and the other person will have the right to present their case. If the ruling is determined in your favour, a peace bond will then be issued. This process takes from 4-6 weeks before the first court appearance (hearing).

Restraining Orders

A restraining order is a civil order that limits the conduct or contact by a person against whom the order is made. These orders can also limit contact with children. Restraining orders only apply to those who are married, have been in a relationship for at least 2 years or have a child in common. A restraining order does not expire unless another hearing is held.

Applying for a Restraining Order

Information packages on restraining orders are available at the Family Court at 74 Woolwich Street. Usually applications for restraining orders are made as part of a larger court

proceeding under the Family Law Act, but you can apply for just a restraining order. You don't need to retain a lawyer in order to apply for a restraining order. You will need to describe the abuse in detail. The completed package will be filed at the Family Court and if all is in order a hearing will be arranged. Your ex-partner will be served and at the hearing s/he will have the opportunity to tell his/her side of the story. The judge will issue a restraining order if s/he believes on a balance of probabilities that your fear is reasonable: this means a similar person in your position would be afraid.

The breach of a restraining order or a peace bond is a criminal offence for which charges may be laid.

There is a strong link between stalking/criminal harassment and domestic violence. Fifty seven percent of stalkers are intimate partners or ex-intimate partners of the victims, and most women know their stalkers.

METRAC – Metropolitan Action Committee on Violence Against Women and Children. 1998. Stalking Facts and Issues. Toronto: METRAC, 1998, 2.

DOMESTIC VIOLENCE FIRST CONTACT CHECKLIST

The Domestic Violence First Contact Checklist is a tool used in the *Guelph Wellington Community Response Protocol on Sexual Assault and Domestic Violence*. The checklist outlines procedures to follow in response to a disclosure or incidence of domestic violence.

1. I explained the limits to confidentiality (I explained to her what could be held in confidence and what could not be held in confidence).
2. a) I completed a *Risk Assessment/Screening Tool for Domestic Violence*,
OR
b) I referred to _____ to complete a *Risk Assessment/ Screening Tool for Domestic Violence*.
3. I have considered any barriers that may impact her ability to access services including; language, financial need, disability, transportation, geographic location, culture, age, and sexual orientation.
4. I reviewed resources for safety including:
- Police/Victim Services
 - Emergency Shelter
 - Crisis Lines
 - Hospital medical and support services.
5. I ensured for her immediate physical and medical needs by offering a referral to the Guelph-Wellington Sexual Assault & Domestic Violence Care & Treatment Centre, Guelph General Hospital (for medical care assessment, documentation of

injuries/forensic services and crisis support) and I offered to assist with this referral.

- 6. If children are involved, I considered whether a referral to Family and Children's Services was needed.
- 7. I encouraged the woman to contact Guelph-Wellington Women in Crisis and I offered to assist with this referral.
- 8. I fully informed her of her choices and options for service provision. I offered her the purple information card.

Guiding Principles

Service providers will make every effort to respond to a disclosure of domestic violence in a manner that is in accordance with the guiding principles of:

- **Safety** for victims
- **Accountability** to victims (service providers are responsible for the optimal provision of services; offenders are responsible for the violence and are accountable for it)
- Informed **choices and options** are provided
- **Anti-oppression and anti-racism** framework that ensures for equitable service
- **Prevention and early intervention** strategies that prevent or reduce harm
- **Accessible** services regardless of barriers
- **Commitment** to work with other service providers.

RESPONDING TO THE ABUSE OF AN OLDER ADULT

Service providers recognize that violence and abuse in the lives of older adults is frequently complicated by issues related to aging and health. For the older adult victim of abuse living independently in Ontario, there is no mandatory reporting of abuse. A senior often knows trusts and/or depends on the people that hurt them as approximately 90% of “elder abuse” is committed by an adult child or spouse. The older adult may be dependent on their abuser for food, shelter, personal care or companionship. As a result the abuse often continues unreported due to fear, shame and the belief that there is no help available. Statistics currently suggest that approximately 10% of older adults are experiencing abuse and this figure is considered to reflect a significant under-reporting of concerns.

