

ARCHIVED

Strategies for Safety: Considerations for Individuals Experiencing Family Violence



Thank You

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For toll-free access to Alberta government offices, dial 310-0000 and then enter the ten digit phone number, or press 0 and hold for operator assistance.

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This booklet has been designed for professionals working with individuals experiencing family violence. Distribution of this material is not recommended as it may be overwhelming for individuals in crisis to utilize.

Important reference and safety information is available for those impacted by family violence at the following link: http://www.solgps.alberta.ca/safe_communities/community_awareness/family_violence/Documents/GUIDE-QuickRef_2013_03_27.pdf

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Quick Reference Sample

Available as a separate tear away sheet that can be given to clients

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What is Family Violence?

Family violence is the abuse of power within relationships of family, trust or dependency that endangers the survival, security or well-being of another person. Family violence can include spousal abuse (married or common-law), elder abuse and neglect, child abuse and neglect, child sexual abuse, parental abuse and exposure to abuse of others in the family.¹ Family Violence is not gender specific; victims can be male or female and include sexual minorities, dating couples, spouses (married or common law), people in same-sex relationships, children, teens, people with disabilities and older adults.

What does family violence look like?

Family violence may include some or all of the following behaviours: physical abuse, psychological abuse, criminal harassment/stalking, verbal abuse, sexual abuse, financial abuse, and spiritual abuse. The following are some tactics that are used by abusers to control their partners but it is not a complete list.

Physical Abuse

- Pushed, shoved or kicked
- Slapped or bitten
- Strangled
- Hit or punched
- Locked out or deny access to the home
- Denied help when ill, injured or pregnant
- Weapon or objects used against the individual
- By physical force, not being allowed to leave
- Abandoned in a dangerous situation

Sexual Abuse

- Forced to have sex or watch sexual acts
- Forced to perform sexual acts or have sexual acts performed on them
- Forced to have sex after a physical assault, when they are ill or as a condition of the relationship

Emotional & Psychological Abuse


- Threatened to harm the individual, their family or pets
- Beliefs, race, heritage, class, religion, or sexual orientation ridiculed
- Manipulated with lies and contradictions
- Being convinced they are to blame for the abuse
- Stalked

Economic Abuse

- Denied access to bank accounts, credit cards or vehicle
- Partner controls all of the finances
- Prevented from getting or keeping a job or from going to school
- Limits access to health, prescription or dental insurance

¹ Alberta Roundtable on Family Violence and Bullying. (2008). Alberta Roundtable on Family Violence and Bullying: Taking Action on Family Violence and Bullying Report to Albertans 2008.

How To Use This Guide

This booklet is designed to provide safety planning information to professionals and front line responders who are working with individuals impacted by family violence. It provides specific information if the individual is staying in the relationship, leaving the relationship, or has left the relationship. Each section provides questions that frontline workers can ask when discussing safety strategies with individuals. In addition to the booklet, quick reference pages provide individuals with take home information on how to stay safe depending on their current situation and Internet safety tips. 

Safety planning is one of many strategies used by survivors and service providers to reduce harm. Developing safety considerations can assist individuals to feel safer and can provide life saving strategies; however, each case should be personalized based on an ongoing analysis of the risks the individual is faced with. This booklet provides safety considerations and options that take into account individual diversity and the complexity of people's lives but does not promote a specific safety planning method.

Notes on the Safety Planning Process:

- Since every situation is different this is a not a “one size fits all” document. Family violence interventions must be case-specific. Preparation for safety is best conducted as an active partnership between an individual and an advocate or other service provider trained in family violence. Safety planning is also best accompanied with other strategies and tools including risk and threat assessments and individual support or counselling.
- Safety strategies should be in plain language and available in different learning styles such as role play, pictures, calendars, and/or diagrams. Safety strategies should be practiced and discussed repeatedly with victims until they feel comfortable.¹
- Ask the victim what strategies they have used in the past and in their current situation. Also consider their perception of threat and psychological wellbeing.²
- Help each victim identify how their specific needs (i.e. pregnant, lives in a rural area, is new to Canada, has children, has a disability) may impact their safety planning and risks. The check list on page 3 can help identify the victim's specific needs.
- **Remember to tell clients to keep any safety planning documents in a safe yet accessible place and hidden from the abusive partner.**
- **Safety strategies may need to be reviewed and/or updated periodically and/or when circumstances change.**
- Victim Service Units are part of a collaborative team of professionals led by police. Victim Service Units in Alberta assist in safety planning in partnership with police and in collaboration with the victim. It is important that police lead the process as they identify areas of risk through the investigation which guides the development of strategies for safety. Victim Service workers will work closely with the victim to understand and support their needs.
- Victim Service Units and Police members should be familiar with their police services internal policies regarding roles and responsibilities on safety planning.

