

OUT OF THE SHADOWS



survivortoolkit.ca

A manual for survivors in
Peterborough, Northumberland,
Kawartha Lakes and Haliburton



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4th Edition

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the Government of Ontario.

DEDICATION



This manual is dedicated to those who have found the courage to change their world.

Its goal is to support those who have chosen to live a violence-free lifestyle.

Disclaimer

While every attempt was made to provide accurate, comprehensive information, we cannot be responsible for any errors or omissions. This manual is not a replacement for professional advice or counselling. Please contact the service providers listed to ensure the information is current and meets your needs.

EMERGENCY NUMBERS

Police, Fire, Ambulance:.....	911
Anishinabek Police (Curve Lake):.....	705-657-8892
Brighton OPP:	613-475-1313
Campbellford OPP:	705-653-3300
Cobourg OPP:	905-372-5421
Cobourg Police Service:	905-372-2243
Hiawatha First Nation:	911
Kawartha Lakes Police	705-324-5252
Kawartha Lakes OPP.....	705-324-6741
Peterborough Police Service:.....	705-876-1122
Peterborough County OPP:.....	705-742-0401
Port Hope Police Service:.....	905-885-8123
Femmes-Aide:	800-336-2433
Dial 211: Speak with a 211 Information Specialist. Free, 24/7 & multilingual.	
Alternative Number:	866-743-7818
TTY Services:	888-435-6086

24/7 CRISIS NUMBERS

4 County Crisis (4CC)	1-866-995-9933 or 705-745-6848
Cornerstone, Northumberland.....	1-800-263-3757
Kawartha Sexual Assault Centre.....	1-866-298-7778
TeleCare Peterborough	705-745-2273
Women's Resources, Lindsay.....	1-800-565-5350
YWCA Peterborough Haliburton.....	1-800-461-7656 Text: 705-991-0110

TABLE OF CONTENTS

Victim Rights	4	Involving the Police...	
What is sexual violence?	5	What to Expect.....	39
What is Domestic Violence	5	Remember, you are not alone!.....	40
Abuse Checklist	7	The Offender	41
Possible Traits of an Abuser	9	Victim Support	44
Power and Control Wheel	11	Court Systems	56
Equality Wheel	11	Going to Court	
Why Don't I leave?	12	without a Lawyer	63
Things to Consider if you		Shelters and Housing	64
Decide to Stay	13	Finances	73
Things to Consider if you		Lost or Stolen Cards.....	77
Decide to Leave	14	Transferring Utilities	78
How to Document Abuse	18	Debt Management.....	79
Facts	18	Insurance	81
Do Abusers Kill	19	Record of Debts	82
Intro to Safety Planning	20	Government Financial Assistance	83
I'm preparing a Safety Plan.		Changing Your Address	85
How will it be of use to me?	20	Counselling.....	86
Safety Planning	21	Addictions & Mental	
Safety with a Protection Order	22	Health Services.....	92
Safety with Court Orders,		Elder Abuse Services.....	95
Police & the Justice System	23	Domestic Violence Services	98
Safety in the Home	23	Sexual Assault Services	104
Safety Outside the Home	26	Youth Services	106
Car Safety	26	Grief/Bereavement Services.....	111
Child Safety Plan	27	Aboriginal Services	113
Senior Safety Plan	29	Food and Clothing	115
Warning Signs of Elder Abuse	30	Public health.....	116
Safety Plan for Parents of Children		Pets	117
with Intellectual Disabilities	31	How to find a Doctor.....	120
My Safety Plan	32	Other Services of Interest	121
My children's safety plan	33	True Stories.....	124
Exit plans	34	Listen	126
Documents and Other		I Remember When	127
Important Items	34	Glossary of Terms	128
Making the Move	36		
Moving Onward	37		

VICTIM RIGHTS



I have the right not to be abused.

I have the right to be angry because I was injured
in the past.

I have the right to change my life.

I have the right to be free from the fear of abuse.

I have the right to request and receive assistance from
police and other social service agencies.

I have the right to share my feelings. I have the right
to be with others.

I have the right to be treated as an adult.

I have the right to leave an abusive environment.

I have the right to privacy.

I have the right to express my thoughts.

I have the right to seek and develop my talents.

I have the right to legally prosecute my abuser.

I have the right to be less than perfect and make mistakes.

* Patricia G. Ball and Elizabeth Wyman,
“Battered Wives and Powerless Loss: What Can Counsellors Do?”

WHAT IS SEXUAL VIOLENCE? HOW DO I KNOW IF WHAT I EXPERIENCED IS VIOLENCE?

Sexual violence can take many different forms. A person may experience childhood sexual abuse, sexual assault or harassment one time, or many, many times, by the same person or by different people, by a stranger or someone you know well.

Sexual violence and harassment can happen to anyone, but some people are at higher risk because of their gender, culture, race, health, ability, economic status, and age.

This kind of harm can happen anywhere ... at home, at work, at the gym, on the street, on the field, in school, and online.

If you have experienced sexual assault or harassment, or other forms of violence, there are people and resources to support you.

WHAT IS DOMESTIC VIOLENCE

Domestic (relationship or intimate partner) violence is any form of abuse, assault, mistreatment or neglect that a person experiences from a family member, or from someone with whom they have an intimate relationship. This violence can range on a continuum of power and control including physical, emotional, financial, psychological and sexual harm, that occurs within families, marriages, common law and dating relationships, and other relationships of dependence. (Learn more at LearningToEndAbuse.ca).

Emotional Abuse may look like:

- Name calling or constantly criticizing you.
- Isolates you from family or friends.
- Puts you down in any way.
- Penalizes you by not showing affection.
- Not trusting you.
- Acts jealous or possessive.

- Supervises everywhere you go, tracks who you call and who you are with.
- Threatens to hurt you or your children, family or family pets.
- Expects you to ask for permission to do anything.

Physical abuse may look like:

- Leaves you in a dangerous or unknown place.
- Frightens you by driving irresponsibly.
- Throws objects, punches walls, kicks doors, etc.
- Slaps, kicks, pushes, bites, or chokes you.
- Doesn't permit you to call police or emergency services (e.g. Hospital).
- Does not allow you to leave your home or locks you in.
- Threatens with any use of weapons.
- Uses physical force in attempt to have sex.
- Hurts your children.
- Does not allow you to drive/have a license.
- Does not allow you to work or go to social activities.

Sexual abuse may look like:

- Uses and hurts you with weapons or objects during sex.
- Verbally abuses you in sexual ways.
- Accuses you of cheating.
- Is jealous of other relationships you had/have.
- Tries to make you dress in a sexually provocative or demeaning way.
- Demands sex at any time or after he/she has beaten you.
- Views you as an object and believes firmly in gender roles.
- Holds you down during sex.
- Involves others in sexual activities with you without your consent/pressures you.

Financial Abuse may look like:

- Forces you to stay home instead of working.
- Controls finances or refuses to share money.
- Takes complete control over bank account/cards.

ABUSE CHECKLIST

*Check the statements that apply to your relationship.
This is not a complete list.*

Isolation: I am separated from others

- My abuser monitors my movements, use of Internet or telephone.
- My abuser becomes jealous without cause.
- My abuser makes me account for my time.
- My abuser makes it difficult for me to become or stay employed.
- My use of a vehicle is unreasonably restricted.
- My abuser controls or monitors my contact with family or friends.
- My access to medical care is controlled.
- My abuser withholds affection to punish me.
- My abuser tries to turn others against me.
- My abuser doesn't allow me to join clubs or groups.

Privilege: I am treated as less than equal

- My abuser treats me like a servant or child.
- My abuser doesn't allow my input into decisions.
- My abuser says; "You are nothing," or "You can't make it on your own."
- My abuser makes me do things I'm not comfortable with.
- My abuser downplays or ignores my accomplishments.
- My abuser erodes my self confidence.

Economic Abuse: I don't have a say in finances

- My abuser controls all the money and makes me account for every cent.
- My abuser blames me for our financial problems.
- My abuser makes me ask for basic needs.
- My abuser does not allow my input on financial decisions.
- My abuser must give permission before money is spent.
- My abuser over spends or gambles.

Sexual Abuse: Sex is not a mutually agreed act

- My abuser uses sex or withholds sex as punishment.
- My abuser pressures or forces me to have sex or do unwanted sexual acts.
- My abuser flirts with others or has affairs to humiliate me.
- My abuser treats me like a sex object.
- My abuser inflicts pain during sex.
- My abuser misuses contraception purposefully.
- My abuser compares me negatively to other sexual encounters.

Psychological Abuse: Mental stress

- My abuser threatens to turn people against me.
- My abuser threatens to leave the relationship.
- My abuser threatens to take away our children.
- My abuser threatens to harm me and/or others if I leave.
- My abuser threatens to commit me to an institution.
- My abuser threatens to withdraw sponsorship.
- My abuser fakes/exaggerates illness or hurts him/herself to gain attention and control.
- My abuser drives irresponsibly/illegally to frighten me.

Anger and Intimidation

- My abuser has sudden mood changes.
- My abuser gives me the silent treatment or gets “that look.”
- My abuser shouts, yells or pounds on things when angry.
- My abuser hits, throws or kicks things.
- My abuser stomps out of the house/room or slams doors.
- My abuser makes, or threatens to make, false complaints to the authorities and others about me.

Physical Abuse

- My abuser throws things at me.
- My abuser pushes, grabs or shoves me.
- My abuser pulls my hair, twists my limbs.
- My abuser pins me to wall, the floor or furnishings.
- My abuser chokes/strangles me.
- My abuser kicks, hits, punches, pinches or pokes me.

- My abuser strikes/threatens to injure me with an object/weapon.
- My abuser tries to run me down with a vehicle.
- My abuser has physically and/or sexually abused the children.
- My abuser tortures or has killed a pet.
- My abuser deprives me of sleep or food.
- My abuser adds laxatives or purgatives to my food.
- My abuser denies me access to the bathroom.

Emotional Abuse

- My abuser belittles me or puts down my appearance.
- My abuser implies I am “stupid.”
- My abuser calls me names and swears at me.
- My abuser says I am crazy and irrational.
- My abuser falsely accuses me of having an affair.
- My abuser ridicules me in front of family and friends.
- My abuser shows no concern for the children’s needs.
- My abuser gets angry when the children cry or need something.
- My abuser goes through my personal things.
- The children’s friends are frightened so they no longer visit.
- My abuser destroys my things.

POSSIBLE TRAITS OF AN ABUSER

An abuser...

- ☞ Often “**blows up**” during small incidents. He/she is often easily offended; they claim that their feelings have been hurt after the blow up.
- ☞ May have **unrealistic expectations** and may expect his or her partner to fulfill all of his or her needs. The abusive person may say, “If you love me...”
- ☞ Tends to be **moody and unpredictable**. Explosiveness and mood swings are typical of individuals who beat their partners.
- ☞ Is **extremely jealous**: At the beginning of a relationship, an abuser may claim that jealousy is a sign of his/her love, however jealousy has nothing to do with love.

- 📖 **Isolates** the victim: He/she may try to remove the victim from family/ social supports, telling the victim that these supports are wrecking their relationship or “causing trouble”.
- 📖 Is **insecure** and usually thinks poorly of him/herself.
- 📖 May have a **history of battering**: the abuser may admit to hitting others in the past, but will claim the victim “asked for” it. An abuser will beat any person they are with; situational circumstances do not make a person abusive.
- 📖 Will often **abuse alcohol and/or drugs**.
- 📖 May say things that are intentionally cruel and hurtful in order to degrade, **humiliate**, or diminish the victim’s accomplishments.
- 📖 Often uses **physical force** during arguments.
- 📖 May **act out** instead of expressing themselves verbally.
- 📖 **Blames others** for their own problems.
- 📖 Is **manipulative**, often saying something like “you made me mad”.
- 📖 May be **cruel** to animals and/or children.
- 📖 May have a **fascination with weapons**.
- 📖 Often makes **threats of violence** by breaking things, hitting objects or throwing things.
- 📖 Often uses **verbal threats**.
- 📖 May see their partner as inferior, stupid, and unable to be a whole person without a relationship.
- 📖 May have a family history of violence.
- 📖 Is very **controlling**.
- 📖 May be quick to become involved in relationships. Many victims date or know their abuser for less than six months before they become engaged or live together.
- 📖 May use “playful” force during sex, and/or may want to act out sexual fantasies in which the victim is helpless.

POWER AND CONTROL WHEEL

"An Unhealthy Relationship"

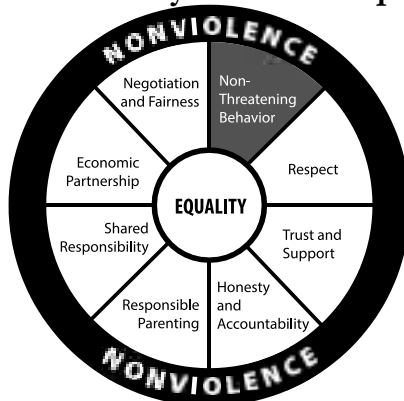


The characteristics of an abusive relationship are displayed in the power and control wheel.

Are these characteristics familiar to you?

EQUALITY WHEEL

"A Healthy Relationship"



The characteristics of a strong, healthy, respectful relationship are displayed in the Equality Wheel.

Are these characteristics familiar to you?

WHY DON'T I LEAVE?

- I hope that my partner will stop being abusive.
- I feel I have no place to go.
- I am fearful of reprisals from my abuser.
- I have children/pets that make it harder to find housing.
- I have concerns about my finances/unemployment.
- I am afraid of being alone.
- I (or others close to me) see divorce as shameful.
- I fear the police will not help me.
- I fear calling the police will make things worse.
- I feel no one will come to my aid.
- I feel responsible for the abuse "If only I had not...."
- I fear the threats of taking the children will come true.
- I fear my abuser will retaliate on the children.
- I fear religious, family and social pressures if I leave.
- I am unsure/unaware of community and other resources available.
- I feel all children should be raised by two parents.
- I feel I have no control over my own life.
- I view the violent outbursts as isolated incidents.
- I fear for the safety of those who would help me.
- I blame myself for the abuse.
- I believe that he/she loves me, didn't mean it, or it won't happen again.
- I feel it is safer to stay rather than face the unknown.
- I feel that there is a lack of understanding/support by professionals.

NOTES: _____

THINGS TO CONSIDER IF YOU DECIDE TO STAY

- Identify your support system. These people make you feel safe, support you, listen to you, don't pass judgment and don't criticize.
- Find a support group/counsellor.
- Consult a legal expert about your rights.
- Become involved in community activities so you are not isolated and you can gain self-confidence.
- Open a bank account in your own name.
- Make a safety plan - plan an emergency exit for yourself and your children.
- List all incidents with details including dates, times and witnesses. Take photos of injuries or damages and keep them in a safe place.
- Go to the doctor/hospital and ask them to document your injuries and how you got them.
- Ask neighbours to call the police if they hear fighting.
- Involve yourself and your partner with family and friends who do not use violence in their arguments.
- Take a part-time job outside the home.
- Upgrade your education or skills with part-time or correspondence courses.

NOTES: _____

THINGS TO CONSIDER IF YOU DECIDE TO LEAVE

How Will It Feel?

You may feel as though you have lost a piece of your identity as it is difficult to re-establish yourself as a separate entity and reframe your social roles after leaving a relationship. This transition involves getting to know yourself in a whole new way as you now have the ability to become your own person. Being on your own is, at the same time, both a wonderful feeling as well as a scary one. It may be the first time you have had the freedom to experience the responsibility of being in charge of yourself and potentially your children in a very long time.

You may experience many trials and tribulations in order to develop your new identity and decide what new paths you would like to take. These experiences are normal, and it is okay to learn from your mistakes. Your emotions may be more pronounced than usual due to the stress you are experiencing. You may feel out of touch with reality because of all the emotions you are experiencing, which can sometimes be overwhelming, contradictory, and unexpected.

It is important to understand that suffering from fluctuating emotions is a normal process and reaction to life stress. You may find it helpful to open yourself up to these emotions and remember to not judge yourself for having them as these emotions will pass in time.

Grief

Grief is a large part of the process of accepting the termination of a relationship. You should feel free to let yourself express this grief in whatever way feels natural. For many, the process of grieving involves crying, mood swings, and numbness. However, there is no “normal” experience of grief, we all deal with loss in different ways and recovery time varies on an individual basis.

You may not understand why you are grieving, especially if you were abused by your partner. Counselling may help you to understand and come to terms with your grief. You may also grieve the good times

that you experienced with your partner. This is a natural response to the loss of your relationship and you should not feel guilty for feeling this way.

Anger

You may feel more anger after separation than you have ever felt before. You may suddenly experience all of the anger that you may have denied that accumulated during your relationship, along with the built-up frustration of not having your needs met, as well as the powerlessness of the position you were in. It is safe to feel angry now that you are leaving and you should know that your anger is normal. Anger can give you power and motivation, and you can use this to your advantage. The goal of letting yourself feel anger is to express it constructively so that you free yourself from a potentially hazardous mindset.

Feelings of Failure

You may feel that admitting “failure” in your relationship means that you are inadequate, but this is far from the truth. You have undoubtedly made a lot of sacrifices in your relationship and it was not your efforts that failed, but rather the lack of effort made by the abuser to stop abusing. Recognize your success in making the decision to leave. Give yourself credit for making this commendable decision!

Anxiety & Loss of Control

Feelings of loss of control are normal during transition periods. Essentially, you are relocating the centre of control from your partner to yourself. This instantaneous exposure to complete control can be as frightening as it is freeing and becoming comfortable with this ability takes time.

Disorientation

Because your perspective on your relationship has changed, you may see your past, yourself as an individual, and your partner differently. This can make you feel disoriented and you may doubt your memories and the decisions you have made. You may selectively remember only the good or only the bad times, which is normal.

Loneliness

Your interests and concerns change over time which inevitably leads to changes in friends. In some situations, it is possible that your friends will take sides with your partner when you decide to leave.

It may take you awhile to trust others or another partner, or to even have energy to even consider another partner. This is a normal and a means of self-protection. However, it is important to remember that friends are especially important at this time, especially those who are nonjudgmental.

Temptation to Reconcile

Many individuals who leave their abuser return on a number of occasions before leaving permanently. This cycle of abuse is characterized by the “honeymoon” period that is a tactic of manipulation used by the abuser to continue to maintain power and control, and a subsequent return to the abuse. The promises that the abuse will stop and the apologies for their behaviour, coupled with the abuser being on their best behaviour and showering you with praise or gifts has enticed many women to stay. If you think that your relationship is worth saving, take the time to be sure that your partner is sincere about wanting a healthy relationship and that there is now a strong foundation of mutual respect for you to build your lives on.

