



**KINGSTON FRONTENAC**  
Anti-Violence Coordinating Committee  
*working together to decrease domestic and sexual violence*

**Kingston Frontenac**

# IPV SURVIVORS HANDBOOK

**NAVIGATIONAL PATHWAYS FOR COMMUNITY RESOURCES & SAFETY INFORMATION**  
INTIMATE PARTNER VIOLENCE (IPV) \* GENDER BASED VIOLENCE (GBV) \* FAMILY VIOLENCE (FV)

**2024**  
1st Edition

[www.kfacc.org](http://www.kfacc.org)

This handbook provides overview information that may be useful to those experiencing:

- Intimate Partner Violence (IPV)
- Gender Based Violence (GBV)
- Family Violence (FV)

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The creation of this handbook was made possible with funding from  
**The Community Foundation for Kingston & Area**



**Community Foundation**  
for Kingston & Area

and with many thanks to  
**The Peterborough Domestic Abuse Network**



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## QR Code Use

Throughout this resource you will see QR codes such as the one below.

Using your smart phone or tablet:

- Open the built-in camera app
- Point the camera at the QR code
- Tap the banner that appears on your phone or tablet
- Follow the instructions on the screen to finish signing in
- or log in at [www.kfacc.org](http://www.kfacc.org)



**KFACC Website**  
QR Code

# Dedication

## **YOU ARE NOT ALONE**

When you're in the midst of a situation that involves abuse or violence, it is understandable to feel as though you are alone.

**You are not alone!**

This handbook was created to assist those dealing with intimate partner/domestic violence in their personal relationships. It is intended to assist survivors to access the tools and services available in our community so they can make informed choices about their situation.

## **SURVIVORS**

Throughout this handbook the term "survivor" will be used whenever talking about someone who has experienced violence in a relationship with an intimate partner.

## **DISCLAIMER**

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

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# SECTION 1

## INTRODUCTION



"And the day came  
when the risk to  
remain tight in a bud  
was more painful  
than the risk it took  
to blossom"  
-- Anais Nin



# EMERGENCY NUMBERS

## EMERGENCY CALL 911 for Police/Fire/Ambulance

### Kingston Police Force

- 705 Division Street, Kingston, ON. K7K 4C2
- **Emergency call 911**
- 613-549-4660 for Non-Emergencies



### Ontario Provincial Police, Frontenac Detachment

- 86 Advance Ave. Napanee, ON. K7R 3Y6
- **Emergency call 911**
- 613-354-3369 for Non-Emergencies



### Military Police, Canadian Forces Base Kingston

- 11 Artisan Rd, Kingston, ON. K7K 7B4
- **Emergency call 911**
- 613-541-5648 or 613-541-5010 x 5648



## 24/7 CRISIS NUMBERS

### Kingston Interval House

Services for women experiencing intimate partner violence and their children. Emergency shelter, second stage housing, safety planning, transitional programs, counselling. Females aged 16 and above, can use services independently.

- **Crisis Line: 613-546-1777 or 1-800-267-9445**
- Office: 613-546-1833



### Lennox & Addington Interval House

Lennox & Addington Interval House provides safe shelter for abused women and their children for up to 6 weeks. Safe housing is provided to those who have been physically, sexually, emotionally or financially abused or those who fear they will be assaulted. Trained and committed staff offers supportive counselling, crisis intervention and safety planning.

- **24/7 Crisis Line: 613-354-1010 or 1-800-667-1010**
- Office: 1-613-354-0808



# 24/7 CRISIS NUMBERS

## **Kingston Health Sciences Centre Sexual Assault/Domestic Violence Unit**

The Sexual Assault/Domestic Violence (SA/DV) team is available 24/7 at the Emergency Departments at Kingston General Hospital (KGH) and Lennox and Addington County General Hospital (LACGH-Napanee).

Care is provided in a secure treatment room to protect the privacy of our clients by a team of specially trained staff who are available 24 hours/day, 7 days of the week. Services are available to both adults (14 years of age and older) and children (under 14 years of age). **Pediatric care for children under 14 years of age is only available at the Kingston General Hospital site.**

## **Kingston General Hospital Emergency Department - SA/DV Access 24/7**

Go directly to the Emergency Department to access the Sexual Assault/Domestic Violence nurse - ask during triage

- Address: **41 King Street West, Kingston, ON.**

## **Hotel Dieu Hospital Urgent Care Centre - SA/DV Access Starting Daily 8am**

- Address: **144 Brock Street, Kingston, ON.** (near the corner of Bagot & Brock Street)
- Phone: **613-546-1240** (listen to the message for times of operation)

## **Lennox & Addington County General Hospital (LACGH-Napanee) Emergency Department - SA/DV Access 24/7**

- Address: **8 Richmond Park Drive, Napanee, ON. K7R 2Z4**
- Phone: **613-354-3301**

**or Contact the Ontario SA/DV Care Access Navigation Line at 1-855-NAV-SADV (628-7238)**

## **Sexual Assault Centre Kingston**

Sexual Assault Centre Kingston is a not-for-profit organization providing free, confidential, non-judgmental support for all survivors 12+ regardless of gender or identity of recent and/or historic sexual violence in Kingston, Frontenac, Lennox & Addington (KFL&A) since 1978.

- **24/7 Crisis Line: 613-544-6424 or 1-877-544-6424**
- Online chat/text support: [www.sackington.com](http://www.sackington.com)
- Office: **613-545-0762**



# IPV/DV & SEX TRAFFICKING

This handbook will provide website links via Quick Response (QR) code (like the one below) that is linked to the organization's webpage. To use a QR code - open the camera app on a mobile device and place it over the QR code, the website link will pop up - click on the website link to be taken to that webpage.

## WHAT IS INTIMATE PARTNER/DOMESTIC VIOLENCE?

Domestic (relationship or intimate partner) violence is any form of abuse, assault, mistreatment or neglect that a person experiences from a family member, or from someone with whom they have an intimate relationship. This violence can range on a continuum of power and control including sexual, emotional, financial, psychological, cultural, spiritual and physical. It can occur when dating, within intimate relationships, common law, marriages and interpersonal family dynamics as well as other relationships of dependence.

Violence in a relationship can happen to anyone and the abusive partner can also be anyone. Throughout this handbook Domestic/Intimate Partner Violence is referred to as DV/IPV.

For more information about Intimate Partner Violence visit:

[www.learningtoendabuse.ca](http://www.learningtoendabuse.ca)



## WHAT IS SEX TRAFFICKING?

Sex Trafficking can occur in the context of DV/IPV. The partner/abuser and/or guardian may share sexual images, and recordings of you and/or your children with others, without your consent. They might also require, force or trick you and/or your children to engage in exotic dancing and/or sexual acts with someone other than them. They may claim that these acts are your way of helping you pay back debt you owe them.

For more information please visit:

[www.canadiancentretoendhumantrafficking.ca/need-help](http://www.canadiancentretoendhumantrafficking.ca/need-help)





# WHAT ABUSE CAN LOOK LIKE

## Sexual Abuse May Look Like

- Pressure to have sex when you don't want to
- Using or hurting you with weapons or objects during sex
- Verbally abusing you in sexual ways
- Accusing you of cheating
- Jealousy of other relationships you have/had
- Trying to make you dress in a sexually provocative or demeaning way
- Demanding sex after they have beaten you
- Treating you as an object or enforcing strict gender roles
- Holding you down during sex
- Making threats if you don't perform sexual acts
- "Choking out" or strangulation during sex
- Involving others in sexual activities with you, without your consent/pressures you

## Emotional Abuse May Look Like

- Name calling or constantly criticizing you
- Isolating you from family and friends
- Putting you down in any way
- Penalizing you by not showing affection
- Not trusting you
- Acting jealous or possessive
- Supervising everywhere you go, tracking who you call and who you are with
- Threatening to hurt you or your children, family or family pets
- Expecting you to ask permission to do anything
- Expecting you to ask for permission to do anything e.g.: possess a driver's license and drive a vehicle, work outside the home, leave the home to socialize with friends & family

## Financial Abuse May Look Like

- Forcing you to stay home instead of working
- Controlling finances or refusing to share money
- Taking complete control over bank accounts/cards

## Psychological Abuse May Look Like

- Threatening to harm themselves or others (pets and children)
- Threatening to leave the relationship
- Doing things intentionally to frighten you

## **Cultural/Spiritual Abuse May Look Like**

- Threatening to “out” someone as LGBTQ2S+ if their friends and family do not know
- Using racial slurs against you
- Not letting you observe the dietary or dress customs of your faith
- Not allowing you to attend ceremonies or church

## **Physical Abuse May Look Like**

- Leaving you in a dangerous or unknown place
- Throwing objects, punching walls, kicking doors etc.
- Slapping, kicking, pushing, biting or choking you
- Not permitting you to call police or emergency services e.g.: Hospital
- Not allowing you to leave your home or locking you in
- Threatening with any use of weapons
- Using physical force in attempt to have sex
- Hurting your children or pets
- Strangulation or pressure on your neck so you can't breathe
- Putting you in danger while driving

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# IS MY PARTNER ABUSIVE CHECKLIST

## Isolation: I Am Separated From Others

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

## Privilege: I Am Treated As Less Than Equal

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

## Economic Abuse: I Don't Have A Say In Finances

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

## **Sexual Abuse: Sex Is Not A Mutually Agreed Act**

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

## **Psychological Abuse: Mental Stress**

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

## **Anger and Intimidation**

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

## Immigrant/Cultural Abuse

- My partner threatens to cancel my sponsorship/have me deported
- My partner lies about my current status
- My partner provides false information about immigration laws/process
- My partner uses religion and cultural practices to threaten or isolate me from accessing supports
- My partner undermines me because of my race, religion or country of origin
- My partner makes false allegations to immigration officials
- My partner threatens/tries to remove my children from Canada
- My partner makes threats about penalties in my country of origin
- My partner uses or glorifies patriarchal cultural practices
- My partner refuses to acknowledge divorce because of religion

## Physical Abuse

- My partner throws things at me
- My partner pushes, grabs or shoves me
- My partner pulls my hair, twists my limbs
- My partner pins me to wall, the floor or furnishings
- My partner chokes/strangles me
- My partner kicks, hits, punches, pinches or pokes me
- My partner strikes/threatens to injure me with an object/weapon
- My partner tries to run me down with a vehicle
- My partner has physically and/or sexually abused the children
- My partner tortures or has killed a pet
- My partner deprives me of sleep or food
- My partner adds laxatives or purgatives to my food
- My partner denies me access to the bathroom

## Emotional Abuse

- My partner belittles me or puts down my appearance
- My partner implies I am "stupid"
- My partner calls me names and swears at me
- My partner says I am crazy and irrational
- My partner falsely accuses me of having an affair
- My partner ridicules me in front of family and friends
- My partner shows no concern for the children's needs
- My partner gets angry when the children cry or need something
- My partner goes through my personal things
- The children's friends are frightened so they no longer visit
- My partner destroys my things
- My partner demands obedience from me like I'm a servant
- My partner makes major decisions without my input
- My partner treats me like I'm inferior
- My partner tells me that I can't cope without him/her/them
- My partner is coercing (forcing) me into marriage through threats or force

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# TRAITS OF AN ABUSIVE PARTNER

## An Abusive Partner...

- Often “**blows up**” during small incidents. **They are** often easily offended; they claim that their feelings have been hurt after the blow-up.
- May have **unrealistic expectations** and may expect you to fulfill all of their needs. The abusive partner may say, “If you love me...”
- Tends to be **moody and unpredictable**. Explosiveness and mood swings are typical of people who hurt their partners.
- Is **extremely jealous**: At the beginning of a relationship, an abusive partner may claim that jealousy is a sign of their love, however jealousy has nothing to do with love.
- **Isolates** you: They may try to remove you from your family/friends and other social supports, telling you that these supports are wrecking your relationship or “causing trouble”.
- Is **insecure** and usually thinks poorly of themselves
- May have a **history of abuse**: they may admit to hitting others in the past, but will claim the person “asked for” it. An abusive partner will hit any person they are with; situational circumstances do not make a person abusive
- Will often **abuse alcohol and/or drugs**
- May say things that are intentionally cruel and hurtful in order to degrade, **humiliate**, or diminish your accomplishments.
- Often uses **physical force** during arguments
- May **act out** instead of talking about how they feel
- **Blames others** for their own problems
- Uses **manipulation**, often saying things like “you made me mad”
- May be **cruel** to animals and/or children
- Uses tracking software on your devices to track your whereabouts

- May have a **fascination with weapons**.
- Often makes **threats of violence** by breaking things, hitting objects or throwing things.
- Often uses **verbal threats**.
- May say things like "You're stupid." Or "You're nothing without me." Or " You'll never find anyone else who will love you."
- May have a family history of violence.
- Is very **controlling**.
- May be **quick** to escalate relationships. Many people in abusive relationships date or know their abuser for less than six months before they become engaged or live together.
- May use "playful" force during sex, and/or may want to act out sexual fantasies in which the other person is helpless.

