

Strategies for Safety

Considerations for Individuals Experiencing Family Violence

JANUARY 2019

Alberta 

Thank You

Strategies for Safety would not have been possible without the contribution and support of the Family Violence Police Advisory Committee (PAC), Interdepartmental Committee on Family Violence (ICFV), Integrated Risk and Threat Assessment Centre (ITRAC), participating women's shelters, and Alberta Justice and Solicitor General Victims of Crime Fund.

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ISBN 978-1-4601-4068-0

Table of Contents

WHO SHOULD USE THIS GUIDE?	1
HOW SHOULD THIS GUIDE BE USED?	1
SAFETY PLANNING	1
A TRAUMA INFORMED LENS	2
SAFETY STRATEGIES CHECKLIST	4
WHAT IS A SAFE PLACE?	7
WHAT IS A SAFETY PACK?.....	7
VICTIM WANTS TO STAY IN THE RELATIONSHIP	9
VICTIM PLANS TO LEAVE THE ABUSER	11
VICTIM HAS LEFT THE ABUSER.....	13
FINANCES.....	14
CONSIDERATIONS FOR LEGAL MATTERS	16
CONSIDERATIONS FOR PEOPLE WITH CHILDREN	19
CONSIDERATIONS FOR PEOPLE WITH PETS	20
CONSIDERATIONS FOR STALKING	21
CONSIDERATIONS FOR INDIGENOUS PEOPLES.....	23
CONSIDERATIONS FOR SENIORS.....	25
CONSIDERATIONS FOR PEOPLE WITH DISABILITIES	26
CONSIDERATIONS FOR NEWCOMERS TO CANADA.....	27
ADDITIONAL BARRIERS	28
CONTACTS	29
QUICK REFERENCE	43

WHO SHOULD USE THIS GUIDE?

This resource guide is designed to assist frontline responders having safety planning discussions with individuals at risk of family violence; this could include police officers, victim service workers, shelter staff or social workers. The guide is written in plain language and attempts to broadly identify key issues that responders ought to take into account when developing an effective safety plan.

HOW SHOULD THIS GUIDE BE USED?

Family violence affects all types of victims and relationships, including men and women, LGBTQ+ individuals, children and the elderly; therefore, those working with victims must always strive to take an individual's unique context and characteristics into account so that their safety plan can be as effective as possible. It is important that frontline responders be mindful of how overlapping and intersecting issues (such as low socio-economic status, sexual orientation, gender and/or language barriers) may interact to make a victim more vulnerable.

The guide is designed to be inclusive of all victims of family violence: there are sections for victims planning on remaining in the relationship, for those that have left the relationship, or those that are planning on leaving the relationship. Furthermore, special consideration is given to vulnerable groups such as Indigenous peoples, seniors, immigrants and those with disabilities. This booklet includes information on legal and financial resources, as well as relevant contact information for service providers. The end of the booklet also contains quick reference pages that can be provided to clients to assist them with their own safety planning.

This guide is designed to complement the Family Violence Investigation Report (FVIR). The FVIR can be a useful tool in identifying key victim risks with respect to family violence, and this guide can provide information and tools to mitigate those risks.

SAFETY PLANNING

Safety planning is a strategy used by victims and service providers to assess risk and reduce harm in situations of domestic and family violence. Safety planning can help people feel safer and can give them life-saving skills and tools. Since every situation is different, safety planning is not a “one size fits all” process; interventions must be case-specific. This booklet offers safety considerations and options that take into account the diversity and complexity of people's lives but does not promote a specific safety planning

method. Preparation for safety is best conducted as an active partnership between the victim and an advocate trained in supporting victims of family violence. Safety planning is also best complemented with other strategies and tools including risk and threat assessments, along with support or counseling.

Frontline responders should ask the victim what strategies they are currently using and have used in the past. It is important to consider the victim's perception of the level of threat and their psychological wellbeing. Service providers can help the victim identify how their specific needs (i.e. lives in a rural area, is new to Canada, has children, low socio-economic status) may impact their safety planning and risks. The checklist on page 4 can help identify the victim's specific needs.

Safety plans should be written in plain language. They should be practiced and discussed repeatedly with victims until they feel comfortable. Safety strategies need to be reviewed periodically and updated when circumstances change. Accommodations may be required for individuals with visual impairments or where English is not their first language.

Remember to tell clients to keep any safety planning documents in a safe yet accessible place and hidden from the abuser.

A TRAUMA INFORMED LENS

This resource guide is designed to be utilized in the context of a trauma informed lens. Trauma informed care is a strength-based framework that involves understanding, recognizing, and responding to the effects to all types of trauma. It emphasizes physical, psychological, and emotional safety for victims and providers and helps survivors rebuild a sense of control and empowerment.

Instead of asking "What is wrong with you?", a trauma Informed approach is to ask "What has happened to you?"

Victims of family violence or those with a history of family violence rely on the people around them to provide them with the supports and services they require.

Being trauma informed is:

- Being responsive to an individual's needs;
- Addressing an individual's needs in a way that is empowering and non-judgmental;
- Providing an individual with options for further support and services when the individual is ready;

- Supporting an individual in understanding the connections between their experiences of trauma and their current coping mechanisms; and
- Avoiding re-traumatizing or replicating previous trauma dynamics.

Another important element of a trauma informed lens is the need for front line responders to understand the effects of trauma on victims; trauma affects the whole person, including changes in body, mind, emotions and behaviour. The brain responds by preparing the body for “flight,” “fight,” or “freeze” mode even though the traumatic event(s) has ended.

Trauma can inhibit an individual’s ability to seek help or to engage with service providers. Victims may skip appointments, fail to follow through on commitments/agreements, and/or decline services. Trauma impacts the individual’s ability to concentrate and respond to instructions, along with increasing the likelihood that the individual will become disconnected from conversations, lose focus and have lapses in memory due to stress. Individuals with mental health or physical conditions may experience trauma differently, complicating service delivery. It is important that front line responders understand these effects and take them into account when considering services to victims.

SAFETY STRATEGIES CHECKLIST

Before developing a safety plan, it is helpful to discuss the victim's current situation and identify risks. This checklist indicates the relevant sections to review in this booklet. While the following checklist is structured in a traditional yes/no format, it is recommended that while administering the checklist you take notes to capture information that may not be adequately reflected by the yes/no questions.

To the extent possible, please ask the following questions in a trauma-informed manner, focused on building a relationship with the individual and understanding their unique situation. Some questions, such as those surrounding citizenship status, language barriers and health/disability issues should be handled with care.

Living Arrangements

- City
- Rural
- First Nation/Métis Settlement

Are you currently living with your abuser? Yes No

If "Yes", are you considering:

- Staying in the relationship? (*refer to page 9*)
- Leaving the relationship? (*refer to page 11*)
- Unsure at this time.

If "No",

- Have you already left the relationship? (*refer to page 13*)

Do you have any children living with you? (*refer to page 19*) What are the ages of your children? Yes No

Do you have an older adult living with you? (*refer to page 25*) Yes No

If your abuser does not live with you, does he/she have contact with the children? Yes No

Do you have any pets? (*refer to page 20*) Yes No

Safety Planning Tools

- Do you have a vehicle? Yes No
- Do you own or have access to a computer? Yes No
- Do you have a cell phone? Yes No
- Do you have access to the internet? Yes No
- Do you have access to transportation and/or public transit? Yes No

Safety Planning Options

- Do you have any health/disability challenges? (*refer to page 26*) Yes No
- Do you have any difficulties communicating in English? (*refer to page 27*) Yes No
- Are you a Canadian citizen? (*refer to page 27*) Yes No
- Do you know what a safety pack is? (*refer to page 7*) Yes No
- If “Yes”, do you have a safety pack prepared? Yes No
- Do you have a place in your home that you feel the safest? Where?
- Do you have friends or family close by that you feel safe with and that your comfortable going to for support? Yes No

Current Situation

- Do you currently contact with the abuser? Yes No
- Do you have mutual friends or colleagues? Yes No

If living with the abuser:

- Are your movements/social contacts being monitored? Yes No
- Are you phone calls/emails/social media being monitored? Yes No
- Do you have a separate bank account? Yes No
- Does your abuser know the passwords to our bank account/phone/email/social media? Yes No
- Are you followed outside the home? Yes No
- Any threats to your family, social contacts or pets? Yes No

If not living with the abuser:

Is your home being watched? Yes No

Do you run into the abuser unexpectedly outside your home or are you being followed outside your home? Yes No

Do you receive unwanted texts, emails or social media messages? Yes No

Any threats to your family, social contacts or pets? Yes No

WHAT IS A SAFE PLACE?

A safe place is somewhere a victim, including children, can go if there is a violent episode in the home. A safe place could be a room inside the residence or somewhere outside the home (a trusted friend or neighbour's household, the car); each victim's circumstances will be unique and therefore, it will be important for you to take this into account when developing a safety plan.