New Relationships

It is entirely possible and quite common that a new relationship may trigger memories of your old relationship, no matter how different your new partner is from the abuser. It takes hard work, a great deal of commitment, and good communication skills to be in a relationship. It is important to be sure that you feel strong enough to live independently before you make the choice of living inter-dependently again. Life has its ups and downs, you will have good days when you are feeling strong and capable, and bad days, when you are feeling depressed and vulnerable.

WAYS YOU CAN HELP YOURSELF

1. Consciously explore your emotions and allow yourself to express them. Do not judge yourself for having these emotions as everyone experiences situations differently. These emotions may be initially intense, but they will subside in due course.
2. Take time for your own self-care. Take part in nurturing activities (e.g., take a hot bath, go for a walk).
3. Eat small, nutritious meals regularly, rest when you can (even if you cannot sleep) and exercise on a regular basis.
4. To reclaim a feeling of control, develop a daily routine; set and accomplish small goals each day.
5. Find out about and use community resources for support/ support groups.
6. Holidays and special occasions, such as anniversaries can be especially hard times. It is important to establish new customs for yourself and your children.

YOU ARE NOT RESPONSIBLE FOR THE ABUSE

- Abusers are responsible for their own behaviour.
- The abuser's tactics are designed to control you.
- Any act that limits another person's rights is abuse.

Remember: Abuse escalates and can be lethal by way of homicide, stress-related death or suicide.

NOTES: _____

HOW TO DOCUMENT ABUSE

- Keep a detailed record of the assault and any witnesses that may have been present (store this in a secure place);
- Keep a detailed stalking/incident log;
- See a doctor or go to the hospital and write down the practitioner's name and the date;
- Photograph any bruises and injuries you receive;
- Tell the Police if you have safety concerns.

WARNING: Please remember when you are experiencing emotional or psychological abuse you can be in as much danger of being a victim of homicide as victims of physical abuse are.

FACTS

- Abusers can be ANY GENDER.
- Abusers are not always the product of an abusive childhood.
- You cannot spot an abuser “from a mile away.” In fact, many former victims can tell you that they had no suspicions about their abuser until it was too late.
- An abuser is not restricted to inflicting only physical pain. In many cases, the psychological damage far exceeds the physical damage.
- 11-23% of Canadian children will witness some violence against their mother in the home. *
- Unhealthy lessons that children raised in an abusive environment may learn include; unhealthy relationships are normal or to be expected, victims are to blame for violence, and violence and threats get you what you want. **

*Sudermann, M. & Jaffe, P. *A Handbook for Health and Social Service Providers and Educators on Children Exposed to Women Abuse/Family Violence*, 1999.

**Cunningham, A. & Baker, L. *Little Eyes Little Ears; How Violence Against a Mother Shapes Children as They Grow*, 2007.

DO ABUSERS KILL

Life Threatening Signs: Check all that apply

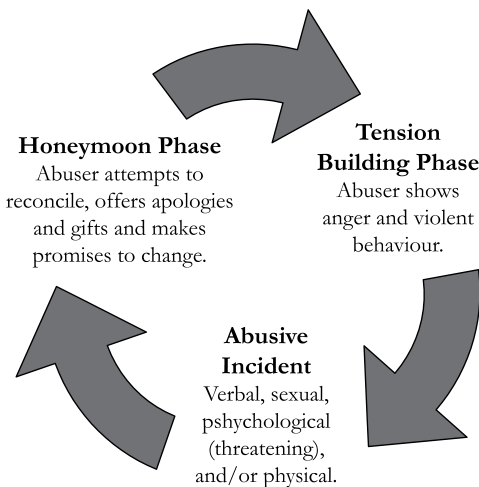
- My abuser has access to weapons: guns, hunting/kitchen knives, household tools, crossbows, bats, plastic bags, rope and poisons.
- My abuser threatens me with weapons.
- My abuser threatens to torture, mutilate or kill my pet.
- My abuser confines me/my children against our will.
- My abuser threatens to kill me, my family, friends and/or pets.
- My abuser daydreams or talks about death and dying. Write down the details of your abuser's fantasies with dates and times.
- My abuser follows me.
- My abuser might know that I plan to leave.
- I recently left my relationship with my abuser.

The more checks you make in this section, the greater your risk!

WARNING: The most dangerous time for a victim is when the victim is attempting to leave the relationship or has just left the relationship.

THE CYCLE OF VIOLENCE

There is a pattern in an abusive relationship which repeats itself.



Most victims don't want the relationship to end; they want the abuse to stop. Promises of change may give hope and the reassurance needed for the victim to remain (or return to) the relationship.

INTRO TO SAFETY PLANNING

It is extremely important to create an emergency escape plan, as your life may depend on it.

You are the best one to assess your situation and it is important to ALWAYS trust your own instincts, judgment and experience.

Some strategies might help enhance your physical safety or feelings of safety when coupled with the strategies you are already utilizing. REMEMBER – no strategy guarantees safety, but may decrease your vulnerability and increase safety and security.

If a strategy feels like it will increase your risk DO NOT DO IT – no matter what anyone else might say, everyone's circumstances differ.

It is important that you keep your written safety plan in a safe place.

Here are some the things for you to consider:

- Create a list of important phone numbers (e.g. police, shelter) for yourself and/or your children, and always have change for a phone call 24 hours/7 days a week (you do not need coins for the pay phone to dial 1-800 #'s or 911). If you have a cellphone, carry it on you at all times.
- You may want to review the abuse checklist and other related information before preparing a Safety Plan.

I'M PREPARING A SAFETY PLAN. HOW WILL IT BE OF USE TO ME?

Your safety plan will assist you with pre-thought out strategies for different situations, such as:

- How to escape in the event of an emergency.
- How to stay safe in a new home or accommodations.
- How to keep your children safe.
- How to protect your belongings.

- How to stay safe both at work and in public.
- How to keep in touch with community supports and services that will help you when you are in need.

Note: Take a look at the community service providers listed in the back of this manual.

SAFETY PLANNING

You are the best one to assess your own situation and it is important to ALWAYS trust your instincts, judgment and experience. The following are guidelines only.

- Make and practice an escape plan for you and/or your children to get out of your home or other places where violence may occur.
- Know what doors, windows, elevators, stairwells are available for a quick getaway.
- Know the quickest route out of your home.
- Determine which rooms could be potentially dangerous and avoid them during a confrontation (eg. Kitchen).
- Keep a fully charged phone near you at all times (Victim Services provides 911 cellphones for these situations).
- Hide duplicate house keys and car keys, clothing, money, important documents (or copies), etc. or store them at a friend or family member's home. Keep your identification in a safe, easily accessible place and make copies.
- Back your car into the driveway to make for a quick getaway and make sure that there is always plenty of gas in it.
- Develop a visual or verbal code to let others know to call police.
- Keep clothes, money, medications and other things you may need in an emergency at a friend or family member's home.
- If you are being assaulted, curl up in a ball and cover your head, neck, and ears.
- Take a self-defense course.
- Create a list of safe places you and/or your children can go (e.g. family member's home, friend's home, shelter).

- Find safe places to store documents and valuables such as train and bus station lockers, U-Store it lockers, or bank deposit boxes.
- Write down descriptions of incidents; including dates, times, witnesses, and documentation of any injuries. Keep threatening texts and voicemails.
- Tell your neighbors to call 911 immediately if they hear a disturbance. Ask neighbors if your children may run to their home for help or safety.
- Open a bank account in your own name (at a bank different from your partner's) and arrange that calls and bank statements go to a trustworthy friend or family member.
- Save and set aside as much money as you can (e.g. from grocery budget).
- Have \$20 to \$30 cash available for cab fare or an emergency.
- Be aware of possible weapons in the home (including kitchen knives, firearms, heavy objects).
- Tell people you trust about the abuse.

SAFETY WITH A PROTECTION ORDER

(Release/Bail Conditions; Probation Order; Recognizance with Conditions)

It may be a good idea to obtain a protection order against your abuser. However, it is important to remember that you can never be sure that your abuser will follow the rules laid out in the order. If necessary, you may need to ask the police and the courts to enforce your protection order. Some important points to remember include:

- Always keep your protection order on or near you. If you change purses/wallets, ensure you include this document in the switch.
- Give a copy of your protection order to the OPP Detachment/Police Service in the community where you work, in the communities where you usually visit friends or family, and in the community where you live.
- Inform your employer, friends, colleagues, trusted others, and you child(ren)'s school that you have a protection order in effect.
- If your protection order is destroyed, you can get another copy from the Victim Witness Assistance Program (VWAP).

- If your abuser in question violates the protection order, immediately call the police and report a violation. You may also contact your local women's safety network or shelter and advise them of the violation and ask for their assistance in reporting it.
- If you feel that you have not been assisted, contact Victim Services for further assistance and next steps.

SAFETY WITH COURT ORDERS, POLICE & THE JUSTICE SYSTEM

- Request that any personal information about you listed on documents that are available to the accused be removed (e.g. address, phone number).
- Keep a detailed journal of every time you have contact or suspect you have had contact with the accused.
- If the police charge the accused, find out if they will be held in custody or released. Victim Witness Assistance Program will notify you of conditions. They will need your correct contact information so they are able to contact you. Make sure you have given this information to the police.
- Provide input into release conditions to the investigating officer and ask for a copy of the release conditions as well as request that you be able to write at Victim Impact Statement.
- If the accused is held in custody, contact the Victim Support Line or Victim Witness Assistance Program to advise you when they get released and ask to be notified of any updates.
- The Victim Witness Assistance Program can help you prepare for court and provide court support during your testimony.

SAFETY IN THE HOME

- Make sure your phone is connected before moving into a new residence.
- Make sure your street address is clearly visible and well lit for emergency workers to respond.
- If you live in an apartment building, do not put your name on the residence listing in the lobby.

- Keep a record of unusual phone calls.
- Leave a radio/TV playing or a light on while you are away.
- Prepare an evacuation plan.
- Be very careful about what you throw in the garbage (e.g. mail, medical/banking information).
- Put bells on your doors to hear people enter and exit.
- When away from your home overnight, have a trusted neighbor pick up mail and newspapers.
- Be very cautious about who you give your address or phone number to.
- Create a child safety plan with your children, review it often and revise if necessary and have your child keep a copy with them at all times.
- Keep your court orders near you at all times.
- Give the school, day care, your place of employment and police a copy of court documents, including restraining orders, custody/access orders and a photo of the accused. It's also a good idea to give these documents to individual group leaders (e.g. a sports coach) involved in your family's life.
- If the accused doesn't live with you, tell people such as your neighbours about your situation. Show them a recent photo of the accused and ask them to call police if the accused is seen near your home or children.
- Have an unlisted telephone number and block your number when calling out (dial *67 before the number).
- Tell someone at work about your situation so that they can help you screen calls.
- Avoid places the accused is likely to go (e.g. stores, banks, bars).
- Have a cellular phone and keep a cordless phone in the house.

Email

- Change your email address if you are being harassed.
- Be selective about who gets your email address.
- Print and keep harassing emails from the accused. They can be given to police to support breach of probation/stalking charges.
- Block email addresses as needed.

Internet

- Learn about the privacy settings of the social networking sites you use (e.g. Facebook).
- When creating a password, don't use words found in the dictionary. Instead use a combination of numbers and upper/lower case letters.
- Be aware of what you have posted online about yourself and your children (e.g. pictures, tagging yourself at certain locations on Facebook, address) as these may be accessible to the accused.
- If you do any Internet research or emailing regarding your safety plan, clear all history and empty the computer's trash can. If you don't know how to do this ask your internet provider or a computer technician.
- Cyberstalking is defined as using the internet to harass/stalk. Be aware that this is a crime and report it.

Cell Phones

- If your phone is lost/stolen, be aware of what information is compromised (banking information, address, etc).
- Stalking can be enabled by someone tracking your location in real time with Google latitude through your phone's GPS. If you have concerns, see your cell phone service provider. They can help check for tracking enabled on your phone.
- Geotagging is enabled by default in many devices, turn it off or disable your GPS. Geotagged photos uploaded to websites can appear on Google Maps, and therefore a search of your name might bring up the location of your home.
- Some phone apps have the capacity to operate things in your home (e.g. unlock doors, start car). This could be helpful in an emergency situation, but also means that others can have access to these programs if your phone is lost/stolen.

SAFETY OUTSIDE THE HOME

- Inform your boss, security personnel, friends, teachers, and/or co-workers about your situation.
- Request all visitors and/or phone calls to you be screened.
- Park your car in a secure, well lit area.
- Ask someone to walk you to your car, especially at night.
- If you use public transit, sit by the driver or door.
- Carry a cellphone with you at all times. If you are using it to dial 911, tell the operator your location first and then if you have time you can explain why you are calling.
- You can dial 911 from any cell phone, even if it is not activated for regular cellular use, as long as it is charged within service range.
- Beware of areas in which you do not get cell service.
- Change the places or alter your routines (time of day) when you shop, bank etc.
- If you feel you are being followed or do not feel safe, go to the nearest service station, police station, 24-hour gas station or drive-thru window to get assistance.

CAR SAFETY

- Never run low on fuel.
- Back into driveways wherever possible.
- Make sure your horn works.
- Lock all valuables in your trunk.
- If possible leave the split seat folded over to ensure no one is in your trunk.
- Plan your route before leaving.
- In case of a breakdown, drive slowly to a safe area on the shoulder if possible and put your 4 way hazard lights on. Be sure to only open your window 1-2 inches and tie a cloth to the antenna or left door handle to signal distress.
- Know your location at all times!

- Keep an emergency kit in your car with a flashlight, blanket, snacks, first aid kit, rope, booster cables, sand, etc.
- If you feel in danger or like you being followed, press the horn repeatedly and drive to the nearest safe place (e.g. police station, gas station).
- Write down the license plate number of the vehicle you are concerned about.
- When leaving anywhere have your keys in your hand (keys can also be used as a weapon).
- When inside the car, lock all doors as soon as you get in.

CHILD SAFETY PLAN

- Make sure your children know how to use the phone and how to **dial 911**.
- Tell your children their only job is to stay safe, they should not try to protect you.
- Practice and role-play safety plans with your children including what to do and where to go if something violent or scary happens.
- Instruct your children never to answer the door or the phone unless you give them permission. If so teach your children how to answer the phone and what to say if it's your abuser. Practice these lessons.
- Inform your children's school, bus driver, doctors, and child care providers of your situation and give them a copy of any and all court orders.
- Inform these same people about who is allowed to pick up your children, and/or who is allowed to have contact with them.
- Ensure that your children are accompanied to and from school and any other places they may go.
- Talk to a lawyer about the possibility of getting supervised access or having access denied.
- Keep emergency numbers by all phones.
- Monitor your child's use of the Internet.

CHILD SAFETY PLAN



WARNING: FIRST PROTECT YOURSELF

DO NOT TRY TO STOP THE FIGHTING!

TAKE A PHONE AND GO TO YOUR SAFE PLACE

MY SAFE PLACE IS _____

CALL 911 – an operator will answer

“POLICE, FIRE, AMBULANCE?”

Then you say “POLICE!”

COME TO: The address here is _____

The phone number here is _____

I need help.

My name is _____

I am ___ years old.



**REMEMBER DON'T HANG UP
OR LEAVE YOUR SAFE PLACE
UNTIL THE POLICE ARRIVE!**

SENIOR SAFETY PLAN

It is important to protect your personal documents and think about what to do in case of an emergency. You may want to consider putting together an emergency kit which should consist of:

- If someone is hurting you or you do not feel safe you can turn to the police for assistance. Call 911 or your local police service.
- Keep a written journal. Document date, time and a short narrative of events involving abuse/abuser.
- Inform someone you trust (family member, neighbour, friend, service provider).
- Keep a list of medications, phone number, and name of pharmacy you use.
- If possible, keep an extra old pair of glasses, hearing aids and other assistive devices such as canes, walkers, or wheelchairs.
- Secure your home. Change your locks, screen phone calls and/or use call display, and change your telephone number.
- Secure your mail by redirecting it to a safe location.
- Secure your bank accounts/credit cards. Open a new account solely in your name, keep cards and cheques in a safe location
- Choose and write down a safe place to go in the event of an emergency (in and outside the house).
- If possible, get copies of relevant documents such as:
 - Identification (e.g. birth certificate, driver's license)
 - Health Card
 - Social Insurance Card
 - Passport
 - Marriage certificate or record of common law relationship
 - Notice of assessment from most recent income tax return
 - Cheque books and credit cards
 - Lease, rental agreement, or house deed
 - Bankbook and recent statements
- Have a plan for the next time the abuse happens:
 - Know how to get out of the house safely
 - Have a safe place you can go (friend/neighbour/relative)
 - Have a bag of clothing/ personal items packed and ready to go

It's Okay to say "NO" and tell someone!

WARNING SIGNS OF ELDER ABUSE

Neglect

- Inadequate or lack of medical/health assistance
- Poor nutrition
- Food or liquids

Physical Abuse

- Skin shows signs of dehydration, lacerations, burns
- Bruising appears in unusual areas such as chest, abdomen, face
- Unexplained fractures or a history of “accidents”

Financial Abuse

- Sudden inability to pay bills such as rent, heating
- Changes in appearance, such as clothing in poor condition
- Banking happens in the presence of a relative, caregiver, or stranger who may be receiving money from the senior
- Unexplained or sudden withdrawal of money from accounts
- Misuse of a Power of Attorney

Emotional Abuse

- Signs of depression, fear, anxiety, or withdrawal
- Changes in behaviour around caregiver or family member
- Limiting or not allowing the senior to use the telephone or socialize with family, friends, or neighbours
- Treating the senior like a child

Sexual Abuse

- Unexplained sexually transmitted diseases or genital infections
- Difficulty sitting or walking
- Bruising and/ or swelling or the vagina/ rectal area
- Making sexual remarks and suggestions to another person
- Non-consensual contact of any kind

If you or someone you know is in a life threatening situation or immediate danger, call 911 or the local police

SAFETY PLAN FOR PARENTS OF CHILDREN WITH INTELLECTUAL DISABILITIES

Below are some tips to provide parents and caregivers of children with intellectual disabilities the information they need to keep themselves and their children safe.

- Create an “about me” about your child to provide to emergency personal, service providers, and family if needed. Include things that make your child happy and things that upset your child, places they feel comfortable/places they would go if they were to leave home.
- Encourage your child that Police are “helpers”
- Familiarize your child with possible traumatic places before a traumatic event (hospitals, police detachments etc.)
- If your child is known to wander, create a name tag (name, address, birthdate) to put on their personal belongings
- If your child is known to wander, purchase a panic button or contact alarm for your home.
- Create a “safety plan” within your household in case of emergency
- Provide your child with a list of emergency phone numbers as well as safe places including addresses and contact information where they can go if needed.
- Find out what activities your child enjoys and use those to relieve anxiety

The earlier you get your child connected to service providers the better. Please view “Youth Services” section for more information.