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# POWER AND CONTROL WHEEL

**“An Unhealthy Relationship”**



*Think about the checklists above*

**Using Male Privilege:** A man believes he has the right to dominate, control and use physical violence to force 'his' woman to submit.

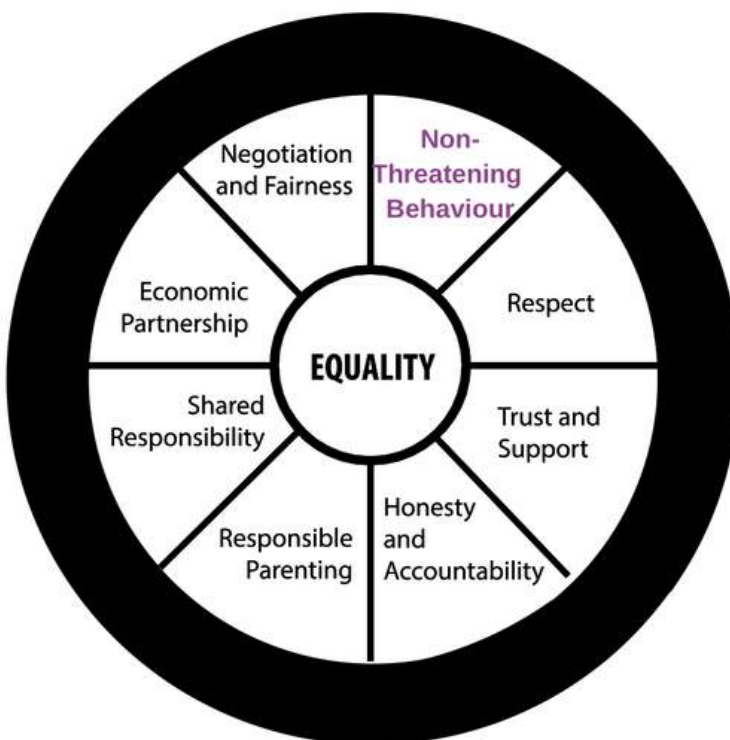
**Coercion:** persuading someone to do something by using force or threats:

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

**Are these characteristics familiar to you?**

# EQUALITY WHEEL

**“A Healthy Relationship”**



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

*Notice that they're very different from the characteristics above.*

**Are these characteristics familiar to you?**

# HIGH-RISK SITUATIONS

**High-risk situations can lead to life-threatening incidents**

**Please read this list carefully and check all that apply:**

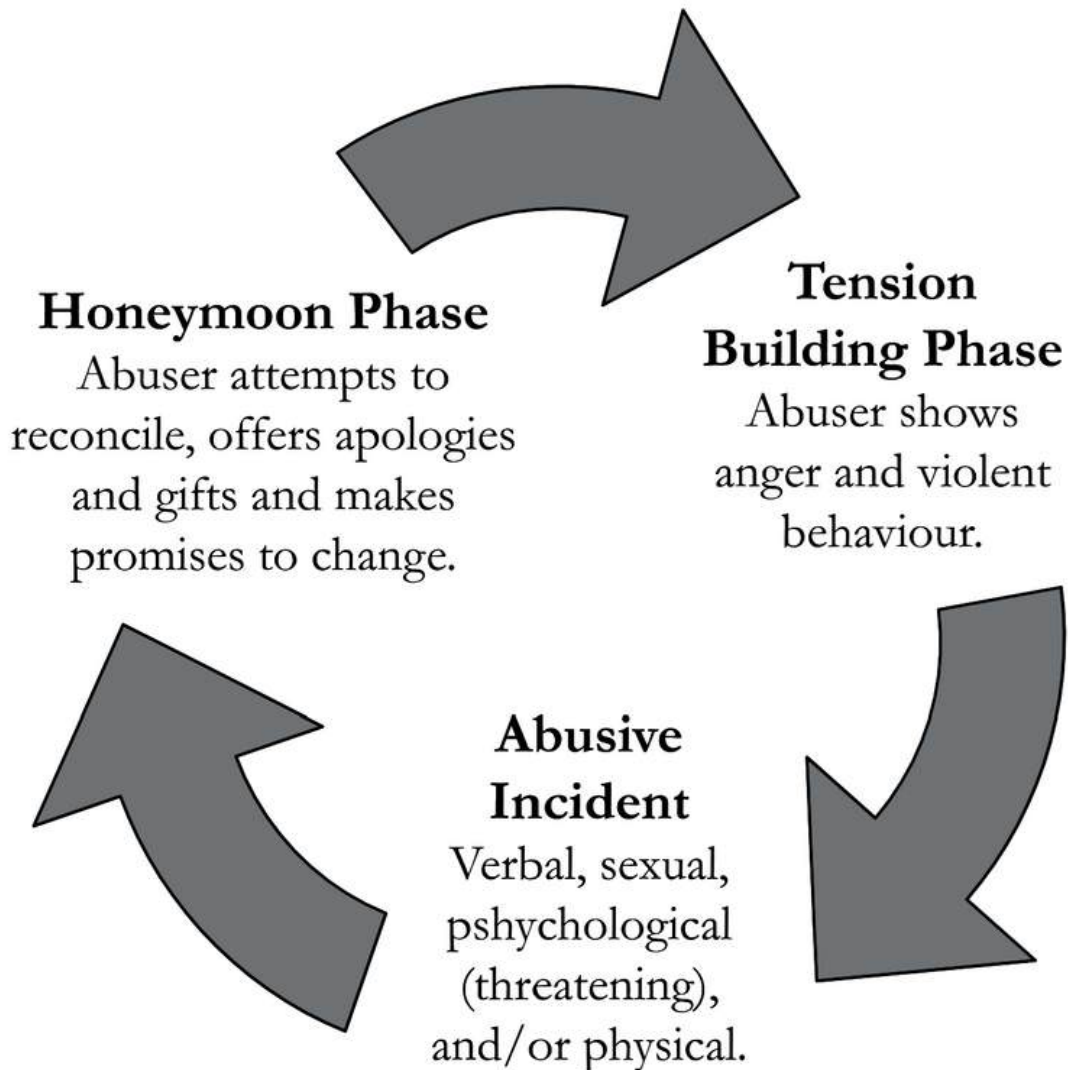
- My partner has access to weapons: guns, hunting/kitchen knives, household tools, crossbows, bats, plastic bags, rope and poisons
- My partner threatens me with weapons
- My partner has put pressure on my neck (with their hands or an object in a 'choking or strangling' manner)
- My partner threatens to torture, mutilate or kill my pet
- My partner confines me/my children against our will
- My partner threatens to kill me, my family, friends and/or pets
- My partner daydreams or talks about death and dying. Write down the details of your partner's fantasies with dates and times
- My partner follows me
- My partner might know that I plan to leave

**IF YOU HAVE CHECKED ANY OF THE BOXES ABOVE,  
IT'S TIME TO TALK TO SOMEONE**

**Every 6 days a woman is killed by her intimate partner in Canada  
YOUR LIFE IS VALUABLE**

# THE CYCLE OF VIOLENCE

There is a pattern in an abusive relationship which repeats itself



Most people in abusive relationships don't want the relationship to end; they want the abuse to stop.

Often, promises of change may give hope and the reassurance needed to remain (or return to) the relationship with the abusive partner.

# WAYS YOU CAN HELP YOURSELF

- Take some time and think about how you are feeling. Don't judge or criticize yourself about how you feel, just identify what you are feeling/what is causing you stress right now.
- Talk to someone. It could be a trusted friend or someone at an organization or both. There are 24/7 numbers in the front of and back of this handbook you can call anytime.
- Eat small, nutritious meals regularly, rest when you can (even if you cannot sleep) and exercise on a regular basis.
- Try to develop a daily routine (like going to bed at the same time every night)
- Do something each week that brings you joy (bird watching, playing cards with your kids, watching a television show).
- Take time to breathe deeply when you are feeling overwhelmed.
- Build a strong support system, whether that's talking to close friends or attending a support group.

## IT IS NOT YOUR FAULT

- Abusive partners are responsible for their own behaviour.
  - Their tactics are designed to control you.
  - Any act that limits another person's rights is **abuse**.

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# WHAT MAKES IT HARD TO LEAVE

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

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# SECTION 2

## THINGS TO CONSIDER



# DV/IPV SERVICE PROVIDERS

Considering options including leaving an abusive relationship can be a difficult decision to make, but there are supports available locally that can help you begin the process and better understand what is involved. If you're not sure where to start, please consider reaching out to one of KFL&A's service providers.

## Kingston Interval House

Services for women experiencing intimate partner violence and their children. Emergency shelter, second stage housing, safety planning, transitional programs, counselling. Females, aged 16 and above, can use services independently.

Services include: 24/7 Crisis Lines, Emergency Shelter, Safety Planning, Counselling and Community Referrals

- **24/7 Crisis Line:** [613-546-1777](tel:613-546-1777) or [1-800-267-9445](tel:1-800-267-9445)
- Website: [www.kingstonintervalhouse.com](http://www.kingstonintervalhouse.com)
- By Text: [343-309-5999](tel:343-309-5999) (24/7 checked periodically)
- Office Phone: [613-546-1833](tel:613-546-1833) or [613-546-4136](tel:613-546-4136)
- Address: [P.O. Box 21042, Kingston, ON K7L 5P5](mailto:POBox21042@kingstonintervalhouse.com)



## Lennox & Addington Interval House

Lennox & Addington Interval House provides safe shelter for abused women and their children for up to 6 weeks.

Safe housing is provided to those who have been physically, sexually, emotionally or financially abused, or those who fear they will be assaulted.

Trained and committed staff offers supportive counselling, crisis intervention and safety planning.

- **24/7 Crisis Line:** [613-354-1010](tel:613-354-1010) or [1-800-667-1010](tel:1-800-667-1010)
- Website: [www.intervalhousenapanee.ca](http://www.intervalhousenapanee.ca)
- By Text: [613-449-1080](tel:613-449-1080) (checked periodically)
- Office Phone: [1-613-354-0808](tel:1-613-354-0808)
- Address: [P.O. Box 113, Napanee, ON, K7R 3L4](mailto:POBox113@intervalhousenapanee.ca)



## **Land O' Lakes Community Services North Rural Women's Program**

The domestic violence program provides a continuum of crisis and support services to women 16 or older experiencing abuse and violence in their lives. The program offers safety planning, crisis support, legal and medical information, transportation, counselling, and referrals. **It is a mobile outreach service (counsellors can/will travel to women's homes) in the northern areas of Lennox & Addington and Frontenac Counties. Trained counsellors will meet with women to help them deal with relationship issues and make safety plans.**

- Address: **12497A HWY 41, Unit 1, Addington Highlands, ON, K0H 2G0**
- Website: [www.lolcs.com/womens-program](http://www.lolcs.com/womens-program)
- Phone: **613-336-8934 x 234 or x 226**



Land O'Lakes Community Services  
Pine Meadow Nursing Home



## **Red Cedars Shelter in Tyendinaga Mohawk Territory**

Red Cedars Shelter provides a safe and secure holistic healing experience through community minded practices that incorporate Indigenous knowledge and teachings to encourage a balanced, peaceful life free of abuse.

Holistic shelter for women and children leaving crisis situations offering crisis intervention services & safety planning, emergency shelter (confidential shelter location), medical accompaniment, individual & group counselling, referrals, educational sessions, circles and traditional healing and more.

- **Crisis Line 24/7: 1-800-672-9515**
- Address: **Red Cedars Shelter, PO Box 290, Tyendinaga, ON. K0K 3A0**
- Website: [www.mbq-tmt.org/social-services/rcs](http://www.mbq-tmt.org/social-services/rcs)
- Office Phone: **613-967-2003**
- Email: [redcedars@mbq-tmt.org](mailto:redcedars@mbq-tmt.org)





# IF YOU DECIDE TO STAY

The next sections will discuss further information about different considerations including documents, safety planning, exit plans and the criminal justice system.