If the victim utilizes a room as their safe place, the best kind is one on the ground floor with easy access to the outside to call to the attention of neighbours. The room ought to have a lock on the inside of the door and if possible, a phone. Tell the victim to avoid rooms that have objects that could become weapons, such as kitchens, bathrooms, sheds or garages. If possible, they should also avoid rooms with tile or hardwood floors because these areas can become dangerous and cause injuries.

It should be noted that in some circumstances (victim lives in apartment without outside access, residences without sufficient/adequate options for safe room) it may be advisable for the victim and/or the children to leave the premises during a violent episode. The most important consideration is the victim's physical security.

WHAT IS A SAFETY PACK?

- A **safety pack** is an emergency kit of important items to have when fleeing an abuser. The safety pack should be stored in a safe place and available when a victim and their children need to flee quickly.
- A **safety pack** may need to be stored outside of the house and/or with someone the person trusts (e.g. family, friend, trusted professional, shelter worker).
- A **safety pack** is best prepared when a victim is planning to leave a relationship with an abuser.
- While a **safety pack** is a useful tool for victims, it should be noted that it also has the potential to alert the abuser and put the victim at danger. Victims should take precautions to ensure that a **safety pack** is well hidden.

The following items are recommended to be included in a safety pack:

- Identification for victim and children*
 - Driver's License *
 - Passport *
 - Health Card & Provincial drug plan cards *
 - Birth Certificate *
 - Social Insurance Card *
 - Status Card *

- Copies of custody orders / restraining orders / Emergency Protection Orders (EPO) *
- Marriage License or Divorce Decree *
- Recent picture of all family members *
- Immigration or work permit papers and visa *
- Cash, debit card, and/or credit cards
- Medication, hearing aids, glasses
- Keys (house, car, work, safety deposit box)
- Extra set of clothing
- Address book with important contacts
- Baby food, formula, diapers
- Small saleable objects (jewelry)

For key pieces of identification such as driver's licenses and passports, it is recommended that the victim make copies and/or take pictures and upload them to the internet (such as a secure email) so they are accessible.

For older adults include a list of medications, legal documents (personal directive, power of attorney and will), assistive devices (spare eyeglasses/walker) and phone numbers for community supports and services.*

Items with a * indicate important items in a safety pack. All other items are considerations to have on hand.

VICTIM WANTS TO STAY IN THE RELATIONSHIP

The following section provides safety considerations for people who choose to remain in a relationship and residence with their abuser. These are preventative measures to help people consider personal habits and increase awareness. They may not be possible or appropriate in all situations. Many items/documents can be replaced and victim safety should be the priority in all situations.

When the victim is living with the abuser:

- Have they considered where all potential weapons, such as guns, knives, or other blunt objects are kept? Have precautions been taken to lock the weapons up or make them hard to reach? Encourage the victim to be careful to avoid dangerous situations and alerting the abuser.
- Have they prepared a safety pack? **Refer to page 7.** Is it hidden in a safe place where the abuser will not likely find it?
- Do they have copies of important documents (IDs, SINs, passports) and/or a safety pack in a safe place, potentially outside of the residence or accessible by internet?
- Have they disclosed their situation to friends, family members and/or trusted neighbours? It may be helpful to make a plan with them, when their help is needed. Having a code word or signal, such as flashing lights, having porch lights on, or hanging something out the window, will help their friend, family member and/or trusted neighbour to know that they are to call for help. If victim does not feel safe reaching out to friends or family, have they reached out to a local women's shelter, which may be able to support them on an outreach basis? **Refer to Contacts section on pages 29 - 42.**
 - It should be noted that this strategy may be ineffective if their contact is not home or otherwise unavailable.
- Is there a signal or code word, something that is simple and manageable, that has been created to let the children know to get out and go to a pre-arranged place of safety? Is there an alternative sign for victims with verbal impairments?
- Is there an escape plan to leave the house and a back-up plan? Has the person practiced how to get out safely and rehearsed the plans with the children? Have they practiced the plan in the dark?

- Are any safety plans that involve children appropriate for their age and/or maturity level?
- Is there a safe place in the home in case of a violent episode? **Refer to page 7.**
- Do they know how to protect themselves during a violent attack? Discuss making themselves into a smaller target, by diving into a corner and curling up into a ball, protecting the face and putting arms around each side of the head and wrapping fingers together.
- Do they have access to a cell phone or cordless phone? If the abuser pays for the phone, do they have access to a pay-as-you-go phone?
- Does their mobile phone have GPS capabilities? Does the victim know how to turn on/off this ability?
- Do they know that they should call 911 if they feel threatened? Do they know they can call 911 from a phone with no minutes or plan?
- Do they have a list of local resources that they can access quickly and easily?
- Does the victim have a strategy that will accommodate any physical limitations or mobility challenges they have?
- Do they know that they can call the **Family Violence Information Line at 310-1818** for help 24 hours a day, 7 days a week? Do they know that information is available in different languages?
- Do they have a medical lifeline alert system that they can access quickly and easily?

VICTIM PLANS TO LEAVE THE ABUSER

Deciding to leave the abuser can be a very dangerous time and the victim may need professional help to follow through. Women are at heightened risk for homicide when leaving a relationship, but all victims have unique characteristics (gender, sexual orientation, socio-economic status) that warrant careful consideration when they are planning to leave. During the process of leaving the abuser, victim safety is of the utmost importance.

Prior to leaving their abuser, it is a good idea for the victim to plan how they will leave and where they will go, as long as doing so does not alert the abuser and put the victim at greater risk of harm.

When a victim is getting ready to end the relationship:

- Do they know that they can contact police and the local shelter to ask for help in leaving?
- Have they prepared a safety pack and know where to access it easily and quickly? **Refer to page 7.**
- Do they have pets? Have arrangements been made for someone to temporarily take care of the pets? Do they know that a shelter may help with this or that they can contact the local Society for Prevention of Cruelty to Animals (SPCA) or Humane Society for help? **Refer to page 20.**
- Do they have access to money or has money been set aside in case they need to flee the relationship? Is the money hidden in a safe place or with a trusted family member or friend?
- Do they have any injuries? Do they know that they can go to their doctor or an emergency room to report what happened?
- Are there any physical or mobility impairments? How can the safety plan best address those needs?
- Have they kept any evidence of the abuse? Such evidence may include:
 - Any pictures of bruises or other injuries;
 - Any pictures that show damage to the home or property;
 - Any records kept by doctors or the police that document the abuse; and/or

- A journal of the abuse or stalking log. Record dates, events, threats made, and violent attacks.
- Do they have a plan (verbal or written) to get themselves, their children and older adults out safely?
- Do they know how to clear “dialed” or “received” telephone numbers on their telephone to avoid the abuser from using redial?
- Do they have a lawyer or have they contacted legal aid to find out what actions can be taken for protection?

When a victim is getting ready to leave the abusive situation:

- Do they have a plan for leaving and has the plan been rehearsed?
- Have they considered trying to leave when the abuser is not around and to take all children with them?
 - If children are involved, is the school aware of what is occurring? The abuser could contact the school and gather information if they are not aware of what is happening.
- Have they told a friend or family member of their intentions to leave and the plan of action?
- Have they spoken to a shelter or police on how to leave safely?
- Have they contacted their local shelter? Do they know that it may be much safer to stay at a shelter than places where the abuser can find them and their children?
- Are there any physical or mobility impairments? How can the safety plan best address those needs?

VICTIM HAS LEFT THE ABUSER

The prevalence of spousal homicide is highest for women after separation, so it is important for women to be aware of their risk in these situations.

Once the victim has separated from the abuser:

- Have they spoken to a shelter, police or a family violence assistance agency regarding their situation?
- Do they know what a protection order is? Do they know how to get one? **Refer to page 16.**
 - Do they know that protective orders may not always be enough to keep themselves and their children safe and that they should continue to take other safety planning steps?
 - Are the children and older adults also listed on the protection order?
 - Has a copy of the protection order been sent to the children's school, daycare, etc.?
- Do they have a lawyer or have they contacted legal aid to find out what actions can be taken for protection?
- Are there any criminal court proceedings? Does their lawyer know about these proceedings?
- Have they obtained a new unlisted telephone number with call blocking features since being separated from the abuser or considered securing a second, alternative phone line?
- Have they taken steps to open a new bank account since being separated from the abuser? Are there any remaining joint accounts with the abuser?
- Do they have a current photo of the abuser and current photos of the children?
- Who have they told about their situation? Employers? A trusted neighbour? Friends or family members?
- Have they taken steps to change their daily routine? Such as going to a different grocery store or taking a different route to work, school or home?
- Do they know that they can ask for help from the police or a shelter if there is a need to return to the residence where the abuser resides?
- What support networks do they have?
- Are there any physical or mobility impairments? How can the safety plan best address those needs?

FINANCES

Some people are financially dependent on the abuser and as a result, are at increased risk and may lack the financial resources to leave the relationship.