¹ Hoog, C. (2003). Model Protocol on Safety Planning for Domestic Violence Victims with Disabilities. Washington: Washington State Coalition Against Domestic Violence. Retrieved on September 3, 2009 from <http://www.wscadv.org/resourcesPublications.cfm?ald=596864FE-C298-58F6-06AAF17D99897F66>.



² Lindhorst, T., Macy, R.J. & Nurlus, P. (2005). Contextualized assessment with battered women: Strategic safety planning to cope with multiple harms. *Journal of Social Work Education*, 41, 331-352.

Safety Strategies Checklist

To get started with discussing safety strategies, it is helpful to find out what the individual has currently been doing to protect themselves and their children. The following questions may help identify where the individual is at with their safety. This checklist also indicates where to start in this booklet.


Are you currently living with your abusive partner / family member? Yes No

If "Yes", are you considering:

- Staying in the relationship (see page 5) 
- Leaving the relationship (see page 6) 
- Unsure at this time

If "No":

- Have you already left the relationship? (see page 7) 

Do you believe that you are being stalked? (see page 9)  Yes No

Do you have any children? (see page 8) Yes No

If yes, how many children do you have?

What are the ages of your children?

Do the children currently live with you? Yes No

Does your abusive partner have contact with the children? Yes No

Do you have a vehicle? Yes No

Where are you currently living?

- City
- Rural
- First Nation / Metis Settlement

Do you own or have access to a computer? (see Online Safety)  Yes No

Do you have a cell phone? Yes No

Do you have any pets? (see page 6) Yes No

Do you have any health / disability issues? (see page 10) Yes No

Are there any language barriers? (see page 13) Yes No

Is citizenship an issue? (see page 11) Yes No

Do you know what a safety pack is? (see page 4) Yes No

If yes, do you have a safety pack prepared?

Do you have a place in your home that you feel the safest? Where is it? (see page 4) Yes No

Do you have any friends or family nearby that you feel safe with and that you feel comfortable going to for support? (see page 15) Yes No

What's a Safe Room?

- A **safe room** is a place where an individual and/or children can go if there is a violent episode in the home. Ideally, it is a room on the ground floor for easy exit and/or to call to the attention of neighbours closeby. The room should have a lock on the inside of the door and a phone. It is best to consider a room where there are fewer things that could become weapons.
- It is best to avoid rooms with tile or hardwood floors, kitchens, bathrooms, sheds and garages.

What's 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 an individual and their children need to flee quickly.
- A safety pack may need to be stored outside of the house and/or with someone the individual trusts (e.g. family, friend, trusted professional, shelter worker).
- Items with a * indicate important items that the individual should keep in their safety pack. All other items are considerations to have on hand.

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)

INDIVIDUAL WANTS TO STAY IN THE RELATIONSHIP

The following section provides safety strategies that are relevant to individuals who choose to stay with their abusive partner. These strategies can also be used in high risk groups such as individuals experiencing stalking/criminal harassment. These strategies are preventative measures that individuals should consider when assessing personal habits in order to increase their awareness of their own circumstances. These suggestions are provided for consideration but may not be possible or appropriate in all situations.

