

RESOURCES FOR TRIAGE AND SERVICE OF DOMESTIC VIOLENCE SURVIVORS

- Attached as **Schedule “A”**
- Available at <https://familyservicetoronto.org/new-resource-for-family-lawyers-trauma-informed-lawyering-in-family-court/>

Learn More About Trauma-Informed Practice:

- British Columbia Justice Summit: Trauma-informed justice system responses - Coordination and information-sharing where family justice, criminal justice and child protection intersect

<https://www.justicebc.ca/app/uploads/sites/11/2016/03/FifthJusticeSummitReport.pdf>
- Connecting Ottawa: Sounds Traumatic - Rethinking What Trauma Means for Legal and Social Work (May 2016)

<http://connectingottawa.com/news/sounds-traumatic-connecting-ottawa-conference-resources>
- Department of Justice - Victims of Crime Research Digest, Trauma- (and Violence-) Informed Approaches to Supporting Victims of Violence: Policy and Practice Considerations

<http://www.justice.gc.ca/eng/rp-pr/cj-jp/victim/rd9-rr9/p2.html>
- Manitoba Trauma Information and Education Centre, The Trauma Toolkit - A resource for services organizations and providers to deliver services that are trauma-informed

http://trauma-informed.ca/wp-content/uploads/2013/10/Trauma-informed_Toolkit.pdf
- Canadian Bar Association: Janice Mucalov, "Compassion Fatigue in the Legal Profession?"

<https://www.cba.org/Publications-Resources/CBA-Practice-Link/Work-Life-Balance/Health-Wellness/Compassion-Fatigue-in-the-Legal-Profession>

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RISK ASSESSMENT, SCREENING AND SAFETY PLANNING TOOLS

- **Risk Assessments and Family Violence Screening Tools**
 - **The Danger Assessment Tool**

Campbell, JC. (2018). Danger Assessment. Retrieved January 1, 2019, from <http://www.dangerassessment.org> .

 - English and French express checklist tool based on risk and lethality factors.
 - Attached as **Schedule “B.”**
 - Available at <https://www.dangerassessment.org/DATools.aspx>

 - **“Comprehensive Safety Assessment Tool”**

The Redwood Shelter, Excerpted from “*Her Toolkit: Comprehensive Safety and Personalized Risk Management Tools for Women Experiencing Violence*” (2015)

 - Produced as a safety planning tool for the shelter workers to assess and reassess risk at each client contact.
 - Questions capture well-recognized lethality factors and specific language and detail about the nature of abuse.
 - Attached as **Schedule “C.”**
 - Available at <https://pathssk.org/wp-content/uploads/2017/02/05-c-TIC-Redwood-Her-Toolkit.pdf>

 - **“Recommended Screening Tool Questions”**

Department of Justice Canada and Luke’s Place, excerpted from “What You Don’t Know Can Hurt You: The Importance of Family Violence Screening Tools for Family Law Practitioners.” (2018)*⁴

 - Developed through comprehensive research on family violence and examining 86 family violence screening tools.
 - Considers “family violence,” defined more broadly than intimate partner violence.
 - Advocates for universal screening for domestic violence and structures screening into “Initial Screening” and “Second Screening” with more detailed questions where red flags have been identified or when the client has self-disclosed abuse.
 - Attached as **Schedule “D.”**
 - Available at <https://www.justice.gc.ca/eng/rp-pr/jr/can-peut/can-peut.pdf>

⁴ Excerpt of is a copy of an official work published by the Government of Canada and the reproduction has not been produced with, or with the endorsement of the Government of Canada.

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- **Safety Planning Resources**

- **“My Safety Plan”**

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- Attached as **Schedule “E”**
- Available at <https://stepstojustice.ca/steps/4-make-safety-plan>

- **“Emergency Escape Plan and Personalized Risk Management Plan”**

The Redwood Shelter, Excerpted from “*Her Toolkit: Comprehensive Safety and Personalized Risk Management Tools for Women Experiencing Violence*” (2015)

- Long form and express tool attached as **Schedule “F”**.
- Focuses on steps that survivors can take in advance to be better prepared in case they have to leave a violent situation very quickly, including copying important documents in advance and technology safety.
- Available at <https://pathssk.org/wp-content/uploads/2017/02/05-c-TIC-Redwood-Her-Toolkit.pdf>

- **“Creating a Safety Plan” Guide**

Peel Committee Against Woman Abuse (PCAWA), July 2010

- Published in 15 languages
- Attached at as **Schedule “G”**
- Available at <https://www.pcawa.net/safety-planning-guide.html>

PRACTICE TIP: Screening and/or Risk Assessment should be a universal component of all initial consultations. If you are not confident with your screening or safety planning skills you can ask your client’s permission to contact a crisis line with them to perform a risk assessment and prepare a safety plan.

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ONTARIO WIDE FIRST CONTACT RESOURCES

- **Assaulted women's helpline** -416-863-0511, toll-free at 1-866-863-0511
 - Province wide crisis line available 24 hours a day, 7 days a week.
 - Trained counsellors to help clients determine options, provide information about local supports such as shelters and sexual assault centres and help develop an immediate safety plan.
 - Interpreters in 150 languages are available to respond to callers.

- **Fem'aide (French-Language Crisis Line)**- 1-877-336-2433
 - A toll-free crisis telephone service for Francophone women experiencing violence.

- **Talk 4 Healing** -1-855-554-HEAL, <https://www.talk4healing.com/>
 - Offers talk, text and chat services for Indigenous women in 14 languages, including Ojibway, Oji-Cree or Cree.

- **First Nations and Inuit Hope for Wellness Help Line** - 1-855-242-3310
 - Culturally-sensitive counselling.

- **Ontario 211**- <https://211ontario.ca/211-topics/abuse-assault/>
 - Includes referral information in the following sub-areas:
 - Child abuse services
 - Counselling for abused people
 - Crisis lines for abused persons
 - Sexual Assault Support
 - Shelters for Abused Women
 - Support programs for survivors

- **Victim Support Line (VSL) at 1-888-579-2888**
 - Service available during normal business hours.
 - VSL staff can provide help by locating an appropriate community-based assistance service. Callers can also access recorded information about how the criminal justice system works, from arrest and sentencing to release procedures.
 - If an abused person's spouse is now in jail serving a provincial sentence, the victim can call the VSL and register with the Victim Notification System to get information about the abuser's release date.

