

ASSAULT/ ABUSE

Please Note: NCN personnel are to familiarize themselves with the applicable policies surrounding assault and abuse. Please refer to **Section 5.2: Confidentiality & Duty to Report** of the Policy & Procedure manual for more information.

In the incident of a *recent* sexual assault or domestic violence occurrence, **Nina's Place** (at **St. Joseph's Hospital**, located in Burlington) offers a crisis centre providing specialized health care, coordinated police services, and agency referrals for men, women and children of all ages who have experienced sexual assault within the past 7 days and/or domestic violence within the past 72 hours.

Contact: (905) 632-3737 x 5708, during business hours; (905) 336-4116 for the emergency department.

Address: 1245 Lakeshore Road, Burlington ON, L7S 0A2

Website: www.josephbranthospital.ca/en/programs-and-services/sexual-assault-and-domestic-violence-care-centre.asp

SEXUAL ASSAULT & VIOLENCE INTERVENTION SERVICES OF HALTON (SAVIS)

HALTON WOMEN'S PLACE

CRISIS

Please Note: Neighbour Care Network (NCN) is not an emergency service. If a Support Volunteer becomes concerned over a Participant's safety, please reach out to NCN staff and/ or offer the Participant the resources below. In case of immediate, dangerous, or life-threatening emergencies, NCN personnel are instructed to **contact 911**.

CRISIS OUTREACH & SUPPORT TEAM HALTON (COAST)

REACH OUT CENTER FOR KIDS (ROCK) - CRISIS RESPONSE PROGRAM

HALTON DISTRESS CENTER

ASSAULT/ ABUSE

SEXUAL ASSAULT & VIOLENCE INTERVENTION SERVICES OF HALTON (SAVIS)

SAVIS offers free, confidential, non-judgmental, 24 hour support and counselling services for male, female and transgender survivors of sexual violence.

PROGRAMS:

Individual Counselling & Support Services for Friends and Family Members: Offers non-directive, non-judgmental counselling services, and they do not keep clinical records (i.e., they don't write down what you tell them in a session). Available for men, women, youth, and transgender individuals who have experienced sexual violence

Group Counselling & Support: Support groups are created when a sufficient number of clients request this service. If there are not enough clients to create a group, individual counselling will be offered.

Advocacy, support and accompaniment to the hospital, police station and courts: While SAVIS cannot speak on the clients' behalf, they will ensure you are being treated in a humane way; they offer information to demystify the legal and medical process, and provide emotional support.

Crisis Line: Crisis counselling and support is offered at: **(905) 875-1555**.

NOTES:

- *Language interpretation services are available for all clients.*
- SAVIS also operates satellite locations in **Acton, Burlington** and **Milton**. If you would like to book an appointment at any of these offices, please call and identify which location you would like to access.
- If you require assistance to travel to your appointment, please inform the staff.
- If you are unable to access their office locations, they will provide telephone, skype, or online counselling and support.

Age Requirements: 12+

Restrictions: Clients can access up to 24 sessions for individual counselling. Most clients attend bi-weekly sessions and access counselling for up to a year.

CONTACT:

Phone: (905) 825-3622

Email: savis@savisofhalton.org

Website: www.savisofhalton.org

Address: South Oakville Centre (formerly Hopedale Mall), 1515 Rebecca St, Suite 227, Oakville, ON L6L 5G8

Provides emergency shelter, crisis services and support to physically, sexually, financially and emotionally abused women and their dependent children.

PROGRAMS:

Residential/ Shelter: A provide a safe and comfortable place to stay for all self-identified women (16 years of age and older) and their children fleeing domestic violence. Two emergency short-term shelters are available in the Halton Region, one in Milton and one in Burlington.

Outreach Programs:

Transitional Support: For all self-identified women, 16 years of age or older, living in Halton Region, who are impacted by domestic violence, this program provides information, options and support for making choices to increase their safety and the safety of their children.

- Services include: supportive counselling, safety planning, community referrals, information and education, establishing support networks, finding and maintaining housing, advocacy and accompaniment, group counselling.

Court Support Program: For all self-identified women, 16 years of age or older, living in the Halton Region, who are impacted by domestic violence who require support to begin Family Court process.

- Services include: support and information about legal processes in family court, safety planning, advocacy, referrals to lawyers and other service providers, assistance in applying for legal aid, court and legal accompaniment, assistance filling out forms and documentation of abuse.

Crisis Lines: *South* – (905) 332-7892, *North* – (905) 878-8555.

NOTES:

Age Requirement: 18+

Residential/ Shelter: Offers the SafePet Program, which provides temporary boarding space with local veterinary clinics for pets of women who are seeking refuge in women's shelters.

CONTACT:

Phone: (905) 332-1155

Email: info@haltonwomensplace.com

Website: www.haltonwomensplace.com

CRISIS

CRISIS OUTREACH & SUPPORT TEAM HALTON (COAST)

A hotline where crisis professionals will speak to clients by phone to provide support and help make a plan to stay safe. A mobile response team is available if needed, along with (ongoing) telephone support.

PROGRAM:

- A crisis intervention worker will respond to calls on the crisis line and complete an intake assessment regarding the mental health concern. Support and advice will be provided and a plan for intervention will be developed. Any person can make a referral to the COAST team. The COAST mobile team, consisting of a crisis intervention worker and a specially trained, plain-clothed police officer will respond to the residence, work place or any safe location in Halton to complete a risk assessment and mental status exam. When the assessment is complete, a plan will be developed to defuse the crisis situation while the individual remains safely within the community. A follow-up plan will be developed that may involve linkage to additional community organizations. If the situation cannot be safely managed in the community, the COAST team will assist the client to hospital for further assessment and treatment.
- **COAST is not appropriate to people who are in immediate danger.**
- **Please contact 911 if there is an emergency.**

NOTES:

- COAST will not typically respond if client is under the influence of drugs/ alcohol.
- COAST is provided in partnership with the Halton Regional Police Service. Health care workers and plain clothes Halton Regional Police Officer may attend to calls.

Age Requirement: 16 years and older.

CONTACT:

Phone: 1-877-825-9011

Website: www.halton.cmha.ca/what-we-do/get-help-and-stay-safe-in-a-crisis/

REACH OUT CENTER FOR KIDS (ROCK) – CRISIS RESPONSE

A regional non-profit children's mental health centre serving children aged 0-18 years experiencing emotional, behavioural, developmental, learning and/or social difficulties, and their families in the Halton Region.

PROGRAMS:

Crisis Line & Crisis Response: This program provides immediate outreach for children infant to 18 years of age, their caregivers, and community members. The Crisis Response telephone number will connect you to the 24-hour answering service. You will then be connected with a crisis counsellor as soon as possible.

NOTES:

Age Requirement: (Family of) children 17 years of age or under.

Wait Time: Up to 24 hours in response time for the Crisis Response Program.

CONTACT:

Phone: (905) 878-9785

Website: www.rockonline.ca

HALTON DISTRESS CENTER

A community-based charitable organization that provides call center support to anyone who may feel alone, isolated or in need of someone to talk with.

PHONE SERVICES:

- **Oakville:** (905) 849-4541
 - **Burlington:** (905) 681-1488
 - **North Halton:** (905) 877-1211
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WEBCCHAT & TEXTING:

- (647) 557-6250
- www.dchalton.ca/get-help/
 - Webchat and texting services are not available 24/7; please check website to determine online status.