When living with the abuser:

- Has the victim considered where all guns, knives, or other weapons are kept? Have precautions been taken to lock the weapons up or make them hard to reach?
- Has the victim prepared a safety pack? Refer to page 4. Is it hidden in a safe place where the abusive partner will not likely find it?
- Has the victim disclosed his/her situation to friends, family members and/or trusted neighbours? It may be helpful for the victim to make a plan with them, when their assistance is needed. Having a code word or signal, such as flashing lights, having porch lights on, or hanging something out the window, will help your friend, family member and/or trusted neighbour to know that they are to call for help.
- Is there a signal or code word that has been created to let the children know to get out and go to a pre-arranged place of safety?
- Is there an escape plan to leave the house and a back-up plan? Has the victim practiced how to get out safely and rehearsed the plans with the children? Have they practiced the plan in the dark?
- Is there a safe room in the home in case of a violent episode? Refer to page 4.
- Does the victim know how to protect himself/herself during a violent attack? It may be helpful for the individual to make themselves into a smaller target. For example, diving into a corner and curling up into a ball. Protecting the face and putting arms around each side of the head, wrapping fingers together.
- Does the victim have a list of local resources that he/she can access quickly and easily?
- Does the victim know that they can call the Family Violence Information Line at 310-1818 for help 24 hours a day, 7 days a week? Does the victim know that information is available in different languages?
- Does the victim have access to a personal cell phone or cordless phone?
- Does the victim know that they should call 911 if they feel threatened?

INDIVIDUAL IS PLANNING TO LEAVE THE ABUSER

Deciding to leave an abusive relationship can be a very dangerous time and professional assistance should be sought. It is a good idea for the individual to have a plan of how they will leave and where they will go.

When an individual is getting ready to end the relationship:

- Does the victim know that they can contact police and the local shelter to ask for assistance in leaving?
- Has the victim prepared a safety pack and know where to access it easily and quickly? Refer to page 4.
- Does the victim have any pets? Have arrangements been made for someone to temporarily take care of the pets? Does the victim know that a shelter may help with this or they can contact the local Society for Prevention of Cruelty to Animals (SPCA) or humane society for assistance?
- Does the victim 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?
- Does the victim have any injuries? Do they know that they can go to their doctor or an emergency room to report what happened?
- Has the victim kept any evidence of the abuse? Such evidence may include:
 - Any pictures of victim's 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.
 - A journal of the abuse or stalking log. Record dates, events, threats made, and violent attacks.
- Does the victim have a plan to get themselves and their children out safely?
- Does the victim know how to clear "dialed" or "received" telephone numbers on their telephone to avoid the abuser from using redial?

Leaving the abusive situation:

- Does the victim 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?
- Has the victim told a friend or family member of their intentions to leave and the plan of action?
- Has the victim spoken to a shelter or police on how to leave safely?
- Has the victim contacted their local shelter? Does the victim know that it may be much safer to stay at a shelter than places where the abuser can find the victim and children?
- Has the victim prepared a safety pack and know where to get it when it is time to flee? Refer to page 4.

INDIVIDUAL HAS ALREADY LEFT THE ABUSER

Once the individual has separated from the abusive partner:

- Has the individual spoken to a shelter, police or family violence assistance agency regarding their situation?
- Does the victim know what a protection order is? Do they know how to get one? 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 also listed on the protection order?
- Has a copy of the protection order been sent to the children's school, daycare, etc.?
- Does the victim have a lawyer or has the victim contacted the legal aid clinic to find out what actions can be taken to be protected?
- Are there any criminal court proceedings? Does the victim's lawyer know about this?
- Has the victim obtained a new unlisted telephone number with call blocking features since being separated from the abusive partner?
- Has the victim taken steps to open a new bank account since being separated from the abuser? Are there still any remaining joint accounts that the victim has with the abuser?
- Does the victim have a current photo of the abuser and the children?
- Who has the victim told about their situation? Employers, trusted neighbour, friends or family members?
- Has the victim taken steps to change their daily routine? For example, going to a different grocery store or taking a different route to work, school or home.
- Does the victim know that they can seek assistance from the police or shelter if there is a need to return to the residence where the abuser resides?
- What support networks does the victim have?