EXIT PLANS

Before You Leave

- Be prepared to dial 911 whenever and wherever you are.
- Immediately after making a call, dial a “safe” number like a friend, family, weather network or store as your abuser can press redial or *69 to determine who has called you or whom you have called.
- If you do any internet research or emailing about your plans, clear all history and empty the computer's trash can. If you don't know how to do this call Victim Services or your Internet provider or a computer technician.
- Speak to your telephone/internet service provider about safety options. Consider a cellphone, call blocking, an unlisted number, trace features, call home plans for your children, caller identification or using an answering machine to screen your calls.
- If you have an unlisted number, tell your children not to give the number to anyone and only reveal the numbers to people you trust.
- Keep your cellphone accessible (not at the bottom of your purse or in the back seat of the car). If you need additional 911 cellphones, call Victim Services.
- If your area has 911 and it is not safe to speak to the dispatcher just leave the phone off the hook. ***This does not work with cell phones***
- Sleep with your cell phone charging next to your bed. Land lines are easily disabled by cutting the lines or taking a phone in a different room off the hook.
- If you use a cordless home phone, know the extent of its reception.

DOCUMENTS AND OTHER IMPORTANT ITEMS

Identification

- Social insurance card(s)
- Driver's license

- Birth certificate(s)
- Immigration/Citizenship papers
- Passport(s)
- Ontario's Senior's card
- First Nation's status card/documentation
- Ident-a-kid cards (contact Victim Services for a kit)

Health

- Health card(s)
- Health and Dental Plan information
- Medical/vaccination records
- Prescription(s) and medication(s)
- Medical supplies such as additional insulin and needles if diabetic
- Medical Alert bracelet and information
- Family Doctor's contact information
- Other medical professionals information: physiotherapist, counsellor, health care provider, etc.

Legal

- Copies of court orders (restraining orders, peace bonds, probation/parole conditions)
- Pictures/videos of contents of home (television, jewelry, appliances, etc.)
- Any evidence of abuse (pictures, hospital records etc.)
- Marriage certificate or record of common law relationship
- Divorce/separation agreement
- Child custody papers or access agreements
- Child support/spousal support payment agreements
- Wills and funeral arrangements
- Power of Attorney papers
- Lawyer's contact information

Financial

- Lease/rental agreements, mortgage agreements
- Most recent income tax return
- Employment/pension documentation, work permits
- Insurance information

- Credit/debit cards
- Stocks and bonds
- RRSP, retirement pension plan, investments
- List of assets and liabilities (home, automobile, boat, cottage, etc.)

Financial Income

- | | |
|------------------------|-------------------------|
| ✓ Employment pay stubs | Support Program |
| ✓ Support payments | ✓ Canadian Pension Plan |
| ✓ Ontario Works | ✓ Pension income |
| ✓ Ontario Disability | ✓ Child Tax Credits |
| | ✓ Other |

Financial Expenses

- | | |
|---|--|
| ✓ Phone/internet/cable/satellite | ✓ Banking |
| ✓ Heat/hydro | ✓ Loans |
| ✓ Rent (home, appliances) | ✓ Insurance policies (car, home, life) |
| ✓ Subscriptions (online, magazine, papers, etc) | ✓ OSAP and other student payments |
| ✓ Credit cards | |

Other

- Car registration
- School records
- Keys (house, car, work, safety deposit, storage etc.)
- Valuable jewelry, pictures, sentimental objects
- Address book/day planner/journals, personal contact information, next of kin information
- Clothing for approximately two weeks
- Pictures of children, family, pets, vehicle, and abuser (if possible)
- List of usernames and passwords for such things as online banking, memberships, etc.

MAKING THE MOVE

Refer to your Safety Plan page

Here are some things to consider when planning your move:

- This is the most dangerous time in your relationship, so please be cautious! Think twice before you write down or share your plans with anyone. Avoid contact with your abuser (do not meet for coffee, etc.)

- Remember your plans might change suddenly if things escalate. It is necessary to have a back-up plan. Leave nothing laying around for your abuser to find (notes, this book, computer sites etc.).
- Copy all important documents (immigration, financial documents, health cards, etc.). Store them away from home.
- Keep your (and your children's) health cards, social insurance cards, birth certificates etc. handy to take with you. Take copies if you cannot safely take the originals.
- Do not tell your children of your plans. Children may sometimes feel obligated to tell.
- Plan for a safe place for you and your children. Your partner will likely look for you with family and friends. Plan a safe shelter for your pets (Safe Pet Program or your local humane society).
- Plan what/how you will pack to make the move as fast as possible.
- If you work, plan new routes to and from your workplace. Plan how to get in and out of work safely.
- If you are not working, call Social Services to discuss financial assistance and how to apply for it when you leave.
- Speak with a family lawyer, as some of the paper work can be done ahead of time.
- Move and store anything that won't be missed by your abuser. Consider an extra tooth brush, medication, jewelry, essentials and clothing. You can store these items in a locker at your local bus station, train station or gym.
- Make sure your escape route or vehicle can't be blocked. Never run low on fuel and always back into your driveway.
- If you have to leave suddenly and don't get everything you need, you can ask the police to arrange a "Keep the Peace." This allows you a few minutes, on another day, to pack.
- If things escalate, get out with your children and call 911.

MOVING ONWARD



WARNING: For your children's and your own personal safety, do not tell your abuser about your plans to leave or where you plan to go. This is the time of greatest risk!

As you continue on your life's journey, there will be many new relationships. Some may be romantic or sexual, while others will be casual, business or short term.

There are many people who have controlling and domineering personality characteristics. Some are commissioned sales people doing their job; others are relatives with a lifetime of bad habits; while some are bosses or long term friends. Each situation is different, but all are opportunities for you to practice taking back control of your life in a positive manner.

It is important to recognize how the abuse you experienced will affect how you feel and respond to people. Learning how to tell the difference between who is abusive and who is not takes practice. Give yourself time to heal and learn new habits. Give yourself praise for being persistent and trying over and over again to make things work.

Committing to Safety

Check all statements that apply to your situation.

I am leaving my abuser:

- To protect myself
- To protect my children
- To protect my pets
- To live in safety
- To allow my children to live in safety
- Because our relationship is hurtful and unhealthy
- Because I am moving on
- Because I am starting a new life
- Because I am seeking safety, joy and success
- Because I don't deserve to be abused

Signed _____

Dated _____

INVOLVING THE POLICE...

WHAT TO EXPECT

Domestic Violence in a policing context is defined as: “Domestic violence is any use of physical or sexual force, actual or threatened, in an intimate relationship, including emotional/psychological abuse or harassing behavior” (Policing Standards Manual 2000).

Criminal Code offences include, but are not limited to: homicide, assault, sexual assault, threatening death or bodily harm, forcible confinement, harassment/stalking, abduction, breaches of court orders and property-related offences.

It is a common misconception that whomever called the police can “drop” a charge, as they are the one who “laid” the charge. However, it is actually the police who decide to charge someone (unless an individual lays a private complaint with a Justice). Once the police have laid a charge, the complainant does not have the ability to drop the charges. This ability lies solely with the Crown Attorney.

As a result of a telephone call to the police, the police will come to your home to investigate the allegation of domestic abuse.

The police officers will separate you and your partner and make sure everyone is safe. They will check to see if anyone needs immediate medical treatment and if someone does, they will call an ambulance.

The officers will speak with you and your partner separately, asking questions about what happened. They will make observations of any injuries or damage, if any, to you or your property.

They will speak to anyone who may have witnessed the incident, asking them questions about what they saw or heard.

If, after completing their investigation, the police officers are satisfied that a criminal offence has occurred, the **officers are mandated to arrest the person who committed the offence and take that person into custody.**

The officers will ask you to provide a videotaped statement at their office about the incident. They will also ask the other witnesses to provide a statement. If children were present, the officers will ask for a statement from the children as well.

You may not feel comfortable about your children giving a statement, but children need to be able to talk about what happened. The police officer can reassure the child who does not understand what is happening, that they are safe now, and that it is not their fault.

The officers are required by law to contact the Children’s Aid Society and advise them about what has happened. The Children’s Aid Society will contact you to ensure you and the children are all right. They are there to protect the best interests of the children while working with the strength of the family.

The officers may take photographs of your injuries or any damage to your property. They will ask you to help them complete a “Domestic Abuse Report.”

With your consent the officers will call **Victim Services** for you so that someone can support you as soon as possible.

REMEMBER, YOU ARE NOT ALONE!



NOTE: *You have rights under the law. Physical and sexual abuse are criminal acts. Your abuser could be charged.*

Local Police Detachments

Anishinabek Police Services 1024 Mississauga St., Curve Lake (705) 657-8892	Brighton OPP 95 Dundas St., Brighton (613) 475-1313	Campbellford OPP 20 Industrial Dr., Campbellford (705) 653-3300
Cobourg OPP 1165 Division St., Cobourg (905) 372-5421	Cobourg Police Services 107 King St. W, Cobourg (905) 372-2243	Hiawatha First Nation 911
Kawartha Lakes Police 6 Victoria Ave N, Lindsay (705) 324-5252	Kawartha Lakes OPP 3028 ON-35, Lindsay (705) 324-6741	Peterborough Police 500 Water St., Peterborough (705) 876-1122
Peterborough OPP 453 Landsowne St. E, Peterborough (705) 742-0401	Port Hope Police Services 230 Walton St., Port Hope (905) 885-8123	If you are in need of immediate assistance please call 911.

Victim/ Witness Assistance Program (VWAP)

Cobourg: (905) 373-4023

Peterborough: (705) 755-5150

Lindsay: (705) 324-1429.

VWAP provides support when dealing with court situations, are in need of court support or court prep, wish to speak with the Crown Attorney Office, receive information about charges, basic incidents, probation conditions, or are in need of court updates.

THE OFFENDER

Once the police officers are satisfied that a criminal offence occurred, the officers will arrest the offender. The offender will be taken to the police station and held in custody for a Bail Hearing or, depending on the matter, the offender may be released from custody with a Promise to Appear and an “Officer in Charge Undertaking” (e.g., the offender is released by the police – usually the same day).

Bail Hearing:

A bail hearing must be held at the earliest opportunity, or within 24 hours. The bail hearing is in a court room before a Justice of the Peace.

A police officer will file a paper called *Information* stating what charges were laid. The police officers also provide the Crown Attorney with all the *evidence* that they gathered to support the charges.

There will be a *Justice of the Peace*, a *Crown Attorney/a Duty Counsel* or a *Defense Attorney* and the offender in the courtroom for the bail hearing.

The Crown Attorney will tell the Justice of the Peace what the offender is charged with and then reads the facts of the case collected by the police officer. This may include the offender's *criminal record*; previous domestic violence related criminal charges and if the offender has other charges still before the court.

The Surety:

The *surety* is a person who says they will be responsible for the person who is charged. They will answer questions *under oath* or by *affirmation* to the Justice of the Peace and lawyers. If the offender is released on a *bail recognizance* with *conditions*, the surety is responsible for the offender and must promise money or assets as a security.

If the Justice of the Peace decides that the surety is suitable and the offender agrees to abide by the conditions, the offender may be released from custody on a Bail Recognizance. If the offender does not obey the conditions of release, and the surety does not report the breaches of the conditions, the money or assets used as security may be forfeited to the court.

If the Justice of the Peace decides that the offender should remain in custody, the Justice of the Peace will issue a detention order and the offender will remain in custody until the entire matter has been dealt with in court.

VICTIM SUPPORT

Crown Attorney's Office

Peterborough: (705) 755-5360, 270 George St. North, 2nd Floor

Cobourg: (905) 372-8784, 860 William St. (Lower level)

Lindsay: (705) 324-1420, 440 Kent St W

If, after a police investigation, an officer believes there are reasonable and probable grounds to lay a criminal charge the subject of the complaint will be charged. A brief of material related to the complaint, the investigation and the evidence gathered, will be forwarded to the Office of the “Crown Attorney” once the offender has been charged.

The Crown Attorney reviews the Crown Brief to determine if there is a *reasonable prospect of conviction*. This means the evidence gathered is compared with the essential elements of the offence. A prosecution will not proceed unless there is a reasonable prospect of conviction. If the prosecution decides the evidence should be taken to a court hearing, a letter will be sent to the complainant/victim/ witness with contact information. The Crown Attorney will want to know if the victim would like to provide a *Victim Impact Statement*.

The Crown Attorney will have discussions with the Defense Counsel (offender's lawyer) retained by the defendant. Sometimes matters can be resolved during these meetings, while other times a *Judicial Pre-Trial* is held to hear the opinion of a judge. In most cases involving offences of violence or threatened violence against a person, the possible resolution is reviewed with the victim to obtain their opinion and to determine if modifications are required. However, sometimes the prior level of communication with Crown Attorney or Victim Witness Assistance Program is sufficient to know what the victim desires.

No matter how the resolution is determined and communicated, it is the right of every victim to write a Victim Impact Statement and to either have it filed with the court or to read it into the court record. The Victim Impact statement must be disclosed to the offender and

his/her lawyer. The details of the resolution remain the discretion of the Crown Attorney.

The Crown Attorney represents the public interest on behalf of Her Majesty in the courts. Sometimes the interests of the victim are the same. There can be conflict decisions taken against the wishes of the victim as the Crown Attorney does not represent the victim. However, the victim is always entitled to participate in the process as outlined.

The Victim Support Line (VSL) 1-888-579-2888 is a province-wide, multilingual, toll-free information line providing a range of services to victims of crimes. The VSL offers:

- Information and referral to support services in your community.
- Pre-recorded information about the criminal justice system.
- Access to information about provincially sentenced offenders.
- You can also register for automated notification when an offender's status changes.

What is Needed for Registration?

Your Name: _____

Date of Birth: _____

Phone Number: _____

Notes:

**Victim Witness Assistance
Program (VWAP)**

Contact: (705) 755-5150

311 George St North, Suite 205

Peterborough Satellite officer in both

Cobourg and the City of Kawartha Lakes

Website: [www.attorneygeneral.jus.gov.on.ca/
english/ovss/programs.asp#vwap](http://www.attorneygeneral.jus.gov.on.ca/english/ovss/programs.asp#vwap)

Cobourg Contact: (905) 373-4023

Lindsay Contact: (705) 324-1429

440 Kent Street, Lindsay

The Victim/Witness Assistance Program provides information, assistance, and support to victims and witnesses of crime to increase their understanding of, and participation in, the criminal court process. Services are provided on a priority basis to the most vulnerable victims and witnesses of violent crime, such as domestic violence, child abuse, sexual assault, homicide, and hate crime. Families of traffic fatality victims are also eligible. Services begin once the police have laid charges and continue until the court case is over.

The services provided to the victim/witness vary from person to person and are geared to the needs of the individual. Some of the services provided are:

- Case specific information (bail conditions, court dates etc.);
- Information on the criminal justice process;
- Courtroom orientation and preparation;
- Court accompaniment;
- Referrals to community agencies for counselling and/or other support services;
- Act as liaison on behalf of victim/witness with police and Crown (bail input);
- Assistance with Victim Impact Statements and with the Criminal Compensation Board;
- Needs assessment.



Victim Services of Peterborough and Northumberland

Contact: (888) 822-7729

Peterborough County: (705) 748-0324

Cobourg: (905) 372-2255

Email: support@vsfn.ca

Website: victimservicesfn.ca

Kawartha/Haliburton Victim Services City of

Kawartha Lakes OPP detachment

3028 Hwy 35, Lindsay
1-800-574-4401 or 705-878-5505

Victim Services of Durham Region

605 Rossland Road East, Whitby

T: 905-579-1520 ext. 3400

F: 905-579-5343

Victim Services (VS) is a confidential, non-judgmental community-based service, which will assist you by **providing immediate emotional and/or practical support**. VS offers support to victims of crime, tragedy and/or disaster, 24/7.

On your consent, the police or other emergency personnel will establish contact with victim services to provide the referral. They can mobilize crisis responders to assist with your immediate emotional and/or practical needs and offer referrals to Victim Quick Response Program and other community services. VS also provides criminal and family court accompaniment and assistance with Criminal Injuries Compensation forms.

Victim Quick Response Program (VQRP) offers immediate assistance to provide limited financial support to victims of violent crime that include homicide, serious physical assault, domestic violence, sexual assault and hate crimes.

Victims may be eligible for limited financial assistance to cover:

- Short-term immediate counselling & related transportation costs.
- Funeral expenses for victims of homicide.
- Immediate emergency expenses in certain defined categories (e.g. to secure home safety, emergency accommodations).
- Crime scene cleanup (to a maximum) where a specialized company is required.

Eligibility:

- If you require emergency expenses, crime scene cleanup and/or funeral expenses, you must apply no later than 45 calendar days after the date that the crime was reported.
- If you require counselling services and related transportation costs, you must apply no later than 90 calendar days after the date that the crime was reported.
- If you are a victim of a violent Criminal Code offence that occurred in Ontario and you have not been charged as a result of that crime.
- If you have no other financial resources to assist you in funeral expenses; and/or emergency expenses; and/or crime scene cleanup; and/or short- term counselling services.

**Peterborough Police Service
Victim Services Unit**

(705) 876-1122 ext 268
500 Water Street

Website: www.peterboroughpolice.com

Serving the City of Peterborough, Lakefield and Cavan Monaghan, the Peterborough Police Service remains committed to addressing the needs of persons victimized by crime and affected by circumstance and tragedy.

The Victim Services' Mandate:

- Providing post incident information and referrals to address needs to victims of crime and tragedy
- Maintaining high quality services to crime victims by reinforcing officer awareness of victims concerns
- Maintaining liaison with community support networks
- Providing court information and accompaniment
- Implementing and maintaining a comprehensive, trauma-informed program to address the broad needs of victims.



Adult Probation/Parole Services

Peterborough: (705) 745-1929

Campbellford: (705) 653-2339

Northumberland: (905) 372 -8739

Lindsay: (705) 324-5621

Website: www.mcscs.jus.gov.on

Youth Probation-Ministry of Children &

Youth Services: (705)755-4400

Probation & Parole Services works with both victims and offenders.

Conditions mandated by the courts could include:

- Report to Probation & Parole Officer (PPO);
- Not to change address or employment without first notifying the PPO;
- Be in good behaviour
- Attendance for assessment and counselling (e.g. substance abuse, PAR, etc.) as directed by PPO.