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CRISIS LINES

- **Assaulted women's helpline** -416-863-0511, toll-free at 1-866-863-0511
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 - Trained counsellors to help clients determine options, provide information about local supports such as shelters and sexual assault centres and help develop an immediate safety plan.
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- **First Nations and Inuit Hope for Wellness Help Line** - 1-855-242-3310
 - Culturally-sensitive counselling.

- **Ganohkwasra Family Assault Support Services** -519-445-4324
 - 24 hour crisis line for survivors of family violence and sexual assault who are members of the Six Nation of Grand River Community.
 - Additionally community counselling and education, shelter services, outreach services.

- **211 Ontario** - <https://211ontario.ca/211-topics/abuse-assault/crisis-lines-for-abused-people/>
 - Over 156 Crisis lines searchable based on geographic area.

- **Mobile Crisis Services**
 - Central Toronto -The Gerstein Centre: 416-929-5200
 - Scarborough: 416-289-2434
 - Etobicoke, North York and East York: 416-498-0043
 - Aboriginal Crisis Management Program: 416-891-8606
 - Peel Region: 905-278-9036
 - York Region: 905-310-COPE (2673) from 905 area only

- **Toronto Rape Crisis Line** - 416-597-8808
 - Counselling services 24 hours a day, 7 days a week
 - Crisis line serves:
 - Anyone who has been raped, sexually assaulted or abused;
 - Anyone who has had unwanted sexual touching;

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- Incest survivor;
 - Survivors of childhood and adult sexual assault; and
 - Family and/or friends of survivors.
- Counsellors also provide referrals to other services including legal, medical, immigration, counseling, support groups, information on programs and service provided by the Toronto Rape Crisis Centre.

PRACTICE TIP: Where you serve vulnerable clients, consider adding one of the above crisis lines to your voice mail message to ensure clients have access to crisis and after hours services in your absence.

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MENTAL HEALTH AND COUNSELLING SERVICES

Ontario Wide Mental Health Services

- **Employee Assistance Plans**
 - Ask whether your client has access to an Employee Assistance Plan, which may offer interim or ongoing counselling or mental health services for free.
 - Many EAP service providers offer counselling over the phone, which can be helpful when clients are in transition and their housing may be unstable.

- **Luke’s Place** - <https://lukesplace.ca/resources/family-law-support-services-for-women/>
 - Interactive map showing shelter, counselling and legal services across Ontario by region and community.

- **211 Ontario** - <https://211ontario.ca/211-topics/mental-health-addictions/community-mental-health-centres/> or 211
 - Over 321 community-based centres that provide counselling, therapy, treatment, medication and other services, on an outpatient basis.
 - Searchable by location.

- **Ontario Coalition of Rape Crisis Centres-** www.sexualassaultsupport.ca
 - Network of 26 community-based sexual assault centres across Ontario. They provide counselling, information, support services, and referrals to people who have experienced sexual violence.

- **Ontario Federation of Indigenous Friendship Centres-** www.ofifc.org or 1-800-772-9291
 - The federation represents Friendship Centres across Ontario which serve the needs of Indigenous people by providing culturally sensitive and culturally appropriate services, including crisis intervention, peer counselling to community members who are affected by violence.

- **Community-Based Counselling Service Providers**

Location	Service Provider
Ajax	Family Services Durham 1-866-840-6697 https://www.durham.ca/en/living-here/counselling.aspx?mid=24458

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	<p>Durham Mental Health Services 1-800-742-1890 or 905-666-0483 http://dmhs.ca/cause/crisis-response/</p> <p>Durham Driven 905-432-SAFE/1-877-SAFE-905 http://www.durhamdriven.com/services.html</p> <p>Women’s Multi-cultural Resource/Counselling Centre of Durham 905-427-7849; 1-877-454-4035 http://www.wmrccdurham.org/</p>
Barrie	<p>Catholic Family Services 705-726-2503 https://cfssc.ca/locations/barrie/</p> <p>Huronian Transition Homes 705-526-3221 http://www.huroniatransionhomes.ca/</p> <p>New Path 1-866-566-7656 https://newpath.ca/services/partner-abuse-program-womens-service/</p>
Beamsville	<p>West Niagara Second Stage Housing and Counselling 905-563-5548 www.wnss.org</p>
Belleville	<p>Sexual Assault Center of Quinte District https://sacqd.com/</p> <p>Maggies Resource Center http://maggiesresource.com/</p> <p>Victims Services http://www.victimservicesquinte.ca/</p> <p>Edith Fox Life and Loss Center http://www.edithfoxcentre.org/</p> <p>Military Family Resource Center https://trentonmfr.ca/</p>
Brampton	<p>Family Services of Peel 905-270-2250</p>

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	<p>www.fspeel.org</p> <p>Catholic Family Services 905-450-1608 www.cfspd.com</p> <p>Salvation Army Women’s Counselling Services 905-820-8984</p> <p>Muslim Community Services 905-790-1910</p> <p>India Rainbow Community Services 905-454-2598 www.indiarainbow.org</p> <p>Indus Community Services -Family Services-Advocacy, Counselling, Empowerment and Safety Porgram 905-459-4779</p> <p>Oasis Centre des Femme 905-454-3332 http://www.oasisfemmes.org/</p>
Brantford / Simcoe / Cayuga	<p>Family Counselling Centre of Brant 519-753-4173 http://fccb.ca/contact/</p>
Burlington	<p>Halton Women’s Place 905-332-1200 www.haltonwomensplace.com</p> <p>Thrive Counselling https://thrivecounselling.org/ 905-637-5356</p>
Chatham	<p>Chatham Kent Women's Centre 519-354-6360 or 1-800-265-0598 www.ckwc.ca</p>
Cobourg	<p>Cornerstone Family Violence Prevention Centre 905-372-0746; 1-800-263-3757 www.cornerstonenorthumberland.ca</p>
Cochrane / Timmins	<p>Timmins and Area Women in Crisis 1-877-268-8380 (crisis); 705-268-8381 (office)</p>