Older adults need many services similar to those that have been developed for younger women, such as emergency shelter, crisis intervention, safety plans, counselors, advocacy and peer support. The older adult may be at increased risk as health related issues and/or isolation create greater vulnerability. Issues of over/under medication, denial of mobility aids, misuse of powers of attorney and caregiver neglect in the provision of basic needs are often evident in abusive situations involving an older adult. A variety of services have been developed within the network of seniors services to address the specific needs of the older adult. Since 2001, service providers and seniors groups in Wellington County have worked collaboratively to establish a coordinated response to abuse of older adults. This collaboration has resulted in a multi-disciplinary consultation team available to all community agency staff, emergency retirement home shelter for the older adult, a senior peer telephone support line, and a dedicated position to respond to concerns/ provide training /education on the issue.

Concerns regarding an older adult victim of abuse or a senior considered at risk in the community can be directed to:

Wellington Seniors at Risk System Coordinator – 519-843-6191

Specialized Geriatric Services –
Trellis Mental Health and Developmental Services
519-821-2060

Waterloo Wellington Community Care Access Centre – 519-823-2550

SOS – Seniors Offering Support – a confidential telephone support line with older adult volunteers available to listen, support and assist the older adult caller or family member in accessing assistance. 519-767-4445

Note: Older adult victims may not be able to protect themselves if they are living with a dementia or other cognitive challenges. In these instances, the senior may require the protection of a substitute decision maker or the office of the Public Guardian and Trustee (1-800-366-0335). For more information contact the Seniors at Risk System Coordinator 519-843-6191.

- SOS Seniors Offering Support 519-767-4445
1-866-767-4445
- Seniors At Risk System Coordinator 519-843-6191 ext. 317

ABUSE OF DISABLED PERSONS _____

Women with disabilities are vulnerable at all stages of their lives because they are women and because they have a disability. Growing old increases the likelihood of becoming disabled, which can increase the likelihood of abuse.

While a disability can make it more difficult for a woman to escape or report abuse, social attitudes towards persons with disabilities are probably a bigger factor in her increased vulnerability to violence. The way in which society views persons with disabilities handicaps these women in many ways:

- they tend to be viewed and treated as children, as lacking intelligence;
- they may be trained to be compliant and are sometimes punished for assertiveness or for challenging authority figures. This is in direct contrast to the street-proofing taught to many children in schools;
- women with disabilities are considered to be non-sexual and are often not given sex education, which can result in an inability to distinguish between abusive behaviour and normal or necessary forms of touching;
- they may be considered incompetent witnesses by police and the courts, particularly if they have difficulty or require assistance in communicating; and
- when they do report abuse, they may not be believed.

(Adapted from the Disabled Women's Network of Ontario website)

ABUSE OF ANIMALS

The correlation between animal abuse, woman abuse, and other forms of community violence has been well established. When animals in the home are abused or neglected, it is a warning sign that others in the household may not be safe.

Petsafe

This program is run by students at the Ontario Veterinary College, from September to April, which offers temporary accommodation for pets of women who are accessing the services of Guelph-Wellington Women in Crisis.

**WE ALL HAVE A RESPONSIBILITY
TO END VIOLENCE AGAINST
WOMEN AND CHILDREN IN OUR COMMUNITY**

OTHER COMMUNITY SERVICES

Anishnabeg Outreach	519-763-5292
Centre Wellington Resource Group	519-843-7000
Community Alcohol & Drug Services	519-836-5733
Community Care Access Centre	519-823-2550
Couple & Family Therapy Centre, U of G	519-824-4120 ext. 56335
Drop In Centre (Welcome In)	519-837-0080
East Wellington Advisory Group (EWAG)	
Erin	519-833-9696
Rockwood	519-856-2113
Guelph & District Multicultural Centre	519-836-2222
Guelph Humane Society	519-824-3091
Guelph Services for Persons With Disabilities (GSPD)	519-836-1812
TTY	519-836-5952
Guelph Wellington Association for Community Living	519-824-2480
The Salvation Army	519-836-9824
Wellington County Social Services	519-837-2670 or 1-800-265-7294
YMCA-YWCA of Guelph	519-824-5150