With House Arrest, the offender might have the following conditions: only leave their residence for specific purposes such as employment, medical/ dental appointments, counselling, to meet with PPO; a curfew, maximum 3 hours out of the home once a week to attend to personal needs (shopping, banking, etc.); and/or an electronic bracelet so their location can be monitored.

Community Supervision Orders typically have a No Contact Order when victims are involved. This means that contact with the victim (direct or indirect) is not allowed; the offender is to remain a set distance away from the victim, their house and place of employment/ education.

If a victim is allowed to file a Written Revocable Consent to the supervising officer (this is to allow the offender some contact with them), a meeting is set up for the victim at the office of the PPO. The victim should provide a letter outlining why they need to see the offender and if there are any conditions. Restrictions may be placed on the contact (e.g. it may be for the purpose of arranging child access or only telephone contact).

They are to ensure the victim is:

- Not feeling pressured or coerced by the offender to have contact;
- Not afraid for their safety;
- Supported in the community;
- Aware of various community agencies that may be able help with Safety Planning.

They also make sure information on the offender's status is made available to the police.



**Office of the Federal Ombudsman
for Victims of Crime**

Contact: (866) 481-8429

Email: victimfirst@ombudsman.gc.ca

Website: www.victimfirst.gc.ca

The Office of the Federal Ombudsman for Victims of Crime is an independent, federal government office to help victims of crime and their families. They respond to your calls, emails and letters as victims of crime and work to ensure the federal government meets its responsibilities to you, the victim.

They can:

- Answer questions about the rights of a victim;
- Inform victims about the federal programs and services that exist to help them address complaints about federal government departments, agencies, laws or policies;
- Refer victims to programs and services in their city or province that may be able to assist them;
- Identify issues that have a negative impact on victims and make recommendations to the federal government on how it can enhance its policies and laws to meet their needs;
- Educate federal law and policy-makers about the needs and concerns of victims;
- Promote the principles set out in the Canadian Statement of Basic Principles of Justice for Victims of Crime with decision and policy-makers.

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Ontario Parole Board

Central East Office: (705) 324-4184

Greater Toronto Area: (416) 325-4480

Website: www.opb.gov.on.ca

The Ontario Parole Board (OPB), as part of the Canadian justice system, has legislated authority to grant supervised conditional release to adult offenders sentenced to Ontario provincial correctional institutions. The Board, which has representatives from the community, welcomes input from all sources, including victims of crime, in making independent, fair and objective decisions. It pursues its primary goal of protecting the public by releasing only those offenders considered to be a manageable risk.



*Victim Services
at CSC*

Correctional Service of Canada Victim Services

Contact: (866) 806-2275

Website: www.csc-cc.gc.ca/victims/index-eng.shtml

A victim is defined as someone to whom harm was done or who suffered physical or emotional damage as the result of an offence. As the victim of a federally-sentenced offender, you have legal entitlements.

You must contact Correctional Service of Canada and register to receive information if the offender is incarcerated federally as they do not automatically inform victims about an offender's case. The request must clearly identify the offender.

A registered victim shall receive the following information:

- The offender's name;
- The offence of which the offender was convicted and the court that convicted the offender;
- When the sentence began and the length of the sentence;
- The eligibility and review dates of the offender for unescorted temporary absences, day parole and full parole.



National Office for Victims

Contact: (866) 525-0554

Website: www.publicsafety.gc.ca

When an offender is sentenced to 2 or more years, they are serving **federal** time. The National Office for Victims is a central resource for victims of offenders under federal responsibility. It provides: general information for victims and the public; referrals to the Correctional Service of Canada and the National Parole Board for specific enquiries; and a victim's perspective in national policy development. The office responds to complaints about the services provided to victims by the Correctional Services of Canada and the National Parole Board. The National Office for Victims is designed to complement other victim services at the Department of Justice.

Victims can obtain financial assistance to travel to National Parole Board hearings of the offender who harmed them.



BOOST

Contact: (877) 322-8977

(705) 743-9200

140 King St, Peterborough

Website: <https://boostforkids.org/>

Boost provides services to the children and youth of the Brighton, Cobourg, Port Hope, Peterborough and Lindsay areas who are involved in the criminal justice system as victims or witnesses, and their families. If transportation is an issue, the child witness advocate can visit the child's school or other suitable location. After a referral is made, a child witness advocate will contact the family of the child/youth to set up a court preparation session. They help guide the child/youth through the entire criminal justice process, help with

court accompaniment, support, Victim Impact Statements, navigating the Criminal Injuries Compensation Board process and providing general help to understand the system. *When needed, they make referrals to other agencies and services, including counselling.*

Helpful websites:

- www.CourtPrep.ca
- www.corysCourthouse.ca



Internet Child Exploitation (ICE)

Counselling Program

Contact: (416) 515-1100 ext. 59338

(855) 424-1100 ext. 59338

Email: ice@boostforkids.org

The Internet Child Exploitation (ICE) counselling program is a counselling referral and funding program established by the Ontario Victim Services Secretariat at the Ministry of the Attorney General. Boost Child and Youth Advocacy Centre administer the program.

The ICE program provides referrals to short-term counselling for child and youth victims in internet exploitation and to their impacted family members. If you are a victim, you can refer yourself to the program or be referred to the program by someone you trust – a teacher, police officer or victim services worker.

Notes:



Kawartha/Haliburton Children's Aid Society

Contact: (800) 661-2843

Kawartha/Haliburton

Peterborough: (705) 743-9751

1100 Chemong Rd.

Lindsay: (705) 324-3594

42 Victoria Ave. N.

Haliburton: (705) 457-1661

1 Maple Ave., HALCO Plaza

Website: www.kbcas.on.ca



Highland Shores Children's Aid

Contact: (800) 267-0570

Highland Shores

Northumberland:

(905) 372-1821

1005 Burnham St, Cobourg

Website: www.highlandshorescas.com

Children's Aid screens all referrals for domestic violence. If domestic violence is identified, Children's Aid will obtain information about the identified family to assess the impact of the abuse on the child(ren).

They become involved when:

- There is reason to believe the child will intervene, or is intervening, in a violent situation;
- The child is likely to be harmed during the violence;
- The abusive partner is not allowing the adult caregiver and child access to basic needs;
- The abusive partner has killed, committed "substantial harm" or is making threats to kill or harm anyone in the family including extended family members and pets;
- The child is displaying symptoms of emotional or psychological harm.
- They believe that the safety and well-being of children can be enhanced by the safety of their non-abusive parent.

COURT SYSTEMS

(Custody/ Access/ Restraining Orders/ Spousal & Child Support/ Divorce)

If you are in financial need you may qualify for a free two-hour legal visit. Forms are available at the Legal Aid office and local shelters. If you have experienced violence or abuse in your relationship you may qualify for a two-hour family violence certificate. Local shelters and some Violence Against Women agencies can assess clients and provide certificates to eligible clients.

Family Court Support

Family Court Support Workers provide direct support to victims of domestic violence who are involved in the family court process. A Family Court Support Worker will help you to understand the family court process, help victims prepare for family court proceedings, refer victims to services and supports in the community and help with safety planning. Family Court Support workers can help with matters related to: separation and divorce, custody and access, child and spousal support, child welfare (CAS), restraining orders and emergency motions.

Connect with us if:

- You are living in, are wondering about leaving, or have just left an abusive relationship
- You are about to START or are currently involved in a Family Court proceeding with an abusive partner
- You need support in making your way through the legal system

Our Free Confidential Services include:

- Safety planning to keep you and your children safe
- Information about family court processes
- Assistance applying for Legal Aid
- Help finding a lawyer
- Support with completing family court documents
- Help preparing for lawyer appointments and court proceedings
- Accompaniment to court



Cornerstone

Cobourg: (905) 372-0746

Website: [cornerstonenorthumberland.ca/
community-counselling/](http://cornerstonenorthumberland.ca/community-counselling/)



Women's Resources

Lindsay: (705) 878-4285

Website: womensresources.ca/services/



YWCA

Peterborough: (705) 743-3526

Website: [ywcapeterborough.org/get-help/family-
court-support/](http://ywcapeterborough.org/get-help/family-court-support/)

Finding a Lawyer

It is suggested that you retain a lawyer specializing in family law.

If you are in financial need you may qualify for a free two-hour legal visit. Forms are available at the Legal Aid office and local shelters. A list of lawyers who accept family law legal aid certificates are provided by the Legal Aid office. If you do not qualify for the two-hour legal visit, try shopping around calling law offices to ask if you may have a free consultation session. Neither of these sessions is designed to resolve your legal issues, rather, they can help you make an informed decision about the next steps you wish to undertake.

When you go for your session, it is important to take a list of questions so that you do not forget any pertinent questions you may have.

Note: Legal Aid is usually “first come, first served”,
so be prepared to wait.



Family Law Information Centres (FLIC)

Peterborough: (705) 876-6915

470 Water St

Cobourg: (905) 372-3751 ext. 128

860 William St

Email: info@familycourtmediation.com

Website: www.familycourtmediation.com

FLIC is staffed by qualified family mediators who have the expertise to provide information relating to separation, divorce, other community services and the court process.

Each FLIC office has a variety of publications and guides available about court procedures and legal forms. Staff and Advice Lawyers are available at designated hours and these individuals can help translate the legal vocabulary into simple terms and guide you through the court system. They suggest that you consider a visit to the Family Law Information Centre if you decide to separate.



Northumberland Community Legal Centre

Contact: (905) 373-4464

Toll free: (800) 850-7882, 1005 Elgin Street

West (Fleming Building) Suite #200,

Cobourg

Website: www.thehelpandlegalcentre.ca

The Northumberland Community Legal Centre provides clients with legal advice and representation in common areas of the law related to income, employment and housing. Where there is a gap in services for low-income County residents, THCN strives to create innovative programs to fill those gaps. Legal services include: Provides pamphlets and other information on tenants' rights and responsibilities; Advice and help with tenants' rights, getting repairs done, and other tenant issues; Tenant Duty Counsel, and representation at landlord tenant board hearings and appeals; • Help in organizing tenants' associations; and, **Assistance with Criminal Injuries Compensation Board.**

Law Society Referral Service (LSRS)

The Law Society of Upper Canada's Law Society Referral Services (LSRS) helps individuals find a lawyer or paralegal to assist them with their particular legal problem. The service can also help find a lawyer or paralegal who meets specific requirements such as speaking a certain language or accepting Legal Aid Certificates. Individuals calling the LSRS will be provided with the name of a lawyer or paralegal who will provide the individual with a free consultation of up to 30 minutes. Call Toll-free (800) 268-8326 and visit the website at <http://lsrs.lsuc.on.ca/lrs/>



Legal Aid

Peterborough: (705) 743-5430

364 Water St

Cobourg: (905) 372-2432

860 William St

Website: www.legalaid.on.ca

Legal Aid Ontario (LAO) provides legal assistance for low-income people. You may be eligible for Legal Aid if you have very little expendable money left after you pay for basic necessities. Even if you have a job and own a house you may be eligible, so do not discount yourself before checking out the simple financial test online.

Legal Aid may provide a range of legal services such as:

- Duty counsel;
- Information, referral, and advice through the toll free telephone service and from LAO staff in courthouses;
- Summary legal advice;
- Community legal clinics;
- Representation by a lawyer through the certificate program.

They provide help for many legal issues such as domestic violence, criminal court, youth criminal court, family court, immigration/refugee cases, civil cases, housing cases, government assistance, out of province issues.

At Family Court, Duty Counsel can give immediate legal assistance to low-income people who appear in court without a lawyer and can provide assistance until clients retain a lawyer. Legal assistance is also available through the Family Law Information Centres. They provide services for poverty law issues related to landlord/tenant disputes, disability support, family benefit payments and more.

Legal Aid can also provide a certificate to retain a private lawyer. This certificate, subject to limitations, is the lawyer's guarantee of payment from the Legal Aid Office. It entitles a client to receive advice and representation from the lawyer of their choice or a Legal Aid staff lawyer. If clients are a victim of domestic violence, shelters can provide a legal aid certificate that entitles them to 2 hours of consultation.

The main way of applying for a legal aid certificate is by phoning 1-800-668- 8258 Monday-Friday between 8 a.m. & 5 p.m. It is best to use a landline, as the wait times can be long. Clients can also apply in person at the Peterborough or Cobourg offices.

If you are approved, a Legal Aid Certificate will be mailed to you or your lawyer within two weeks. Start your legal process immediately upon receipt of the Legal Aid Certificate.

Items to take to Legal Aid include:

- Social insurance card;
- Driver's license;
- Source of income, amount of income and any assets;
- Proof of debts;
- Copy of deed/rental agreement;
- Bank book with updated balance information;
- Proof of your need to take legal action.
- Make sure you get copies for your personal information.

Note: If you do not have these documents, proceed to the Lost or Stolen Cards section to get replacements.



Ontario Court of Justice
Ministry of the Attorney General

Cour de justice de l'Ontario
Ministère du Procureur général



Ontario Court of Justice Criminal Division

Peterborough: (705) 876-3846, 70 Simcoe St

Cobourg: (905) 372-3751, 860 William St

Lindsay: (705) 324-1400, 440 Kent St W

Peterborough Community Legal Centre

Contact: (705) 749-9355, 150 King St,

Peterborough 4th floor

www.peterboroughcommunitylegalcentre.org

The Peterborough Community Legal Centre provides free, confidential legal help for low income residents of Peterborough County. They provide help for problems with: Ontario Works, Ontario Disability Support Program, Employment Insurance, Canada Pension Plan, disability pensions, and housing-tenant issues.



Superior Court of Justice

Family Division - Unified Family Court

Peterborough: (705) 876-3815, 470 Water St

Cobourg: (905) 372-3751, 860 William St

Lindsay: (705) 324-1400, 440 Kent St W

The Unified Family Court hears all family law matters, including divorce, division of property, child and spousal support, custody and access, adoption, child protection applications and restraining orders.

If you and your spouse cannot agree on how to resolve your family law issues, you can go to court and ask a judge to decide for you. If you are married, you will need to apply to a court to obtain a divorce order in order to end your marriage.



Four Counties Family Court Mediation

Contact: (888) 605-1393 or (705) 760-9603
349A George St. N, Suite 205,
Peterborough

Website: www.familycourtmediation.com

Mediation is a voluntary method of resolving disagreements that arise out of separation or divorce. It is a cooperative alternative to, or a complement to, the court process and has the potential benefits of saving time, money, reducing conflict and helping to preserve relationships.

Mediators are professionals who are trained to act as neutral third party facilitators. Their role is not to give legal advice or to take sides or make judgments, but rather to help parties explore the issues and find solutions to help them reach an agreement. Mediation is never advised when there was abuse in a relationship. ****Free Service****

Mediation can negotiate a settlement with respect to issues including:

- A parenting plan for children
 - Child support
 - Spousal support
 - Division of property
- Going to Court without a Lawyer

GOING TO COURT WITHOUT A LAWYER

If you don't have a lawyer, but must attend Unified Family Court, there are Duty Counsels available to assist you. They can assist for that day and advise if you need your own lawyer. If no Duty Counsel is available, ask the judge for time to apply to Legal Aid and/or obtain a lawyer.

Remember:

- The lawyer works for you.
- Lawyers provide accurate legal information and explain your legal options, but ultimately you decide what to do.
- Take time in making decisions that will affect you/your children.
- If you are uncomfortable with your lawyer you can call another.
- You must speak with Legal Aid before changing lawyers.
- Tell your lawyer the extent of your abuse.
- Lawyers are not counsellors.
- Go to each meeting prepared with a written list of questions and ask questions as they arise.
- Ask if there are things you can do to save money such as obtaining a copy of the land registry deed.
- Every time you call or speak with your lawyer it costs money.

Law Society Referral - www.lsuc.on.ca/lrs/

You can the process of obtaining a lawyer referral or paralegal referral at www.lawsocietyreferralservice.ca

SHELTERS AND HOUSING

Shelters are there to help and support you through the tough decisions in your life. They are an interim resource and a place away from home where you can feel safe to make informed decisions based on the information shared with you. Shelters have outreach services available while you are making your decisions or planning your move.

If you're leaving in an emergency situation, call 911 and the police will assist you in contacting a safe place for you and your children. Transportation can also be provided when fleeing to a shelter.

Victims of abuse receive priority status with Ontario Housing, but you may need temporary housing while you wait for a unit to become available. Call your local shelter and discuss your options. Shelters operate 24 hours a day, 7 days a week and can support you as you make your choices. *Remember help is just a phone call away.*



Anishnaabe Kwewag Gamig Inc.

Contact: (905) 352-3708

Toll Free: (800) 388-5171

Alderville

Website: www.akgsbelter.com

Access: 24 hrs/7days a week

Anishnaabe Kwewag Gamig Inc. provides a safe, supportive, temporary alternative to a violent home for Aboriginal and non-Aboriginal women and their children (16 years and under) who are seeking refuge from abuse. Located in a First Nation, they help women and children to overcome the unique obstacles faced by those who access their services.

They offer a blend of Aboriginal traditional healing techniques and conventional forms of counseling to both women and children during their stay at the shelter. They empower women through the use of women's circles, individual counseling and support, to help them decide on the appropriate steps for them to take on their path to healing. They offer many services including advocacy, referrals, court accompaniment, confidential crisis intervention, emergency transportation and a comprehensive children's program facilitated by a child/youth Counselor.

Their clients are also assisted with accessing legal, financial, housing and medical resources. Counselors are available 24 hours a day, 7 days a week. Their shelter serves South Eastern Ontario including 8 First Nations, has 14 beds and can accommodate a combination of 15 women and children for a maximum stay of up to 8 weeks. They also accept pets for up to 7 days.



A Place Called Home

Contact: (705) 328-0905

Hours of operation: 24/7, 365 days a year

A Place Called Home operates a 19-bed hostel for homeless single adults, couples & families with children from the The City of Kawartha Lakes and County of Haliburton.

Services include 24-hour staffing & support; advocacy & referral services; meals, laundry & showers. Their Staff assists each client develop a personal plan of action to assist them in finding safe & affordable permanent housing as well as helping them overcome any barriers to that end.



The Warming Room

Day Contact: (705) 868-9276

Overnight Contact: (705) 745-4376

Website: warmingroom.ca

The Warming Room provides a safe, warm place for those who find themselves homeless and can't or won't use the current shelter system to sleep from October to April. The Warming Room is located at the Murray Street Baptist Church @ 175 Murray Street in Peterborough



Cornerstone Northumberland

Contact: (800) 263-3757 24/7

Cobourg: (905) 372-0746

Website: www.cornerstonenorthumberland.ca

Women's Shelter Program

The Women's Shelter Program provides a variety of services including:

- A safe and secure short term place to live;
- Supportive, short-term, individual counselling available 24 hours a day;
- Educational information about family violence;
- Referrals to outside community agencies;
- Safety assessments & development of risk management plans;
- 2-hour free legal advice certificates;
- Referrals to long-term affordable housing;
- Accompaniment and advocacy for women to hospitals, lawyers, police and court;
- Emergency transportation from your place of residence to the shelter in order to access their services;
- Emergency relocation services.