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	www.tawc.ca
Cornwall / L'Orignal	Naomi's Family Resources Centre 613-772-2838/1-800-267-0395 http://www.naomiscentre.ca
Deep River	North Renfrew Family Services 613-584-3358 www.bright-ideas-software.com/nrfs/
Dryden	Hoshizaki House 1-807-274-3131 www.gizhac.com
Dunnville	Haldimand and Norfolk Women's Services 1-800-265-8076 (crisis line); 519-426-8048 www.hnws.on.ca
Etobicoke	Albion Neighbourhood Service 416-740-3704 www.albionneighbourhoodservices.ca
Fort Frances	Gizhewaadiziwin Health Access Centre 1- 807-274-3131 www.gizhac.com
Fort William	Ontario Native Women's Association, Fort William First Nation location 1-807-577-1492 www.onwa.ca
Goderich	Women's Shelter, Second Stage Housing and Counselling Services Huron 1-866-863-4108 www.victimserviceshuron.ca
Guelph	Family Counselling and Support Services for Guelph Wellington 519-824-2431; 1-800-307-7078 www.familyserviceguelph.on.ca
Haileybury	Pavilion Family Resource Centre 1-888-871-909 www.pavillionfrc.com
Hamilton	Hamilton Interval House 905-522-0127

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	<p>https://intervalhousehamilton.org/</p> <p>Catholic Family Services of Hamilton 905-527-3823 https://www.cfshw.com/</p> <p>SACHA Sexual Assault Centre 905-525-4162 http://sacha.ca/our-services/counselling-advocacy</p>
Kanata	<p>Western Ottawa Community Resource Centre 613-591-3686 www.wocrc.ca</p>
Kapuskasing	<p>Habitat Interlude (Emergency Shelter for Women and Children in Crisis) 705-337-1122</p>
Kenora	<p>Kenora Sexual Assault Centre Contact: 807-468-7233 (crisis) kenoralsexualassaultcentre.ca</p>
Kingston	<p>K3C Counselling Centre 613-549-7850 www.k3c.org</p> <p>Kingston Interval House 1-800-267-9945 or 613-546-1833 www.kingstonintervalhouse.com</p> <p>Resolve Counselling Services Canada 613-549-7850 https://resolvecounselling.org/</p>
Kitchener / Cambridge	<p>Kitchener Waterloo Counselling 519-884-000 https://www.kwcounselling.com/abused-women-their-kids/</p> <p>Women’s Crisis Services of Waterloo Region 519-742-5894/519-653-2422 https://wcswr.org</p> <p>Guelph Wellington Women in Crisis 519-836-1110 www.gwwomenincrisis.org</p>

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<p>Lindsay</p>	<p>Women's Resources of Kawartha Lakes 705-878-4285 www.womensresources.ca</p>
<p>London</p>	<p>Women's Community House 519-642-3003 www.shelterlondon.org</p> <p>London Abused Women's Centre 519-432-2204 https://www.lawc.on.ca/</p>
<p>Milton</p>	<p>Halton Women's Place 905-332-1200 haltonwomensplace.com</p> <p>Thrive Counselling 905-845-3811 https://thrivecounselling.org/</p>
<p>Mississauga</p>	<p>Family Services of Peel 905-270-2250 www.fspeel.org</p> <p>Catholic Family Services 905-890-1644 www.cfspd.com</p> <p>Salvation Army Women's Counselling Services 905-820-8984 http://www.salvationarmyerinmills.ca/wcc.html</p> <p>Muslim Community Services 905-790-1910 http://www.muslimcommunity.org/</p> <p>India Rainbow Community Services 905-275-2369 www.indiarainbow.org</p>
<p>Napanee</p>	<p>Lennox and Addington Interval House 613-354-1010 or 1-800-667-1010 www.intervalhousenapanee.ca</p> <p>Resolve Counselling Services Canada 613-549-7850</p>

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	https://resolvecounselling.org/
Newmarket	<p>Women Support Network of York Region 905-895-3646/ 1-800-263-6734(crisis) http://womenssupportnetwork.ca/services/</p> <p>Yellow Brick House (Project Hostel) 1-800-263-3247 (crisis); 905-709-0900 www.yellowbrickhouse.org</p>
Niagara Falls	<p>Women's Place of South Niagara 905-356-5800 or 905-788-0113 (crisis) womensplacesn.org</p>
North Bay	<p>Community Counselling Centre of Nippissing 705-472-6515 http://www.cccnip.com/</p> <p>Ojibway Women's Lodge 1-800-387-2465; 705-472-3321 www.nfn.ca/admin_social_OFRC.php</p>
Oakville	<p>Halton Women's Place 905-332-1200 haltonwomensplace.com</p> <p>Thrive Counselling 905-845-3811 https://thrivecounselling.org/</p>
Oshweken	<p>Ganohkwsa Family Assault Support Service 519-445-4324 www.ganohkwasra.ca</p>
Orangeville	<p>Family Transition Place 519-942-4122 http://familytransitionplace.ca</p>
Orillia	<p>Green Haven Shelter for Women 1-888-285-6958 (crisis); 705-329-2806 (admin) greenhavenshelter.com</p> <p>Catholic Family Services of Simcoe County (705) 726-2503 https://cfssc.ca</p>

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<p>Oshawa</p>	<p>Catholic Family Services of Durham 905-725-3513; 1-877-282-8932 www.cfsdurham.com</p> <p>Family Services Durham 1-866-840-6697 https://www.durham.ca/en/living-here/counselling.aspx?mid=24458</p> <p>Durham Mental Health Services 1-800-742-1890 or 905-666-0483 http://dmhs.ca/cause/crisis-response/</p> <p>Durham Driven 905-432-SAFE/1-877-SAFE-905 http://www.durhamdriven.com/services.html</p>
<p>Ottawa</p>	<p>Family Services Ottawa 613-725-3601 http://familyservicesottawa.org</p> <p>Eastern Ottawa Resource Centre 613-741-6025 https://www.eorc-creo.ca/Violence_Against_Women.php</p> <p>Minwaashin Lodge 613-741-5590 www.minlodge.com</p>
<p>Owen Sound / Walkerton</p>	<p>The Women's Centre (Grey and Bruce) 519-371-1600 www.thewomenscentre.org</p> <p>Women's House 519-396-9814 www.whsbg.on.ca</p>
<p>Parry Sound</p>	<p>Esprit Place Family Resource Centre 705-746-4800</p>
<p>Pembroke</p>	<p>Bernadette McCann House for Women Inc. 613-732-7776 www.wsssbmh.org</p>
<p>Perth</p>	<p>Lanark County Interval House 613-257-3469 lcih.org</p>