At the back of this handbook is information about the different service providers in KFL&A listed by type of service

- Get support - pick at least one person you can trust to tell. Identify the people who make you feel safe, support you, listen to you and won't judge or criticize you. This is your support system;
- Build back your self esteem and reduce isolation - seek a counselor, join a support group, take a course etc.;
- Be cautious about telling your partner about new activities or supports;
- Learn and plan how to keep yourself (and your children) safe - please see the **"Safety Planning"** section for what might work for you or contact one of our **DV/IPV Service Providers listed on page 23/24;**
- Know how to get help and get you (and your children) out of the home and to safety when needed;
- Document all incidents - see the **"Documenting Abuse"** section;
- If you can, let a neighbour know to call the police if they hear fighting

## Counselling

A counsellor may be able to help you and your partner identify harmful/abusive behaviours and ways to manage communication/relationship challenges. There are a number of options for seeking counselling. Please see the **"Counselling"** and the **"Support & Referrals"** sections at the back of this handbook.

# HOW IT MIGHT FEEL

## How It May Feel

- It is common for people to experience a loss of identity after leaving a relationship
- Re-establishing ourselves may mean getting to know ourselves better and this can feel scary, exciting, and empowering
- It is common to feel different emotions that can be overwhelming, contradictory, and unexpected. Being kind to ourselves and remembering not to judge is important
- Difficult emotions are completely normal and valid

## Grief

- Grief is a common part of the process following the end of a relationship
- There is no "normal" way to experience grief; we all cope with loss in different ways and the time it takes to heal will vary on an individual basis
- It is normal to question why we are grieving but remember that grieving is normal after the end of any close relationship.
- It may be helpful to reach out for support (i.e. a counsellor or a loved one)
- It is normal to grieve the good times with a previous partner; we should not judge ourselves for feeling this way

## Anger

- It is common to feel anger and frustration after a separation. It can actually be positive to allow ourselves to feel and sit with with these emotions
- It is ok to express anger and there are excellent ways to do this, such as screaming in private, journaling, and drawing/painting
- It is important not to judge ourselves when we are feeling like this; these emotions are completely normal and even healthy

## Feelings of Failure

- Many people may feel that admitting "failure" in a relationship means they are inadequate, but this is far from the truth
- It is important to recognize the immense amount of strength we have as individuals

## Anxiety and Loss of Control

- Feelings of loss and control are normal during transition periods
- We are essentially relocating control from our partner to ourselves and this can be both scary and freeing
- Becoming comfortable with having more freedom and control over ourselves can take time

## Loneliness

- It is normal to take time to trust other or another partner after experiencing hurt from a previous relationship. This may actually be a means of self-protection
- It can be helpful to reach out to loved ones who we trust and are non-judgmental

## Temptation to Reconcile

- Experiencing temptation to reconcile the relationship is common
- This can be complex as reconciliation is often due to various reasons outside of our control, such as fear, guilt, stigma, finances, children and lack of support

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# DOCUMENTING ABUSE

As soon as you are safe, it is important to document what happened to you for reference later when speaking to police, medical personnel, your lawyer etc. Consider the following when making your notes.

- Get a blank notebook to keep your notes in
- Write the date and time that the abusive incident(s) happened and as much detail as possible
- Write who was there during or after the incident, what happened to you and what happened afterward
- Write down anything that your partner said to you, even if there was no physical harm. \*\* This is especially important if your partner made threats against you, your children or anyone else

## IF YOU WERE PHYSICALLY HURT SEEK MEDICAL CARE

- Write down what happened to you including exactly where your injuries are and how you were hurt (punch, slap, kick, bite, hair pull etc).
- Include how many times you remember being hit and how serious your injuries were (sprained wrist, cuts that needed stitches).
- \*\*\* ANY pressure on your neck can be life-threatening even if you didn't lose consciousness. Go to your nearest hospital for assessment and ask to be connected to the SA/DV Nurse in the Emergency department right away.
- If you see a doctor or a nurse - they can add details to your notes and/or provide you with a diagram that will make it easier for you to document your injuries.
- Take photos of any injuries that you have. The team in the SA/DV unit at PRHC can help you with this.
- **Keep all of your notes somewhere safe where your partner cannot find/access them** like a safe deposit box at a bank or a postal outlet. You could have them kept in a photo frame behind a picture or with a trusted family member or friend. You can also ask for ideas when speaking with one of our network partners about safety planning.

# SECTION 3

## SAFETY PLANNING



# SAFETY PLANNING

A safety plan is a personalized plan for individuals experiencing abuse that helps survivors stay safe while planning for ways to react when in danger. A safety plan can help to protect you whether you choose to remain in the home or leave. It can also be very important to those in abusive relationships who do not live with their abusive partner. Planning ahead will help you make quicker decisions when in danger

You are the best person to assess your own situation and it is important to always trust your instincts. The following are guidelines only, please talk to one of our service partners for assistance to create a personalized safety plan for you and your situation.

## **IF YOU ARE STILL LIVING IN THE HOME WITH YOUR ABUSIVE PARTNER**

- Think about signs that abuse/violence might occur
- Identify safe areas of the home where there are no weapons (i.e. the kitchen, bathroom, stairs) and there are ways to leave safely.
- Stand near an exit if an altercation occurs
- Memorize or have a copy of emergency contact numbers
- Let trusted friends or neighbors know of your situation/when to call for help
- Develop a signal or code word (for example, texting your neighbor a sunshine emoji means call police)
- Practice an evacuation plan with your children
- Ensure your car always has gas and park facing the road (back in)
- Keep a stash of cash or gift cards somewhere your partner won't find it
- Have someone check in on you regularly
- Prepare reasons you may need to leave the house during the day or at nighttime (for example, doctor's appointments, the school called, family emergency, etc)
- Ensure your phone is always charged and nearby (Victim Services can provide you with an extra phone for **911** calls)
- Use a public computer to complete research
- Don't leave information out that might raise suspicion or escalate abuse

# ITEMS TO PACK

Consider packing an overnight bag that is easy to access and has the essential items you and your children may need.

## Items

- Medical or assistive devices (glasses, hearing aids, canes etc)
- Medication
- Keys
- Money
- Address book
- Change of clothes
- Comfortable Shoes
- Toiletries
- Pictures
- Jewelry
- Items of sentimental or monetary value
- Documents & favourite toys of children or grandchildren (if you are their guardian)
- Children's devices (IPads, phones, video games)

## Documents

- Birth Certificate
- Social Insurance Card
- Health Card
- Health records
- Drivers License
- Passport
- Banking information (chequebook, statements)
- Children or grandchildren's birth certificates and passports if you are their guardian
- Lease agreements or mortgage payment book
- Home, car or other insurance documents
- Divorce documents
- Other important documents like immigration papers

## Hide the Following In a Safe Place

- Copies of all of your important documents
- An extra set of car and house/apartment keys
- Some extra money
- A pre-paid cell phone
- An overnight bag packed with medication and a change of clothes
- A spare assistive device

This information must be updated regularly.

While it is helpful to have a completed list and all of your belongings packed or hidden, it is always more important to escape a violent situation than to stop and gather lists or possessions.

# “NO CONTACT ORDER” IN PLACE

## Safety Planning If You Have Left the Home or If You Have a “NO Contact” Order In Place

- Refer to the Resources area at the end of this section if you are looking for advice on how to obtain a no-contact order against your partner
- If there is a no-contact order in place, remember that it can never guarantee that your abuser will follow the rules
- Always keep a copy of your no-contact order on you or nearby
- Ensure the police service in your community or other communities you may work, go to school or visit have a copy of the no-contact order
- Provide a copy of the no-contact order to your workplace, friends, family, your children's school or daycare and other people within your support system
- Call your local Victim Witness Assistance Program or police if you need a copy of the no contact order
- Call **911** if your abuser violates the no contact order
- Keep windows, doors and other entry points locked at all times
- Speak to your children about when to answer the door and develop a code knock if necessary (see safety planning with children section below)
- Ensure the outside of your home has lights so that you can see outside at nighttime
- Ask your neighbors to keep an eye out for you and let you know if they see anyone suspicious
  - **If certain charges are laid**, you may be able to access funds for home safety items like having locks changed or a new cell phone (if you think the accused put a tracking app on your phone). Speak with your local Victim Services about your concerns and if you are eligible.
- Change your daily routes to work, school, the grocery store, or other places your abuser may know you to be
- Use the buddy system when going to and from places your abuser may know you to be
- Make sure your street address is clearly visible and well-lit for police or emergency responders to see
- If you live in an apartment building, do not put your name on the residence listing in the lobby



**NOTE:** If you have questions about a **non-association** condition or a condition that involves providing **written revocable consent** as part of provincial supervision order, a Probation and Parole Officer may be able to assist. This is especially important if you would like to revoke the written consent. Please call **613-536-7200** for the Kingston office.

**Safety Planning**  
**If You Are Involved With the Justice System**  
**Police, CAS, Court etc..**

- Request that any personal information about you (address, phone number) is removed or confirm it won't be seen by your abuser/partner
- Keep a detailed journal of any abuse you experience or any time you suspect your abuser/partner might be trying to contact you
- If police charge your abuser/partner, find out if they will be held in custody or released.
- You can provide your input into release conditions to the investigating police officer or through Victim Witness Assistance Program (VWAP)
- Provide police with your correct contact information
- If your abuser/partner is held in custody, you can contact the Victim Support Line or the Victim Witness Assistance Program (VWAP) to advise you if/when they are released
- Victim Witness Assistance Program (VWAP) can support you through the court process
- Take screenshots of any messages from your partner and download them to a secure place

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# NO CONTACT ORDER RESOURCES

When dealing with legal matters, it is always best to contact a lawyer. That said, there are free resources available online that can help you understand your rights and an overview of the legal process when dealing with IPV/DV situations.

## RESOURCES

For more information about restraining orders please scan this QR code using mobile device or visit the **Ontario Women's Justice Network** website at: [www.owjn.org](http://www.owjn.org)



[OWJN](http://www.owjn.org)

For more information about the legal process in domestic violence situations, please visit the **Community Legal Education Ontario (CLEO)** website and see the handbook 'Do you know a woman who is being abused? A Legal rights handbook'. Please scan this QR code to reach that website or visit:



[CLEO](http://www.cleo.on.ca)

[www.cleo.on.ca/en/publications/handbook](http://www.cleo.on.ca/en/publications/handbook)

For further general information on “No Contact Orders”, please visit **Luke’s Place**. Their focus is on improving the safety & experience of women & their children as they proceed through the family law process after leaving an abusive relationship. Please scan the QR code or use the link below:



[Luke's Place](https://lukesplace.ca)

<https://lukesplace.ca/?s=no+contact+order>

# SAFETY IN THE HOME

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

## Email

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

## Internet

- Change all passwords if you suspect **stalking**
- When creating a password, don't use words found in the dictionary. Instead use a combination of numbers, symbols and upper/lower case letters.
- When creating security questions or passphrases, don't use any information that your partner knows or is able to find out. Some people choose to use fake answers
- Turn off 'auto-save' features for passwords
- Cover your webcam with tape
- If you do any Internet research or emailing regarding your safety plan, clear all history and empty the computer's trash.
- Cyberstalking is defined as using the internet to harass/stalk. Be aware that this is a crime and report it.
- Change your wifi & router password, but consider buying a new router
- Turn off or limit "Location" functions on all devices/apps
- Install firewall software even on mobile devices
- Please see the 'Internet/Tech Safety' for more info
- Use a VPN (Virtual Private Network) connection whenever possible. This protects your privacy and makes it harder for anyone to track your online activity

## Cell Phones

- If possible - change your phone number
- If your phone is lost/stolen, be aware of what information is compromised (banking information, address, etc).
- Stalking can be enabled by someone tracking your location in real-time through your phone's GPS. Turn off GPS and location services
- If you have concerns, see your cell phone service provider. They can help check for tracking enabled on your phone.
- "Geotagging" is enabled by default in many devices, turn it off or disable your GPS. Geotagged photos uploaded to websites can appear on Google Maps, and therefore a search of your name might bring up the location of your home.
- Turn off 'find my phone' or 'find my friends' features.
- Delete stored location history (if you have google maps installed - it's a setting in your profile)

- Some phone apps/devices have the capacity to operate things in your home (e.g. unlock doors, start car). This could be helpful in an emergency situation, but also means that others can have access to these programs if your phone is lost/stolen.