Children's Shelter Program

They provide support to children entering a new environment at the shelter and to their mothers including:

- Support for moms regarding parenting issues;
- Individual counselling regarding issues related to the effects of witnessing/experiencing abuse;
- Occasional parent relief/childcare;
- Referrals to other community agencies, and support and advocacy for moms and children when working with other agencies.



YES Shelter for Youth and Families

Contact: (705) 748-3851

196 Brock St, Peterborough

Website: www.yesshelter.ca

The YES shelter facility at 196 Brock St. offers temporary housing to youth 16-24 and to families. The shelter has a total of 30 beds, 15 of which are in a separated section for family groups. The building also includes a dining area with fully equipped kitchen, a common room for leisure time or meetings, as well as administrative offices and storage. The shelter is open and staffed 24 hours a day.

The length of stay at the shelter varies, but in general, residents are expected to find more permanent housing within six weeks. During the day, residents are required to look for housing and attend school or go to work – shelter staff provides assistance and advice with this, and help residents get in touch with other organizations and services that support youth and families. YES employees also participate in case management of individual shelter residents, working in partnership with other community organizations.



YWCA-Crossroads Shelter

Crisis and Support Line: (800) 461-7656

Contact: (705) 743-4135

Text: 705-991-0110

Website: ywcapeterborough.org/crossroads-shelter

The YWCA connects women who have experienced violence and abuse with transitional support workers to assist them in developing safety plans and making a transition to a more peaceful life for them and their family. The YWCA provides emergency shelter services for women and their children. If you call the Crossroads Shelter their number will not appear on your phone bill or on your call display and they will not know where you are calling from unless you choose to share this information.

Call any time of the day or night if you want immediate support and assistance to deal with a dangerous situation; if you feel that you and your children are ready to leave and need emergency shelter; or if you are experiencing abuse and need someone knowledgeable to speak with about it. Crossroads Shelter workers are available 24 hours a day. Crossroads Shelter is available by text at the number above and is wheelchair accessible.



YWCA-Haliburton Emergency Rural Safespace (HERS)

Contact: (705) 286-6442 or (800) 461-7656

HERS is a private, safe, and comfortable place designed for independent single-family living with access to support staff. Length of stay is flexible.

The YWCA will provide free emergency transportation to the shelter, food, clothing, basic personal necessities, access to family court support workers, referrals to community resources, assistance with special priority access for rent geared to income housing, and referrals to long term affordable housing as available in the communities we serve.



Four County Crisis and Safe Beds

Contact: (705) 745-6484

Crisis Line: (866) 995-9933

Website: www.cmbhbkpr.ca/programs-services/four-county-crisis/

Four County Crisis (4CC) provides a continuum of 24-hour crisis response services to individuals 16 or older. 4CC includes a Safe-Beds program which provides a short-term stay in a safe and supportive environment. The Safe-Bed stay assists individuals to decrease or alleviate their crisis through individualized services.



Brock Mission Men's Shelter

Contact: (705) 748-4766 Ext. 1
217 Murray St, Peterborough
(South side of the building)
Website: www.brockmission.ca

Brock Mission provides short-term emergency accommodation for men over the age of 19. They also provide meals, snacks, personal items, clothing, and support. There are 40 beds available and an individual can stay up to 6 months. An addictions counsellor is available and will provide clinical services, access to medical services and assist mission staff.



Cameron House Women's Shelter

Contact: (705) 748-4766 Ext. 2
738 Chemong Rd, Peterborough
Website: www.brockmission.ca

The Cameron House provides emergency but temporary housing to former homeless or at-risk women over the age of 19; 24/7. The shelter consists of 10 safe-beds and 8 semi-independent living suites. There are staff individuals there to assist these at-risk individuals with their transition to independent living.



Transition House

Contact: (905) 377-0378
10 Chapel St., Cobourg
Website: www.transhouse.ca

Transition House provides emergency shelter for up to 3 months for the homeless and those at risk of losing housing including single parents, two-parent families, single women/men and cohabitating couples. It is open 24 hours a day, 7 days a week and is a 6 bedroom, 24 bed shelter. Residents participate in programs provided and at the same time they are supported through an action plan that supports their housing, income support, money management and other goals.



The Help Centre of Northumberland

1005 Elgin Street West
(The Fleming Building)
Suite #301 Cobourg
Contact: (888) 698-3382
(905) 372-2646

Access Hours: 8:30am to 4:30pm

The Help Centre provides programs in income security and housing security. The Northumberland Community Legal Centre provides clients with legal advice and representation in common areas of the law related to income, employment and housing. Services are free and confidential.

Help Centre Services

- Housing Listings
- Community utility trust fund
- Referrals to rent bank and other necessary community resources
- Rent geared to income housing applications
- Intent to rent forms/last month rent agreement forms

Housing Access Centre

Peterborough:

(705) 742-0439

526 McDonnell St

Website: <http://ptbobhousingcorp.ca>

Cobourg:

(800) 354-7050 ext. 295

(905) 372-3329 ext. 295

860 William St

Website: www.northumberlandcounty.ca/en/departments_communitysocialservices/css_housingservices.asp

Kawartha Lakes:

(705) 878-9367

(844-878-9367)

Suite 1, 37 Lindsay Street South

Website: www.kawarthalakes.ca/en/living-here/housing-help.aspx

County of Haliburton:

Unit 8, 49 Maple Avenue

See Kawartha Lakes contact information

Housing Access services for Kawartha Lakes, Peterborough, and Northumberland County provide applications and wait lists for all rent-geared-to-income housing providers in their counties that are provincially funded.

Those identified as victims of abuse receive special priority and are arranged at the top of the wait lists.

Additional information and applications may be obtained by contacting the Housing office or online.



Housing Resource Centre

Contact: (800) 274-1611

(705) 743-2272

540 George St. N, Peterborough

Website: www.housingpeterborough.com

The Housing Resource Centre (HRC) provides free services to help people access affordable, stable housing. Services are available in Peterborough and Havelock.

Rental vacancy listings are provided online or in person.

The Centre provides housing support and advocacy for people with significant barriers to accessing housing or related services. Emergency financial assistance to improve housing stability e.g. for rent or utility deposits or arrears; moving, storage, heating fuel are available to eligible applicants. The HRC also will assist qualified applicants to apply for a monthly rent supplement.



Landlord and Tenant Board

Contact: (888) 332-3234

300 Water St, Peterborough

Website: www.sjto.gov.on.ca/ltb/

Provides assistance with landlord-tenant disputes about rights and responsibilities under the Residential Tenancy Act (RTA) including rent increases, evictions, and privacy issues. They will help to guide you to resolve disputes between most residential landlords and tenants.



Ontario Aboriginal Housing

Contact: (705) 742-5698

721 Monaghan Road, Peterborough

Website: secure.ontarioaboriginalhousing.ca/ apply

OAHS offers rental opportunities to self-identifying First Nations, Métis and Inuit people as well as non-Aboriginal people.

We have numerous Rural locations across Ontario that offer mostly 3-bedroom single family homes. We also have Urban housing that offers homes and apartments of various sizes in the following towns and cities: Blind River, Cochrane, Dryden, Manitoulin, Peterborough, Red Lake, Sioux Lookout and Sudbury (Hanmer).



Nijkiwendidaa Anishnaabekwegaw Services Circle

Contact: (800) 663-2696

(705) 741-0900

1097 Water St, Peterborough

Website: www.nijkei.com

Nijkiwendidaa is operated by Anishnaabekwegaw and provides counselling and healing services for Anishnaabekwegaw and their families. The services that Nijkiwendidaa provide enable Anishnaabekwegaw and their families who have been abused, are being abused or are at risk of being abused to heal, build healthy relationships and a healthy community.

NASC has a Transitional Housing Support Program that assists women who have experienced domestic violence and are trying to establish lives separate from their abuser in their community and may be residing in emergency shelters, second stage transitional housing, social housing or other accommodations. They also have a violence against women counselling service, child witness program, strong woman program, and aboriginal healthy babies healthy children program.

Please call to find out more about their services.

FINANCES

If you are able to do so safely, you will need to start organizing your finances. Whether you have assets such as bank accounts, mortgage, or bills, how you manage your finances will impact your future. It is important to become familiar with your financial obligations.

If you are unaccustomed to handling your own money, do not hesitate to ask for assistance. If debt is a problem or you need financial advice you can find help by contacting Credit Canada or a Personal Financial Manager at your financial institution/bank.

If you already manage your own finances it is important to contact your bank or financial institution's personal financial planner and update your financial records. Advise them of your relationship status change or future change. The banking representative will help you explore your options.

Take control of your finances

When taking control of your financial options consider the following:

- If you and your partner have a joint account you may want to discuss with the bank about transferring some money into an account in your name in another financial institution where you can safely attend.
- Establish a line of credit (apply for a credit card or loan).
- Call your creditors regarding accounts in your name and develop a plan to pay bills owing. Tell them you may be late making payments for a short period. Request all calls for collection be held for a couple months. Have automatic payments come out of your new account.
- If you leave your home, call all services including phone, internet, heating etc. and remove your name from all bills.
- If you stay in the home, remove the abuser's name from bills so they can not change the level of service. Ensure there are usage limits on all accounts. Regularly check all household bills for unnecessary/unknown charges.
- Always have some cash available and in a safe place for emergency purposes.



Victim Services

Contact: (888) 822-7729

Cobourg: (905) 372-2255

Peterborough: (705) 748-0324

Lindsay: (705) 878-5505 **Durham:**
(905) 579-1520 ext. 3400

Website: www.victimsservicesfpn.ca

Email: support@vspn.ca

Victim Quick Response Program (VQRP) offers immediate assistance to provide limited financial support to victims of violent crime that include homicide, serious physical assault, domestic violence, sexual assault, hate crimes, and human trafficking.

Victims may be eligible for limited costs to cover such things as:

- Short-term immediate counselling and related transportation costs.
- Funeral expenses for victims of homicide.
- Immediate emergency expenses in certain defined categories (e.g. to secure home safety).
- Crime scene cleanup (to a maximum) where a specialized company is required.

Eligibility:

- If you need emergency safety expenses, crime scene cleanup and/or funeral expenses no later than 45 calendar days after the date of the crime.
- If you are needing counselling services or related transportation costs no later than 90 calendar days after the date of the crime.
- If you are a victim of a violent Criminal Code offence that occurred in Ontario and you have not been charged as a result of that crime.
- If you have no other financial resources to assist you in funeral expenses; and/or emergency expenses; and/or crime scene cleanup; and/or short- term counselling services.



**Criminal Injuries
Compensation Board (CICB)**
Contact: (800) 372-7463
Website: *www.cicb.gov.on.ca*

The CICB reviews applications when someone was injured as a result of a violent crime committed in Ontario. Application forms are available on-line (CICB website), by phone or through Victim Services, who can also assist you in completing these forms. Claims should be filed within two years of the incident. However, an extension request can be made and the time limit may be extended in certain circumstances.

You may be eligible for compensation if:

- You were injured as a result of a violent crime committed in Ontario;
- You are responsible for the care of a victim and suffered a loss of income or expenses due to the victim's injury or death;
- You are a dependant of a deceased victim (homicide);
- You were injured while trying to prevent a crime or while helping a police officer make an arrest.
- You gave birth to a child as a result of a sexual assault.

Expenses and losses arising from an injury or death that can be recovered include:

- Medical, dental or therapy costs and travel costs for medical treatment;
- Funeral and burial expenses;
- Income loss – if the claimant is unable to work due to their injuries and lost income;
- Loss of support - if the claimant was dependent on a victim of homicide for their livelihood, or if the claimant is raising the children of a homicide victim;

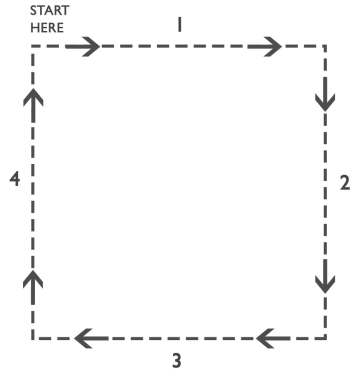
Awards are made at the discretion of the CICB.



THE POWER OF THE BREATH

Our bodies can react quickly when our minds are activated by stress and traumatic memories. We may hold our breath or breathe very quickly, our heart may beat faster, and we might even feel anxious. These symptoms can come at any time and we are here to support you 24 hours a day, 7 days a week.

If you feel these symptoms, one choice is to regulate your breathing. Focusing on your breathing helps to relax your excited nervous system. If you want, you can slowly trace the square with your eyes or a finger. Breathe in along the first line, breathe out along the second, breathe in along the third and breathe out along the fourth. We invite you to continue this pattern at least three more times.



THIS IS HARD, AND WE ALL CAN HELP

When supporting someone who is a survivor of sexual violence, harassment, or partner violence, it is very important to respond with empathy.

Here are some ideas about what to say:

- ✂ Thank you for trusting me.
- ✂ I am sorry this has happened.
- ✂ I believe you.
- ✂ How can I help you right now?
- ✂ You are not alone and we can connect you with people who can help.

Visit www.survivortoolkit.ca for more support resources.



We are here to listen.

Call us for 24 hour, 7 day a week support at **1-866-298-7778** or chat with us on our Weekend Webchat from Friday to Sunday, 7-11 pm at

www.kawarthasexualassaultcentre.com

To learn more about our counselling and education programs and to support our work, please call our office at 705-748-5901.

LOST OR STOLEN CARDS

American Express	(800) 668-2639
Bell Calling Card	(866) 301-1942
Birth Certificate (Service Ontario)	(800) 461-2156
BMO Card	(800) 263-2263
Canadian Passport	(800) 567-6868
CIBC Card	(800) 465-4653
Citizenship Card	(888) 242-2100
Driver's License	(800) 387-3445
Firearm License (RCMP)	(613) 993-7267
Health Card – Ministry of Health	(800) 664-8988
Mastercard	(800) 307-7309
Outdoor Card, License	(800) 288-1155
Permanent Resident Card	(888) 242-2100
Royal Bank Card	(800) 769-2511
Scotia Card	(888) 472-6842
Senior's Card	(800) 277-9914
Social Insurance Card (SIN)	(800) 206-7218
Status Card	416) 973-6234 or (888) 414-4340
TD Card	(800) 983-8472
Visa	(800) 847-2911

All pieces of lost or stolen identification should be reported to the local police.

TRANSFERRING UTILITIES

A Telnet Communications	(800) 813-9315
Bell	(800) 461-2156
Cogeco	(855) 887-77743
Deeth & White/Fitzgerald Fuels	(705) 745-0521
Distributel	(877) 810-2877
Enbridge	(877) 362-7434
Endicott Fuels Ltd.	(705) 745-5492
Esso Home Heat	(866) 749-3776
Freedom Phone Lines	(866) 884-7464
Hutchinson Fuels	(613) 475-3334 or (800) 465-0449
Hydro One	(888) 664-9376
Kawartha Furnace Ltd	(705) 742-7414
Kelly's Propane	(705) 745-4629
Nexicom	(705) 775-6394 or (705) 749-0091
Peterborough Utilities	(705) 748-6900 or (705) 748-9300
Primus Canada	(800) 670-2266
Rural Routes	(705) 745-4607
Service Ontario	(800) 267-8097
Tardiff Fuels	(705) 743-1772
Thompson Fuels	(705) 745-9094
Union Gas	(905) 372-2141 or (888) 774-3111
Upper Canada Fuel	(705) 742-8815

**** Additional Service Providers can be found in your
local phone book or online****

DEBT MANAGEMENT

What to do if you and your abuser have joint debts:

Contact a lawyer or financial advisor to ensure these debts are divided fairly; discuss your options and the next steps that need to be taken. Taking immediate control of past debts can ensure your abuser does not continue to abuse you by increasing your bills. If you aren't proactive, you could end up paying the entire amount owed and your credit could be seriously damaged.

It is important for you to contact all your creditors such as your phone company, heating supplier, landlord and mortgage company, and inform them of your status.

If you have left home, you need to contact any utilities that are in your name so your name can be removed as an account holder.

If you are staying in the home, call the utilities to ensure your partner or former partner does not shut off or increase the level of services.

It is important to make arrangements to manage your debt. Keep all receipts, as you will need them if you divide the family assets.

Note: Check the yellow pages or Internet for a list of Credit Counselling Services in your area.



Credit Canada

Contact: (800) 267-2272

Website: www.creditcanada.com

Credit Canada is a not-for-profit charity assisting with money management, financial goal setting and free debt counselling.

They can provide assistance with:

- Collection calls;
- Past due loans;

- High interest rates;
- Debt and avoiding bankruptcy;
- Retirement;
- Stress with bills;
- Budgeting;
- Surviving layoff.



BDO Cobourg Debt Consolidation and Bankruptcy

204 Division Street, Cobourg

Contact: (647) 849-0341

Email: cobourg@bdodebthelp.ca

While searching for ways to help you with debt, you will come across a lot of different options. You want to find the right solution for you and your family, but with so many to choose from, it can become a confusing process. To help you make an informed decision about managing your debt, we have provided an outline of available methods for debt relief, and what they could mean to you.

They can assist with:

- credit card debt
- payday loan debt
- student loan debt
- mortgage or family-related debt



Community Counselling & Resource Centre

Contact: (705) 743-2272 or (800) 274-1611

540 George St, Peterborough

Website: www.ccrcc-ptbo.com

Credit Counselling Service of Peterborough is a program of the CCRC. They are not for profit and offer no cost personal financial counselling to individuals by fully certified counsellors.

GOVERNMENT FINANCIAL ASSISTANCE



Contact: (705) 740-6222
(After hours emergency)
Peterborough: (705) 748-8830
178 Charlotte St.
Cobourg: (905) 372-6846
860 William St

Ontario Works

Kawartha Lakes:
(705) 324-9870 or (877) 324-9870
Haliburton:
(705) 457-4571 or (877) 324-9870
Website: www.mcass.gov.on.ca

If you are in temporary financial need, Ontario Works (OW) could provide you with financial assistance and help you find a job.