Financial Support for Albertans Fleeing Abuse

Albertans in abusive situations can get help 24 hours a day, seven days a week through Alberta Works.

Tel: (780) 644-5135 in Edmonton, 1-866-644-5135 (Toll Free in Alberta)

Provided the program's eligibility criteria are met, financial supports **may** be available:

Getting to Safety

- Emergency transportation to a safe place and/or emergency accommodation.
- Relocation costs within Alberta or Canada are covered if a person must move out of their community to escape the threat of violence.

Setting up a New Household

- A \$1000 allowance is issued to help set up a new home.
- Damage deposit to secure a residence is covered.
- Financial help provides for basic needs such as food, clothing, shelter etc.

Starting a New life

- Financial aid for phone, transportation, employment and training services to help find jobs, ensure access to additional supports, family health coverage.
- <http://www.humanservices.alberta.ca/financial-support/3171.html>

The Residential Tenancies Act

This act allows for victims of family violence to end a residential tenancy agreement without financial penalty.

- To do this, tenants must get a Certificate Confirming Grounds to Terminate Tenancy, and use it to give at least 28 days' notice to their landlord. The tenant is still required to pay rent during the notice period.
- For more information, see: <https://www.alberta.ca/safer-spaces-certificate.aspx> or call [1-877-644-9992](tel:1-877-644-9992) (toll-free).

Victims of Crime Financial Benefits Program

Victims of crime can get a monetary benefit to acknowledge victimization, based on the injuries directly suffered from the crime.

10th Floor, 10365 – 97 Street NW Edmonton, AB T5J 3W7

Tel: (780) 427-7217 **Fax:** (780) 422-4213

Toll-free through Service Alberta: 310-0000

For information on the Financial Benefits Program, restitution and other programs for victims, please visit their website:

<http://www.victims.alberta.ca>

The application forms are also available on-line through this site.

Financial Assistance for Seniors Programs

Albertans age 65 and older may be eligible for Seniors Financial Assistance programs if they meet eligibility requirements.

Alberta Supports Contact Centre

Tel: (780) 644-9992

Toll Free 1-877-644-9992

Additional Considerations:

- Does the victim have their own bank account and/or credit cards?
- Are they aware of how to set up and open their own account at a financial institution? Do they have the necessary identification documents to do so?
- Have they changed the log-in information for online banking apps?

CONSIDERATIONS FOR LEGAL MATTERS

Frontline responders should utilize the following section when the victim they are supporting finds themselves navigating the criminal justice system. Frontline responders should contact their local Victim Services Unit for assistance and to get a copy of the Victims of Crime Protocol. A digital copy of the Protocol is available by visiting the Alberta Justice and Solicitor General website at www.victims.alberta.ca. The Victims of Crime Protocol helps to explain what victims can expect throughout the criminal justice process.

Protection Orders

Protection Orders are orders made by the Court which prohibit the abuser or stalker from contacting or coming within a set distance of the victim, their home, work, children's school, and other designated places. While these orders may serve to deter the abuser or stalker, it is important to note that it cannot ensure a person's complete safety. It is important to also have a safety plan in place.

Police can apply for an **Emergency Protection Order, Queen's Bench Protection Order, or Restraining Order**.

Emergency Protection Order (EPO)

To grant an EPO the courts (justice of the peace, judge) must determine that family violence has occurred, that the victim has reason to believe that the abuser will continue the violence and that immediate protection of the victim and other family members is required due to the seriousness and urgency of the matter.

An EPO is available when the violence, harassment or threatening behaviour occurs between family members (related by blood, marriage, adoption or adult interdependent relationship, have a child together or reside together) and an order is required on an urgent basis. There is no cost for an EPO. Speak to Police, Victim Services or Legal Aid for more information.

Queen's Bench Protection Order (QBPO)

A QBPO may be granted by a justice of the Court of Queen's Bench on application if they believe the victim has been the subject of family violence. Victims can apply directly to the Court of Queen's Bench. This order should be utilized if the situation is not urgent. A QBPO can contain the same conditions as an EPO plus extra provisions such as requiring the abuser to reimburse the victim for financial loss, grant temporary possession of personal property, or require the abuser to attend counselling.

Restraining Order

A restraining order is sought in the Court of Queen's Bench and may benefit from the assistance of a lawyer. This order can be used for, but is not restricted to, a person that a victim would like to stop contacting/harassing them or their children, or dating relationships where the two individuals have never lived together and do not have children.

Considerations:

Has the victim sought legal advice or contacted a shelter for more information on protection orders?

- Do they know that they can get information on protective orders by calling the Alberta Law Line toll-free at 1-866-845-3425 or online at www.legalaid.ab.ca/help/Pages/Emergency-Protection-Orders-Domestic-Violence.aspx
- Is there a protection order against the abuser? Does the protection contain a police enforceable clause?
 - A police enforcement clause instructs a peace (police) officer to assist in the enforcement of the terms of the Order in the event that either party refuses to comply with the Order.
- Are there any shared custody or access arrangements? Has the victim talked to a victim service worker or lawyer to determine how important information can be transferred without breaching the order?

Safety When Going To Court

Court is meant to be a safe place for people. If the victim feels unsafe attending court, encourage them to let police, Victim Services, the Crown Prosecutor, Sheriffs, or court services staff know. Is there a plan for the person to get into and to leave court safely? Here are some strategies:

Getting to and leaving the courthouse

- The victim can seek assistance from their local Victim Services Unit. Police-Based Victim Services units can often prepare a victim for court by providing court orientation sessions and arrange for a Victim Advocate to attend court with the victim.
- The victim should have safe and accessible transportation to and from the courthouse. This may be especially challenging for those with physical and/or financial challenges, or those who have childcare or work commitments.

- The victim should plan on getting to court early, before the scheduled appearance. This will make it safer and may help avoid running into the abuser.
- The victim should not go to court alone. They may want to consider asking friends, family and support workers to attend.

Inside the Courthouse

- The victim should stay close to a friend, family member or support worker while inside the courthouse.
- The victim may want to find someone who knows the court system well, such as a Victim Advocate or family violence worker and ask them where exits are located in the building.
- If the abuser tries to approach or harass the victim, the victim should notify courthouse security (sheriffs).
- If the abuser violates a no contact condition, even if the comments are innocuous, it's still a breach. The victim should report any violations to the police.
- The victim can also ask for an escort from the building to their car or other transportation.

CONSIDERATIONS FOR PEOPLE WITH CHILDREN

Children present unique challenges when safety planning with a victim. Research suggests that when a parent, especially a mother or expectant mother is at risk for violence, so are the children. It is important to remind victims to avoid discussing safety strategies with the children when the abuser is present or nearby and to remind their children not to share safety planning information with the abuser.

Some things to keep in mind:

- Do the children know how to use the telephone in case of emergencies?
- Do the children know that they can seek help from a safe, designated adult?
- Do the children know their full name and address?
- Do the children know that if they are unable to talk to a 911 dispatcher when calling for help, they should try to leave the phone off the hook/not hang up?
- Do the children know what room in the residence is safe if violence escalates, or where to go if there isn't a safe room?
- Does the victim have a signal or code word for the children to use in case of emergency?
- Is the school or daycare informed of the situation?
- Does the school or daycare have any documentation that specifies in writing who is permitted to pick up the children?
- Do they have a lawyer or have they contacted legal aid to find out what actions can be taken for protection?
- Does the abuser have visitation rights with the children? Have arrangements been made to pick up/drop off the children somewhere other than the home?
- Is the victim aware of locations with safe visitation sites?
- Has the victim discussed and practiced the safety plan with the children? Is the plan age appropriate and simple for children to follow?
- Do the children have any social support (ie. school counselors, teachers, etc.)?

CONSIDERATIONS FOR PEOPLE WITH PETS

Family violence affects all family members, including pets. For many victims of family violence, their relationship to their pets is the strongest positive connection with another living being. In abusive relationships, pets are often targeted by the abusive partner and threatened or killed in order to exert power and maintain control over the victim. When considering safety strategies, the safety of a pet should be taken into consideration. If not, victims may increase their personal risk by delaying leaving to ensure their pets' safety.

- Does the victim have close friends or family members that they trust who might be willing to take the pets temporarily?
- Are they aware there may be local agencies that may be able to temporarily shelter pets or place them in foster homes? (ie. SPCA or Humane Society)
- Do they know their pets' hiding spot so they don't have to spend time looking for them in the case of emergency?

CONSIDERATIONS FOR STALKING

If the person is in immediate danger:

Do they know that they should call 911? Make sure the person knows they can seek safety from the following:

- Police stations;
- Residence of trusted friends or family. The location should be unknown to the stalker;
- Shelters or crisis centres;
- Local churches or religious sites; and/or
- Public places such as a busy shopping mall or drive thru outlets (Stalkers may be less inclined towards violence in public places).

Does the victim know what to do if they cannot escape the immediate location of danger?