INDIVIDUALS WITH CHILDREN

- Do the children know how to use the telephone to call for help in case of emergencies?
- Do the children know that they can seek help from neighbours? Have the children been taught how to use a pay phone or a cell phone to call for help?
- Do the children know their full name and address?
- Do the children know that if they are unable to talk to a dispatcher when calling for help, they should try to leave the phone off the hook?
- Do the children know what room in the house is safe to go to in case violence escalates?
- Does the victim have a code word with the children that is used 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?
- Does the abuser have visitation rights with the children? Have arrangements been made for the children to be picked up and dropped off somewhere other than the home?
- Is the victim aware that some locations in Alberta have safe visitation sites?
- Has the victim discussed and practiced the safety plan with the children?
- Do the children have any support networks?

STALKING CONSIDERATIONS

If the individual is in immediate danger:

Does the victim know that they should call 911? Does the victim know they can seek safety from the following places?

- Police / RCMP Detachments.
- Residence of trusted friends or family. The location should be unknown to the stalker.
- Shelters or crisis centre.
- Local churches or religious sites.
- 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 get out of the immediate location of danger?

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

If the individual is NOT in immediate danger:

Does the victim keep a log to record incidences that occur?

Have the police been notified about incidents of stalking?

SAFETY CONSIDERATIONS FOR ABORIGINAL PEOPLE

Specialized Services for Aboriginal People

Specialized services are available for Aboriginal people in Alberta dealing with family violence:

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

SAFETY CONSIDERATIONS FOR INDIVIDUALS WITH DISABILITIES

Protection for Persons in Care Act

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

For more information, visit: http://www.seniors.gov.ab.ca/CSS/persons_in_care/index.asp.

If the victim is planning on going to a shelter, some important questions should be asked including:

- Does the shelter accommodate people with disabilities (including service animals, special equipment, medical companions, etc.)?

If the individual requires a personal assistant/caregiver:

- Are personal assistant/caregiver services available?

If the abuser is not a personal assistant/caregiver:

- Can personal assistant/caregiver accompany individuals to the shelter?
- Are there gender restrictions for personal assistant/caregiver?

SAFETY CONSIDERATIONS FOR IMMIGRANTS TO CANADA

What citizenship status does the victim currently hold?

Individuals with Permanent Resident Status

- A permanent resident is an immigrant (also referred to as landed immigrant) or a protected person (refugee) who has successfully applied to live in Canada permanently and can become a full Canadian citizen.
- Permanent residents will have received documentation from Citizenship and Immigration Canada (CIC) that proves their permanent status in Canada. These documents include: Permanent Resident (PR) Card, Record of Landing, and Confirmation of Permanent Residence.

Family Class Sponsorship

- Many immigrants arrive in Canada under family class sponsorship. This means that a Canadian citizen or permanent resident may sponsor their spouse, common-law partner or conjugal partner, or dependent children to come to Canada as permanent residents.

Did you know: Many individuals who are permanent residents or Canadian citizens believe that they do not have any rights during their sponsorship period. They believe that they must live with their sponsor throughout the sponsorship period. However, this is not true. Individuals with permanent resident status cannot lose their status or be removed from Canada if they leave an abusive relationship. The same applies to individuals who were sponsored to Canada by their abusive partner. The sponsor cannot have the individual deported for leaving them.

Contact Citizenship and Immigration Canada (CIC) for more information: 1-888-242-2100.

Individuals who DO NOT have Permanent Resident Status

- Individuals 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: individuals still waiting for their "inland spousal sponsorship" to be processed and do not have temporary residency, refugee claimants, and live-in caregivers.
- Individuals who are not permanent residents should get legal advice before making any decisions about leaving the abusive partner. 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 also be at risk of being removed from Canada.

Did you know: Inland Spousal Sponsorship are individuals who are already in Canada, with or without temporary status and their application is processed in Canada. If CIC believes that the marriage or relationship is considered genuine and all sponsorship requirements are met, the individual can be given permanent residence. An individual whose application is dependent on their abusive spouse or partner, risks being removed from Canada if they leave the relationship. **It is important that they get legal help immediately.**

SAFETY CONSIDERATIONS FOR SENIORS

Elder abuse, or the abuse of older adults, is often defined as any act or omission that harms a senior or jeopardizes his or her health or welfare. The World Health Organization defines abuse of older adults as “a single or repeated act, or lack of appropriate action, occurring in any relationship where there is an expectation of trust that causes harm or distress to an older person”. Elder abuse can take place in the home, in other residential settings, or in the community by a spouse, family member, caregiver, friend or other individuals in positions of power or trust.