## **Social Media**

- Learn about the privacy settings of the social networking sites you use (e.g. Facebook).
- Be cautious of what you have posted online about yourself and your children (e.g. photos, tagging yourself at certain locations) as these may be accessible to your partner.  
Limit what you post
- Ask your friends and family not to post information or images of yourself or your children.
- Do not use social media accounts to sign into other accounts
- Remove your partner's email or devices from your shared accounts and remove all but your own device from the 'trusted devices' lists. This can typically be found in the settings on a device or app
- Consider what information is required to set up these accounts i.e. name, address, credit card info etc.
- If you suspect your partner is monitoring your accounts, keep using those accounts (without any location info (even if you open new ones) to avoid alerting them to the new accounts
- Create new accounts/profiles if necessary

## **Devices & Accounts Ex-Partner Has Access To**

- Social media accounts (Facebook, Instagram etc)
- Smart watches & fitness trackers
- Email
- Online shopping (i.e. Amazon)
- Streaming services (Netflix, Amazon Prime, Disney+ etc)
- Messaging services (WhatsApp, Messenger etc)
- Online food or transportation apps/services (Uber)
- Cloud accounts (icloud) & photosharing sites
- Baby monitors
- Smart home thermostat or speaker (Alexa)
- Children's Devices (Ipad, gaming systems etc)

# INTERNET/TECH SAFETY

## Internet Safety

Use incognito functions and delete your browsing history when searching online. Scan this QR code for instructions on how to do this.



## Mobile Phone Safety

There are various tracking apps that can be installed on your device to track where you are (sometimes without your knowledge). Please scan this QR code for tips on what to look for on an existing or new device.



You can also visit a physical location of your cell phone service provider to ask for assistance from a staff member with safety features on your mobile device

## Cyber Abuse

If your partner is sending you threatening messages - take screenshots and keep a log before blocking or deleting any messages. Share copies of these messages with your lawyer.

## Spyware

If your device has a spyware infection you may notice:

- Running out of hard drive space
- Frequent and persistent pop-ups
- Browser takes you to sites you didn't direct it to
- There are new programs you didn't download

If these apply, take your device to a computer repair shop and ask them to remove spyware. Or download and use free programs like 'Windows Defender'

## Other Tech Safety Websites

Safety Net Project - exploring technology safety in the context of intimate partner violence, sexual assault, and violence against women [www.techsafety.org](http://www.techsafety.org)



**Electronic Frontier Foundation - an independent non-profit working to protect online privacy for over thirty years.**



# SAFETY OUTSIDE THE HOME

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

## CAR SAFETY

- Try to have at least 1/4 of a tank of fuel at all times
- Back into driveways wherever possible
- Make sure your horn works
- Lock all valuables in your trunk
- If possible leave the split seat folded over to ensure no one is in your trunk
- Plan your route before leaving
- In case of a breakdown, drive slowly to a safe area on the shoulder if possible and put your 4 way hazard lights on. Be sure to only open your window 1-2 inches and tie a cloth to the antenna or left door handle to signal distress.

- Keep an emergency kit in your car with a flashlight, blanket, snacks, first aid kit, rope, booster cables, phone charger, sand, etc.
- If you feel in danger or like you being followed, press the horn repeatedly and drive to the nearest safe place (e.g. police station, gas station).
- Write down the license plate number of the vehicle you are concerned about.
- When leaving anywhere have your keys in your hand
- When inside the car, lock all doors as soon as you get in
- Know your location at all times.
- If you are in rural or unfamiliar areas often, consider downloading the 'What3words' app to your mobile device. When activated - this app will provide you with 3 words to relay to **911** operators. Those three words are connected to your exact location at that time and could mean emergency personnel can reach you faster. To utilize it - simply click on the app and at the top of the screen you will see the three words and a map that mark your current location

For more information on safety planning, please reach out to one of our network partners listed in the Safety Planning section at the back of this handbook, or visit CLEO's (Community Legal Education Ontario) website: [www.cleo.on.ca](http://www.cleo.on.ca) and search domestic violence.




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# CHILD SAFETY PLANNING

When children are exposed to violence, they need to have a safety plan in place so they know what to do to keep themselves safe and know how to get help.

The following are some things to consider when developing a safety plan with children:

- Teach children that, during a violent episode, their job is to get away from the violence, stay safe and, if it is safe for them to do so, get help.
- Create a code word - that the parent experiencing abuse and the children know to use if either of them need help. I.e. 'lemon' could mean run out of the house to the neighbours house and 'giraffe' means call **911** .
- Teach your children how to call **911** and role play with them, making sure they can provide their address or location, a description of the situation, their phone number and name. Tell them to keep the phone line live - don't hang up.
- Identify safe people - family members, friends, teachers, neighbours, police etc.
- Identify safe places - like a room in the home or just outside or it could be a friend or family members home close by.
- Talk to the supportive people in your children's life so that they know they are part of your child's safety plan
- If the Children's Aid Society or another Child Services organization is involved with your family, consider speaking to your worker about the safety plan for your children.
- Connect with a counsellor who understands the impact of domestic violence on children. This person can help you with safety planning and help your children to cope with what is happening with their family.
- Use formal resources such as the family court, Children's Aid Society and police to help ensure your children's safety.
- Talk to your child(ren)'s teacher/other caregivers/activity providers (daycare etc) about safety planning for your children while in their care

- Keep a journal of your children's behaviour after they've had contact with your abuser/partner. Include visit dates and times.
- Parenting orders can be changed if you believe that your child is being harmed by their other parent.
- If your children use devices (tablets, laptops, cell phones etc), note tracking functions. You can disable them while your children are with you and enable them when they are away from you if you are concerned about your child(ren) being withheld from you.
- Talk to your child(ren) about the situations they've witnessed and do some safety planning about what to do in future situations like those. While having these conversations, talk to them about their feelings, hopes and worries.
- Be aware that different events/occasions (i.e. special events in your children's lives, their age, threats from their other parent etc) may affect your safety plan and adjust accordingly.
- Check gifts and belongings for tracking devices

## Safety Planning With Young Children

While infants and toddlers aren't able to follow a plan like older children can, there are things you can do to help them feel safe as you navigate the process of separating from their other parent.

- Assure them that you will always come back
- Bring your child(ren)'s special items e.g. book, stuffie, toy when moving to a new home or staying in a shelter
- Reassure them that they are safe and that their parents both love them.

For more information on safety planning and considerations with children please reach out to one of our network members or visit Luke's Place

[www.lukesplace.ca/do-children-need-a-safety-plan](http://www.lukesplace.ca/do-children-need-a-safety-plan)



# CHILD SAFETY PLANNING CHECKLIST

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

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

## If Your Child Has Other Needs

### Developmental/Physical/Medical/Mental Health

- Speak to the specialists you are connected to for advice on your unique situation.
- For children who wander consider using an ID bracelet.
- Consider creating an “about me” document to provide to emergency personnel, service providers, and family if needed. Include things that make your child happy and things that upset your child, places they feel comfortable/places they would go if they were to leave home.

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

# OLDER ADULT SAFETY PLANNING

This plan can help you prepare for a time when you are afraid or being hurt. You may want to consider answering these questions and/or packing an overnight bag now in case of an emergency. Please see **page 31** for the checklist with suggestions of what to pack.

If someone is hurting you or you do not feel safe you can call police for assistance. Call **911** or your local police service. It's ok to ask for help and tell someone!

- Have a plan for the next time the abuse happens:
- Know how to get out of the house safely
- Have a safe place you can go (friend/neighbour/relative)

## WARNING SIGNS OF OLDER ADULT ABUSE

### Neglect

- Dehydration, malnourishment or weight loss
- Poorly maintained living environment
- Lack of hygiene
- Abandonment or confinement of older person
- Withholding care
- Denying access to necessary health services or medical attention/treatment

### Physical Abuse

- Signs of bruising in unusual areas such as chest, abdomen, face or extremities
- Inadequate or inappropriate use of medication
- Unexplained injuries such as broken bones, bruises, cuts
- Injuries for which the explanation does not fit the evidence
- Restraint or confinement
- Unusual patterns of injuries

### Financial Abuse

- Misuse of a Power of Attorney for Property
- Unexplained transactions, or unauthorized withdrawal of funds
- Taking property without permission
- Suspicious or forged signatures on cheques or other documents

- Standard of living not in keeping with a person's income or assets
- Lack of access to banking information
- Moving into the home of an older person without their consent and failing to contribute to household costs

## Emotional Abuse

- Emotional distress, agitation, or confusion
- Signs of depression, fear, anxiety, or withdrawal
- Fearful or nervousness around caregiver or other persons
- Isolated from family members or friends
- Older adult or pets are threatened with harm
- Removal of decision making

## Sexual Abuse

- Non-consensual sexual contact of any kind
- Coerced nudity
- Sending or receiving of sexually explicit photos
- Inappropriate touching or sexual comments
- Making sexual remarks and/or suggestions to another person
- Joking of a sexual nature

If you or someone you know is in immediate danger, call **911**

## Seniors Safety Line (SSL)

**1-866-299-1011**

The Seniors Safety line is a 24/7 Crisis line operated by the **Assaulted Women's Help Line**. It is a support and crisis line for seniors in Ontario who have experienced any type of abuse or neglect. Online Counselling is also offered Mon - Fri 11 am - 8 pm

Please visit: [www.eapon.ca/seniors-safety-line](http://www.eapon.ca/seniors-safety-line)



SENIORS SAFETY LINE

## Elder Abuse Prevention Ontario

Is a network of organizations throughout the province empowering communities on issues related to the prevention of elder abuse. A full listing for the local network is in the '**Support and Referrals**' section of this handbook.

# DOCUMENTS & OTHER IMPORTANT ITEMS

## Identification

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

## Health

- Health card(s)
- Medical/Vaccination records
- Medical Alert Bracelet(s)
- Medical supplies such as additional Insulin and needles if diabetic
- Health & dental plan info
- Prescription(s) & medication(s)
- Family Dr. contact info
- Other medical professionals info: physiotherapist, counsellor, naturopath etc.

## Legal

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

## Financial

- Lease/rental agreements
- Mortgage agreement
- Insurance information
- Credit/debit cards
- List of assets & liabilities (home, car, boat, other property etc)
- ODSP/OW Information
- Other \_\_\_\_\_
- Most recent income tax return
- Employment documentation
- Pay Stubs
- Work Permits (if applicable)
- Pension/benefit documentation
- RRSP/Investment information
- Stocks/Bond etc information
- Support payment information
- Pension income
- Child Tax Credits

## Financial Expenses

- |  |   |
|--|---|
| <input type="checkbox"/> Rent  | <input type="checkbox"/> Banking Info                             |
| <input type="checkbox"/> Heat/Hydro                                  | <input type="checkbox"/> All loan information (list below)        |
| <input type="checkbox"/> Water/Sewer                                 | <input type="checkbox"/> Insurance policies (home, car, life etc) |
| <input type="checkbox"/> Credit card info                            | <input type="checkbox"/> OSAP and other student loan payments     |
| <input type="checkbox"/> Phone Bill                                  | <input type="checkbox"/> _____                                    |
| <input type="checkbox"/> Internet/Cable/Satellite bill               | <input type="checkbox"/> _____                                    |
| <input type="checkbox"/> streaming service acct info                 | <input type="checkbox"/> _____                                    |
| <input type="checkbox"/> Amazon and other subscriptions (list below) | <input type="checkbox"/> _____                                    |
| <input type="checkbox"/> _____                                       |   |
| <input type="checkbox"/> _____                                       |   |

## Other

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

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# SECTION 4

## DECIDING TO LEAVE



**HEALING OFTEN LOOKS LIKE  
STARTING OVER A THOUSAND TIMES.  
EACH TIME WE DISCOVER A TRUTH, SHED AN  
OLD BELIEF, IMPLEMENT A NEW SKILL, OR RESIST  
AN OLD PATTERN, WE REACH A NEW LEVEL.  
GROWTH IS A COLLECTION OF ALL THE TIMES  
WE TRIED AND TRIED AGAIN.**

DR. VASSILIA BINENSZTOK



# MAKING THE MOVE

**\*Refer to Your Safety Plan Page\***

## **Here are some things to consider when planning your move:**

- Ask for help and talk to someone you trust.
- It is sometimes best not to tell children about plans to leave. Children may feel obligated to tell. If telling your child feels best and safe, there are other options such as having them practice getting out of the house safely with you.
- Identify shelters in the surrounding area if needed. Connecting with IPV/DV shelters prior to the move may be helpful.
- Arrange with someone to care for your pets temporarily. The Kingston Humane Society may be able to help. See “**Pets**” page for more information.
- It is normal to experience financial insecurity after separating from a partner. Social Services may be able to offer financial assistance through Ontario Works or other programs.
- Seeking legal advice may be helpful to learn more about your rights.
- Consider contacting the police. Ask for an officer who specializes in partner violence.
- Create a plan to get out of the home safely. See the previous section on “**Safety Planning**” or visit one of our network partners for assistance - in the “**Help Available**” section in the back of this handbook.