Does the victim know what to do if they do not have access to a telephone?

Are victim's employer/employees aware in case the emergency occurs at work? Do they have copy of protection orders (if applicable) or photos of the abusive partner?

If the person is NOT in immediate danger

- Is the victim recording all incidences in a log or journal? Do they know they should keep a record of emails, texts, phone calls, social media messages, gifts, or any indirect contact to third parties?
- Have the police been notified of incidents of stalking?
- Do they know they can be stalked by a current or former partner, including a spouse? It is possible to be stalked by someone to whom you are married.
- Have their family, neighbours, coworkers, friends been made aware of the situation? Do they have a picture of the stalker and do they know what to do if they receive contact from the stalker or see them? Is there a no contact order? Do they carry it at all times?
- Are they aware they should not try to bargain or reason with the abusive partner (stalker), as it encourages contact and gives them a reason to maintain contact with the victim?

- Have they considered changing their schedule and routines (travel routes, bus, hangouts, gym, shopping)?
- Have they changed passwords and/or phone numbers and considered closing social media accounts?
- Are they able to record voicemails? (Download or record using a digital audio recorder)

CONSIDERATIONS FOR INDIGENOUS PEOPLES

Historical and political events, including the Indian Residential School experience, high rates of child apprehension and incarceration of Indigenous people, may cause some Indigenous people to experience anger, suspicion and fear in their interactions with institutions such as the police. In many Indigenous societies, the purpose of justice was to restore peace and reconcile the accused with the family and community. This can put pressure on victims to not report violence or involve authorities. More information on how historical issues have contributed to current rates of violence in Indigenous communities can be found [here](#).

The influence of community may have a profound effect on a victim and their family. How the community views the situation and the victim's family may affect how the family behaves, makes decisions and accesses services. If a person has spent most of his or her life in an isolated First Nations reserve or Métis Settlement environment, activities that take place in a larger town or a city will likely be intimidating, and may affect the person's ability to communicate comfortably with service providers outside the community.

There are numerous resources available tailored to the needs and unique circumstances of Indigenous peoples. The Alberta Council of Women's Shelters worked with Indigenous communities and academic experts to develop the *Walking the Path Together* project. This project includes resources for victims and front line responders, including a specialized danger assessment tool for on-reserve communities. These resources can be found [here](#). In addition, the Native Women's Association of Canada has developed a resource titled *You Are Not Alone: A Toolkit for Aboriginal Women Escaping Domestic Violence*, which provides Indigenous women with community safety planning resources to address domestic violence; these resources can be found [here](#).

Contact with police is sometimes the first contact a victim will have with the justice system. Police officers who have established relationships are in the best position to gain the trust and, in turn, support victims of crime in these communities.

Specialized services are available for Indigenous people dealing with family violence:

- Native Counseling Services of Alberta offers many programs and services to help Indigenous families. Contact **(780) 451-4002** or visit <http://www.ncsa.ca/online/>
- Native Friendship Centres can help people connect to programs and services for people who have been abused or who abuse others. Call **(780) 423-3138** or visit: <http://anfca.com/>

- Persons on Métis Settlements can contact their Region 10 Métis Settlements Child and Family Service Authority (CFSA) to locate a Positive Living Outreach Worker for support and referrals to services. Visit: <http://www.metissettlementscfsa.gov.ab.ca/home/565.cfm>

CONSIDERATIONS FOR SENIORS

Elder abuse is any action or inaction by those in trusting relationship that jeopardizes the health and wellbeing of an older adult. The forms of elder abuse are: emotional/psychological; financial; physical; sexual; misuse of medication; and/or neglect. Elder abuse can take place in the home, in other residential settings, or in the community by a spouse, family member, caregiver, or other people in a trusting relationship.

Elder abuse is unique in nature due to vulnerability factors such as:

- Physical frailty of the older adult;
- Isolation;
- Immobility;
- Cognitive ability;
- Dependency on others for care and assistance;
- Lack of social support, and/or
- Shame of disclosing abuse - as perpetrator maybe a family member.

Safety Planning resources for older adults:

- <https://www.albertaelderabuse.ca/getting-help/safety-plan>;
- <https://www.albertaelderabuse.ca/resources/documents>;
- <http://www.acaging.ca/recognizing-abuse-toolkit>; and
- <http://www.seniors-housing.alberta.ca/seniors/elder-abuse-resources.html#pub>.

CONSIDERATIONS FOR PEOPLE WITH DISABILITIES

Persons with disabilities, like seniors, may be particularly vulnerable to abuse due to their disabilities or isolation.

If the person is planning on going to a shelter, here are some important questions to ask:

- Does the shelter accommodate people with disabilities (including service animals, special equipment, medical companions, etc.)?
- Do they have a strategy if the shelter cannot accommodate their needs?

If the person requires a personal assistant/caregiver

- Are personal assistant/caregiver services available?
- If the abuser is not a personal assistant/caregiver:
 - Can the personal assistant/caregiver accompany the victim to the shelter?
 - Are there gender restrictions for personal assistant/caregiver?

Protection for Persons in Care

The Protection for Persons in Care Act, enacted in 1998, makes it a requirement to report any suspicion of abuse for adults in publicly funded care facilities, including hospitals, seniors' lodges and nursing homes, to local police authorities, or a toll-free reporting line, 1-888-357-9339.

CONSIDERATIONS FOR NEWCOMERS TO CANADA

Immigrants, newcomers and refugees bring their own personal, cultural, and political experiences when they first arrive in Canada. Many people have left countries in which the authorities are not trusted or the police are corrupt, especially in regions of civil strife and war. In addition, many parts of the world do not view domestic violence seriously or as a crime. Some immigrants, newcomers and refugees may not be aware of support and may face cultural and language barriers when they try to access relevant services.

It is important to avoid making assumptions about individuals based on their appearance, identities, language or citizenship status.

Some cultural differences may be:

- What seems relevant in situations or conversations;
- The importance of individuals relative to the family or community;
- The importance of spirituality;
- Different views with respect to gender roles*; and/or
- Different tradition and values.

***Gender roles:** Gender roles in a particular society exist on a continuum from hierarchical, most often male dominated, with very distinct roles for men and women to more egalitarian, where roles of men and women are more integrated. There may also be reluctance to discussing gender roles.

Newcomers and the Law

Which countries' citizenship does the victim currently hold? People with permanent resident status or Canadian citizenship are entitled to the same legal treatment as people born in Canada. Newcomers who have recently come to Canada may be unaware of their legal rights if they are victimized by crime or a traumatic event. Sometimes abusers take advantage of this to exploit newcomers to Canada.

Many people who are permanent residents or Canadian citizens believe that they do not have any rights during their sponsorship period. This is not true. People with permanent resident status cannot lose their status or be removed from Canada if they leave an abusive relationship. The same applies to people who were sponsored to Canada by their abuser. The sponsor cannot have the person deported for leaving them.

People who DO NOT have Permanent Resident Status

- People who have come to Canada under work or study permits, or have been allowed to enter Canada as visitors may not have immigration status. This group includes: people still waiting for their “inland spousal sponsorship”¹ to be processed and do not have temporary residency, refugee claimants, and live-in caregivers.
- People who are not permanent residents should get legal advice such as Legal Aid, or through other resources listed on pg. 24 before making any decisions about leaving the abuser. They should also seek legal advice before they go to Citizenship and Immigration Canada (CIC). There may be legal issues affecting the person’s situation and they may be at risk of being removed from Canada.

Interpretation Resources – CanTalk

CanTalk is a simultaneous interpretation service available to Victim Services Units in Alberta 24 hours, 7 days a week. For more information, visit www.cantalk.com. All Police Based Victim Services Units in Alberta have free access to this service.

You may request from CanTalk (in advance):

- An interpreter in a specific language for a specific appointment time;
- A male or female interpreter (subject to availability); and/or
- The same interpreter as previously used (subject to availability).

Victims of Crime Handbook

Justice and Solicitor General Victims Services provide free copies of the Victims of Crime Handbook in the following twelve languages: English; French; Vietnamese; Tigrigna; Spanish; Somali; Punjabi; Kurdish; Kiswahili; Chinese; Arabic; and Amharic.

The local Police Based Victim Services Unit can order copies at any time. You can also print the pdf [here](#).

¹ Inland sponsorship is a sponsorship application where both the sponsor and the applicant are applying from inside Canada.

ADDITIONAL BARRIERS

People's lives can be complex. Below is a list of additional factors and barriers that should be taken into consideration when developing a safety plan.

Language Barriers

An inability to communicate in a particular language could leave a person vulnerable to abuse and exploitation. Language barriers can augment both dependence and isolation, making disclosure much more difficult and obtaining access to services significantly more challenging.

Cultural Factors

Cultural taboos against revealing "private" family issues can create barriers to escaping abuse. People who are abused may feel reluctant to tell someone as they may feel that it 'brings shame' to their families. Certain ethno-cultural beliefs and values can make people feel bound to silence as cooperating with the authorities may bring hostility and rejection by other members of their community.