The following are Safety Planning resources for older adults:

<http://www.albertaelderabuse.ca/resourceDocs/Safety%20Plan%20EAIT%202007%2003%2001.pdf>

http://www.seniorscouncil.net/uploads/files/Documents/Safety_Plan_for_Older_Adults.pdf

<http://www.seniors.gov.on.ca/en/elderabuse/docs/safetyplanning.pdf>

SAFETY CONSIDERATIONS FOR INDIVIDUALS 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. In part, such behaviour could occur out of jealousy or as a cruel attempt to inflict hurt on the victim. When considering safety strategies, the safety of a pet must be taken into consideration, especially when victims are faced with the decision to leave an abusive situation. If pets are not taken into consideration, individuals experiencing abuse are placed at higher risk because they may delay leaving their abusive partner 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?
- Is the victim aware that there may be local agencies that may be able to temporarily shelter pets or place them in foster homes?
- Does the victim know their pets' hiding spot so you don't have to spend time looking for them in the case of emergency?

ADDITIONAL BARRIERS:

Due to the complexity of the lives of individuals, the following are additional factors and barriers that should be taken into consideration when discussing a safety plan. Each area contains resources that may help the individual seek safety.

Language Barriers

An inability to communicate in the dominant language could leave an individual defenseless against abuse and exploitation. Language barriers can augment both dependence and isolation, making disclosure much more difficult and obtaining access to services significantly more challenging.

Helpful Resources:

The Family Violence Information Line 310-1818. Help is available in over 170 languages.

Cultural Factors

Cultural taboos against revealing "private" family issues can create barriers to escaping abuse. Individuals may feel reluctant to tell someone as they may feel that it 'brings shame' to their families. Certain ethno-cultural beliefs and values can also make individuals feel bound to silence.

Helpful Resources:

Family Violence Information Line: 310-1818. Help is available in over 170 languages.

Citizenship

Immigration law issues can be tough to navigate for individuals without a permanent residency status. Many individuals in this situation may be concerned that they will be deported and lose the right to keep their children. Individuals may also be afraid of what may happen to the person abusing them.

Helpful Resources:

Citizenship and Immigration Canada 1-888-242-2100

Social Isolation

Individuals experiencing abuse can find themselves socially isolated, especially if they face any of the barriers above. Physical limitations such as living in a rural community or on a First Nation or Metis Settlement can also contribute to feeling socially isolated. The absence of a social network can also make abuse easier to hide or more difficult to seek the help they need.

Helpful Resources:

Family Violence Information Line: 310-1818. Toll free anywhere in Alberta. Available 24 hours, 7 days a week.

Financial Dependency

Some individuals are financially dependent on the abuser. The result is an increased risk for potential exploitation which may contribute to fear of leaving the abusive situation or seeking assistance. An individual who is financially dependent on the abuser faces the additional barrier of lacking access to cash or bank and credit accounts when they contemplate leaving the abusive situation or seeking assistance.

Helpful Resources:

Alberta Works Program for Individuals Fleeing Abuse 1-866-644-5135

LEGAL RESOURCES AND CONSIDERATIONS

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 and other places that the victim regularly goes to. Although these orders may serve to deter the abuser or stalker, it is important to note that it cannot ensure a victim's complete safety. For these reasons, it is important to also have a safety plan in place.

- Has the victim sought legal advice or contacted a shelter for more information on protection orders?
- Does the victim know that they can get information on protective orders by calling the Alberta Law Line at 1-866-845-3425 or online at www.legalaid.ab.ca?
- Is there a protection order against the abuser?
- 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

Does the victim have a plan on how to get to and leave court safely?

The following are strategies that can help victims going to and from court safely:

Getting to court:

- Plan on getting to court early, before the scheduled appearance. This will make it safer to get into the building and may help avoid running into the abuser.
- Do not go to court alone. Friend, family and support workers should be considered.