To be eligible to receive help from Ontario Works you must:

- Live in Ontario;
- Need money right away to pay for food and housing costs;

OW considers:

- Your financial situation
- If you are willing to do activities to try to find a job

The OW worker may also ask you questions such as:

- Do you have any income? How much?
- How much are your housing costs?
- What is your family size?
- Were you fired or did you quit your job?
- Have you ever been convicted of welfare fraud?
- Are you living with your parents?
- Are you under 16 years old?
- Do you have a student loan?



Ontario Disability Support Program (ODSP)

Peterborough: (800) 663-8560 or (705) 742-9292

360 George Street North, 2nd Floor

Lindsay: (800)565-3554 or (705) 324-6128

322 King St W, 2nd floor

Website: www.mcass.gov.on.ca

If you have a disability and need help with your living expenses, you may be eligible for the Ontario Disability Support Program (ODSP).

ODSP offers:

- financial assistance to help you and your family with essential living expenses
- benefits, for you and your family, including prescription drugs and vision care
- help finding and keeping a job, and advancing your career

If you require immediate financial assistance, please contact your local Ontario Works office (you can also still apply for ODSP).



Low Income Energy Assistance Program (LEAP)

Contact: (877) 632-2727

(toll-free within Ontario)

If you're behind on your electricity or natural gas bill and face having your service disconnected, you may qualify for emergency financial help through the Low-income Energy Assistance Program (LEAP). There are also special customer service rules available for low-income households. You need to meet certain criteria to qualify for these programs, and must go through one of the intake agencies in Ontario listed below.

CHANGING YOUR ADDRESS

If you have moved, you will need to change your address on record with the following Ontario services.

1. Driver's licence and/or vehicle permit
2. Health card
3. Outdoors Card
4. Ontario Photo Card
5. Enhanced driver's licence
6. Ontario Student Assistance Program (OSAP)

You can do this online or in person at a Service Ontario location.

www.ontario.ca/page/change-my-address-Ontario-services

Service Canada 1-800-959-8281

www.canada.ca/en/revenue-agency/services/tax/individuals/topics/about-your-tax-return/change-your-address.html

Make sure that you contact organizations, businesses and agencies that need to know you have moved. You may want to contact such places as:

- Doctors/Dentist
- Social agencies (therapist, social worker)
- Insurance companies
- Phone/internet/cable providers
- Government agencies
- Postal service
- Bank
- Utilities e.g.: Hydro, water
- Credit companies e.g. Visa, Mastercard
- Lawyer
- Employer
- Children's schools

COUNSELLING

Need someone to talk to? Whether you are in a medical crisis, overwhelmed with life, just need to talk for a minute or have a specific question, there are professionals available to listen.

The following pages cover agencies in your area that can support you through your time of need. Some of the services are free, while others might be covered if you have private insurance. Take the time to contact the agency of your choice and inquire about the services offered and costs involved.

Some counsellors specialize in certain areas such as: cultural issues, employment, gender issues, parenting, children who have witnessed abusive situations and more.

Don't forget that there are counsellors in many of the shelters listed in the "Shelters and Housing" section.

Questions to consider when choosing a counsellor/therapist:

- Can I afford this person's fee?
- Do they have a sliding scale fee for low income or students?
- Would I feel more comfortable with a male/female?
- Is religion a factor?
- Is background or community (LGBTQ) important to me?
- Can I easily get an appointment?
- Is there a waitlist?
- Do I have any specific accessibility needs?
- Would I feel comfortable sharing my personal information with this person?
- Would I feel safe?
- Are they a good fit for me?



Women's Health Care Centre

Peterborough Regional Health Centre
1 Hospital Drive, Room W4820
Peterborough ON
705-743-4132

Website: www.prhc.on.ca/cms/sexual-assault-domestic-violence-program

Women's Health Care Centre provides counselling to victims of sexual assault and domestic violence by specially trained Social Workers.



Kawartha Sexual Assault Centre

Contact: (705) 748-5901

Crisis Line: (705) 741-0260

(866) 298-7778

411 Water St, Suite 102, Peterborough

Website: www.kawarthasexualassaultcentre.com

Email: ksac@nexicom.net

The Kawartha Sexual Assault Centre is a not-for-profit, charitable organization established to provide sexual assault services and public education for the community. Through qualified specialists, men and women survivors of past and recent sexual assault receive professional, well-developed and responsive, healthy support.

Services include:

- 24-hour crisis line
- Weekend webchat
- Individual and group counselling
- Outreach services
- Advocacy
- Referrals
- Accompaniment to medical and legal appointments
- Public education

All services are immediate, free and confidential. Services are available throughout the City of Peterborough, and the counties of Haliburton, Northumberland, Peterborough, and City of Kawartha Lakes.



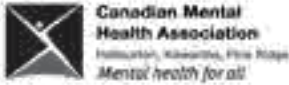
Community Counselling & Resource Centre

Contact: (705) 742-4258

459 Reid St., Peterborough

Website: www.crc-ptbo.com

Community Counselling & Resource Centre (CCRC) provides a range of services that are available to anyone in the community. Group counselling is offered for women and children whose lives have been impacted by violence. They help people facing challenges related to personal well-being, relationships, family issues, parenting, aging, grief and loss, caregiving, separation/divorce, or any form of abuse including elder abuse and domestic violence. Fees are geared to income and no one is turned away due to inability to pay. Please contact them to find out more about the different services they provide in the community.



Canadian Mental Health Association Haliburton, Kawartha, Pine Ridge

Contact: (705) 748-6711

(866) 990-9956

466 George St. N, Peterborough

Website: www.cmbahkpr.ca

Intake & Brief Services

Intake is the first point of contact for individuals requesting mental health case management or brief mental health support. The process is client-centered and recovery- focused. This support is generally available for 1-3 months. During that time individuals can work on short-term goals including referrals to other agencies, basic coping skills, and symptom management.

Journeying Together

A family education support worker provides education and support to caregivers and family members of individuals with mental health concerns. Support is provided in both one-to-one and through group support.

Gender Journeys

Gender journeys provides programming, education and support services for transgender, 2-spirit, gender diverse and individuals who are questioning their gender identity. Services are also offered for families, partners and loved ones.

Four County Crisis

Four County Crisis (4CC) provides a continuum of 24-hour crisis response services to individuals 16 or older. 4CC includes a Safe-Beds program which provides a short-term stay in a safe and supportive environment. The Safe-Bed stay assists individuals to decrease or alleviate their crisis through individualized services. Contact the 24-hour 4CC Crisis Line at 705-745-6484 or toll free at 1-866-995-9933.



New Canadians Centre

Peterborough: (705) 743-0882

Romaine St.

Cobourg: (905) 377-8100

50 Covert St. 2nd floor

Website: www.nccpeterborough.ca

The New Canadians Centre provides immediate assistance and orientation to immigrants, refugees and other newcomers when they arrive in the area. This includes community orientation, counselling, language training, referrals, immigration support, employment services, translation and interpretation, and computer classes.

The centre provides free language assessments and referrals to English as a Second Language programs. The centre also provides a diversity of programming including English conversation circles, children's activities, group trips, and a host program that matches newcomers with volunteers to build friendships and provide support.

Clients can call for an appointment or simply drop by. The centre wants to hear how clients are doing. The centre can talk with you about what you are going through, and provide help with advocacy, information and referrals. Some things clients talk about are school, work, family, depression, financial issues, violence or getting involved in the community.



Northumberland Community Counselling Centre

Contact: (905) 372-6318

800 Division Street, Cobourg

Email: info@northumberlandccc.com

Website: www.northumberlandccc.com

Northumberland Community Counselling Centre provides or facilitates counselling, information/education, support and/or advocacy programs and services to residents of Northumberland County, to assist and support individuals, couples, families, workplaces and communities to increase their coping capacity and well-being when dealing with life issues.

Support to current and previous partners is offered when a person is referred by the Court or Probation to attend the Partner Assault Response Program (PAR) as a result of a charge of domestic violence. This service is free of charge.

A comprehensive list of their programs and services can be found on their website or you can contact them at the phone numbers listed above. **Programs include:**

- Community counselling services
- Anger Management
- Managing Change Effectively – Men’s Group
- Children Who Have Witnessed Violence
- PAR (Partner Assault Response Program)
- Violence Against Women Program
- Male Survivors of Sexual Abuse
- Brief and solution focused counselling



Cornerstone

Crisis: (800) 263-3757 | 24/7

Contact: (905) 372-0746

Website: www.cornerstonenorthumberland.ca

Community Counselling

This program provides strength based short-term individual counselling and group counselling to women who have experienced family violence. In addition they provide safety assessment, risk management plans, workshops, group counselling and referrals.



TeleCare Peterborough

Contact: (705) 745-2273

Email: info@telecarepeterborough.org

Website: www.telecarepeterborough.org

Telecare Peterborough is a free, anonymous and confidential 24-hour call line for people in need of a friendly person who will listen. Our phones are answered by volunteers who are good listeners, enjoy talking to people and are trained to handle crisis situations.

Telecare volunteers and callers represent a broad cross section of our community. It is our vision that every person who calls will have access to a caring, empathetic and non judgmental listener.



YWCA-Crossroads Shelter

Crisis and Support Line: (800) 461-7656

Contact: (705) 743-4135

Text: 705-991-0110

Website: ywcapeterborough.org/crossroads-shelter

The YWCA connects women who have experienced violence and abuse with transitional support workers to assist them in developing safety plans and making a transition to a more peaceful life for them and their family. The YWCA provides emergency shelter services for women and their children. If you call the Crossroads Shelter their number will not appear on your phone bill or on your call display and they will not know where you are calling from unless you choose to share this information.

Call any time of the day or night if you want immediate support and assistance to deal with a dangerous situation; if you feel that you and your children are ready to leave and need emergency shelter; or if you are experiencing abuse and need someone knowledgeable to speak with about it. Crossroads Shelter workers are available 24 hours a day. Crossroads Shelter is available by text at the number above and is wheelchair accessible.



PARN

Contact: (705) 749-9110

Toll free: (800) 361-2895

Website: www.parn.ca

PARN - Your Community AIDS Resource Network provides support and health promotion for people who are living with, affected by, or at-risk for HIV in the four counties of Peterborough, Kawartha Lakes, Northumberland and Haliburton; education and equipment for people at risk for HIV, hepatitis C and other sexually transmitted and blood-borne infections; outreach and programming for LGBTQ+ youth and women who are living with, affected by, or at-risk for HIV. The Positive Care Clinic provides HIV and hepatitis C testing and treatment (as well as pre and post-testing counselling) in Peterborough at the PARN site on Tuesdays and Thursdays.

ADDICTIONS & MENTAL HEALTH SERVICES

Al Anon/Alateen (District 25 Kawartha South)

Contact: (888) 4AL-ANON | **Website:** www.al-anon.alateen.on.ca

Friends and families of problem drinkers find understanding and support at Al-Anon meetings. It is a mutual support group in which members share their personal experiences and stories, and invite other members to “take what they like and leave the rest.” Personal contact is an important element in the healing process so the best place to learn about how Al-Anon works is by attending a meeting and taking part.

Alcoholics Anonymous

Peterborough (District 86): (705) 745-6111, 625 Cameron Street, Peterborough

Email: district86aa@hotmail.com | **Website:** www.peterboroughaa.org

Northumberland County (District 30): (866) 951-3711, Quinte West, Ontario

Website: www.quintestestaa.org

Lindsay (District 82): (705) 745-6111 | **website:** www.district82aa.org/

Alcoholics Anonymous is “a fellowship of men and women who share their experience, strength and hope with each other so that they may solve their common problem and help others to recover from alcoholism.” The only requirement for joining is a desire to stop drinking, there are no dues or fees.



Narcotics Anonymous

Helpline: (888) 811-3887

Details for all meetings in the region can be found at: www.orscna.org/english/cities.php

Narcotics Anonymous is a “non-profit fellowship or society of men and women for whom drugs had become a major problem.” They are recovering addicts who meet regularly to help each other stay clean. There is only one requirement for membership, the desire to stop using. You don’t have to be clean when you attend your first meeting, but it is suggested that you keep coming to meetings and come clean.



Drug & Alcohol Helpline
Free Health Services Information:
(800) 565-8603
Website: www.drugandalcoholhelpline.ca

The Drug and Alcohol Helpline provides information about drug and alcohol addiction services in Ontario. We are funded by the Government of Ontario. **Our service is live answer 24/7, confidential and free.**



Canadian Mental Health Association Haliburton, Kawartha, Pine Ridge (CMHA HKPR)
Contact: (705) 748-6711
(866) 990-9956
466 George St. N, Peterborough
Website: www.cmhahkpr.ca

Intake & Brief Services

Intake is the first point of contact for individuals requesting mental health case management or brief mental health support. The process is client-centred and recovery-focused. This support is generally available for 1-3 months. During that time individuals can work on short-term goals including referrals to other agencies, basic coping skills, and symptom management.



FourCast
General Contact: (800) 461-1909
Peterborough: (705) 876-1292
130 Hunter St. W., Unit 200
Campbellford: (705) 653-3352
146 Oliver Rd, Rm 246
Campbellford Memorial Hospital
Cobourg: (905) 377-9111
1011 Elgin St. W. 2nd Floor
Lindsay: 37 Lindsay St S, Unit 2
Website: www.fourcast.ca

Fourcast is a community addiction treatment agency that offers professional counselling services for anyone concerned about substance use or problem gambling, whether it is for themselves or

someone they care about. Programs include: individual and group counselling; community withdrawal management; problem gambling; umbrellas; services for pregnant and/or parenting women; back on track; for those convicted of impaired driving; and Ontario Works-Addiction Services Initiative.



Four County Crisis

If you are in crisis please call (705) 745-6484 or (866) 995-9933.

By phoning these numbers, you can access 24-hour, free, confidential crisis support.

Website: cmbahkepr.ca/programs-services/four-county-crisis/

Four County Crisis (4CC) provides a continuum of 24-hour crisis response services to individuals sixteen or older. 4CC includes a Safe-Beds program which provides a short-term stay in a safe and supportive environment. The Safe-Bed stay assists individuals to decrease or alleviate their crisis through individualized services.

Notes:

A series of horizontal lines provided for taking notes.

ELDER ABUSE SERVICES



Abuse Prevention of Older Adults Network

Seniors Safety Line Toll-free: (866) 299-1011

24/7 | 150 languages

Website: www.apoan.org/what-is-elder-abuse

This agency works to empower victims and offers education, information and advocacy on the issues of older adult abuse. They also provide support and referrals on issues related to older adults experiencing abuse.



Community Care Access Centre

Peterborough: (705) 743-2212

Port Hope: (905) 885-6600

Campbellford: (705) 653-1005

Lindsay: (705) 324-9165

Haliburton: (705) 457-1600

Website: healthcareathome.ca/centraleast

Central East Community Care Access Centre connects with in-home and community-based health care. They provide information and direct access to health care providers and services to help people come home from the hospital sooner or live independently at home longer. CCAC assist people to find their way through Ontario's health care system, from school children who have special health needs to seniors who need health services at home or access to a long-term care home.

Elder Abuse Ontario Central East Networks

Seniors Safety Line: (866) 299-1011

Central East Region: (705) 876-1122 ext. 327

Website: www.elderabuseontario.com

Elder Abuse Ontario provides education, information and links to multiple sites and services to identify and prevent Elder Abuse. The Safety Line will provide information, counselling and referrals to community resources/services that may be able to assist in resolving situations of elder abuse.



Geriatric Assessment Intervention Network (GAIN)

Peterborough: (705)-876-5021

Port Hope: (905) 885-2626 ext. 254

Lindsay: (705) 879-4112

Campbellford: (705) 653-1140 ext. 2139

Minden: (705) 286-2140 ext. 3400

Geriatric Assessment Intervention Network clinics are designed to provide an inter-professional approach to assessment and care for high-risk seniors, generally aged 75+, who:

- Live at home or in a retirement residence
- Have multiple complex medical, functional and psychosocial problems
- Have recently experienced a functional or cognitive decline
- Are at risk for falling, or have experienced falls



Psychiatric Assessment Services for the Elderly (PASE)

Contact: (705) 876-5076

Fax: (705) 876-5160

1 Hospital Drive, Peterborough

The Psychiatric Assessment Services for the Elderly is a specialty geriatric mental health outreach team. PASE offers specialized geriatric mental health outreach services for the four counties of Northumberland, City of Kawartha Lakes, Haliburton and Peterborough.

Services include:

- Psychogeriatric Resource Consultants (PRC)
- Intake and screening
- Specialized assessment and consultation to referral sources of clients (who have a family physician)
- Care planning, short-term treatment and follow-up
- Consultation/education and support to caregivers and service providers



Northumberland Elder Abuse Network (NEARN)

Website: cornerstonenorthumberland.ca/nearn

Northumberland Elder Abuse Resource Network (NEARN) helps to facilitate the planning and coordination of services related to elder abuse prevention in Northumberland County and to provide education and awareness about Elder Abuse in the community.

This committee has also established linkages and partnerships with Regional, Provincial and National committees to promote and facilitate the coordination of activities relating to the prevention of elder abuse. NEARN also assists communities to access resources relating to the prevention of elder abuse. For a list of member agencies, please visit their website.



The Office of the Public Guardian and Trustee (OPGT)

Contact: (416) 314-2800

595 Bay Street, Toronto

Website: www.attorneygeneral.jus.gov.on.ca

The Office of the Public Guardian and Trustee is responsible for protecting mentally incapable people: Managing the finances and property of adults who have been found incapable of managing their own affairs. Temporary guardianship unit can investigate situations where an incapable person may be at risk of abuse or neglect.

Notes:

DOMESTIC VIOLENCE SERVICES

Domestic Violence Hubs

Domestic Violence Hubs offer women experiencing abuse or violence access to multiple services at one location on Mondays in the communities of Peterborough, Northumberland and Kawartha Lakes. All services are free and confidential. By appointment or Walk in Mondays, Closed Statutory Holidays.



START at YWCA

Peterborough

Mondays 9:30-3:00

216 Simcoe Street, Peterborough

Contact: (705) 743-3526

Website: ymcapeterborough.org/get-help/start/



THRIVE at Cornerstone

Family Violence

Prevention Centre

Mondays 9:00-12:00

40 Swayne Street, Cobourg

Contact: (905) 372-1545

Website: www.thrivenorthumberland.ca



BRIDGES at Women's Resources

Mondays 10:00-3:00

22 Russell Street East, Lindsay

Contact: (705) 878-4285

Website: womensresources.ca/bridges-kawartha-lakes/



Cornerstone

Crisis: (800) 263-3757 | 24/7

Contact: (905) 372-0746

Website: www.cornerstonenorthumberland.ca

Community Counselling

This program provides strength based short-term individual counselling and group counselling to women who have experienced family violence. In addition they provide safety assessment, risk management plans, workshops, group counselling and referrals.