Social Isolation

Most people experiencing abuse are socially isolated because their abuser often cuts them off from their social supports. People will be further isolated if they experience language or cultural barriers, live in a rural community or on a First Nation or Metis Settlement. The absence of a social network makes abuse easier to hide and help more difficult to seek. Connecting victims with community supports or a referral to victim services may be of assistance to them.

CONTACTS

FAMILY VIOLENCE CRISIS AND INFORMATION LINES

211 Edmonton

Outside Edmonton dial 780-482-INFO (4636)

- Provides access to information and services for Edmonton and area

Alberta Association of Sexual Assault Services (AASAS)

Tel: (403) 237-6905 ext. 249

Email: mailbox@aaasas.ca

Website: www.aasas.ca

AASAS Locations:

Calgary and Surrounding Area

Tel: (403) 237-5888

Edmonton

Tel: (780) 423-4357

TTY (Telephone device for the deaf)

Tel: (780) 421-1482

Fort McMurray and Surrounding Area

Tel: (780) 791-6708

Grande Prairie and Surrounding Area

Tel: 1-888-377-3223

Lethbridge and Surrounding Area

Canadian Mental Health Association 24

Hour Distress Line

Tel: (403) 327-7905

Alberta Council of Women's Shelters

Tel: 1-866-331-3933

Website: www.acws.ca

Bullying Help Line

Tel: 1-888-456-2323

Child Abuse Hotline

1-800-387-KIDS (5437)

Connect Family and Sexual Abuse Network

Tel: (403) 237-5888

Toll Free in Alberta: 1-877-237-5888

Homefront Calgary

Tel: (403) 206-2100 ext. 243

John Howard Victims Assistance Program

Tel: (780) 422-0721

- Provides accompanied court preparation for domestic violence cases.

Lloydminster and Surrounding Area

Tel: (305) 825-9557

Medicine Hat and Surrounding Area

Alberta Mental Health Board Help Line

1-877-303-2642

Phoenix Safe House Crisis Line

1-800-661-7949

Sherwood Park and Strathcona County

Tel: (780) 449-0900

Family Violence Info Line

310-1818

(no area code needed)

- Toll free anywhere in Alberta
- Available 24 hours a day, 7 days a week
- Trained workers available to provide callers information on family violence and all calls are confidential
- Help is available in over 170 languages

**Today Family Violence Help Centre
Edmonton**

Tel: (780) 455-6880

After hours dial 780-482-HELP (4357)

LEGAL RESOURCES

Alberta Law Line

Tel: (780) 644-7777

Toll Free: 1-866-845-3425

Website:

<http://www.legalaid.ab.ca/contact/Pages/default.aspx>

Alberta Justice and Solicitor General Victims Services

Tel: (780) 427-3460 or dial 310-0000 toll free access

Fax: (780) 422-4213

Website: <http://www.victims.alberta.ca>

Provides a listing of Victim Services Units throughout Alberta that offer information, support and referrals to victims of crime.

Calgary Legal Guidance

100, 840 - 7th Avenue, S.W.

Calgary, AB T2P 3G2

Tel: (403) 234-9266

Website: www.clg.ab.ca

Emergency Protection Order Program

Edmonton: (780) 422-9222

Calgary: (403) 355-4868

Lethbridge: (403) 388-3162

Or call the Alberta Law Line at

1-866-845-3425

Website: www.legalaid.ab.ca

Provides free legal information, services, support, help with protection orders and court procedures.

Family Mediation Services

Family Justice Services

Edmonton: (780) 427-8343

Calgary: (403) 297-6981

Rest of province: (403) 340-7187

Dial 310-0000 toll free access (no area code needed) Website:

<https://albertacourts.ca/resolution-and-court-administration-serv/family-justice-services>

Legal Aid Alberta

Legal Services Centre

Locations can be reached by calling toll free: 1-866-845-3425

Website: www.legalaid.ab.ca

Native Counselling Services of Alberta

The Family Court Work Program

10975 - 124 Street

Edmonton, AB T5M 0H9

Tel: (780) 451-4002

Website: www.ncsa.ca

Public Legal Education Network of Alberta

5520 - 48A Avenue

Red Deer, AB T4N 3V6

Tel: (403) 343-3712

Siksika Justice Department

(Legal Aid Alberta) Siksika, AB

Tel: 1-866-845-3425

RESOURCES FOR SENIORS

Help Lines/Crisis Lines

Provincial Family Violence Information Line
toll free (310 – 1818) for resource information
in your area.

Edmonton Seniors' Abuse Help Line:
780-454-8888

Calgary Elder Abuse Resource Line:
403-705-3250

Alberta Elder Abuse Awareness Network
Website: <http://www.albertaelderabuse.ca>

Calgary Kerby Elder Abuse Line
24 Hour Crisis Line
Tel: (403) 705-3250

**Community Response to Abuse and
Neglect of Elders**
Medicine Hat and Area
Tel: (403) 529-4798

Edmonton's Seniors Abuse Helpline
24 Hour Crisis Line
Tel: (780) 454-8888

**Elder Abuse Resource and Supports
Program (EARS)/ Elder Abuse Intake Line:**
Tel: (780) 477-2929

Lethbridge Senior Citizens Organization
Tel: (403) 320-2222 (Ext 25)

**Medicine Hat Community Response to
Abuse and Neglect of Elders (CRANE)**
Tel: (403) 529-4798 (24 hours)

Native Seniors Centre Cottage East
10107-134 Avenue
Edmonton, AB T5E 1J2
Tel: (780) 476-6595

Office of the Public Guardian
Tel: 1-877-427-4525
Provides decision making mechanisms for
people who are unable to make personal non-
financial decisions for themselves.

Office of the Public Trustee
Toll free anywhere in Alberta Tel: 310-0000
Edmonton area: (780) 427-2744
Calgary area: (403) 297-6541
Protects the financial interests of vulnerable
Albertans by administering their estates.

Protection for Persons in Care
Tel: 1-888-357-9339
To report abuse in publicly funded facilities.

**Red Deer Helping Elder Abuse Reduction
(H.E.A.R.) Resource Information Line**
Tel: 403-346-6076 or 1-877-454-2580 (toll
free)
Available 24 hours a day to speak to an
advocate.

**Seniors Association of Greater Edmonton
(SAGE) Seniors Safe House**
Tel: (780) 702-1520
For 24 hour support call the Seniors Abuse
Helpline: Tel: (780) 454-8888
Website:
<http://site1.mysage.ca.webguidecms.ca/help/seniors-safe-house>

INDIGENOUS FAMILY RESOURCES

The following list is not exhaustive of all resources for Indigenous people, and many of the shelters and organization listed in ***Women’s Shelters and Emergency Support Resources Section*** on page 38 will likely be able to provide support tailored to the needs of Indigenous people. For additional resources for Indigenous victims of family violence, such as Native Friendship Centers please see Page 23 of this guide.

Awo Taan Healing Lodge

Calgary, AB

Tel: (403) 531-1972 or (403) 531-1976

Website: <http://www.awotaan.org/>

Big Stone Cree Nation Women’s Emergency Shelter

Tel: (780) 891-3905

Toll free line: 1-877-891-5322

Crisis support line: (780) 891-3333

Crossroads Resource Centre

Tel: (780) 835-5550

Toll-free line: (877) 835-2120

Crisis support line: (780) 835-2120

Eagle Women’s Emergency Shelter

Black Diamond, AB

Tel: (403) 933-3370

Ermineskin Women’s Emergency Shelter

Maskwacis, AB

Tel: (780) 420-0008 ext. 228

Crisis support line: (780) 585-4444

Hope Haven Women’s Shelter

Lac La Biche, AB

Tel: (780) 623-3104

Toll free line: 1-866-727-4673

Crisis support line: (780) 623-3100

Lethbridge Native Women’s Transition Home Society

Lethbridge, AB

Tel: (403) 329 – 6506 or (403) 329-6141

Paspew House, Mikisew Cree Women’s Shelter

Fort Chipewan, AB

Tel: (780) 697-3323

Peace River Regional Women’s Shelter

Peace River, AB

Tel: (780) 624-3466

Toll free line: 1-877-624-3466

Crisis support line: (780) 624-3466

Pincher Creek Women’s Emergency Shelter

Pincher Creek, AB

Tel: (403) 627-2114

Toll free line: 1-888-354-4868

Crisis support line: (403) 627-2114

Eagle’s Nest Stoney Family Shelter

Morley, AB

Tel: (403) 881-2025

Crisis support line: (403) 881-2000

**Sucker Creek Women's Emergency
Shelter**

Enilda, AB

Tel: (780) 523-2929

Toll-free line: 1-866-523-2929

Crisis support line: (780) 523-4357

**Yellowhead Emergency Shelter for
Women**

Hinton, AB

Tel: (780) 865-4359

Toll-free: 1-800-661-0937

Crisis support line: (780) 865-5133

RESOURCES FOR NEWCOMERS

Citizenship and Immigration Canada

Toll free in Canada: 1-888-242-2100
Information on immigration status and the
Immigration and Refugee Protection Act.