Inside the Courthouse:

- Stay close to a friend, family member or support worker while inside the courthouse.
- Find someone who knows the court well such as a victim advocate or family violence worker. Ask them where exits are located in the building.
- Courthouse security should be informed if the abusive partner tries to approach or harass the individual.

Leaving the Courthouse:

- Ask security to escort the individual from the building to the car or other transportation.

Seek assistance from your local Victim Service Units

- If the individual finds themselves navigating through the complex criminal justice system, they should obtain a copy of the **Victims of Crime Protocol** by visiting the Alberta Justice and Solicitor General website at www.victims.alberta.ca This booklet helps to explain what victims can expect throughout the criminal justice process.

FINANCIAL RESOURCES

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, these are some of the financial supports that are 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.

www.employment.alberta.ca/albertaworks

Victims of Crime Financial Benefits Program

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.

FAMILY VIOLENCE CRISIS AND INFORMATION LINES

211 Edmonton

Outside Edmonton dial 482-INFO (4636)

- Provides access to information and services for Edmonton and area

Alberta Association of Sexual Assault Services (AASAS)

(403) 237-6905 ext 249

Email: mailbox@aasas.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: 1-888-377-322

Lethbridge and Surrounding Area

Canadian Mental Health 24 Hour

Distress Line

Tel: (403) 327-7905

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

Alberta Council of Women's Shelters

Tel: 1-866-331-3933

Website: www.acws.ca

To locate a shelter or seniors shelter, connect you with a crisis counsellor or to obtain more information about ACWS.

Bullying Help Line

Phone: 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.

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

Disclaimer: contact information current as of March, 2013.

LEGAL RESOURCES

Alberta Law Line

Tel: (403) 644-7777

Toll Free: 1-866-845-3425

Website: www.lawline.legalaid.ab.ca

Aboriginal Legal Aid Services

Siksika Nation Program

(Legal Aid Alberta)

Siksika, AB

Tel: (403) 734-5123

Alberta Justice and Solicitor General, Victims Services

Tel: (780) 427-3466 or dial 310-0000 toll free access

Fax: (780) 422-4213

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

↳ Provides a listing of victim service 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

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 order 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: <http://www.albertacourts.ab.ca/familyjusticeservices/>

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

RESOURCES FOR SENIORS

Alberta Elder Abuse Awareness Network

Website: <http://www.albertaelderabuse.ca>

↳ For general information about elder abuse and community resources visit the website.

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 individuals 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 care 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>

ABORIGINAL FAMILY VIOLENCE COMMUNITY RESOURCES

Awo Taan Healing Lodge

Calgary, AB

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

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

Bigstone Women's Emergency Shelter

Wabasca, AB

Tel: (780) 891-3333

Crossroads Resource Centre and Women's Shelter

Fairview, AB

Tel: (780) 835-2120

Eagle Women's Emergency Shelter

Black Diamond, AB

Tel: (403) 933-3370

Ermineskin Women's Emergency Shelter

Hobbema, AB

Tel: (780) 420-0008 ext. 228

Hope Haven Women's Shelter

Lac La Biche AB

Tel: (780) 623-3104

Crisis Line: (780) 623-3100

Toll Free: 1-866-727-4673

Lethbridge Native Women's Transition Home Society

Lethbridge, AB

Tel: (403) 329 - 6506

Mikisew Cree Women's Shelter

Fort Chipewan, AB

Tel: (780) 697-3322

Peace River Regional Women's Shelter

Peace River, AB

Tel: (780) 624-3466

Pincher Creek Women's Emergency Shelter

Pincher Creek, AB

Crisis support line: (403) 627-2114

Eagle's Nest Stoney Family Shelter

Morley, AB

Tel: (403) 881-2000

Sucker Creek Women's Emergency Shelter

Enilda, AB

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

IMMIGRANT SERVICE AGENCIES IN ALBERTA

Citizenship and Immigration Canada

Toll free anywhere in Canada: 1-888-242-2100
Information on immigration status, process 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@ccis-calgary.ab.ca
Website: <http://www.ccis-calgary.ab.ca>
Hours of operation: Mon to Fri 8:30am - 4:30pm,