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Peterborough	<p>YWCA of Peterborough 705-743-3526 ywcapeterborough.org Peterborough Regional Health Centre (Sexual Assault) Women's Health Care Centre 705-743-4132 or 1-800-419-3111 https://www.prhc.on.ca/cms/sexual-assault-domestic-violence-program</p>
Richmond Hill	<p>Yellow Brick House 1-800-263-3246 (crisis); 1-800-263-2231 www.yellowbrick.org</p>
Sarnia	<p>Family Counselling Centre 519-336-0120 www.familycounsellingctr.com</p>
Sault Ste. Marie	<p>Women in Crisis Algoma Inc. 705-759-1230; 1-877-759-1230 www.womenincrisis.ca</p>
St. Catharines	<p>Woman's Place (St. Catharines & District) Inc. (Gillian's Place) 905-684-4000 ext. 242 www.gilliansplace.com</p> <p>Child Advocacy Centre Niagara 905-937-5435 www.cacniagara.org</p>
St. Thomas	<p>Violence Against Women Services Elgin County 905-684-4000 ext. 242 www.vawsec.on.ca</p>
Stratford	<p>Family Services Perth-Huron 519-273-1020 or 1-800-268-0903 http://familyservicesperth-huron.ca/counselling/womens-counselling/</p> <p>Optimism Place Women's Shelter 519-271-5310 ext 24 www.optimismplace.com</p>
Sturgeon Falls	<p>Horizon Women's Centre 705-753-1154 http://horizoncentre.ca/services-programs/</p>
Sudbury	<p>Sudbury YWCA</p>

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	<p>705-673-4754 https://ywcasudbury.ca/programs/supportive-counseling-program/</p>
Thunder Bay	<p>Beendigen 1-807-622-1121 www.beendigen.com</p> <p>Thunder Bay Counselling Centre 1-807-684-1880 www.tbaycounselling.com</p>
Timmins	<p>Timmins and Area Women in Crisis 1-877-268-8380 (crisis); 705-268-8381 (office) www.tawc.ca</p>
Toronto	<p>Family Services Toronto 416-595-9618 https://familyservicetoronto.org/our-services/programs-and-services/violence-against-women/</p> <p>Child Development Institute 416-603-1827 https://www.childdevelop.ca/programs/family-violence-services</p> <p>Catholic Family Services Toronto 416-222-0048 https://www.cfstoronto.com/</p> <p>Barbra Schlifer Commemorative Clinic 416-323-9149 https://schliferclinic.com/</p> <p>Native and Child Family Services 416-969-8510 www.nativechild.org</p> <p>Jewish Family and Child Services 416-638-7800 https://www.jfandcs.com/</p> <p>Oasis Centre des Femme 416-591-6565 http://www.oasisfemmes.org/</p>
Townsend	<p>Haldimand Norfolk REACH 1-800-265-8087; 519-587-2441</p>

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<p>Waterloo</p>	<p>Kitchener Waterloo Counselling 519-884-000 https://www.kwcounselling.com/abused-women-their-kids/</p> <p>Women’s Crisis Services of Waterloo Region 519-742-5894/519-653-2422 https://wcswr.org</p> <p>Guelph Wellington Women in Crisis 519-836-1110 www.gwwomenincrisis.org</p>
<p>Wawa</p>	<p>Chadwic Home 705-856-2848; 1-800-461-2242 www.chadwichhome.com</p>
<p>Welland</p>	<p>Women's Place of South Niagara Inc. 905-356-5800 or 905-788-0113 (crisis) womensplacesn.org</p>
<p>Whitby</p>	<p>Family Services Durham 1-866-840-6697 https://www.durham.ca/en/living-here/counselling.aspx?_mid_=24458</p> <p>Durham Mental Health Services 1-800-742-1890 or 905-666-0483 http://dmhs.ca/cause/crisis-response/</p> <p>Durham Driven 905-432-SAFE/1-877-SAFE-905 http://www.durhamdriven.com/services.html</p> <p>Women’s Multi-cultural Resource/Counselling Centre of Durham 905-427-7849; 1-877-454-4035 http://www.wmrccdurham.org/</p>
<p>Windsor / Leamington</p>	<p>Family Services Windsor -Essex 1-888-933-19831 https://fswe.ca/</p>
<p>Woodstock</p>	<p>CAS Oxford 519-539-1276 www.casoxford.on.ca</p>

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LEGAL SERVICES

Ontario Wide Legal Services

• **Legal Aid Ontario**

http://legalaid.on.ca/en/getting/type_domesticviolence.asp

1-800-668-8258

- Domestic Violence Strategy available at <http://www.legalaid.on.ca/en/publications/paper-domestic-violence-strategy-2017.asp>
- 2 hours certificates – free two hour consultation available through referrals from some clinics and shelters.
- Relaxed financial eligibility criteria for duty counsel and full representation on a legal aid certificate.

Number of Family Members	Income Must be Lower Than
1	\$22,720
2	\$32,131
3	\$39,352
4	\$45,440
5+	\$50,803

- Eligibility is subject to a contribution agreement where initial eligibility is granted subject to an agreement to repay some or all of legal costs from proceeds of settlement.
- Specific roster of lawyers trained in domestic violence.