BROOKS

Brooks and County Immigration Services

Unit 2, 500 Cassils Road East
Brooks, AB T1R 1M6
Tel: (403) 362-0404

CALGARY

Alberta Association of Immigrant Serving

Agencies (AAISA)
915 - 33 Street NE Calgary, AB T2A 6T2
Tel: (403) 273-2962
Email: contact@aaisa.ca
Website: <http://www.aaisa.ca>

Calgary Bridge Foundation for Youth

201, 1112B - 40 Avenue, N.E. Calgary, AB
T2E 5T8
Tel: (403) 230 – 7745
E-mail: admin@calgarybridgefoundation.com
Website:
<http://www.calgarybridgefoundation.com>
Hours of operation: Mon to Fri 9:00am -
5:00pm

Calgary Catholic Immigration Society

5th floor, 1111-11 Avenue SW Calgary, AB
T2R 0G5
Tel: (403) 262-2006
E-mail: contact@ccisab.ca
Website: <https://www.ccisab.ca/>
Hours of operation: Mon to Fri 8:30am -
4:30pm

Calgary Immigrant Women's Association

200, 138 - 4 Avenue, S.E. Calgary, AB T2G
4Z6
Tel: (403) 263 – 4414
E-mail: reception@ciwa-online.com
Website: <http://www.ciwa-online.com>

Hours of operation:

Mon to Wed 8:30am-4:30pm,
Thurs 8:30am-7:00pm, Fri 8:30am-1:30pm

Centre for Newcomers

125, 920 – 36 Street, N.E. Calgary, AB T2A
6L8
Tel: (403) 569-3325
E-mail: newcomer@centrefornewcomers.ca
Website: <http://www.centrefornewcomers.ca>
Hours of operation: Mon to Fri 8:30am -
4:30pm

Immigrant Services Calgary

1200, 910 - 7 Avenue, S.W. Calgary, AB T2P
3N8
Tel: (403) 265-1120
E-mail: info@immigrantservicescalgary.ca
Website:
<http://www.immigrantservicescalgary.ca>
Hours of operation: Mon to Wed 8:30am -
4:30pm.

Jewish Family Services Calgary

420, 5920 -1 A Street, S.W. Calgary, AB T2H
0G3
Tel: (403) 287-3510
E-mail: info@jfsc.org
Website: <http://www.jfsc.org>
Hours of operation:
Mon, Tues, and Thurs 8:30am - 5:00pm,
Wed 8:30am - 8:00pm, Fri 8:30 am - 2:00 pm

EDMONTON

ASSIST Community Services Centre

9653 - 105A Avenue
Edmonton, AB T5H 0M3
Tel: (780) 429-3111
E-mail: info@assistcsc.org
Website: <http://www.assistcsc.org>
Hours of operation: Mon to Fri 9:00am - 5:00pm, Sat 9:30am - 12:30pm

Catholic Social Services (CSS)

10709 - 105 Street
Edmonton, AB T5H 2X3
Tel: (780) 424-3545
E-mail: immcss@catholicsocialservices.ab.ca
Website: <http://www.catholicsocialservices.ab.ca>
CSS provides services in communities across northeast and central Alberta.

Changing Together: A Centre for Immigrant Women

2nd Floor, 10010 - 105 Street
Edmonton, AB T5J 1C4
Tel: (780) 421-0175
E-mail: info@changingtogether.com
Website: <http://www.changingtogether.com>
Hours of operation: Mon to Thur 8:30am - 4:30pm, Fri 8:30am - 3:30pm

Edmonton Immigrant Services Association

201, 10720 - 113 Street
Edmonton, AB T5H 3H8
Tel: (780) 474-8445
Website: <http://www.eisa-edmonton.org>
Hours of operation: Mon - Fri 8:30am - 4:30pm

Edmonton Mennonite Centre for Newcomers

E-mail: info@emcn.ab.ca
Website: <http://www.emcn.ab.ca>
Programs and services are offered from three locations in Edmonton. Visit their website for information and telephone numbers.

Indo Canadian Women's Association

9342 - 34 Ave
Edmonton, AB T6E 5X8
Tel: (780) 490-0477
E-mail: icwaedmonton@yahoo.ca
Hours of operation: Mon to Fri 8:30am - 5:00pm

Le Centre d'Accueil et d'établissement

108, 8627 - 91 Street NW
Edmonton, AB T6C 3N1
Tel: (780) 669-6004
Email: s.accueil@acfaedmonton.ab.ca
Website: <http://www.lecae.ca>

FORT MCMURRAY

YMCA of Wood Buffalo - Immigrant Settlement

Services
201, 10011 Franklin Avenue
Fort McMurray, AB T9H 2K7
Tel: (780) 743-2970
Email: immigrantservices@ymcaes.com
Website: www.ymca.woodbuffalo.org

GRANDE PRAIRIE

Grande Prairie Centre for Newcomers

201, 9924-100 Avenue
Grande Prairie, AB T8V 0T9
Tel: (780) 538-4452
E-mail: info@gpcn.ca
Website: <http://www.cityofgp.com>

LETHBRIDGE

Lethbridge Family Services - Immigrant Services

703 - 2 Avenue S

Lethbridge, Alberta T1J 0C4

Tel: (403) 320-1589

E-mail: admin@lfsimmigrantservices.ca

Website:

https://www.lfsfamily.ca/immigrant_services/

MEDICINE HAT

SAAMIS Immigration Services Association

659 - 3 Street SE Medicine Hat, AB

Tel: (403) 504-1188

E-mail: info@saamisimmigration.ca

Website: www.saamisimmigration.ca

RED DEER

Catholic Social Services

202, 5000 Gaetz Avenue

Red Deer, AB T4N 6C2

Tel: (403) 346-8818

E-mail: immcss@catholicsocialservices.ab.ca

Website:

<http://www.catholicsocialservices.ab.ca>

Central Alberta Refugee Effort Committee

5104 - 48 Avenue

Red Deer, AB T4N 3T8

Tel: (403) 347-8844

WOMEN'S SHELTERS AND EMERGENCY SUPPORT RESOURCES

BANFF

YWCA of Banff

Tel: 1-800-813-4138 (toll free)

Crisis support line: (403) 762-3560

BLACK DIAMOND

Eagle Women's Emergency Shelter

Tel: (403) 933-3370

BROOKS

Brooks and District Women's Safe Shelter Society

Tel: (403) 362-2766

Crisis support line: (403) 793-2232

CALGARY

YW Mary Dover House

Second Stage Housing

Tel: (403) 263-1550

Crisis support line: (403) 266-0707

YW Sheriff King Home

Tel: (403) 266-4111

Crisis support line: (403) 266

Brenda Stafford Centre

Second Stage Housing

Tel: (403) 270-7240

Soshine Center

Second Stage Housing

Tel: (403) 243-2002

Kerby Rotary Shelter

Tel: (403) 705-3244

Crisis support line: (403) 705-3250

Awo Taan Healing Lodge

Crisis support line: (403) 531-1972

Calgary Women's Emergency Shelter

Crisis support line: (403) 234-SAFE (7233)

Discovery House

Second Stage Housing

Tel: (403) 670-0467

CAMROSE

Brigantia Place

Tel: (780) 679-4975

Crisis support line: (780) 672-1035

COLD LAKE

Dr. Margaret Savage Crisis Centre

Tel: (780) 594-5095

Crisis support line: (780) 594-3353

Joie's Phoenix House

Second Stage Housing

Tel: (780) 594-333

EDMONTON

Edmonton Women's Shelter Ltd. (W.I.N. House)

Tel: (780) 471-6709

Crisis support line: (780) 479-0058

Lurana Shelter

Tel: (780) 429-2002

Crisis line: (780) 424-5875

LaSalle Residence

Second Stage Housing

Tel: (780) 471-1122

SAGE Senior's Safe House

Tel: (780) 426-3746

Crisis line: (780) 702-1520

WINGS of Providence Society

Second Stage Housing

Crisis support line: (780) 426-4985

ENILDA

Sucker Creek Women's Emergency Shelter

Tel: (780) 523-2929

Toll-free line: 1-866-523-2929

Crisis support line: (780) 523-4357

Enilda Next Step

Second Stage Housing

Crisis support line: (780) 523-4357

FAIRVIEW

Crossroads Resource Centre

Tel: (780) 835-5550

Toll-free line: (877) 835-2120

Crisis support line: (780) 835-2120

FORT CHIPEWYAN

Paspew House, Mikisew Cree Women's Shelter

Crisis support line: (780) 697-3323

FORT MCMURRAY

Unity House

Tel: (780) 743-4691

Crisis support line: (780) 743-1190

Waypoints Community Services Association Second Stage Housing

Tel: (780) 743-4691

Crisis support line: (780) 743-1190

GRANDE CACHE

Grande Cache Transition House Society

Tel: (780) 827-3776

Crisis Support line: (780) 827-1791

GRANDE PRAIRIE

Grande Prairie Women's Residence Association (Odyssey House)