Calgary Immigrant Education Society

1723, 40 Street, S.E.
Calgary, AB T2A 7Y3
Tel: (403) 235-3666
E-mail: info@immigrant-education.ca
Website: <http://www.immigrant-education.ca>
Hours of operation:
Mon to Thurs 8:30am - 9:00pm, Fri 8:30am - 4:30pm,
Sat 9:00am - 5:30pm, Sun 9:30am-2:00pm

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 - 2:00pm

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@catholicocialservices.ab.ca
Website: <http://www.catholicocialservices.ab.ca>
↳ CSS provides services in communities across northeast and central Alberta. Visit their website for specific locations.

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>

RED DEER

Catholic Social Services

202, 5000 Gaetz Avenue
Red Deer, AB T4N 6C2
Tel: (403) 346-8818
E-mail: immcss@catholicocialservices.ab.ca
Website: <http://www.catholicocialservices.ab.ca>

Central Alberta Refugee Effort Committee

5104 - 48 Avenue
Red Deer, AB T4N 3T8
Tel: (403) 347-8844

LETHBRIDGE

Lethbridge Family Services - Immigrant Services

703 - 2 Avenue S
Lethbridge, Alberta T1J 0C4
Tel: (403) 320-1589
E-mail: admin@lfsimmigrantservices.ca
Website: www.lethbridge-family-services.com

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

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.gpcn.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

EMERGENCY SUPPORTS AND RESOURCES

BANFF

YWCA of Banff

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

Crisis support line: (403) 762-3560

BROOKS

Brooks and District Women's Safe Shelter Society

Crisis Support line: (403) 793-2232

CALGARY

Brenda Stafford Centre

Second Stage Housing

Crisis support line: (403) 270-7240

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

Crisis support line: (780) 672-1035

COLD LAKE

Dr. Margaret Savage Crisis Centre

Crisis support line: (780) 594-3353

EDMONTON

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

Crisis support line: (780) 479-0058

LaSalle Residence

Second Stage Housing

Tel: (780) 442-0087

Lurana Shelter

Crisis support line: (780) 424-5875

WINGS of Providence Society

Second Stage Housing

Crisis support line: (780) 426-4985

ENILDA

Sucker Creek Women's Emergency Shelter

Tel: 1-866-523-2929 (toll-free)

Crisis support line: (780) 523-4357

Second Stage Housing

Crisis support line: (780) 523-4357

FAIRVIEW

Crossroads Resource Centre

Tel: 1-877-835-2120

Crisis support line: (780) 835-2120

FORT CHIPEWYAN

Paspew House

Crisis support line: (780) 697-3323

FORT MCMURRAY

Unity House

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

HIGH LEVEL

Safe House

Tel: 1-888-926-0301 (toll free)
Crisis support line: (780) 926-3899

HIGH RIVER

Rowan House Emergency Shelter

Crisis support line: (403) 652-3311

HINTON

Yellowhead Emergency Shelter for Women Society

Tel: 1-800-661-0937
Crisis support line: (780) 865-5133

HOBBEMA

Emineskin Women's Shelter

Crisis support line: (780) 585-4444

LAC LA BICHE

Hope Haven Women's Shelter

Crisis support line: (780) 623-3100

Lynne's House

Crisis support line: (780) 623-3100

LETHBRIDGE

Native Women's Transition Home Society

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

YMCA Harbour House

Crisis support line: (403) 320-1881

LLOYDMINSTER

Lloydminster Interval Home Society

Crisis support line: (780) 875-0966

Dolmar Manor

Second Stage Housing
Crisis support line: (780) 875-0966

MEDICINE HAT

Musasa House

Second Stage Housing
Crisis support line: (403) 529-1091

Phoenix Safe House

Tel: 1-800-661-7949
Crisis support line: (403) 529-1091

MORLEY

Eagle's Nest Stoney Family Shelter

Crisis support line: (403) 881-2000

PEACE RIVER

Peace River Regional Women's Shelter

Tel: 1-877-624-3466 (toll free)