Child, Youth and Family Support

This program offers individual and group counselling for children and youth in the community who have been impacted by witnessing family violence, or who have experienced unhealthy or abusive dating relationships. Cornerstone offers a number of options within the Child Witness Program. This includes:

- Let's Talk, a 2 day workshop for mothers and children who have experienced unhealthy relationships or family violence. Mothers' sessions are focused on understanding the impact on children of being exposed to family violence and some of the parenting challenges that can be associated with that. It also provides an opportunity for mothers to learn from each other as they build connections and share their experiences. Children's sessions are designed to provide a safe environment to share their experiences, increase their understanding of healthy & unhealthy relationships, develop risk management plans and provide an opportunity to help them understand that the abuse was not their fault.
- Mother's in Mind is a unique mother-child program specifically for mothers who have had hurtful experiences in their life and are parenting children under 5 years old. This program was created by the Child Development Institute.
- Individual counselling.

Family Court Support

Thanks to a grant from the Ministry of the Attorney General, we have a Family Court Support worker who provides service to either women or men who are the victims of family violence. The service is available to those who are either in the family court process or are considering it. The program provides accompaniment to family court and lawyers' appointments, information about the family court process, help with understanding and filling out court documents, appropriate referrals, and safety planning.

Transitional Support & Housing

The Transitional Counsellor provides service to women living in the shelter and women in the community who have experienced family violence. The program provides risk assessment and safety planning, referrals to community resources, and help with finding, securing and maintaining housing. As with all of our programs, this support happens within a strength based approach.



Elizabeth Fry Society

Contact: (800) 820-7384

(705) 749-6809

223C Alymer St. N, Peterborough

Website: www.efryptbo.org/services

Their programs are available to all women in the Peterborough area. Programs are designed to help women avoid prison sentences and develop skills to prevent re-offending and further incarceration. Training is also provided to women prisoners within the Central East Correctional Centre in Lindsay, and they provide follow-up re-integration work with women upon their release. Supportive counselling is an important component of their programming as it often focuses on helping women become prepared for further counselling and other supportive programs.



YWCA Peterborough Haliburton

24 Hour Support & Crisis Line:
(800) 461-7656

Text: (705) 991-0110

START Program

(walk-in abuse services clinic):

Mondays, 9:30 am – 3:00 pm,
216 Simcoe Street

**Family Court Support and
Transitional Support by Appointment:**

Peterborough: (705) 743-3526,
216 Simcoe Street

Haliburton County: (705) 286-6442,
11 Bobcaygeon Rd., Minden

Emergency Shelter:

Crossroads Shelter (Peterborough):
(705) 743-4135

HERS (Haliburton County):
(705) 286-6442

Website: ywcapeterborough.org/get-help

YWCA Peterborough Haliburton provides safety and support for women and their children who are living in, or wondering about leaving, an abusive situation. Emergency shelter services are available 24 hours a day at YWCA Crossroads Shelter (Peterborough) and as needed at Haliburton Emergency Rural SafeSpace (Haliburton County). Support by appointment or walk-in also available.

Call, day or night, if you...

- feel controlled, afraid or hurt in your relationship
- would like to create a personalized safety plan
- are wondering about your options or what to do next
- would like Family Court Support
- feel that you and your children are ready to leave and wish to go to a safe place

All YWCA support services are free, confidential and woman-centred. Collect calls will be accepted. For a complete listing of programs and services, please visit ywcapeterborough.org.



Women's Resources, Lindsay

24 Hour Support & Crisis Line:

(800) 565-5350

Website: womensresources.ca

Bridges of Kawartha Lakes
(walk-in abuse services clinic):

Mondays, 10:00am - 3:00 pm

22 Russell Street E, Lindsay

Family Court Support:

Call or Text: (705) 879-9759 to book
appointment

Emergency Shelter: (800) 565-5350



John Howard Society

Contact: (705) 743-8331

305 Stewart St, Peterborough

Email: jhsptbo@jhsptbo.com

Website: www.jhsptbo.com

The John Howard Society (JHS) of Peterborough offers a range of services for adults, youth and families to help them reduce the incidence of criminal behaviour through support, counselling, courses, and programs and to better understand and cope with the criminal justice system.

Youth Services include:

- Pre-charge Diversion
- SAFE: a pre-employment training program for those aged 15-30.
- Extra judicial measures and sanctions: supervision in Peterborough City and County.
- Court Support: for accused youth and their families.
- Restorative Justice Circles: a process in which all individuals affected by a crime meet to discuss the offence and its consequences.
- School Suspension Program: a program available for students who receive long term suspensions.

Adult Services Include:

- Healing from within (male sexual assault survivors).
- Community Intake and Aftercare: advice and referrals for individuals in need of support.
- Institutional Services: support, advocacy and advice for men at Warkworth Institution.
- Pardon applications.
- Partner Assault Response (PAR) Program.

Partner Assault Response Program is a component of Ontario’s Domestic Violence Court program, and includes specialized counselling and educational services offered by community-based agencies to people who have assaulted their partners. The philosophy of the PAR program is to provide offenders the tools they need to make, and keep, healthy relationships. Offenders can be ordered to attend the PAR program by the court and/or as a condition of probation. PAR programs aim to enhance victim safety and hold offenders responsible for their behaviour.

The 12-week long program gives people who have been violent or abusive toward a spouse/partner the chance to realize that abuse is a choice and to take responsibility for their actions. While a client is in the PAR program, staff contacts the victim to ensure that they have a safety plan, and will assist by referring them to community resources and discuss the content of the program.

Notes:

SEXUAL ASSAULT SERVICES

Kawartha Sexual Assault Centre

Contact: (705) 748-5901

Crisis Line: (705) 741-0260

(866) 298-7778

411 Water St, Suite 102, Peterborough

Website: www.kawarthasexualassaultcentre.com

Email: ksac@nexicom.net



The Kawartha Sexual Assault Centre is a not-for-profit, charitable organization established to provide sexual assault services and public education for the community. Through qualified specialists, men and women survivors of past and recent sexual assault receive professional, well- developed and responsive, healthy support.

Services include:

- 24-hour crisis line
- Weekend webchat
- Individual and group counselling
- Outreach services
- Advocacy
- Referrals
- Accompaniment to medical and legal appointments
- Public education

All services are immediate, free and confidential. Services are available throughout the City of Peterborough, and the counties of Haliburton, Northumberland, Peterborough, and City of Kawartha Lakes.

John Howard Society

Contact: (705) 743-8331

305 Stewart St, Peterborough

Email: jhsptbo@jhsptbo.com

Website: www.jhsptbo.com



Healing from Within Program

This program provides assistance to men that have been sexually assaulted. It helps these victims heal by recognizing the impact it can have on the mind and body, and teaches them how to overcome the trauma this situation has caused.

**Sexual Assault/Domestic
Violence Response Program at
Women's Health Care Centre
Peterborough Regional Health
Centre.**



For Medical or Crisis Care call 705-743-2121 ext 0. Switchboard will connect you with the RN on call.

For counselling call (705) 743-4132 or (800) 419-3111 (toll free)

**Women's Health Care Centre is open
Monday to Friday 8:30-4:30**

Website: www.prbc.on.ca/cms/sexual-assault-domestic-violence-program

The program at Women's Health Care Centre provides services to those who have been victims of sexual assault, or domestic violence, including the counties of Peterborough, Northumberland, City of Kawartha lakes and Haliburton. As a member of the Ontario Network of SADVTC they are the designated service to provide comprehensive, evidence based care to victims of our region.

There is a specially trained RN on-call 24/7. This service is free and confidential.

Services offered:

- Emergency Health Care
- Evidence collection and photo documentation
- Testing and prevention of sexually transmitted diseases, including HIV
- Emergency contraception
- Crisis counseling and referral
- Risk assessment and safety planning
- Follow UP care
- Navigation through complex network of systems
- Includes Pediatric Sexual Assault/Abuse assessment

CALL US. We can help.

YOUTH SERVICES



Kids Help Phone

Contact: (800) 668-6868

Website: www.kidshelpphone.ca

Available by phone and web, in English and in French, any time of the day or night, Kids Help Phone's counsellors offer compassionate, non-judgmental support to kids in need, no matter the question, no matter the problem.

Kids Help Phone is the go-to resource for kids in Canada aged 5 to 20 when they need help or trustworthy information on issues that are difficult to discuss with anyone else. The organization promises complete anonymity and confidentiality.

Their Community Referral Database, Canada's largest catalog of local services, connects kids to resources and social services in their own community.

Their website has several sections including: "Ask Us Online" where kids post questions to counsellors and get a reply; "Info Booth" where kids find reliable information on all sorts of topics; and "Your Space" where kids can express themselves and play games.



Peterborough Youth Service

Contact: (705) 743-1681

459 Reid St. Peterborough

Website: www.pysonline.ca

Peterborough Youth Services offers youth focused counselling, engaging youth in respectful, professional, therapeutic relationships. They offer office-based counselling, community response team (crisis), and youth justice programs.



Kinark Child and Family Services

Central Intake Number: (888) 454-6275

Website: www.kinark.on.ca

Cobourg: (905) 372-4361

20 Strathy Rd., Unit 3

Peterborough: (705) 742-3803 380

Armour Rd., Suite 275

Campbellford: (705) 653-4208

146 Oliver Rd., 2nd floor

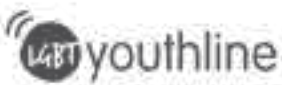
By appointment only

Kinark provides mental health services for children from birth to 18 years of age living in Peterborough and Northumberland Counties.

Services include individual and family counselling, intensive in-home services, day treatment, residential care, clinical consultation, supervised access, parent education, life skills.

Treatment of mental health symptoms including hyperactivity, anxiety, fearfulness, depression, sadness, low self-esteem, aggression, and behaviour problems at home, school, or community.

Children and teens that have experienced trauma including physical abuse, sexual assault, or have been victims of crime or have witnessed a crime may be treated for mental health issues arising from the experience.



LGBT Youthline

Phone: (800) 268-9688

Text: (647) 694-4275

Website: www.youthline.ca/

The LGBT Youth Line is a toll-free Ontario-wide peer-support phone line for lesbian, gay bisexual, transgender, transsexual, two-spirit, queer and questioning young people.

Youth Line offers confidential and non-judgemental peer support through our telephone, text and chat services. Get in touch with a peer support volunteer from Sunday to Friday, 4:00PM to 9:30 PM.



Rebound Child and Youth Services

Contact: (905) 372-0007

700 D'Arcy St. N Unit 20, Cobourg

Rebound offers unique skill-based, positive mentoring and justice system diversion programs. Programs may be delivered in “neutral” locations (schools, libraries, community centres) during the day, evenings, or weekends.

Their programs and services include:

- READbound tutoring program
- CHOICES (teen social skill development group)
- P.A.S.S. (Positive Alternatives for School Suspensions)
- Youth Justice Committees
- Youth Referral Program
- Y.O.U.R.S. (Youth Outreach Under 18 Responsive Services)
- P.L.A.N.S. (Positive Learning and New Start behavioural intervention)
- D.E.A.P. (Drug Education and Awareness Program)
- Warkworth - exploring the reality
- Enrichment programs
- Lending library
- Case management



Northumberland Family Respite Services

Contact: (905) 885-9758

72 Walton St, Port Hope

Website: info@northumberlandfamilyrespite.ca

Northumberland Family Respite Services provides intervals of support and rest for families who are responsible for the continuous care of a family member who has a handicapping condition.

Northumberland Family Respite Services assists families to find screened respite workers. In addition Northumberland Family Respite Services is a source of information on a variety of subjects affecting special needs children and adults including Attention Deficit Disorder, Fetal Alcohol Syndrome, physical, medical and developmental conditions.



Community Living

Contact: (705) 743-2411

223 Aylmer St, Peterborough

Contact: (905) 372-4455

275 Cottesmore Ave, Cobourg

Community Living provides a wide range of supports to those individuals age 6 and up who have an intellectual disability. Community Living is committed to providing a variety of services that are individualized as possible and meet the needs of child, youth, adults, and families.

Lakeshore Family Network is a support group and information network for family members, and caregivers. This group meets once a month as a support group to share information, learn from guest speakers and support each other by listening and understanding you are not alone.



Tri-County Community Support Services

Contact: (705) 876-9245

349a George St Suite 303,

Peterborough

Website: www.tccss.org

Tri-County Community Support Services (TCCSS) provides community-based specialized clinical and support services to individuals, families, and service providers that contribute to the enhancement of quality of life and community participation of person with intellectual/developmental disabilities and/or Autism Spectrum Disorders.

TCCSS provides a range of services including:

- Behaviour consultation
- Advocacy and case management services
- Transitional age youth services
- HKPR resource management
- Passport funding
- Behaviour analysis



Developmental Services Ontario (DSO)

Contact: (905) 953-0796

1-855-277-2121

dsocentraleast@yissn.ca

Main Office 200-150

Montreal Rd, Ottawa

DSO can provide you with information about community services and resources, and assist you in connecting with MCSS-funded developmental services and supports.

The Ontario Government created the Passport initiative to provide opportunities for individuals who have Developmental disability and who have left school to find more ways to participate in their communities. Through Passport, participants can receive funding for activities that encourage their personal development and help them achieve their potential.



CMHA HKPR Dual Diagnosis Case Management

Contact: (705)-748-6711 ext. 2006

Program Manager: Shari Warfield

E-mail: *swarfield@cmbakpr.ca*

The team supports adults living with a dual diagnosis (intellectual disability and mental health issues) through a supported independent living (SIL) program. The Dual Diagnosis program develops and monitors measurable outcomes to ensure continuous quality improvement.

GRIEF/BEREAVEMENT SERVICES



Hospice Peterborough

Hospice Peterborough

Contact: (705) 742-4042

Toll free: (800) 790-0867

Email: admin@hospicepeterborough.org

439 Rubidge Street, Peterborough

Bereavement Support

- Adult Grief Recovery Groups
- Children and Teen Grief Support Group
- Teen Online Grief Group (TOGG)
- Lunch for The Recently Bereaved
- Walk With Hope

About Hospice Peterborough

Thanks to generous volunteer and donor support, Hospice Peterborough offers the best possible support to individuals and families living with or affected by life-threatening illness and grief.

Guided by a philosophy of compassion, respect and autonomy, the organization's team of specially trained staff and volunteers work together to care for the whole person, improve quality of life and enhance comfort. When individuals and families come to Hospice, they realize they are not alone.

a year. This group offers a safe place to share and express feelings and experiences and to move forward through grief. Level II is a 12-week program that continues the journey and examines some of the more complex aspects of grief and recovery. Finding identity, new relationships, healthy and unhealthy belief systems, are some of the areas explored. Level III is an informal once a month group that offers ongoing support and encouragement. All groups are led by competent trained facilitators.

Walking Together

An easy paced walking group for people who are bereaved. The walking group offers an opportunity to re-energize, share and listen to others who have also experienced a loss.

Teen Grief Support Group

Hospice offers a 7-week program for teens that allows them to explore the impact of grief in their life. This safe program uses a variety of creative activities such as music, storytelling and many others, in order to journey the grief. Having opportunities to be with other teens that are grieving is also an important part of the journey. This group is facilitated by Hospice staff and trained volunteers. This program is run throughout the year as needed.

Teen Online Grief Group (TOGG)

The TOGG program consists of six weeks online and a gathering at Hospice for pizza on the seventh week. Eligible participants include teens aged 14 to 18 who are dealing with the death of an important person in their life.

Want to learn more about our teen online grief support program?
Visit <http://togghp.org>

Children`s Grief Group

The children`s grief group is a 7-week program for children ages 6-12 who have experienced the death of someone close to them. This group helps children to understand and manage their feelings and behaviours around grief. It allows children to connect with other children who are grieving, and to share feelings and experiences.

ABORIGINAL SERVICES



Lovesick Lake Native Women's Association

Contact: (705) 652-8787
12 Albert Street Lakefield
Website: www.llnwa.ca

At the Lovesick Lake Native Women's Association they are dedicated to the social economic and well-being of the native and non-native community. Their services and programs include: Aboriginal prenatal nutrition program; long-term care program; and community action programs for children.

Social Wellness and Awareness Program

This program decreases isolation and increases socialization through participation in various activities and educational workshops that bring awareness in the community. This allows for many issues that Aboriginals face to arise; these include, drug and alcohol addiction, mental illness, obesity, diabetes, heart disease, blood sugar, blood pressure, healthy and affordable eating, and fitness.



Nijkiwendidaa Anishnaabekweg Services Circle

Contact: (800) 663-2696 or (705) 741-0900
1097 Water St, Peterborough
Website: www.nijki.com

Nijkiwendidaa is operated by Anishnaabekweg and provides counselling and healing services for Anishnaabekweg and their families. The services that Nijkiwendidaa provide enable Anishnaabekweg and their families who have been abused, are being abused or are at risk of being abused to heal, build healthy relationships and a healthy community.

NASC utilizes a blend of Traditional Indigenous Healing methods and contemporary Western counselling and healing practices. Foremost, NASC provides a cultural-based approach and other appropriate methods to meet the needs of clients.

Please call to find out more about their services such as: Crisis Support; One-to-One Counselling; Child Witness Program; Transitional Housing Support; Employment Counselling; Good Life Skills; and Healthy Babies, Healthy Children Program.



Nogojiwanong Friendship Centre

Contact: (705) 775-0387

580 Cameron Street, Peterborough

Website: www.nogofc.ca

This is a First Nation service agency that focuses on social support, outreach to youth, health and physical development, educational services, justice interventions, and anti-violence. It provides services that are reflective, responsive and accountable to children, family, and the Aboriginal community's strengths and needs. The staff is sensitive to social, linguistic and cultural diversity of families and communities, and is supportive

based on the child and family's assessed needs and preferences. Services are offered individually, in a group setting, and/or may include participant based activities.