Tel: (780) 538-1332

Crisis support line: (780) 532-2672

Serenity House

Second Stage Housing

Tel: (780) 538-1332

Crisis support line: (780) 532-2672

HIGH LEVEL

Safe House

Tel: (780) 926-2277

Toll free line: 1-888-926-0301

Crisis support line: (780) 926-3899

HIGH RIVER

Rowan House Emergency Shelter

Tel: (403) 652-3316

Crisis support line: (403) 652-3311

HINTON

Yellowhead Emergency Shelter

Tel: (780) 865-4359

Toll free line: 1-800-661-0937

Crisis support line: (780) 865-5133

LAC LA BICHE

Hope Haven Women's Shelter

Tel: (780) 623-3104

Toll free line: 1-866-727-4673

Crisis support line: (780) 623-3100

Lynne's House

Second Stage Shelter

Tel: (780) 623-3100

Toll free line: 1-866-727-4673

Crisis support line: (780) 623-3100

LETHBRIDGE

Lethbridge Native Women's Transition Home Society

Crisis support line: (403) 329-6506 or
(403) 329-6141

YMCA Harbour House

Tel: (403) 329-0088

Toll free line: 1-866-297-0447

Crisis support line: (403) 320-1881

LLOYDMINSTER

Lloydminster Interval Home Society

Tel: (780) 808-5282

Crisis support line: (780) 875-0966

Dolmar Manor

Second Stage Housing

Tel: (780) 808-5282

Crisis support line: (780) 875-2952

MASKWACIS

Emineskin Women's Shelter

Crisis support line: (780) 585-4444

MEDICINE HAT

Phoenix Safe House

Tel: (403) 527-8223

Toll free line: 1-800-661-7949

Crisis support line: (403) 529-1091

Musasa House

Second Stage Housing

Tel: (403) 527-8223

Toll free line: 1-800-661-7949

Crisis support line: (403) 529-1091

MORLEY

Eagle's Nest Stoney Family Shelter

Tel: (403) 881-2025

Crisis support line: (403) 881-2000

PEACE RIVER

Peace River Regional Women's Shelter

Tel: (780) 624-3466

Toll free line: 1-877-624-3466

Crisis support line: (780) 624-3466

PINCHER CREEK

Pincher Creek Women's Shelter

Tel: (403) 627-2114

Toll free line: 1-888-354-4868

Crisis support line: (403) 627-2114

RED DEER

Central Alberta Women's Emergency Shelter

Tel: (403) 346-5643
Toll free line: 1-888-346-5643
Crisis support line: (403) 346-5643

ROCKY MOUNTAIN HOUSE

Mountain Rose Women's Shelter Association

Tel: (403) 845-5339
Crisis support line: (403) 845-4141

SHERWOOD PARK

A Safe Place - Strathcona Shelter Society

Tel: (780) 464-7233
Toll free line: 1-877-252-7233
Crisis support line: (780) 464-7233

SLAVE LAKE

Northern Haven Support Society

Tel: (780) 843-6391
Toll free line: 1-877-214-4418
Crisis support line: (780) 849-4418

STAND OFF

Kainai Women's Wellness Lodge

Tel: (403) 653-3946
Toll free line: 1-888-653-1909
Crisis support line: (403) 653-3946

ST. PAUL

Columbus House of Hope

Tel: (780) 645-5132
Toll free line: 1-800-263-3045 (toll free)
Crisis support line: (780) 645-5132

STRATHMORE

Wheatland Shelter

Tel: 1-877-934-6634
Crisis support line: (403) 934-6634
Also accommodates abused men with or without children

TABER

Safe Haven

Tel: (403) 223-0483
Crisis support line: (403) 223-0483

WABASCA

Big Stone Cree Nation Women's Emergency Shelter

Tel: (780) 891-3905
Toll free line: 1-877-891-5322
Crisis support line: (780) 891-3333

WHITECOURT

Wellspring Family Resources and Crisis Centre

Tel: (780) 778-6209
Toll free line: 1-800-467-4049
Crisis support line: (780) 778-6209

RESOURCES FOR PEOPLE WITH PETS

Alberta Society for Prevention of Cruelty to Animals (SPCA)

10806 124 Street
Edmonton, AB T5M OH3
Tel: (780) 447-3600
Website:
<http://www.albertaspca.org/SPCAlist.asp>

For a listing of SPCA/Humane Societies in your area visit the website.

Calgary Humane Society

Pet Safekeeping Program
Non-Emergency - all hours Tel: (403) 723-6025
Emergency: (403) 205-4455
Website: <http://www.calgaryhumane.ca/>

RESOURCES FOR PEOPLE WITH DISABILITIES

Alberta Committee of Citizens with Disabilities

106, 10423 - 178 Street N.W.
Edmonton, Alberta T5S 1R5
Tel: (780) 488-9088
Toll Free: 1-800-387-2514
TDD/TTY: (780) 488-9090
Email: accd@accd.net
Website: <http://www.accd.net/>

Canadian Mental Health Association Alberta Division

320 Capital Place
9707-110 Street, N.W.
Edmonton, AB T5K 2L9
Tel: (780) 482 – 6576
Website: <http://www.cmha.ab.ca/>
For information and regional office contact locations visit the website.

DisAbled Women's Network Canada (DAWN)

110 Sainte-Thérèse Street, Suite 505
Montréal, Quebec H2Y 1E6
Toll free: 1-866-396-0074
Email: admin@dawnCanada.net
Website: www.dawnCanada.net

Protection for Persons in Care

Tel: 1-888-357-9339
To report abuse in publicly funded care facilities

QUICK REFERENCE

To Be Given To Client

ONLINE SAFETY	SAFETY PACK
<p>In an abusive relationship, being on-line and using devices like smart phones can be another area of safety risk. An abuser can track your Internet activities, including websites you have visited and searches. There are ways to cover your tracks online but you need to be careful. Information is available at: http://www.humanservices.alberta.ca/abuse-bullying/15728.html</p> <p>Emails and Social Media Accounts</p> <ul style="list-style-type: none"> • Make your online presence anonymous, so that you are not easily identified. Only give out your new email address or social media accounts to trusted contacts. • Strong passwords are critical. Change all your passwords. • Once you've created a new email account, check to make sure your real name is not displayed. Send yourself an email and check to see if your real name is displayed alongside your email name in the sender field. • If you use social media sites like Facebook, Instagram and Twitter, use your new email to create a new account. When setting up the account, be sure to choose a username that does not identify you. Don't use any photos of yourself or photos that could be uniquely associated with you. • Set your account to private (friends only) and be careful when adding friends so that your abuser doesn't have access through a friend's. • Turn off the location functionality that might show where you are whenever you post. <p>Cellular Phones</p> <ul style="list-style-type: none"> • Cell phone and smart phone settings can be set to disable Global Positioning Systems (GPS) so that your device does not tell someone else where you are. 	<p>Keep your safety pack hidden in a place where you can grab it quickly. Or ask someone, a close friend or shelter, to hold on to your pack. While a safety pack is a useful tool it also has the potential to alert the abuser and put you in danger. Take precautions to ensure that a safety pack is well hidden.</p> <p>Items with a * indicate important items.</p> <p>All other items are considerations to have on hand.</p> <p>Safety pack should include:</p> <ul style="list-style-type: none"> • Identification for self and children. Copies or pictures uploaded to internet are also an option. * <ul style="list-style-type: none"> ○ Driver's License & Passports * ○ Health Card & Provincial drug plan * ○ Birth Certificate * ○ Social Insurance Card * ○ Status Card * • Copies of custody orders / restraining orders/ Emergency Protection Orders (EPO), court orders* • Immigration or work permits and visa* • Marriage license or Divorce Decree * • Recent picture of you, kids, and abuser • Cash, debit card, and/or credit cards • Medication, hearing aids, glasses • Keys (house, car, work, safety deposit box) • Extra clothing for you and your kids • Address book with important contacts • Baby food, formula, diapers • Small saleable objects (jewelry) • A pay-as-you-go or pre-paid cellular phone