PINCHER CREEK

Pincher Creek Women's Emergency Shelter

Tel: 1-888-354-4868 (toll free)
Crisis support line: (403) 627-2114

RED DEER

Central Alberta Women's Emergency Shelter

Tel: 1-888-346-5643 (toll free)

ROCKY MOUNTAIN HOUSE

Mountain Rose Women's Shelter Association

Crisis support line: (403) 845-4141

SLAVE LAKE

Northern Haven Support Society

Tel: (780) 849-4418

SHERWOOD PARK

A Safe Place - Strathcona Shelter Society

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

ST. PAUL

Columbus House of Hope

Tel: 1-800-263-3045 (toll free)

Crisis support line: (780) 645-5132

STAND OFF

Kainai Women's Wellness Lodge

Crisis support line: 1-888-653-1909

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

Crisis support line: (403) 223-0483

WABASCA

Big Stone Cree Nation Women's Emergency Shelter

Crisis support line: (780) 891-3333

WHITECOURT

Wellspring Family Resources and Crisis Centre

Tel: 1-800-467-4049 (toll free)

Crisis support line: (780) 778-6209

RESOURCES FOR PERSONS WITH PETS

Alberta Society for Prevention of Cruelty to Animals (SPCA)

10806 124 Street

Edmonton, AB T5M 0H3

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 PERSONS 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 anywhere in Canada: 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 facilities²⁴

QUICK REFERENCE

ONLINE SAFETY

Emails

- Make your email names anonymous, so that you are not easily identified. Only give out your new email address 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.

Instant Messaging (IM) and Social Networking Sites

- If you use IM or social networking sites like Facebook 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 abusive partner does not have access through a friend's login.
- Turn off the location functionality that might show where you are whenever you post. Also shut Bluetooth functions off mobile devices.

E-Shopping

- Close all current e-shopping accounts and open new ones using your new email and secure password. This will help prevent the individual from gaining access to your new delivery details and credit cards.



SAFETY PACK

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.

Items with a * indicate important items.

All other items are considerations to have on hand.

Safety pack should include:

- Identification for self and children *
 - 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 permit papers 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 set of clothing for you and your kids
- Address book with important contacts
- Baby food, formula, diapers
- Small saleable objects (jewelry)

COMMUNITY SUPPORT SERVICES

- **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.
- **Government of Alberta emergency funding, phone toll-free in Alberta: 1-866-644-5135.**
- **To locate a shelter close to you or if you need someone to talk to, phone toll-free in Alberta: 1-866-331-3933.**

QUICK REFERENCE IF YOU ARE BEING STALKED OR BELIEVE THAT YOU ARE BEING STALKED



It is important that you seek support to manage the stalking and its impact on your life. Consider the following recommendations:

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.

Contact the Police

- Stalking is a crime. If you are being stalked, contact the police immediately, especially if the stalking persists for more than 2 weeks.

Document all incidents

- Keep a log of every stalking incident with dates, times and detail of incident.

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.

IF I CHOOSE TO STAY WITH MY ABUSIVE PARTNER

Be aware. Pay attention to changes in mood and behaviour and take action.

1. When an argument erupts move to a safe room. Avoid the bathroom, kitchen and garage where there are many potential weapons. Try to be in a room with outside access like windows and doors.
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 where it can easily be accessed and the abuser will not find it.

I DO NOT LIVE WITH MY ABUSIVE PARTNER BUT WANT TO END THE RELATIONSHIP

Ending an abusive relationship may be dangerous. Take extra precautions and consider the following safety strategies:

- Take all threats seriously and contact the police.
- Make it clear that 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 your ex-partner 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 abusive partner or their associates.
- Teach 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 a new email address but keep the one known to the abuser to capture harassing email messages. Do not reply back. Save these messages and take them to the police.
- If you have children with the partner, get legal advice and other support to help you make decisions about the safety of your children.

CREATING A SAFETY PLAN

- Identify who you can tell and discuss how they can help (code words).
- Rehearse escape plan with children.
- Open separate bank accounts, if possible.
- Hide money and spare change.
- 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.

Family Violence Info Line
24 hours a day, 7 days a week
Toll Free anywhere in Alberta

310-1818

www.familyviolence.alberta.ca