• **Independent Legal Advice for Survivors of Sexual Assault Pilot project**

- 4 hours of free, legal advice from one or more lawyers on the referral list by phone, or in person.
- Survivor must be at least 16 years of age, the sexual assault must have happened in Ontario and the survivor must reside in Toronto, Ottawa or Thunder Bay.
- Complete a Voucher Request Form attached as **Schedule “H”** and send it to ILAvoucher@ontario.ca or Independent Legal Advice, PO Box 809, Toronto Adelaide Retail, Toronto, ON M5C 2K1.

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- Family Court Support Workers**
www.attorneygeneral.jus.gov.on.ca/english/ovss/family_court_support_worker_program/

Court Location	Service Provider
Barrie (Includes French Language Service)	Women & Children's Shelter of Barrie 1-800-461-1716 http://barrieshelter.com/
Belleville	Three Oaks Foundation 613-966-3074 or 1-800-267-0533 (crisis) https://threoaks.ca/
Bracebridge	Muskoka Victim Services 705-645-5444; 1-877-229-2217 (after hours) http://muskokavs.ca/
Brampton (Includes French Language Service)	Indus Community Services 905-450-4650 ext 305 http://induscs.ca/
Brantford / Simcoe / Cayuga	Haldimand & Norfolk Women's Services 1-800-265-8076 (crisis line); 519-426-8048 http://www.hnws.on.ca/
Brockville	Victim Services of Leeds & Grenville 1-800-939-7682 https://www.vslg.ca/
Chatham (Includes French Language Service)	Chatham Kent Women's Centre 519-354-6360 or 1-800-265-0598 www.ckwc.ca
Cobourg	Cornerstone Family Violence Prevention Centre 905-372-0746; 1-800-263-3757 www.cornerstonenorthumberland.ca
Cochrane / Timmins (Includes French Language Service)	Timmins and Area Women in Crisis 1-877-268-8380 (crisis); 705-268-8381 (office) www.tawc.ca
Cornwall / L'Original (Includes French Language Service)	Victim Services of Stormont, Dundas, Glengarry and Akwesasne 613-938-8900; 1-866-264-8900 vsv-sdga.ca

RESOURCES FOR TRIAGE AND SERVICE OF DOMESTIC VIOLENCE SURVIVORS

Fort Frances / Dryden / Kenora (Includes French Language Service)	Hoshizaki House 1-807-274-3131 www.gizhac.com
Goderich	Women's Shelter, Second Stage Housing and Counselling Services Huron 1-866-863-4108 www.victimserviceshuron.ca
Guelph	Guelph Wellington Women in Crisis 519-836-1110 www.gwwomenincrisis.org
Hamilton (Includes French Language Service)	Good Shepherd Centres Hamilton 905-523-6277 (crisis line); 905-523-8766 www.goodshepherdcentres.ca/womens-services
Kingston (Includes French Language Service)/ Napanee	Resolve Counselling Services Canada 613-549-7850 https://resolvecounselling.org/
Kitchener / Cambridge	Guelph Wellington Women in Crisis 519-836-1110 www.gwwomenincrisis.org
Lindsay	Women's Resources of Kawartha Lakes 705-878-4285 www.womensresources.ca
London (Includes French Language Service)	Women's Community House 519-642-3003 www.shelterlondon.org
Milton	Halton Women's Place 905-332-1200 haltonwomensplace.com
Newmarket	Yellow Brick House (Project Hostel) 1-800-263-3247 (crisis); 905-709-0900 www.yellowbrickhouse.org
North Bay (Includes French Language Service)	Nipissing Transition House 705-476-2429 nipissingtransitionhouse.com
Orangeville	Family Transition Place

RESOURCES FOR TRIAGE AND SERVICE OF DOMESTIC VIOLENCE SURVIVORS

	519-942-4122 http://familytransitionplace.ca
Oshawa	Luke's Place Support and Resource Centre for Women and Children 905-728-0978; 1-866-516-3116 lukesplace.ca
Ottawa (Includes French Language Service)	Eastern Ottawa Resource Centre 613-741-6025 www.eorc-creo.ca/EORC.html
Owen Sound / Walkerton	The Women's Centre (Grey and Bruce) 519-371-1600 www.thewomenscentre.org
Parry Sound (Includes French Language Service)	District of Parry Sound Victim Crisis Assistance and Referral Service 705-746-0508 www.psvs.ca/
Pembroke / Renfrew (Includes French Language Service)	Bernadette McCann House for Women Inc. 613-732-7776 www.wsssbmh.org
Perth	Lanark County Interval House 613-257-3469 lcih.org
Peterborough	YWCA of Peterborough Haliburton 705-743-3526 ywcapeterborough.org
Sarnia	Social Services Bureau of Sarnia Lambton http://www.familycounsellingctr.com/
Sault Ste. Marie (Includes French Language Service)	Women in Crisis Algoma Inc. 705-759-1230; 1-877-759-1230 www.womenincrisis.ca
St. Catharines	Woman's Place (St. Catharines & District) Inc. (Gillian's Place) 905-684-4000 ext. 242 www.gilliansplace.com
St. Thomas	Violence Against Women Services Elgin County

RESOURCES FOR TRIAGE AND SERVICE OF DOMESTIC VIOLENCE SURVIVORS

	905-684-4000 ext. 242 www.vawsec.on.ca
Stratford	Perth County Transition Home for Women(Optimism Place) 519-271-5310 ext. 24 https://www.optimismplace.com
Sudbury (Includes French Language Service)	Sudbury YWCA 705-673-4754 ywcasudbury.ca
Thunder Bay (Includes French Language Service)	Crisis Homes Inc. (Faye Peterson Transition House) 1-807-345-0450; 1-800-465-6971 www.fayepeterson.org
Toronto (Includes French Language Service)	Barbra Schlifer Commemorative Clinic 416-323-9149 www.schliferclinic.com Oasis Centre des Femmes 416-591-6565 http://www.oasisfemmes.org/
Welland (Includes French Language Service)	Women's Place of South Niagara Inc. 905-356-5800 or 905-788-0113 (crisis) womensplacesn.org
Windsor / Leamington (Includes French Language Service)	Hiatus House 519-252-1143 www.hiatushouse.com
Woodstock	CAS Oxford 519-539-1276 www.casoxford.on.ca

- **Community Legal Education Ontario (CLEO) - www.cleo.on.ca**
 - Plain language resources with information about family law matters and criminal proceedings. “Do you know a woman who is being abused? A legal rights handbook.”
 - Specific guides on cross-over resources including “Family violence when a woman is sponsored by a spouse or partner” and “Humanitarian and Compassionate (H&C) applications and refugee claims: how they are different?”
 - Family Law resource guides.