### **Ontario Works, City of Kingston**

Ontario Works provides temporary financial assistance to those most in need residing in the City and County of Frontenac while they undertake requirements to become and stay employed.

- Address: **362 Montreal Street, 2nd Floor, Kingston**
- Website: [www.cityofkingston.ca/community-supports/ontario-works-financial-assistance](http://www.cityofkingston.ca/community-supports/ontario-works-financial-assistance)
- Phone: **613-546-2695**
- Hours: Mon-Fri: 8:30 AM - 12:00 PM & 1 PM - 4:30 PM



# MOVING ONWARD

**Moving on from a relationship can be one of the hardest things a person does.** It is normal to experience uncomfortable emotional and mental effects. Some common feelings may include depression, guilt, anger, loss, and even symptoms of posttraumatic stress disorder, such as anxiety, trouble sleeping, being easily frightened or scared, difficulty maintaining relationships, and emotional numbness.

Connecting with trusted loved ones or even a counsellor can be really helpful during these times. What is important is that we are kind to ourselves during these difficult times and that we give ourselves time to heal (as much time as we need; everyone is different!). We may also recognize the strength and resilience we have in our ability to bounce back after living through stressful experiences.

## WARNING

For both you and your children's personal safety **DO NOT** tell your partner about your plans to leave or where you plan to go.

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# INVOLVING THE POLICE

## What to Expect

Domestic Violence is defined as 'a pattern of behaviour used by one person to gain power and control over another person with whom they have or previously had an intimate relationship.' \*

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

As a result of a telephone call to the police, the police will come to your location to investigate the allegation of DV/IPV.

The police officers will check to see if anyone needs immediate medical treatment and if someone does, they will call an ambulance. The officers will speak with you and your partner separately, asking questions about what happened. They will make observations of any injuries or damage, if any, to you or your property. They may need to speak to anyone who may have witnessed the incident, asking them questions about what they saw or heard.

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

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

\*From [www.ontario.ca/page/domestic-violence](http://www.ontario.ca/page/domestic-violence)

The officers will ask you to provide a video statement about the incident. They will also ask the other witnesses to provide a statement.

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

The officers may ask to take photographs of your injuries or any damage to your property.

**Victim Services** is available to support you as soon as possible.

Please see the '**Emergency Numbers**' page at the beginning of this handbook for contact information for the police services in our region.

### REMEMBER, YOU ARE NOT ALONE



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

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# Victim Services/Supports

Victim Services provides immediate crisis response, intervention and prevention services which are responsive to the needs of individuals, families and communities affected by crime and sudden tragedies. Specialized service delivery to domestic violence, sexual assault, criminal harassment, human trafficking, homicide, robbery and elder abuse.

## Victim Services of Kingston Frontenac

Dedicated to providing support to individuals affected by crime and traumatic incidents with specialized support for victims of gender-based violence and human trafficking. Confidential services include crisis intervention, emotional support, advocacy, information on victims' rights, assistance in navigating complex systems, and access to necessary resources. The VQR Program+ provides short-term financial support toward essential expenses for victims, their immediate family members and witnesses in the aftermath of a violent crime to help reduce the impact of the crime, enhance safety, and for immediate practical needs. Supports are available to meet the most basic and critical needs when no other means are available.

- Address: **705 Division St, Kingston**
- Website: [www.victimserviceskingston.ca](http://www.victimserviceskingston.ca)
- Phone: **613-548-4834**
- Hours: **8:30am - 4:30pm Monday to Friday**
- Emergency After Hours via Emergency Services or Appointment



## Victim Services Hastings, Prince Edward, Lennox & Addington (HPELA)

Our programs and services are designed to provide immediate crisis intervention to persons victimized by crime or tragic circumstances in all communities inside our catchment area. We provide immediate crisis response, intervention and prevention services. Specialized service delivery to domestic violence, sexual assault, criminal harassment, human trafficking, homicide, robbery and elder abuse.

- Website: <https://www.victimserviceshpela.com/>
- Phone: **613-771-1767** or **1-866-680-9972**
- Hours: **8:30am - 4:00pm Monday to Friday**



## Indigenous Victim Services of Tyendinaga

Indigenous Victims Services of Tyendinaga offers one-to-one, confidential assistance in order to help victims in times of crisis by providing immediate, on-site crisis, trauma, safety and support services to victims of crime, crisis and sudden tragedies.

We offer 24 hour crisis response including weekends and holidays, cultural healing, safety planning, support, advocacy, and referrals for ongoing care to residents of Tyendinaga Mohawk Territory and First Nations, Inuit or Metis residents of the surrounding communities.

- Website: [www.mbq-tmt.org/social-services/indigenous-victim-services](http://www.mbq-tmt.org/social-services/indigenous-victim-services)
- Email: [IVSC@mbq-tmt.org](mailto:IVSC@mbq-tmt.org) or [IVSCResponse@mbq-tmt.org](mailto:IVSCResponse@mbq-tmt.org)
- Emergency/After Hours: **Call/Text 613-813-9667**
- Office: **Call/Text 1-613-438-3517**



## Victim/Witness Assistance Program (V/WAP)

The Victim/Witness Assistance Program is a court-based program that provides information, help and support to victims and witnesses of crime so they can understand and participate in the criminal court process. A victim/witness service worker will talk with you and assist you based on your specific case and needs.

Services are provided to vulnerable victims and witnesses of violent crime; Services start when charges are laid to when court case is over.

- Address: **308 Wellington St, Unit 101, Kingston**
- Website: [www.ontario.ca/page/victimwitness-assistance-program](http://www.ontario.ca/page/victimwitness-assistance-program)
- Phone: **1-877-377-8370 or Office 613-545-2455**



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# THE CRIMINAL PROCESS

In Ontario, the police are obligated to charge someone with a crime in all cases where they believe a crime has occurred.

Everything you say during a 911 call is recorded and that recording can be used in court.

**IF YOU FEAR FOR YOUR OR YOUR CHILDS SAFETY CALL 911**

## **Types of Intimate Partner Violence Charges**

- **Assault** - where one person applies force to another or attempts or threatens to apply force to them without their consent. Other Assault charges include: assault with a weapon, assault causing bodily harm, and aggravated assault.
- **Sexual Assault** - a sexual act or touch that you don't consent to. Could include kissing, touching, fondling or forced intercourse. Other sexual assault charges include: sexual assault with a weapon, threats to a third party or causing bodily harm, and aggravated sexual assault.
- **Forcible Confinement** - If your partner forced you to stay somewhere through threats or physical force.
- **Uttering threats** - your partner has threatened you.
- **Criminal Harassment** - Things like stalking, harassing phone calls or unwanted visits to places you frequent like work or home.

## **Dominant Aggressor**

The police are to consider the history of a relationship in DV/IPV situations and determine if there is a **dominant aggressor** before deciding whether and who to charge with a crime. While many abusers are known to lie to police, you need to tell police about details of the assault/abuse and include anything you did to protect yourself or your children. You must be truthful with police.

The police are to investigate the whole situation, including any prior abuse, police involvement, court orders and witness information. As part of that process they will ask you for details of what happened which can include: writing down what you say, recording it, or a video statement at the police station. It is your choice if you would like to provide a statement. If you do not wish to be recorded - you need to state that to the officer. The officer will go over your statement with you to ensure it's accuracy.

You can ask for an interpreter if you need one.

Even if no charges are laid, the police complete a report which has an occurrence number attached to it.

### **What Is My Role If My Partner Is Charged?**

- Your partner will be given a court date to attend to start the court process (you don't need to attend this)
- You can contact VWAP to discuss what the criminal court process will look like.
- If the case goes to trial you will be given a subpoena and will need to appear as a witness. You do not have to prove your partner abused you. That's the **Crown Attorney's** role.

### **Can I Go To The Police Myself To Report Being Abused?**

- Yes, you can report a recent or historic assault to police. If the police had been called in the past but no charges were laid, there will be an occurrence report on file.

### **What Happens After The Arrest?**

- If your partner is arrested and charged, they will be taken to the police station. They could be held or released depending on the situation, but there will be conditions upon their release. Ask the police to tell you when your partner is being released. At any time after your partner is charged, you can contact Victim/Witness Assistance Program (VWAP). Further information about VWAP is in the "Justice & Legal Help" section at the back of this handbook.

- You can talk to **Victim Services** at any time about the abuse, safety planning or for more information on the criminal process. Further information is in the back of this handbook.

### What If My Partner Threatens Me?

- Tell the police. Your partner can be charged with other offences including: failing to comply with the conditions of release, obstructing justice, uttering threats, or making indecent or harassing phone calls.

### Agreements & Conditions

- Whether your partner is released from custody by the police or released by a Justice of the Peace at court you have a right to know your partner's release conditions and receive a copy of the order. A common release condition is that your partner cannot contact you.
- If you have concerns about your partners release - you can ask the investigating officer or talk to VWAP.

For more information on safety planning, please reach out to one of our network partners listed in the **Safety Planning** section at the back of this handbook, or visit CLEO's (Community Legal Education Ontario) website: [www.cleo.on.ca](http://www.cleo.on.ca)



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# GETTING LEGAL HELP

## And The Justice System

It is suggested that you seek legal advice about your particular situation, as each situation is different. You may have a variety of legal issues to be addressed when experiencing DV/IPV.

For example:

- Family law: child protection, parenting time, decision-making responsibility, financial support
- Criminal law: criminal charges against you or your partner, restraining orders, peace bonds
- Financial issues: understanding your financial duties and rights to spousal support, child support, dividing property, obtaining income support
- Housing support: moving out of the home when experiencing violence
- Immigration law: immigration concerns when experiencing violence
- Safety planning

### **IPV/DV (Family Violence) Legal Information**

People who are experiencing domestic violence are eligible for up to five two-hour authorizations in a year (one per legal issue). Please visit:

[www.legalaid.on.ca/services/domestic-abuse](http://www.legalaid.on.ca/services/domestic-abuse)



This service is also offered through some women's shelters, community legal centres, and Family Law Service Centres. Legal Aid is also available virtually over zoom.

**Community Legal Centres** can also provide legal advice and information on a variety of other areas of law including; immigration, financial issues, and housing support.

To find your local community Legal Centre, visit:

[www.legalaid.on.ca/legal-clinics](http://www.legalaid.on.ca/legal-clinics)



These services can also help you understand the various legal processes that are too detailed to include here.

### **Family Law**

You may have questions about your legal options under family law. If you are in financial need and require family law help, you may qualify for legal aid certificate/visit through Legal Aid Ontario (if financial eligibility requirements are met).

Please contact the Family Law Centre in your jurisdiction for contact information and schedules:

- **Family Law Information Centres Website:**  
[www.ontario.ca/page/family-law-information-centres](http://www.ontario.ca/page/family-law-information-centres)
- **Family Mediation Service Providers Website:**  
[www.ontario.ca/page/family-mediation-service-providers](http://www.ontario.ca/page/family-mediation-service-providers)

### **Legal Aid Ontario 1-800-668-8258**

You can call or visit their website here:

[www.legalaid.on.ca/services/family-legal-issues](http://www.legalaid.on.ca/services/family-legal-issues)



### **Pro Bono Students Canada Program 1-647-952-3354**

Depending on your situation you may also be able to speak with a law student for free through Pro Bono Students Canada's Family Justice Centre by phone or by visiting:

[www.probonostudents.ca/family-justice-centre](http://www.probonostudents.ca/family-justice-centre)



**Luke's Place** also offers a virtual Legal Clinic that connects women with lawyers for free legal advice on family law issues. Please call **1-866-516-3116** for more info.

### **Criminal Law**

If you were charged you will want to speak to a criminal lawyer about the criminal law process. You may qualify for legal aid depending on your circumstances and the charges against you.