Notes:

FOOD AND CLOTHING

Name	Location	Phone
7 Hills Community	60 Main St, Warkworth	705-924-2077
Alderville Community Food Bank	Roseneath ON	905-352-2140
Brighton Fare Share Food Bank	23 Prince Edward St. Brighton	613-475-4190
Cramahe Food Bank	1 Church St. E, Colborne	905-355-1388
Curve Lake Food Bank	3 Public Works Rd., Curve Lake	705-957-3539
Fare Share Food Bank	25 Doxsee Ave, Campbellford	705-653-1988
Hastings Food Bank	3 Albert St E, Hastings	705-696-1105
Havelock Food Bank	12 Oak St, Havelock	705-778-1204
Kawartha Food Share	665 Neal Dr., # 1, Peterborough	705-745-5377
Millbrook Food Share	1 Dufferin St, Millbrook	705-932-7066
North Kawartha Food Bank	135 Burleigh St, Apsley	705-656-1748
Northumberland Fare Share Food Bank	755 Division St, Unit 17, Cobourg	905-372-5308
Norwood Food Bank	78 Colborne St, Norwood	705-639-1777
One Roof Diner	99 Brock St, Peterborough	(705) 874-1812
Port Hope Fare Share Food Bank	34 South St, Port Hope	905-885-6674
Salvation Army	67 Queen St, Campbellford	705-653-4185
Salvation Army	66 Swayne St, Cobourg	905-373-9440
Salvation Army	219 Simcoe St, Peterborough	705-742-4391
Salvation Army	74 Queen St, Unit H, Port Hope	905-885-2323
St. Vincent de Paul	471 Barnum House Rd., Grafton	905-377-3263

Some locations provide meal programs, emergency food, food cupboards (if you are a client of their organization) and/or is a food bank. Certain places also provide other emergency assistance such as clothing, temporary shelter, help with heat/hydro or medical expenses and a place to do your laundry.

Contact Victim Services of Peterborough and Northumberland for a full list of food banks in your area

PUBLIC HEALTH



Peterborough Public Health

Contact: (705) 743-1000

185 King Street, Peterborough

Website: www.peterboroughpublichealth.ca

Kawartha Pine Ridge District Health Unit.

Toll-Free: 1-866-888-HKPR (4577)

info@hkpr.on.ca

Text: 705-878-2723 (general inquiries)

Haliburton Office:

Box 570, 191 Highland St., Unit 301,
Haliburton, ON, K0M 1S0

Tel: (866) 888-457 Fax: (705) 457-1336

Lindsay Office:

108 Angeline St. S., Lindsay.

Tel: (866) 888-4577 Fax: (705) 324-0455

Port Hope Office:

200 Rose Glen Rd., Port Hope.

Tel: (866) 888-4577 Fax: (905) 885-9551



Port Hope Community Health Centre

Contact: (905)-885-2626

99 Toronto Rd, Port Hope

Website: www.porthopechc.ca



Port Hope Community Health Centre offers many different programs such as:

- Primary Care Team
- Diabetes Team
- Counselling
- Community Health
- Community Dietitian
- Dental Program
- Health Promotion

PETS

Many agencies are working together in recognition of the link between family violence and keeping pets safe. Researchers have documented that violence toward animals can be a component and a symptom of child, spousal and elder abuse. Studies show:

- Over half of families living with domestic violence have abused or neglected their pets;
- In many of the families with physical abuse of the children, there was also animal abuse;
- Women pet owners seeking refuge in women's shelters report that their abuser had threatened or had harmed their pet. Of these women with children and pets, over half believed the children were aware of the abuse, and impacted by it;
- Women delay leaving abusive situations because of fears for a pet's safety.

This information was condensed from the Canadian Veterinary Medical Society. For more information see: www.canadianveterinarians.net/animal-abuse.aspx or call your local veterinarian.

Check with shelters for arrangements with local animal shelters or veterinary hospitals to provide temporary housing for pets. Some shelters themselves provide temporary accommodations for animals.

Violence towards pets is one way abusers exert power and control over other victims, including children, spouses or elders. Do you recognize any of these behaviours?

- Threatening or hurting the pet may be used as a warning e.g., "next time it could be you."
- Threats may be used as leverage. Fear for the pet keeps family members (spouse, child or elder) from disclosing the abuse and exposing the abuser.
- Forcing victims to witness cruelty to their pet is emotional abuse.

- Children who hurt animals may be acting out of their own experience, e.g. what they observe, or what they undergo themselves, at home.



Humane Society

Peterborough: (705) 745-4722

385 Lansdowne St. E.

Website: www.peterboroughhumanesociety.ca

Northumberland: (905) 885-4131

371 Ward St, Port Hope

Website: www.northumberlandhumanesociety.com

Kawartha Lakes: (705) 878-4618

107 McLaughlin Road, Lindsay

Website: www.bskl.ca

Working in cooperation with many agencies and departments, the Peterborough Humane Society continues to promote responsible pet ownership concepts through community outreach.

To report Animal Cruelty/Neglect in Peterborough call (705) 310-SPCA, (705) 310-7722



Ontario Society for the Prevention of Cruelty to Animals

Website: www.ontariospca.ca

The Ontario SPCA's Provincial Anti-Violence Coalition conducted a women's shelter survey to explore the connection between the abuse of pets and domestic violence. Sixty-one per cent of respondents had pets harmed and/or killed by an abusive partner. As well, 48% confirmed that they had delayed leaving an abusive situation for fear of leaving helpless pets behind.

As a result of the survey the society launched the Family Violence Assistance Program. Working with participating shelters, the Ontario SPCA provides safe emergency shelter on an interim basis to the companion animals of families entering shelters.

To report suspected animal abuse call the SPCA, Crime Stoppers at 1-800-222-8477, your local POLICE or Humane Society.

OTHER SERVICES OF INTEREST

Assaulted Women's Helpline: Provides crisis counselling, safety planning, and referrals to community agencies. These services are provided over the phone, however there is a website to access as well
Contact: 1 866 863-0511 Website: www.awhl.org

Court Prep: This is an interactive website that was developed for youth in the court system. However, this site is extremely helpful to anyone who has never had experience, or has had limited experience, with the court system. *Website: www.courtprep.ca*

Family Law in Ontario: This page has links to dealing with violence in the home. *Website: www.yourontariolaw.com/violence-in-the-home*

Family Service Toronto, Violence Against Women: This website has a section on family violence including violence against women with lots of information about recognizing abuse.
Website: www.familyservicetoronto.org

Luke's Place: Luke's Place is a centre for change devoted solely to improving the safety and experience of abused women and their children as they proceed through the family law process. This site contains a wealth of information about the family law process.
Website: www.lukesplace.ca

Metrac: Provides information and resources related to domestic violence. *Website: www.metrac.org*

National Clearing House on Family Violence: Provides information and resources about all aspects of violence within relationships. *Website: www.phac-aspc.gc.ca/nfv-cnivf*

National Office for Victims: This is a central resource for victims of offenders that are under federal responsibility. They provide general information to victims and the public as well as a victim's perspective in national policy development among other things.
*Website: www.publicsafety.gc.ca/prg/cor/nov/nov-bnv-eng.aspx
Contact: 1 866 525-0554*

Neighbours, Friends and Family: This is a public education campaign to raise awareness about the signs of women abuse so that the general population can recognize the signs of abuse.

Website: www.neighbourfriendsandfamilies.ca

Ontario Coalition of Rape Crisis Centres: OCRCC works toward the prevention and eradication of sexual assault. The Coalition recognizes that violence against women is one of the strongest indicators of prevailing societal attitudes towards women.

Website: <http://sexualassaultsupport.ca>

Ontario Forms Assistant: This site provides 8 different family court forms that you may fill out online with information, tips, and assistance throughout the process. At the end, the site returns your information to you in the proper format so that you may print it out and submit it. You may also save your information and continue filling out the form at another time.

Website: www.formsassistant.ontariocourtforms.on.ca/Welcome.aspx?lang=en

Ontario Victim Services Secretariat: Is a division of the Ministry of the Attorney General whose job is to ensure that all victims of crime are treated with respect and receive the information and services they need. *Website: www.attorneygeneral.jus.gov.on.ca/english/ovss*

Survivor Toolkit: This video series and website has been developed for survivors of sexual violence and the people who are supporting them. This video series and website resource helps to guide you through both community-based and legal options available to you.

Website: survivor toolkit.ca

Shelternet: Provides current information and resources for women who have been abused as well as maps of shelters in each province.

Website: www.shelternet.ca

The Canadian Women's Health Network: This is a national organization that is dedicated to improving the lives and health of women and girls in Canada. The site contains materials and information on domestic violence.

Website: www.cwhn.ca

TRUE STORIES

17 Years Ago

Today I realized I have to leave. I have tried to understand and change my partner but the harder I try, the worse it gets. My children are getting older and asking questions and I don't have all the answers.

I am scared and I feel so alone, but I have no choice but to put my children before me. I have come to learn that if I don't leave my relationship with my partner, my children will think it is ok to allow their future partners to verbally and physically abuse them or worse, they could become the abuser. I placed a call to a shelter. I took my three children and then left behind my yesterday dreams.

February 2010

Today I am happily married with six children. I remember returning to school and later finding a great job that provided a living for me and my children. I took charge and set my own route on the path of life. I am able to look back with understanding of the woman I was, while celebrating the woman I am today.

Recovery takes time and lots of healthy choices. Remember, I did it and so can you. Believe in yourself and know that all is possible. ~ Anonymous

Eight years later

It's 8 years since Angelina left Mark. She now has her education, profession, a job, a home and friends, and as she says: "I have joy!" "I was crazy to believe he meant it when he would say he was sorry each time." "I didn't see myself as abused. They had money. I had my own vehicle. I didn't understand I was a victim until I was cleaning my own blood off the walls." "There is a lot of emotional and psychological abuse before a human will accept physical abuse."

Angelina's voice rises and falls, breaks and she sighs. She expresses anger, frustration, and sadness. Her pain is real.

The abuse didn't stop. "He still calls. He used the family court system to abuse me. He had money. I didn't. He dragged it out. I had to represent myself because I couldn't afford the lawyer."

"A thousand times I considered going back. He used the kids to control and

LISTEN

When I ask you to listen to me and you start giving advice you have not done what I asked.

When I ask you to listen to me and you begin to tell me why I shouldn't feel that way, you are trampling on my feelings.

When I ask you to listen to me and you feel you have to do something to solve my problem, you have failed me, strange as that may seem.

LISTEN! All I asked, was that you listen, not talk or do—just hear me. Advice is cheap; 25 cents will get you both Dear Abby and Billy Graham in the same newspaper. And I can do for myself; I am not helpless. Maybe discouraged and faltering, but not helpless.

When you do something for me that I can do and need to do for myself, you contribute to my fear and weakness.

But, when you accept as a simple fact that I do feel what I feel, no matter how irrational, then I can quit trying to convince you and can get about the business of understanding what's behind this irrational feeling. And when that's clear, the answers are obvious and I don't need advice. Irrational feeling make sense when we understand what's behind them.

Perhaps that's why prayer works, sometimes, for some people because God is mute, and he doesn't give advice or try to fix things. "They" just listen and let you work it aloud for yourself.

So, please listen and just hear me. And, if you want to talk, wait a minute for your turn; and I'll listen to you.

~ Anonymous

I REMEMBER WHEN....

I remember when I would curl up in a ball on the floor as the blows were being delivered to protect my unborn child...

I remember when I would hide behind the couch hoping he would go away... I remember when I wore turtle-necks to hide my bruises...

I remember when his hands were around my throat until I blacked out... I remember when fear paralyzed me...

I remember when the man at church saw a bruise and when our eyes met he looked away...

I remember when I showed the marks to mom and she said sometimes that happens...

I remember when I called his brother and he said he did not want to get involved...

I remember when I stood with the bottle of pills in my hand thinking it may be the only way out...

I remember the moment I decided it was time for me to make a change...

~ Author Anonymous

GLOSSARY OF TERMS

Accelerated Parole is only available to some first time offenders and it is only used when they are convinced the offender will not commit a violent offence. The offender may receive parole earlier than normal.

Affirmation is a non-religious oath given by a witness/victim before testifying, promising that the evidence they offer is, to the best of their knowledge, the truth.

Appeal is a process for requesting a formal change or a review of an official decision.

Appearance Notice is a legal document that states that the person is charged with an offence and must appear in court on the date named in the notice.

Bail Hearing occurs when a judge decides if an accused person will be released before the case is heard in court. Victims are entitled to a copy of the bail order and to know of any conditions that are placed.

Breach means that an individual has not complied with their Conditions. This is a criminal offence.

Concurrent Sentences are sentences that are served at the same time.

Conditional Releases allow an inmate to work or volunteer under supervision in the community for a specific time. This is one of the first steps in the gradual reintegration of an offender back into society.

Conditions are actions that are set by the court that must be followed when an individual is released on bail/parole/probation. Conditions could include such things as: staying away from certain locations; not being in possession of firearms; or they must report at a certain time to the police.

Consecutive Sentences are two or more sentences that are served one after another.

Criminal Harassment is when anyone makes you reasonably afraid for your safety by watching, following, threatening, or other means.

Crown Prosecutors/Attorneys are lawyers who deal with wrongs against society, not individuals. They are not the victim's lawyer. They are acting on behalf of all the public.

Day Parole requires the offender to return to the institution every evening unless there are separate specifications. Victims have the legal right to obtain these specifications.

Defense Lawyers/Attorneys represent the accused and ensures their rights are not violated.

Detention Order means that the individual is ordered into custody, possibly while awaiting a court decision.

Domestic Violence Hubs offer women experiencing abuse or violence access to multiple services at one location. Call your local shelter for more information.

Duty Counsel is a lawyer available to accused individuals held in the cells and in court to give advice and to help with the accused's court appearance. This service is free.

Evidence is the information you give in court about what happened during an incident. Evidence may also include such things as photographs, property, etc.

Family Court Support Workers provide direct support to victims of domestic violence who are involved in the family court process. A Family Court Support Worker will help you to understand the family court process, help victims prepare for family court proceedings, refer victims to services and supports in the community and help with safety planning. They can help with matters related to: separation and divorce, custody and access, child and spousal support, child welfare (CAS), restraining orders and emergency motions.

Federal Penitentiaries are for sentences that are 2 years or more in length.

First Appearance is a short court attendance where the parties and their lawyers meet to schedule the first Case Conference, ensure that both parties have served and filed all of their pleadings, and possibly discuss an interim order to deal with more sensitive or urgent issues in the matter.

Full Parole means the offender is no longer required to return to the institution, but they are under specific conditions. Victims have the legal right to obtain these specifications.

Information is a piece of paper which sets out the charge against the accused in Provincial Division. All of the dates of court appearances and the final outcome of the case are recorded on this document and kept on file in the court office.

Input Statement is also called Victim Impact Statement.

Judicial Pre-Trials are meetings with the Crown possibly discussing guilt or innocence, weaknesses and strengths of the case, alternate lesser charges, the admissibility of certain evidence, if there have been any Charter infringements, and any applications that need to be brought to assert those infringements.

Justices of the Peace are individuals who preside over bailing hearings and provincial offences courts, issue search warrants, etc. In other words, a Judge.

Long-Term Offender classification is similar to dangerous offender. These offenders have a special sentencing hearing and can be sentenced to incarceration for up to 10 years after their first sentence is complete.

No Contact Order restricts a person's behaviour so they may not: go near or contact you, your family or friends; go to certain places; or carry a firearm. There are three different types: Retraining Orders; Peace Bonds; and Terms of Release.

Parole is either “day” or “full.” It is a conditional release that allows offenders to serve part of their sentence in the community. It is a privilege, not a right and is determined by the parole board after a review is done of the information available. The biggest factor in determining parole is the safety of society. This includes the safety of victims and witnesses.

Peace Bonds are a criminal court order that sets out specific conditions to protect the safety of others or property. It can be ordered if there is a reasonable fear that another person will cause personal injury to them or their family, will damage his/her property, or where there is a reasonable fear that another person will commit a sexual offence against them. If the agreement is broken, criminal charges can be laid.

Preliminary Inquiry is a hearing where a judge will determine if there is enough evidence to justify a case going to trial. Witnesses and victims may be called to testify.

Promise to Appear is a legal document signed by the accused person in which the person promises to appear in court on a named date.

Provincial Prisons are for sentences that are less than 2 years long.

Publication Bans are used when a victim/witness is under 18 years of age or there is a special need for protection. There are several ways a judge can protect witnesses such as the witness testifies behind a screen, or outside the court room using a closed circuit TV. A publication ban also means that the media is not allowed to use the victim/witness’s name when reporting about the trial/case.

Reasonable Prospect of Conviction is when they are considering whether or not to continue the prosecution of a charge. If the Crown determines there is no reasonable prospect of conviction, at any stage of the proceeding, then the prosecution of that charge must be discontinued.

Recognizance requires an accused to follow certain conditions, with a financial penalty if they do not comply. If there are no conditions, then the recognizance just requires the accused to attend court as directed by the recognizance.

Sexual Assault Nurse Examiner is a specially trained nurse available 24/7 at Peterborough Regional Health Centre Emergency Department to assist with sexual assault/domestic violence victims.

Statute of Limitations does not apply to most crimes in Canada. You can report an offense that happened in the past to the police at any time.

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Statutory Release occurs for some offenders after they have served two-thirds of their sentence.

Summary Conviction has no preliminary hearing and the penalties are less severe than with criminal charges.

Surety is a person who gives or promises security for another person. The security acts as a promise that conditions imposed in a proceeding or obligations will be fulfilled, or else the surety risks losing the security provided.

Temporary Absences can be occasional or a series of releases to help inmates return to society. They can be granted for medical, family contact, compassion or many other reasons. Offenders may be escorted or unescorted depending on their release date.

Trials involve lawyers presenting and questioning evidence, questioning witnesses and/or the accused in order to come to a decision.

Under Oath means that the individual has sworn or affirmed that what they are saying is the truth. If someone is knowingly lying while Under Oath, then they are committing Perjury; it's a criminal offence.

Undertaking to an Officer in Charge is similar to Conditions but has been put forth by the Officer in Charge instead of the courts. Failure to comply with the undertaking is a criminal offence.

Victim Impact Statement is a description of how the crime has affected a victim, physically, emotionally, and financially. The Crown Attorney or arresting police officer may ask you to prepare such a statement. If the accused is convicted, the judge may consider the VIS when determining a sentence.

Witness/Victim's role in a criminal court is to tell the truth and give their evidence as completely and accurately as is possible.

Written Revocable Consent means that a party may give their consent to have contact with another party by filing a letter with the police and Crown Attorney. The party allowing the contact may revoke their consent at any time without providing a reason by informing both family and civil litigation files.

Notes:

Today, I choose my tomorrow

By accepting the help you need, you are taking back your energy and power. You are moving to the place in your life where life is safe, healthy, and strong.

You are beginning to trust that life can and will be better. It takes time to heal a broken spirit.

Only you can decide to live in “the here and now,” to look back for learning and to wait for tomorrow.

You cannot look back with regrets of yesterday because yesterday is gone and tomorrow is yet to make a mark on their lives. You do not have any control over either yesterday or tomorrow.

Therefore, Today is all you have, so let's focus on it and make it a day worth remembering.

Today is your day and only you can choose how to make your memories for tomorrow.



Visit our videos and online resources at:
survivortoolkit.ca

Participating Partners



Peterborough & Northumberland



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