RESOURCES FOR TRIAGE AND SERVICE OF DOMESTIC VIOLENCE SURVIVORS

- **Family Law and Beyond** <https://familycourtandbeyond.ca/about-this-site/download-these-resources/>
 - Free downloadable “Family Court Survival Workbook” for women leaving abusive relationships.
 - Includes downloadable checklist and a “Family Law Organizer” to assist clients in managing court documents.

- **Steps to Justice** <https://stepstojustice.ca/>
 - Abuse and family violence resources.
 - Plain language family resource guides.

- **Ontario Women’s Justice Network (OWJN)** - <http://owjn.org/know-the-law/family-law-rights/>
 - FAQs about Family Law and parties’ rights and obligations.

- **Family Law Education for Women (FLEW)** – www.onefamilylaw.ca or www.undroitdefamille.ca
 - Plain language family law legal information for women in English and French.

- **Family Law Information Centres (FLIC)**
 - FLIC offices offer free assistance and information for clients who are either new to the court system or who don't have a lawyer. They are available in most family courts.
 - Many have lawyers available to review documents and provide summary legal advices.
 - MAG resource – “What you should know about Family Law in Ontario” Available in 9 Languages, includes section on laws for victims of abuse.

- **Ministry of the Attorney General (MAG) resources** - <https://www.attorneygeneral.jus.gov.on.ca/english/family/guides/fc/>
 - Plain language information on procedure in Family.
 - Instructions on how to complete family law forms.

Legal Clinics For Victims of Violence

Location	Service Provider
Toronto	<p>Barbra Schlifer Commemorative Clinic 416-323-9149 ext. 234 https://schliferclinic.com/ BSCC provides unbundled legal services, full-representation and summary legal advice, as well as a Family Court Support Worker program. Eligibility for low to middle-income</p>

RESOURCES FOR TRIAGE AND SERVICE OF DOMESTIC VIOLENCE SURVIVORS

	women on gender non-binary people who do not otherwise qualify for legal aid. French-speaking women, services are provided by Oasis Centre des Femmes. Oasis can be reached at 416-591-6565.
Hamilton	Jared’s Place Legal Advocacy and Resource Centre for Women 905-522-0127, ext. 207 www.intervalhousehamilton.org/legal-support Jared’s place offers legal information to women who have experienced abuse. Women can get support from a legal advocate and summary legal advice from a lawyer.
Durham Region	Luke’s Place 1-866-516-3116 www.lukesplace.ca Luke’s place provides free summary legal advice through the Pro Bono Summary Advice Clinic, which is held one day a week, as well as support and advice from staff lawyers. They also have a virtual legal clinic, using web-based video conferencing.

RESOURCES FOR TRIAGE AND SERVICE OF DOMESTIC VIOLENCE SURVIVORS

HOUSING SUPPORTS

Shelter Resources -Ontario Wide

- **Shelter Safe** - www.sheltersafe.ca
 - Online resource for women and their children seeking safety from violence and abuse. Includes an interactive map that can show you which shelters are closest to you.

- **Ontario Association of Interval and Transition Houses** -www.oaith.ca
 - This is a provincial coalition of emergency shelters for abused women and their children, second-stage housing programs, and community-based women's service organizations.
 - You can find links to resources and information for people who work with women who have experienced domestic violence and shelter partners in your area.

- **211 Ontario** - <https://211ontario.ca/211-topics/housing/transitional-housing/>
 - Over 370 listed shelters.
 - Searchable by location.

- **Luke’s Place** - <https://lukesplace.ca/resources/family-law-support-services-for-women/>
 - Interactive map showing shelter, counselling and legal services across Ontario by region and community.

Location	Shelter
Ajax	Herizon House 1-866-437-4066; 905-436-1064 www.herizonhouse.com
Atikokan	Rainy River District Women’s Shelter of Hope 1-807-597-2868 womensshelterofhope.com
Barrie	Women & Children's Shelter of Barrie 1-800-461-1716 http://barrieshelter.com/
Belleville	Three Oaks Foundation 613-966-3074 or 1-800-267-0533 (crisis) https://threeoaks.ca/ Alternatives for women http://www.alternativesforwomen.org/

RESOURCES FOR TRIAGE AND SERVICE OF DOMESTIC VIOLENCE SURVIVORS

	<p>Red Cedars http://www.mbq-tmt.org/administration-and-services/community-wellbeing/red-cedars-shelter</p>
Bracebridge	<p>Muskoka Women's Advocacy Group 705-645-4461; 1-800461-1740 www.mwag.ca</p>
Brampton	<p>Salvation Army Honeychurch Family Resouce Centre 905-451-4115 www.flrc.ca</p>
Brantford / Simcoe / Cayuga	<p>Haldimand & Norfolk Women's Services 1-800-265-8076 (crisis line); 519-426-8048 http://www.hnws.on.ca/</p>
Brockville	<p>Victim Services of Leeds & Grenville 1-800-939-7682 https://www.vslg.ca/</p>
Burlington	<p>Halton Women's Place 905-332-1200 www.haltonwomensplace.com</p>
Chatham	<p>Chatham Kent Women's Centre 519-354-6360 or 1-800-265-0598 www.ckwc.ca</p>
Cobourg	<p>Cornerstone Family Violence Prevention Centre 905-372-0746; 1-800-263-3757 www.cornerstonenorthumberland.ca</p>
Cochrane / Timmins	<p>Timmins and Area Women in Crisis 1-877-268-8380 (crisis); 705-268-8381 (office) www.tawc.ca</p>
Cornwall / L'Original	<p>Baldwin House 613-938-2958; 1-800-267-1744 www.baldwinhouse.ca</p>
Dryden	<p>Hoshizaki House 1-807-274-3131 www.gizhac.com</p>
Dunnville	<p>Haldimand and Norfolk Women's Services</p>