You can apply for Legal Aid by calling:

**1-800-668-8258** or by visiting

[www.legalaid.on.ca](http://www.legalaid.on.ca)



**NOTE:** If your court date is within five days, you will need to speak to **Duty Counsel** at the court house where your court date is held.

If your court date is more than five days away, call Legal Aid at the number above and ask to speak with a summary legal advice lawyer who will help guide you through the legal process.

## Immigration Law

If you are a refugee or immigrant, you may have unique and complex legal questions that need answering.

Depending on your financial situation, you may qualify for legal aid for immigration matters. Legal aid provides limited assistance on immigration matters. A family lawyer may also be able to assist with these issues as well. Contact Legal Aid, as noted above to see if you qualify and if they can assist you.

## Law Society Referral Service

If you are unable to find a lawyer or the above referrals are unable to provide assistance, the Law Society of Ontario (LSO) provides a service where you may speak to a lawyer or paralegal for free, for 20-minutes about your legal issue.

The Law Society Referral Services (LSRS) and can be reached by calling **1-855-947-5255** or **416-947-5255** or by visiting the website here: [www.stepstojustice.ca/legal-topic/family-law](http://www.stepstojustice.ca/legal-topic/family-law)



Law Society of Ontario | Barreau de l'Ontario

## Self-help Resources

CLEO [www.stepstojustice.ca](http://www.stepstojustice.ca) and Steps to Justice provide, step-by-step guidance for individuals on a variety of legal topics as follows:

### Family Law

[www.stepstojustice.ca/legal-topic/family-law](http://www.stepstojustice.ca/legal-topic/family-law)



Steps to Justice  
Your guide to law in Ontario

### Criminal Law

[www.stepstojustice.ca/legal-topic/criminal-law](http://www.stepstojustice.ca/legal-topic/criminal-law)



Steps to Justice  
Your guide to law in Ontario

### Abuse & Family Violence

[www.stepstojustice.ca/legal-topic/abuse-and-family-violence](http://www.stepstojustice.ca/legal-topic/abuse-and-family-violence)



Steps to Justice  
Your guide to law in Ontario

None of the above are designed to resolve your legal issues, rather, they can help you make an informed decision about the next steps you wish to undertake.

# SHELTERS & HOUSING

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

Once you are situated at an IPV/DV shelter, staff will assist you in safety planning and next steps to find a safe place for you and your child(ren) to live.

## **IF YOU ARE LEAVING IN AN EMERGENCY SITUATION, CALL 911.**

The police will assist you in contacting a safe place for you and your child(ren). Transportation can also be provided when you are fleeing to a IPV/DV shelter.

Shelters operate 24 hours a day, 7 days a week and staff there can help support you through the process of leaving a violent situation.

**Remember help is just a phone call away.**

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# IPV Emergency Shelters

## Kingston Interval House

Services for women experiencing intimate partner violence and their children. Emergency shelter, second stage housing, safety planning, transitional programs, counselling. Females aged 16 and above, can use services independently.

- Website: [www.kingstonintervalhouse.com](http://www.kingstonintervalhouse.com)
- 24/7 Crisis Line: 613-546-1777 or 1-800-267-9445
- By Text: 343-309-5999 (24/7, checked periodically)
- Office: 613-546-1833
- Address: P.O. Box 21042, Kingston
- This is not a City-funded shelter



## Lennox & Addington Interval House

Lennox & Addington Interval House provides safe shelter for abused women and their children for up to 6 weeks.

Safe housing is provided to those who have been physically, sexually, emotionally or financially abused, or those who fear they will be assaulted.

Trained and committed staff offers supportive counselling, crisis intervention and safety planning.

- Website: [www.intervalhousenapanee.ca](http://www.intervalhousenapanee.ca)
- 24/7 Crisis Line: 613-354-1010 or 1-800-667-1010
- By Text: 613-449-1080 (only checked periodically)
- Office: 1-613-354-0808
- Address: P.O. Box 113, Napanee



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## Other Emergency Shelters

There are other shelters available that are NOT specifically for IPV.

**The City of Kingston is the Service Manager responsible for Kingston and the County of Frontenac.**

It partners with community agencies to prevent homelessness and house people who are experiencing homelessness.

For the most up to date information on area shelters and warming areas (in winter months) please contact the **City of Kingston Housing & Social Services:**

- Address: **362 Montreal St. Kingston**
- Website:  
[www.cityofkingston.ca/community-supports/housing-and-homelessness](http://www.cityofkingston.ca/community-supports/housing-and-homelessness)
- Phone: **613-546-2695 x 4895**
- Email: [housing@cityofkingston.ca](mailto:housing@cityofkingston.ca)



All shelter locations have staff who can coordinate referrals to a variety of supports, including housing services and more.

### **Home Base Housing's Street Outreach Team**

Regularly checks on known individuals experiencing homelessness. If you are experiencing homelessness or are concerned about a person in need of help, please call.

- Phone: **613-542-6672 ext. 130**

### **Victim Services of Kingston and Frontenac**

Offering services in the City of Kingston and Frontenac County; provides 24/7 immediate, confidential crisis intervention services, practical assistance, information, referrals, and emotional support to persons affected by crime, tragedy and/or disaster. **Victim Services also can provide temporary emergency accommodations via hotel when shelter space is unavailable through the VQRP+ program.**

- Address: **705 Division St, Kingston**
- Website: [www.victimserviceskingston.ca](http://www.victimserviceskingston.ca)
- Phone: **613-548-4834 Mon-Fri 8:30am-4:30pm**



# ADDICTIONS

Addictions often have a role in IPV/DV situations.

Kingston Frontenac has a number of different resources available to help those dealing with addictions.

KFL&A Public Health does not provide mental health counselling or treatment; **if you or someone you know is in crisis right now**, call the Addictions and Mental Health-KFLA Crisis Line.

## **The Addiction and Mental Health - KFLA 24/7 Crisis Line**

- Kingston & Frontenac: **613-544-4229** or **1-800-616-6005**
- Lennox & Addington: **613-354-7388** or **1-800-267-7877**

**IF IT IS AN EMERGENCY, PLEASE CALL 911**

## **Addiction and Mental Health Services Kingston, Frontenac, Lennox and Addington (AMHS-KFLA)**

Community-based mental health and addiction services and supports for people with addictions or serious mental illness (e.g., schizophrenia, psychotic disorders, bipolar disorder), including case management, housing, problem gambling/gaming, and crisis services. AMHS-KFLA offers a range of rehabilitation and treatment options to support recovery and wellness for those 16+ with concerns around substance use, including alcohol.

- Website: [www.amhs-kfla.ca/programs-services/addiction-services](http://www.amhs-kfla.ca/programs-services/addiction-services)
- Office Kingston: **552 Princess Street, Kingston**
- Phone: Kingston Area **613-544-1356**
- Office Napanee: **70 Dundas Street East, Napanee**
- Phone: Napanee & Area **613-354-7521**
- Email: [info@amhs-kfla.ca](mailto:info@amhs-kfla.ca)



## Other Addiction Services

### **Detoxification Centre - Kingston Health Science Centre**

Short-term, co-ed residential service to support safe withdrawal in a non-medical setting with regular monitoring of symptom for those aged 16+. Admission is contingent on bed availability.

- Website: [www.kingstonhsc.ca/programs-and-departments/detoxification-centre](http://www.kingstonhsc.ca/programs-and-departments/detoxification-centre)
- Phone: 24-hour line 613-549-6461



### **Good Minds - Mohawks of the Bay of Quinte**

Mental health and addiction services through a cultural lens for Indigenous children, youth and adults. Services include on to one supportive counselling, therapy, group programming, cultural, family, addiction and crisis/advocacy supports, child and youth wellness, land-based programming and substance use prevention programming. Mobile services available for children and youth in KFL&A.

- Website: [www.mbq-tmt.org/social-services/good-minds](http://www.mbq-tmt.org/social-services/good-minds)
- Phone: 613-967-0122 ext. 167
- Email: [goodmindsadmin@mbq-tmt.org](mailto:goodmindsadmin@mbq-tmt.org)



### **Integrated Care Hub (ICH) - Trellis & KCHC**

A safe and welcoming space that provides low-barrier access to harm reduction supplies, consumption and treatment services, basic needs, support, community, and referrals.

The ICH provides 24/7 low-barrier and wrap-around services such as safety, food and rest and longer-term needs such as addiction and mental health services.

- Address: 661 Montreal St., Kingston
- Phone: 613-329-6417
- Hours: Open 23 hours/7 days a week



## Other Addiction Services

### **KAIROS - Youth Diversion**

Counselling service which specializes in treatment for youth who are experiencing any level of substance use/misuse, personally or with a family member.

Service is available as an outreach program in all elementary and secondary schools within KFL&A, as well as alternative education sites and group homes. We also offer support to certain schools in Belleville and Trenton.

Assessment services can be accessed through our program to assist clients.

- Address: **299 Concession St., Kingston**
- Website: [www.youthdiversion.org/programs/kairos-program](http://www.youthdiversion.org/programs/kairos-program)
- Phone: **613-548-1747**
- Email: [info@youthdiversion.org](mailto:info@youthdiversion.org)



### **The Family Repair Program - Resolve Counselling**

The Family Repair Program is designed with the goal to help support people who use substances and their families by providing education, training and facilitating connections. Additionally, the families can be connected with a clinician to provide therapy/counselling at no cost to the family.

These sessions can include family members and the person who is using substances, or could start with the family separately with the goal to engage the person who uses substances in later sessions.

- Address: **Unison Place, 417 Bagot St., Kingston**
- Website: [www.resolvecounselling.org/counselling-services/family-repair-program](http://www.resolvecounselling.org/counselling-services/family-repair-program)
- Phone: **613-217-4925**



## Other Addiction Services

### **MCDTP - Salvation Army Kingston Harbour Light Men's Concurrent Disorder Treatment Program**

Kingston Harbour Light provides concurrent disorder live in treatment services and Community Residential Facility (CRF) services to self-identifying men from all over Ontario. Kingston Harbour Light partners with the Ministry of Health and Correctional Services of Canada. The Concurrent Disorder Treatment Program consists of a live-in component where individuals can reside for 8-16 weeks.

#### **Intake & Assessment:**

- Address: **562 Princess Street, Kingston**
- Website: [www.torontoharbourlight.ca/kingstonharbourlight](http://www.torontoharbourlight.ca/kingstonharbourlight)
- Phone: **613-546-2333 x 1**
- Email: [anthony.collins@salvationarmy.ca](mailto:anthony.collins@salvationarmy.ca)



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# HELP FOR THE ABUSIVE PARTNER

## **Partner Assault Response Program (PAR)**

### **Resolve Counselling Services**

The primary focus of the PAR program is to enhance the safety of victims of domestic violence. This is achieved by providing information and support to victims and offering counselling to individuals found guilty of, or pleading guilty to, a charge of partner assault. The Group Process is a 12-week group counselling program for people who have been violent, abusive or used any form of coercion towards a spouse/partner.

Fees for the 12-week group are on a sliding scale based on annual income. There is no fee for the partner contact portion of the program. Language interpretation services are available if needed.

Groups are available in both Kingston and Napanee.

- Address: **Unison Place, 417 Bagot St., Kingston, ON. K7K 3C1**
- Website: [www.resolvecounselling.org/counselling-services/partner-assault-response-par](http://www.resolvecounselling.org/counselling-services/partner-assault-response-par)
- Phone: **613-549-7850**



## **John Howard Society of Kingston & District**

The John Howard Society is a non-profit organization committed to providing a wide range of community-based services and are dedicated to supporting rehabilitation and reintegration efforts of those who have been in conflict with the law.

Connect Youth programming is also under the umbrella of services offering young people in our community access to community supports and services.

**All services are provided at no cost. Self-referrals are accepted.**

- Address: **771 Montreal St., Kingston, ON. K7K 3J4**
- Website: [www.johnhoward.on.ca/kingston](http://www.johnhoward.on.ca/kingston)
- Phone: **613-542-7373**



## Other Help For The Abusive Partner Services

### **Good Minds - Mohawks of the Bay of Quinte**

Mental health and addiction services through a cultural lens for Indigenous children, youth and adults. Services include on to one supportive counselling, therapy, group programming, cultural, family, addiction and crisis/advocacy supports, child and youth wellness, land-based programming and substance use prevention programming. Mobile services available for children and youth in KFL&A.