CULTURAL INTERPRETERS

Guelph Community Health Centre	519-821-5363
Guelph & District Multicultural Centre	519-836-2222
K-W Cultural Interpreter Services	519-745-2593
Multilingual Access Services Bank	519-837-2670 ext. 353

FOOD BANKS

Arthur Food Bank	519-848-6487
Centre Wellington Food Bank	519-787-1401
Clifford	519-327-8588
Erin Rockwood Food Share	519-833-9696
Guelph Food Bank	519-767-1380
Harriston Food Bank	519-338-2825
Mount Forest Food Bank	519-323-9218
Orangeville Food Bank	519-942-0638
Palmerston Food Bank	519-343-3659
Shelburne Food Bank	519-925-2923

HEALTH SERVICES

After Hours Medical Clinics Campus Estates Surrey Street	519-837-2550 519-763-6201
AIDS Committee of Guelph & Wellington County	519-763-2255
AIDS & Sexual Health Infoline (Ontario)	1-800-668-2437
Guelph Community Health Centre	519-821-6638
Hospitals – see Emergency Services, page 5	
Family Health Teams	
Erin	519-833-9696
Fergus	519-843-3947
Guelph	519-837-4444
Mount Forest	519-323-2210
Orangeville	519-941-7575
Palmerston	519-638-5659
Shelburne	519-925-9201

HELP LINES

Assaulted Women's Help Line TTY	1-866- 863-0511 1-866-863-7868
Distress Centre Wellington-Dufferin	519-821-3760 1-888-821-3760
EARS for Men (Distress Centre)	519-570-3277
InfoAbility Line	1-800-665-9092
Kids Help Phone	1-800-668-6868
Lesbian/Gay/Bisexual Line Youth Line	1-800-268-9688
OUTline	519-836-4550
L'Elle Ecoute (S.O.S.)	1-800-387-8603 1-877-679-2229 416-6572229
Victim's Support Line	1-888-579-2888
Women In Crisis (TTY/TDD Accessible)	519-836-5710 1-800-265-7233
Youth Support Line	519-821-5469
Seniors Offering Support (SOS)	519-767-4445 1-866-767-4445

HOUSING SERVICES

Fresh Start Housing Centre	519-822-2887
Wellington & Guelph Housing Services	519-824-7822
Housing Resource Centre	519-823-7887 ext. 312
Stepping Stone	519-837-0633
Wyndham House	519-763-8040
Elizabeth Place	519-837-0080
U of G Raithby House	519-824-4120 ext. 53244
Emergency Retirement Home Shelter	519-837-2670 ext. 352

LEGAL SERVICES

Advocacy Centre for the Elderly	1-416-598-2656
Barbara Schlifer Commemorative Clinic (Toronto) TTY	416-323-9149 416-323-1361
Child & Family Advocacy Office	1-800-263-2841
Citizen & Immigration Canada	1-888-242-2100
Community Justice Initiatives	519-744-6549
Criminal Compensation	416-326-2900 or 1-800-372-7463
Community Legal Education Ontario (CLEO)	416-408-4420
Crown Attorney's Office	519-822-1031
Disabled Women's Network Ontario (DAWN)	dawnontario@sympatico.ca
John Howard Society	519-836-1501
Lawyer Referral Service	1-900-565-4577 (\$6.00 charge to phone bill)
Legal Aid Ontario	519-824-0170
Legal Clinic of Guelph & Wellington County	519-821-2100 1-800-628-9205
Ontario Human Right's Commission	1-800-387-9080
Ontario Office of the Public Guardian & Trustee	1-800-366-0335
Probation & Parole	519-837-6306

NEIGHBOURHOOD PROGRAMS

Brant Avenue	519-821-9243
Clairfields	519-837-5618 ext. 2678
Exhibition Park	519-767-5750
Grange Hill East	519-836-9427
Hanlon Creek	hanlon_creek_neighbourhood@yahoo.ca
Kortright Hills	519-837-0974
Old University	519-731-1913
Onward Willow	519-824-6892
Parkwood Gardens	519-824-6340
Two Rivers	519-837-4248
Waverley Drive	519-821-9677
West Willow Woods	519-826-9930