RESOURCES FOR TRIAGE AND SERVICE OF DOMESTIC VIOLENCE SURVIVORS

	1-800-265-8076 (crisis line); 519-426-8048 www.hnws.on.ca
Goderich	Women's Shelter, Second Stage Housing and Counselling Services Huron 1-866-863-4108 www.victimserviceshuron.ca
Guelph	Guelph Wellington Women in Crisis 519-836-1110 www.gwwomenincrisis.org
Haileybury	Pavilion Family Resource Centre 1-888-871-909 www.pavillionfrc.com
Hamilton	Good Shepherd Centres Hamilton 905-523-6277 (crisis line); 905-523-8766 www.goodshepherdcentres.ca/womens-services
Kanata	Western Ottawa Community Resource Centre 613-591-3686 www.wocrc.ca
Kapuskasing	Habitat Interlude (Emergency Shelter for Women and Children in Crisis) 705-337-1122
Kenora	Women's Shelter Saakaate House 1-807-468-5491 (help); 807-468-1889 (office) www.wssh.ca
Kingston	Kingston Interval House 1-800-267-9445 or 613-546-1777 www.kingstonintervalhouse.com
Kitchener / Cambridge	Guelph Wellington Women in Crisis 519-836-1110 www.gwwomenincrisis.org
Lindsay	Women's Resources of Kawartha Lakes 705-878-4285 www.womensresources.ca
London	Women's Community House 519-642-3003

RESOURCES FOR TRIAGE AND SERVICE OF DOMESTIC VIOLENCE SURVIVORS

	www.shelterlondon.org
Milton	Halton Women's Place 905-332-1200 haltonwomensplace.com
Napanee	Lennox and Addington Interval House 613-354-1010 or 1-800-667-1010 www.intervalhousenapanee.ca
Newmarket	Yellow Brick House (Project Hostel) 1-800-263-3247 (crisis); 905-709-0900 www.yellowbrickhouse.org
Niagara Falls	Women's Place of South Niagara 905-356-5800 or 905-788-0113 (crisis) womensplacesn.org
North Bay	Nipissing Transition House 705-476-2429 nipissingtransitionhouse.com Ojibway Women's Lodge 1-800-387-2465; 705-472-3321 www.nfn.ca/admin_social_OFRC.php
Oshweken	Ganohkwsra Family Assault Support Service 519-445-4324 www.ganohkwasra.ca
Orangeville	Family Transition Place 519-942-4122 http://familytransitionplace.ca
Orillia	Green Haven Shelter for Women 1-888-285-6958 (crisis); 705-327-7319 (admin) greenhavenshelter.com
Oshawa	Denise House 1-800-263-3725; 905-278-7311 www.thedenisehouse.com Luke's Place Support and Resource Centre for Women and Children 905-728-0978; 1-866-516-3116 lukesplace.ca

RESOURCES FOR TRIAGE AND SERVICE OF DOMESTIC VIOLENCE SURVIVORS

Ottawa	<p>Harmony House 613-233-3386 www.harmonyhousews.com</p> <p>Interval House of Ottawa 613-234-5181 (crisis); 613-234-8511 intervalhouseottawa.org</p> <p>Minwaashin Lodge 613-741-5590 www.minlodge.com</p>
Owen Sound / Walkerton	<p>The Women's Centre (Grey and Bruce) 519-371-1600 www.thewomenscentre.org</p> <p>Women's House 519-396-9814 www.whsbg.on.ca</p>
Parry Sound	<p>Esprit Place Family Resource Centre 705-746-4800</p>
Pembroke	<p>Bernadette McCann House for Women Inc. 613-732-7776 www.wsssbmh.org</p>
Perth	<p>Lanark County Interval House 613-257-3469 lcih.org</p>
Peterborough	<p>YWCA of Peterborough Haliburton 705-743-3526 ywcapeterborough.org</p>
Red Lake	<p>New Start for Women 1-800-565-5368 (crisis); 807-727-2820 (admin) www.newstartsforwomen.com</p>
Richmond Hill	<p>Yellow Brick House 1-800-263-3246 (crisis); 1-800-263-2231 www.yellowbrick.org</p>
Sarnia	<p>Women's Interval Home of Sarnia Lambton 519-336-5200 www.womensintervalhome.com</p>

RESOURCES FOR TRIAGE AND SERVICE OF DOMESTIC VIOLENCE SURVIVORS

Sault Ste. Marie	Women in Crisis Algoma Inc. 705-759-1230; 1-877-759-1230 www.womenincrisis.ca
St. Catharines	Woman's Place (St. Catharines & District) Inc. (Gillian's Place) 905-684-4000 ext. 242 www.gilliansplace.com
St. Thomas	Violence Against Women Services Elgin County 905-684-4000 ext. 242 www.vawsec.on.ca
Stratford	Optimism Place Women's Shelter 519-271-5310 ext 24 www.optimismplace.com
Sturgeon Falls	Horizon Women's Centre 705-753-1154 http://horizoncentre.ca/services-programs/
Sudbury	Sudbury YWCA 705-673-4754 ywcasudbury.ca
Thunder Bay	Crisis Homes Inc. (Faye Peterson Transition House) 1-807-345-0450; 1-800-465-6971 www.fayepeterson.org Beendigen 1-807-622-1121 www.beendigen.com
Timmins	Timmins and Area Women in Crisis 1-877-268-8380 (crisis); 705-268-8381 (office) www.tawc.ca
Toronto	Juliette's Place (Scarborough) 416-724-1316; 416-724-7322 www.juliettesplace.org North York Women's Shelter 416-635-9630; 416-638-7335 www.nyws.ca