- Website: [www.mbq-tmt.org/social-services/good-minds](http://www.mbq-tmt.org/social-services/good-minds)
- Phone: 613-967-0122 ext. 167
- Email: [goodmindsadmin@mbq-tmt.org](mailto:goodmindsadmin@mbq-tmt.org)



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# MEDIATION

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

Mediators are professionals who are trained to act as neutral third party facilitators. Their role is not to give legal advice, take sides or make judgements, but rather to help parties explore the issues and find solutions to help them reach an agreement. **The mediator will decide if mediation would be appropriate in your particular situation.**

A mediator can assist you to negotiate a settlement with respect to issues involving a parenting plan for children, child support, spousal support, division of property etc.

## Kingston Mediation Services

Offering on-site and off-site mediation services for Mandatory Information Programs along with information/referral coordination.

**Off-Site Mediation:** Fees for Off-Site Joint sessions are on a sliding scale based on each person's respective incomes and the number of child dependents each person has.

**On-Site Mediation:** No fees for the first On-Site Joint session.

- Website: [www.kingstonmediationservices.ca](http://www.kingstonmediationservices.ca)
- Phone: 613-766-0795
- Email: [irc@kingstonmediationservices.ca](mailto:irc@kingstonmediationservices.ca)



There are other private mediation services available that can be found by a web search. For more information on mediation services, please scan the QR code or visit

[www.ontario.ca/page/family-mediation](http://www.ontario.ca/page/family-mediation)



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# FINANCES

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

- Speak to a personal banking representative at your bank
- Advise them of your relationship status change or future change
- The banking representative will help you explore your options
- Consider opening an account at another bank in just your name

## **Take control of your finances**

- When taking control of your financial options consider the following:
- If you and your partner have a joint account you may want to discuss with the bank about transferring some money into an account in your name in another financial institution where you can safely attend
- Establish a line of credit (apply for a credit card or loan).
- Call your creditors regarding accounts in your name and develop a plan to pay bills owing. Tell them you may be late making payments for a short period. Request all calls for collection be held for a couple months. Have automatic payments come out of your new account

## **If you leave your home**

- Call all services including phone, internet, heating etc. and remove your name from all bills

## **If you stay in the home**

- Remove your partners name from bills so they can not change the level of service.
- Ensure there are usage limits on all accounts.
- Regularly check all household bills for unnecessary/unknown charges

# DEBT MANAGEMENT

## What to do if you and your partner have joint debts:

- Contact a lawyer or financial advisor to ensure these debts are divided fairly; discuss your options and the next steps that need to be taken.
- Taking immediate control of past debts can ensure your partner does not continue to abuse you by increasing your bills. If you aren't proactive, you could end up paying the entire amount owed and your credit could be impacted.
- Contact all your creditors such as your phone company, heating supplier, landlord or mortgage company, and inform them of your status.
- If you have left home, you need to contact any utilities that are in your name and remove your name from the account.
- If you are staying in the home, call the utilities to ensure your partner or former partner does not shut off or increase the level of services.
- It is important to make arrangements to manage your debt. Keep all receipts, as you will need them if you divide the family assets.

## CLEO (Community Legal Education Ontario) Steps to Justice

Cleo has a Debt and Consumer Rights publication that discusses various types of debt/creditors and provides guidance on what to do when dealing with debt. That information can be reached by visiting:

[www.stepstojustice.ca/legal-topic/debt-and-consumer-rights](http://www.stepstojustice.ca/legal-topic/debt-and-consumer-rights)

 Steps to Justice  
Your guide to law in Ontario



## Credit Canada

1-800-267-2272

Credit Canada is a not-for-profit credit counselling services that can assist with credit & debt counselling, financial education & budgeting, debt consolidation and advice related to collection calls and creditors.



## RECORD OF DEBTS

Date	Creditor	Monthly	Total Amount

Think of the bills you owe and are outstanding. Bring this chart with you when meeting with financial advisors, debt consultants, credit counsellors or lawyers. This will give you, and them, a better understanding of what to expect when discussing your financial situation.

## LOST OR STOLEN CARDS

American Express	800-869-3016
Birth Certificate (Service Ontario)	800-461-2156
BMO Card	800-263-2263
Canadian Passport	800-567-6868
CIBC Card	800-465-4653
Citizenship Card	888-242-2100
Driver's License	800-387-3445
Firearm License (RCMP)	705-329-5623
Health Card - Ministry of Health	800-664-8988
Mastercard	800-307-7309
Outdoors Card, License	800-288-1155
Permanent Resident Card	888-242-2100
Royal Bank Card	800-769-2511
Scotiabank Card	888-472-6842
Senior's Card	800-277-9914
Social Insurance Card (SIN)	800-206-7218
Status Card	416-973-6234 or 888-414-4340
TD Card	800-983-8472
Visa	800-847-2911
Victim Services of Kingston Frontenac (for IPV Situations)	613-548-4834

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

# INSURANCE

Make sure your insurance company(ies) know of your address change. Remember that if you have jointly held auto, life, home, boat, farm equipment, recreational vehicles or other types of insurance policies with a partner, mailings or other communications may be in that person's name, in which case they will not be redirected to you. Contact your insurance company and ask them to make a note on the file to ensure that no changes are made to your policies without your approval.

If you own or co-own your home or vehicle, **do not cancel** insurance coverage even if you are not using them for a period of time. They are your assets and if they are damaged or stolen while they are not covered by insurance, you will not be compensated for it.

It is a requirement of most home insurance policies that the home not be left unattended for more than a few days. If you are out of your home for more than a few days, ask someone you trust to check on it periodically, or request a police escort so that you may safely check it.

If you have life insurance, either through your employer or on your own, you may need to consider changing your beneficiary. (A beneficiary is the person named in your policy who would receive payment in the event that something happens to you.)

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# CHANGING YOUR ADDRESS

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

- Driver's license and/or vehicle ownership
- Health card
- Outdoors Card
- Ontario Photo Card
- Ontario Student Assistance Program (OSAP)



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



[www.ontario.ca/page/change-my-address-ontario-services](http://www.ontario.ca/page/change-my-address-ontario-services)

You will also need to update your information with Federal Government organizations such as:

## Canada Revenue Agency

Personal taxes, tax credits, Canada Child Benefit

## Service Canada

EI, Canada Pension Plan, Old Age Security

## Immigration, Refugees & Citizenship Canada

For applications in progress



## Please visit

[www.canada.ca/en/government/change-address.html](http://www.canada.ca/en/government/change-address.html)

You will also need to notify other service providers like medical professionals, creditors etc. of your change of address.

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# UTILITIES

## Low-Income Energy Assistance Program (LEAP)

If you're behind on your electricity or natural gas bill and face having your service disconnected, you may qualify for emergency financial help through the Low-income Energy Assistance Program (LEAP).

For more information, please visit the LEAP website at:

- <https://www.oeb.ca/consumer-information-and-protection/bill-assistance-programs/low-income-energy-assistance-program>

or scan the QR code



## Kingston Utilities

Trouble paying your utility bill? The Ontario Electricity Support Program, or OESP, provides ongoing assistance directly on the bills of eligible low-income electricity consumers. They also can help in other ways.

- For more information and resources, please visit the Kingston Utilities website:  
<https://utilitieskingston.com/News/Article/Trouble-paying-your-utility-bill-We-can-assist#:~:text=Monthly%20credit%20on%20the%20bill,combined%20household%20income%20after%20tax.>

or scan the QR code



# LANDLORD & TENANT ISSUES

## Kingston Community Legal Clinic (KCLC)

KCLC is a non-profit community legal clinic serving low-income residents of the City of Kingston, South Frontenac and Frontenac Islands. Community legal clinics provide a variety of services including legal advice, legal representation, public legal education, community development and law reform initiatives. Legal Services Include: Rental Housing & Tenants, Income Security, Education, Human Rights and Consumer Debt

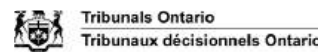
- Address: **345 Bagot Street, Kingston**
- Website: [www.kclc.ca](http://www.kclc.ca)
- Phone: **613-541-0777**
- Hours: **Mon-Thu: 8:30-4:30pm | Fri: 1:00-4:30pm**



## Tribunals Ontario, Landlord and Tenant Board

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

- Website: <https://tribunalsontario.ca/ltb/>



## City of Kingston

### Property/Yard Standards & Tenant Rights & Responsibilities

Bylaws establish minimum maintenance standards for buildings and properties. These standards cover heating, electrical and plumbing services, pest prevention, graffiti, yards, lands, vacant land and buildings. Tenant rights and responsibilities let you know your rights and responsibilities from reporting property deficiencies to understanding eviction.

- Website: [www.cityofkingston.ca/bylaws-and-animal-services/commonly-requested-bylaws/property-standards-bylaw/](http://www.cityofkingston.ca/bylaws-and-animal-services/commonly-requested-bylaws/property-standards-bylaw/)





## Other Landlord & Tenant Issues



### City of Kingston Housing - Homelessness Prevention Fund

The Homelessness Prevention Fund (HPF) provides eligible individuals and families grants (non-repayable) to help them stay housed or secure housing. Funds may be used to prevent eviction or to assist people who are homeless to move to permanent housing.

#### Important!

If you are an Ontario Works (OW) or Ontario Disability Support Program (ODSP) client, you are not eligible for the Homelessness Prevention Fund.

If you are in need, contact your case manager/worker directly, or call

- the OW office at **613-546-2695**
- or the ODSP office at **613-545-4553**

as you may be eligible to receive funds under the Discretionary Residency Benefit program.

For further information go to the City of Kingston website:

- [www.cityofkingston.ca/community-supports/housing-and-homelessness/homeless-prevention-fund](http://www.cityofkingston.ca/community-supports/housing-and-homelessness/homeless-prevention-fund)



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# FOOD & CLOTHING

## Food

### Partners in Mission Foodbank

Partners in Mission Food Bank provides non-perishable food items and fresh foods including milk, eggs, fruits and vegetables.

- Address: **140 Hickson Ave, Kingston**
- Website: [www.kingstonfoodbank.ca](http://www.kingstonfoodbank.ca)
- Phone: **613-544-4100**
- Email: [info@kingstonfoodbank.ca](mailto:info@kingstonfoodbank.ca)



### Martha's Kitchen

Serving our community with Food and Friendship since 1997!

Martha's Table is a community center within the social welfare network of the City of Kingston, providing a unique home where respect, compassion, caring and social interaction can occur in an atmosphere of mutual support, with nutritious meals and snacks in comfortable dining and lounge facilities.

Providing take away hot meals Mon-Sun 11am-1pm. Now offering a door to door meal delivery service for people that cannot leave their homes.

- Address: **629 Princess St. Kingston**
- Website: [www.marthastable.ca](http://www.marthastable.ca)
- Phone: **613-546-0320 x 0**
- Email: [info@marthastable.ca](mailto:info@marthastable.ca)
- Hours: **Monday to Friday 9:00am to 4:00pm**



### Lionhearts Inc.

#### Fresh Food Market Pop-Ups

Bringing fresh, affordable produce and chef-created gourmet healthy options to Kingston and the surrounding areas.

Visit Lionhearts on social media or check back to our website for updates on our next market time and location!

- Website: [www.lionhearts.ca/popup](http://www.lionhearts.ca/popup)
- Phone: **613-766-0664**
- Email: [practicallove@lionhearts.ca](mailto:practicallove@lionhearts.ca)



## Additional Food

### Lunch By George

Hot takeout meals or bag lunches. The program operates Monday to Friday serving a nutritious lunch at 11:00 am to 11:45 am.

- Address: **129 Wellington St., Kingston**
- Website: [www.lunchbygeorge.ca](http://www.lunchbygeorge.ca)
- Phone: **613-548-4617 x 30**
- Email: [osgklunchbygeorge@gmail.com](mailto:osgklunchbygeorge@gmail.com)



### St. Vincent De Paul Society of Kingston Emergency Food Pantry

The Emergency Food Pantry provides two days of food; quantity of food adjusted for family size and individuals / families can visit the pantry one time per month. Identification for everyone in the household and proof of address is required to register for the program. All are welcome to use this service - that means that there is no proof of need requested to register for the pantry i.e. income statements, pay stubs etc. are not needed.