<p style="text-align: center;">IF YOU ARE BEING STALKED OR BELIEVE YOU ARE BEING STALKED</p> <p>It is important that you seek support to manage the stalking and its impact on your life. Consider the following recommendations and attempt only if and when it is safe to do so:</p> <p>Avoid all contact with your stalker At the earliest stage, give one clear, firm message to the stalker that their attention is unwanted and you want no further contact from the person. If you have children with the stalker, consider filing for custody or seek legal advice.</p> <p>Contact the Police Stalking is a crime. If you are being stalked, contact the police immediately.</p> <p>Document all incidents Keep a log of every stalking incident with dates, times and details of incident.</p> <p>Increase your Personal Safety by Creating a Safety Plan A safety plan allows you to think about things that could happen and what you could do in the event that it does.</p>	<p style="text-align: center;">I DO NOT LIVE WITH MY ABUSER BUT WANT TO END THE RELATIONSHIP</p> <ul style="list-style-type: none"> • Ending an abusive relationship may be dangerous. Take extra precautions and consider the following safety strategies when it is safe to do so: • Take all threats seriously and contact police. • Make it clear you want the relationship to end. • Make it clear to the person that you do not want them to call you or see you and that you do not want any of their friends or family to try to contact you. • Stop any and all contact with the person. If the person begins stalking, phoning or following you, document the times, events, and your fear level. This evidence is important if a criminal harassment charge is to be laid. • Get a new unlisted phone number but also keep your old telephone number. Do not give out your new number to the abuser or their associates. • Tell others not to give out any information about you. Find out those who might be associated with the abuser and do not give them any information. • Create new social media accounts but keep the one known to the abuser to capture harassing messages. Do not reply back. Save these messages and take them to the police. • If you have children with the abuser get legal advice and other support to help you make decisions about the safety of your children.
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<p style="text-align: center;">IF I CHOOSE TO STAY WITH MY ABUSER</p> <p>Be aware. Pay attention to changes in mood and behaviour and take action.</p> <ol style="list-style-type: none"> 1. When an argument erupts move to a safe place, either inside or outside the home. Avoid the bathroom, kitchen and garage where there are many potential weapons. If you stay inside, try to be in a room with outside access like windows and doors. If you don't have access to a safe room and it is safe to do so, leave the residence. 2. Teach others, including children, to get out of the room where the abuse is occurring and to call 911 out of view of the abuser. 3. Have a safety pack already prepared and stored safely, but remember it has the potential to alert the abuser and put you in danger. Hide it well! 	<p style="text-align: center;">CREATING A SAFETY PLAN</p> <ul style="list-style-type: none"> • Identify who you can tell and discuss how they can help (code words). • Identify appropriate transportation options. • Rehearse escape plan with children. • Open separate bank accounts, if possible. • Hide money and spare change in a safe place • Find places in the neighbourhood, open 24 hours 7 days a week. • Take the children with you. • Get a police escort if you fear violence and if you need to return to your home
<p>COMMUNITY SUPPORT SERVICES</p> <p>Family Violence Information Line, phone toll-free in Alberta: 310-1818 Open 24 hours, 7 days per week. All calls are answered by trained staff and kept confidential. Services available in 170 languages.</p> <p>Government of Alberta emergency funding, phone toll-free in Alberta: 1-866-644-5135.</p> <p>To locate a shelter or if you need someone to talk to, phone toll-free: 1-866-331-3933.</p>	

<p>PROTECTION ORDERS</p> <p>There are a variety of protection orders available for your protection with or without police involvement or criminal charges before the courts.</p> <p>Emergency Protection Order (EPO) – Police or victims (depending on location) may apply for an EPO through the courts. An EPO is available when the violence, harassment or threatening behavior warrants conditions to provide the immediate protection of victims and/or family members. For more info: https://www.alberta.ca/get-emergency-protection-order.aspx.</p> <p>Queen's Bench Protection Order (QBPO) – Available on application by victims to a Court of Queen's Bench Centre. Conditions would be similar to that of an EPO though this order is not meant for emergency situations.</p> <p>Restraining Order – Available through a Court of Queen's Bench. Intended for situations of domestic violence where the parties are not related, never having lived together but in an intimate relationship.</p>

INFORMATION IF YOU HAVE BEEN GRANTED AN EPO

Getting an Emergency Protection Order (EPO) can be difficult and traumatic, but is an important tool to help keep you and your family safe. This short guide explains what you can expect after getting an EPO, and provides recommendations for other steps you can take to protect your safety and access other supports.

AFTER THE EPO IS GRANTED

The respondent must be served the EPO. DO NOT serve the EPO yourself as this is not safe.

- If you live in the Edmonton or Calgary, your EPO will automatically be forwarded to the police and they will serve it for you.
- If you live in any other municipality, deliver a copy of the EPO to the police station or RCMP Detachment that is closest to where you live.
- Police will contact you when the EPO has been served.

Once the EPO has been served, you should give it to anyone that needs to know, such as:

- Your workplace security or your employer (if you choose to advise them).
- Children’s schools, childcare centres, etc.
- Any other persons named on the EPO for protection (i.e. Other family members).

You should also complete the Safety Planning Checklist on the back of this information sheet.

ATTENDING THE EPO REVIEW

The EPO has a date on it when the court will review your case and decide whether to revoke it, continue it or replace it with a different order. You need to attend this review.

- Date and time of your review (found on line #7 of your EPO):
- Call the EPO program at least 24 hours before the review date: Calgary & Area: 403-297-5260; Edmonton & Area: 780-422-9222 Other Locations: 1-866-845-3425.

COMMON QUESTIONS

What is a breach of the EPO?

Once the respondent is served the EPO, they are required to obey all conditions. If they do not obey a condition, they have breached the order.

Depending on the conditions of your order, this may mean any contact with you directly or indirectly is considered a breach. This includes a text message, email, phone call, private message via social media or anything like that, regardless of what the message says or why they are contacting you.

Being within the “do not attend, enter or be within” distance of you or the addresses outlined in line #1 of your EPO is also a breach.

When you attend the review date for the EPO, the respondent will be within the no contact distance. However, the respondent is not allowed to speak to you, approach you or sit with you in or out of the court room. The court house is not a free zone.

What do I do if I suspect the respondent has breached the conditions of the order?

If the matter is an emergency, call 9-1-1. If the matter is not an emergency, call the non-emergency line of your local police to report the breach.

The order says the respondent cannot contact me, can I still contact them?

No. Do not have any contact with the respondent until your case is settled through court. If you require certain contact with the respondent for the sake of children or financial matters, you can discuss this with the Justice in court at the EPO review.

<ul style="list-style-type: none"> • Arrange for a friend or relative to attend as respondent may be present. • Arrive at the specified courtroom for review at least 30 minutes early. • Do not leave the review until your case has been heard. <p>If at any time you feel unsafe in the court house or the respondent has made contact with you seek a Sheriff or Security officer within the courthouse immediately.</p>	<p>Why is it important to report all breaches to police?</p> <p>An EPO is a valuable tool that allows police additional powers to keep you and your family safe. Do not downplay the seriousness of a breach. Contacting the police to report all incidents helps police officers to prevent more breaches from happening.</p>
<p>SAFETY PLANNING CHECKLIST WHEN AN EPO HAS BEEN GRANTED AND ABUSER IS NOT LIVING IN YOUR RESIDENCE</p>	
<p>ONLINE SAFETY</p> <ul style="list-style-type: none"> • Change all your passwords (I.e. Internet banking, email, social media accounts, etc.) • Increase privacy settings on social media accounts and consider staying off social media temporarily or deleting accounts • Ask friends & family members not to share or post information about you • Turn off the location settings on all electronic devices (cell phones, social media, GPS) • Consider creating a new email account. Retain your old accounts only for documentation/tracking purposes if the respondent attempts to contact you 	
<p>SAFETY AT HOME</p> <ul style="list-style-type: none"> • Consider changing locks on doors or windows (if applicable), or if there are additional security measures that can be added to increase security at your residence such as video surveillance • Rehearse an escape plan from within the residence in the case of an emergency (include children if applicable) • Find places in your neighborhood that are safe places to go, like neighbors or nearby businesses • Create a safety plan including code words that you can use to tell extended family members you need help • Pack a safety pack and include items such as important documents, identification, medications, keys and an extra set of clothing, if possible 	
<p>SAFETY AT WORK</p> <ul style="list-style-type: none"> • Inform your co-workers (if applicable) about the EPO and the conditions so they can report if the respondent shows up or contacts you at your place of employment • Consider asking security or a co-worker to walk you to and from your vehicle or mode of transportation 	
<p>DOCUMENTATION & REPORTING</p> <ul style="list-style-type: none"> • Keep a log of any incidents with specific details, including telephone calls, emails, in-person contact, indirect contact, or any suspicious behavior • Report all breaches of the EPO to police immediately • Provide any notes or documents related to potential breaches to police so they can enforce the EPO conditions <p>**An EPO is only effective keeping you safe if breaches are reported and conditions enforced**</p>	
<p>RESOURCES</p>	
<p>Alberta Works: Emergency funding and assistance with basic needs.</p> <p>Toll Free Number: 1-866-644-5135 www.humanservices.alberta.ca/financial-support</p> <p>Sexual Abuse Toll Free Number: 1-877-237-5888 Domestic Violence Toll Free Number: 1-866-606-7233</p>	

Family Violence Info Line

24 hours a day, 7 days a week

Toll Free anywhere in Alberta

310-1818

www.familyviolence.alberta.ca