RESOURCES FOR TRIAGE AND SERVICE OF DOMESTIC VIOLENCE SURVIVORS

	<p>La maison d’hebergement pour femmes francophones Contact: 647-777-6433; 647-777-6419 www.lamaison-toronto.org</p> <p>Mary’s Home 416-595-1578 www.svdptoronto.org/v2/mary-home.html</p> <p>Nellie’s 416-461-8903 www.nellies.org</p> <p>The Redwood 416-533-9372; 416-533-8538 (crisis) www.theredwood.com</p> <p>YWCA Toronto 416-961-8100; 1-888-843-9922 www.ywca-toronto.org</p> <p>Women’s Habitat of Etobicoke 416-252-5829 www.womenshabitat.ca</p>
Welland	<p>Women's Place of South Niagara Inc. 905-356-5800 or 905-788-0113 (crisis) womensplacesn.org</p>
Waterloo	<p>Women’s Crisis Services of Waterloo Region 519-742-5894; 1-800-410-4482 www.wcswr.org</p>
Wawa	<p>Chadwic Home 705-856-2848; 1-800-461-2242 www.chadwichhome.com</p>
Windsor / Leamington	<p>Welcome Centre Shelter for Women 519-971-7595 http://www.welcomecentreshelter.com/</p> <p>Hiatus House 519-252-1143 www.hiatushouse.com</p>
Woodstock	<p>CAS Oxford 519-539-1276 www.casoxford.on.ca</p>

RESOURCES FOR TRIAGE AND SERVICE OF DOMESTIC VIOLENCE SURVIVORS

Shelter Resources -Greater Toronto Area

- **Central intake for shelters GTA:** 416-397-5637

Tenancy and Lease Breaking Resources

- **Sections 47.1-47.4 of the *Ontario Residential Tenancies Act (ORTA)***
 - Fear of litigation abuse from abusive partners or liability to landlords can be a disincentive to survivors exiting an abusive situation.
 - 2016 amendments to the *ORTA* now permit tenant fleeing domestic or sexual violence to terminate a lease in 28 days, rather than the typical 60 days.
 - Tenants are required to provide notice in the form attached as **Schedule “I”**, as well as a restraining order, peace bond or a signed statement, as attached as **Schedule “J”**, attesting to the abuse.
 - Steps to Justice Guide available at <https://stepstojustice.ca/questions/abuse-and-family-violence/how-much-notice-do-i-have-give-my-landlord-if-i-need>

PRACTICE TIP: Cross refer to a housing worker and/or legal clinic or counsel engaged in landlord tenant matters. Get the client to sign authorization and directions allowing you to communicate with their other advocates.

RESOURCES FOR TRIAGE AND SERVICE OF DOMESTIC VIOLENCE SURVIVORS

MEDICAL SERVICES AND SUPPORT

- **Family doctors**
 - Be cognizant of physicians' duty to report under the *Child, Youth and Family Services Act* and this triggering CAS investigation and separation.

- **Ontario Network of Sexual Assault/ Domestic Violence Treatment Centres**
www.satcontario.com or <https://www.sadvtreatmentcentres.ca/find-a-centre/>
 - Network of 35 hospital-based centres that provide care to women, children, and men who have recently been sexually assaulted or experienced domestic violence.
 - Services include emergency medical and nursing care, crisis intervention, forensic evidence collection, medical follow-up, and counselling.

RESOURCES FOR TRIAGE AND SERVICE OF DOMESTIC VIOLENCE SURVIVORS

RESOURCES FOR CHILDREN

Child Abuse and Child Protection

- **Kids help phone** Toll Free: 1-800-668-6868
- **The Ontario Association of Children's Aid Societies'** www.oacas.org
 - Provides contact information for all local children's aid societies in Ontario.
- **Ontario Network of Sexual Assault/ Domestic Violence Treatment Centres** www.satcontario.com or <https://www.sadvtreatmentcentres.ca/find-a-centre/>
 - Network of 35 hospital-based centres that provide care to women, children, and men who have recently been sexually assaulted or experienced domestic violence.
 - Services include emergency medical and nursing care, crisis intervention, forensic evidence collection, medical follow-up, and counselling.
- **BOOST Child and Youth Advocacy Centre** <https://boostforkids.org/>
 - Agency offers:
 - assessment directed therapy;
 - child victim witness support;
 - resources for parents and caregivers; and
 - tips for discussing abuse/violence with children.
- **Child Development Institute** <https://www.childdevelop.ca>
 - Agency offer group counselling and specialized sexual abuse services to support women and children in healing from the effects of violence and abuse.
- **Native Child and Family Services** <https://www.nativechild.org/>
 - Mental health, foster care and other services for First Nations, Métis, Inuit and other indigenous peoples.
- **Families in Transition** <https://familyservicetoronto.org/our-services/programs-and-services/families-in-transition/>

Child Abduction Outside Canada

- **Ministry of the Attorney General, Central Authority for Ontario for The Hague Convention on the Civil Aspects of International Child Abduction.** Call 416-240-2411. For more information on child abduction, please visit: www.attorneygeneral.jus.gov.on.ca/english/family/child_abduction/.
- **International Child Abductions: A Manual for Parents.** To view the Manual visit the website at: www.voyage.gc.ca/publications/child-abductions_enlevements-enfants-eng.

RESOURCES FOR TRIAGE AND SERVICE OF DOMESTIC VIOLENCE SURVIVORS

- **“Our missing children” program c/o National Missing Children Services:** In Ontario call toll-free 1-877-318-3576 or Fax: 613-993-5430. For more information, including links to other helpful sites, visit the web-site at: www.ourmissingchildren.gc.ca.

RESOURCES FOR TRIAGE AND SERVICE OF DOMESTIC VIOLENCE SURVIVORS

TECHNOLOGY SAFETY RESOURCES

Resources Addressing How Abusers Use Technology and How to Safely Access Resources

- **Luke’s Place “Keep Safe Online” Guide**
 - Includes resources on:
 - deleting web history;
 - updating privacy settings;
 - detecting and avoiding spyware; and
 - detecting and disabling GPS location sharing on phone.
 - Available at <http://lukesplace.ca/resources/keep-safe-online/>

- **Technology Safety “Technology Safety and Privacy: A Toolkit for Survivors”**
 - Includes resources on:
 - documentation tips;
 - technology safety;
 - phone and location safety strategies;
 - spyware; and
 - password safety.
 - Handout on “Images, consent and abuse” including revenge porn.
 - Available at <https://www.techsafety.org/resources-survivors/>