Open Monday - Friday 9:00am - 1:00pm

### Loretta Hospitality & Meal Program

Offering a Take-Out Lunch open Monday-Friday 10:00am-1:00pm

- Address: **85 Stephen St., Kingston**
- Website: [www.svdpkingston.com/services](http://www.svdpkingston.com/services)
- Phone: **613-766-8432**
- Email: [Admin@svdpkingston.com](mailto:Admin@svdpkingston.com)



### Loving Spoonful

Loving Spoonful envisions a resilient community and local food system, that nourishes all people and supports dignified access to local food. Please visit the website for further information on their various programs

- Address: **263 Weller Ave, #4, Kingston**
- Website: [www.loving Spoonful.org](http://www.loving Spoonful.org)
- Phone: **613-507-8848**
- Email: [info@loving Spoonful.org](mailto:info@loving Spoonful.org)



## Additional Food

### The Salvation Army Rideau Heights Emergency Food Bank

The emergency food bank is open to those in need in the community. Appointments are available Tuesday and Thursday between 11:00am to 12:00pm.

#### Bread of Life Meals

A free hot meal served during the last 7 days of each month. Individuals can drop by the Salvation Army, at the Rideau Heights location, between 3:30pm and 5:00pm. Individuals can also access other services (such as medical and dental clinic, legal clinic, etc.) during this time as well.

- Address: **183 Weller Avenue, Kingston**
- Website: [www.crnckingston.ca/the-salvation-army-rideau-heights](http://www.crnckingston.ca/the-salvation-army-rideau-heights)
- Phone: **613-541-3947**
- Email: [Josh\\_Howard@can.salvationarmy.org](mailto:Josh_Howard@can.salvationarmy.org)



### Victim Services of Kingston Frontenac

Victim Services can assist while other services are being set up or accessed, this includes for children of survivors.

- Address: **705 Division St, Kingston**
- Website: [www.victimserviceskingston.ca](http://www.victimserviceskingston.ca)
- Phone: **613-548-4834**
- Hours: **8:30am - 4:30pm Monday to Friday**
- Emergency After Hours via Emergency Services or Appointment



### 211 Ontario

Please visit to find additional Community & Social Resources regarding free or low cost meals near Kingston.

- Website: [www.211ontario.ca/results/?searchLocation=Kingston&searchTerms=&latitude=44.2311717&longitude=-76.4859544&topicPath=73](http://www.211ontario.ca/results/?searchLocation=Kingston&searchTerms=&latitude=44.2311717&longitude=-76.4859544&topicPath=73)



## Clothing

### St. Vincent De Paul Society of Kingston WearHouse Program

Our WearHouse, located in the back building, is stocked daily with gently used clothing, books, and smaller household items and everything is free of charge. Those with specific requirements (i.e., large furniture items and/or household appliances) can register their need in our request book when visiting the WearHouse or by completing the online form. All items are distributed on a first-come, first-serve basis.

Open Monday-Friday 9:00am-1:00pm

- Address: **85 Stephen St., Kingston, ON. K7K 2C5**
- Website: [www.svdpkingson.com/services](http://www.svdpkingson.com/services)
- Phone: **613-766-8432**
- Email: [Admin@svdpkingston.com](mailto:Admin@svdpkingston.com)



### United Way KFL&A

#### Coats for Community Winter Coat Drive

Community members are asked to please donate clean, new or gently used winter adult outerwear. In 2022, over 1,300 coats, snowsuits and warm clothing items were donated to keep community members warm. As donations are received, volunteers will sort and distribute coats to agencies throughout KFL&A; please go to our website for further information.

- Address: **417 Bagot Street, Kingston**
- Website: [www.unitedwaykfla.ca/coatsforcommunity](http://www.unitedwaykfla.ca/coatsforcommunity)
- Phone: **613-542-2674**
- Email: [uway@unitedwaykfla.ca](mailto:uway@unitedwaykfla.ca)



United Way  
Kingston, Frontenac,  
Lennox and Addington



### Victim Services of Kingston Frontenac

Victim Services can assist while other services are being set up or accessed, this includes for children of survivors.

- Address: **705 Division St, Kingston**
- Website: [www.victimserviceskingston.ca](http://www.victimserviceskingston.ca)
- Phone: **613-548-4834**
- Hours: **8:30am - 4:30pm Monday to Friday**
- Emergency After Hours via Emergency Services or Appointment



# Additional Clothing

## Rural Frontenac Community Services

### Clothes for Kids Program

The Clothes for Kids program is intended to support families who otherwise may be unable to purchase snow boots or winter coats. This program is operated in conjunction with United Way Kingston KFL&A. Please visit the website for further information on this and other available support programs.

- Website: [www.rfcs.ca/community-supports/family-supports](http://www.rfcs.ca/community-supports/family-supports)
- Phone: 613 279 3151 ext. 305 or Toll Free 1-855-279-2052
- Email: [youth@rfcs.ca](mailto:youth@rfcs.ca) or [info@rfcs.ca](mailto:info@rfcs.ca)

### Our Locations:

#### Rural Frontenac Community Services

- 1109 Garrett St., Sharbot Lake, ON. K0H 2P0

#### The Child Centre

- 1004 Art Duffy Rd., Sharbot Lake, ON. K0H 2P0

### Secondary Locations

#### Sydenham EarlyON Centre

- 4365 Mill St., Sydenham, ON. K0H 1V0

#### The Centre

- 1042 Elizabeth St., Sharbot Lake, ON. K0H2K0




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# PETS

## Safepet Ontario

Is a charitable organization that provides pet safekeeping for those fleeing family violence and human trafficking. Safepet manages a network of foster families that **foster pets for up to a year** to help survivors escape abuse.

Applications can be completed on the website: [www.safepet.ca](http://www.safepet.ca)

About the program:

- For anyone regardless of age or gender who is staying at a IPV/DV shelter in Ontario **OR** who is referred by a **professional who can confirm** that you are a survivor of intimate partner violence, family abuse, elder abuse or human trafficking; this can be a caseworker, nurse, police officer, counselor, doctor, Violence Against Women worker, etc. Referrals must be made through our website [www.safepet.ca/howitworks](http://www.safepet.ca/howitworks)
- Once your application is approved your pet will be matched with a foster family and Safepet will arrange for a handoff to a Safepet staff member at a confidential drop off location. You will need to transport your pet to this location - please let the staff know of any barriers to transporting your pet.
- The Safepet staff member will transport your pet to the foster family. For the safety and privacy of everyone, you will not be given contact information for the foster family and they will not be given any information regarding you.
- You will not be able to visit your pet while it is in the care of the program, but you will receive monthly updates including photos while it is in the program. Safepet will change your pet's tags if they have them to ensure that your privacy is respected.
- While the pet is in the program, it will receive all necessary medical/vet care with no charge to you.
- If your pet gets very sick, Safepet will include you in decisions regarding their care plan.
- All foster families are screened and required to submit a police check to foster animals.
- Various types of animals are accepted into the program.
- It can take a week to reunite you and your pet.
- Victim Services of Kingston Frontenac can also refer victims to Safepet:  
Phone: **613-548-4834**

For more information please visit [Safepet.ca](http://Safepet.ca),

Email [info@safepet.ca](mailto:info@safepet.ca)

or Scan the QR Code



# SECTION 5

## FINDING HELP

Sometimes  
the closure you need  
is the understanding  
that you deserve better

T. Shelton



**The following pages list information about our Network partners and the different services that they offer.**

**This is not a complete list of all services available in the Kingston and surrounding area.**

**For immediate assistance finding the service you need, in the area you live, please contact 211 via:**



**Phone:** 211

**Text:** 211

**Website:** <https://211ontario.ca>

**Website:** [www.211ontario.ca](http://www.211ontario.ca)



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# EMERGENCY/CRISIS LINES



24/7 Crisis Line: **1-800-267-9445** or **613-546-1777**

Office: **613-546-1833**

Website: [www.kingstonintervalhouse.com](http://www.kingstonintervalhouse.com)

## Kingston Interval House

Services Include:

- 24/7 Crisis Lines
- Emergency Shelter
- Safety Planning
- Counselling & Community Referrals



Services for women experiencing intimate partner violence and their children. Emergency shelter, second stage housing, safety planning, transitional programs, counselling. Females aged 16 and above, can use services independently.



24/7 Crisis Line: **1-800-667-1010** or **613-354-1010**

Office: **613-354-0808**

Website: [www.intervalhousenapanee.ca](http://www.intervalhousenapanee.ca)

## Lennox & Addington Interval House

Services Include:

- 24/7 Crisis Lines
- Emergency Shelter
- Safety Planning
- Counselling & Community Referrals



Lennox & Addington Interval House provides safe shelter for abused women and their children for up to 6 weeks. Safe housing is provided to those who have been physically, sexually, emotionally or financially abused or those who fear they will be assaulted. Trained and committed staff offers supportive counselling, crisis intervention and safety planning.

## Additional Emergency/Crisis Lines



Confidential 24/7 Crisis Line: **1-800-672-9515**  
or Office Phone: **613-967-2003**  
Email: **redcedars@mbq-tmt.org**

### Mohawks of the Bay of Quinte Red Cedars Shelter

Services Include:

- Shelter
- Counselling & Confidential Support
- Advocacy, Referrals & Court Support
- Circles, & Traditional Teachings



Holistic shelter for women and children leaving crisis situations; individual & group counselling, advocacy, referrals, educational sessions, circles and traditional healing.



24/7 Crisis Line: **1-877-544-6424**  
Online Chat & Text: **www.sackington.com**  
or **www.webelievesurvivors.ca**

### Sexual Assault Centre Kingston

Services Include:

- Crisis & Support
- Medical & Legal Accompaniments
- Interpreter Services
- Counselling



Sexual Assault Centre Kingston is a not-for-profit organization providing free, confidential, non-judgmental support for all survivors 12+ regardless of gender or identity of recent and/or historic sexual violence in Kingston, Frontenac, Lennox & Addington (KFL&A) since 1978.

## Additional Emergency/Crisis Lines



Kingston & Frontenac 24/7 Crisis Line

613.544.4229 or Toll Free 1.866.616.6005

Lennox & Addington (L&A) 24/7 Crisis Line

613.354.7388 or Toll Free 1.800.267.7877

### Addiction & Mental Health Services KFLA

Services Include:

- 24/7 Crisis Lines
- Walk-In Crisis Services
- Mobile Crisis Services
- Partnerships with Police



AMHS-KFLA crisis programs provide urgent and immediate response to individuals experiencing emotional or mental distress. Support is offered with the goal of minimizing stress, de-escalation, and providing emotional support to ensure the individual's safety while improving coping strategies. Crisis services are free, confidential and delivered in a respectful, non-judgmental manner by a team of mental health and addiction specialists.



Address: 705 Division St, Kingston

Website: [www.victimserviceskingston.ca](http://www.victimserviceskingston.ca)

Phone: 613-548-4834 Mon-Fri 8:30am-4:30pm

### Victim Services of Kingston and Frontenac

Services Include:

- Crisis Intervention
- Anti-Human Trafficking
- Safety Planning
- Self-Referral & Safety Enhancements
- Victim Quick Response Program+ (VQRP+)
- Emergency Temporary Accommodations
- **Emergency Assistance 24/7 via Emergency Services**



For individuals affected by crime and traumatic incidents with specialized support for victims of gender-based violence and human trafficking. Confidential services include crisis intervention, emotional support, advocacy, information on victims' rights, assistance in navigating complex systems, and access to resources. The VQR Program+ provides short-term financial support toward essential expenses for victims, immediate family members and witnesses in the aftermath of a violent crime to help reduce the impact of the crime, enhance safety, and for immediate practical needs. Supports are available to meet the most basic and critical needs when no other means are available.

## Additional Emergency/Crisis Lines



24/7/365 Crisis Line: **1-888-863-0511**

TTY Line: **1-888-916-9361**

Text: **#SAFE (#7233)**

Serving: **Ontario**

### The Assaulted Women's Helpline

Services Include:

- Crisis Counselling & Safety Planning
- Free, Confidential & Anonymous Support
- Support in 200+ Languages



A free, anonymous and confidential 24-hour telephone and TTY crisis telephone line to all women in the province of Ontario who have experienced any form of abuse.

Deaf and hard of hearing services are available 24 hours a day, 7 days a week.



**SENIORS SAFETY LINE**

24/7/365 Crisis Line: **1-866-299-1011**

TTY Line: **1-866-299-0008**

Serving: **Ontario**

### The Seniors' Safety Line

Services Include:

- Crisis Counselling
- Safety Planning
- Free, Confidential & Anonymous Support
- Support in 200+ Languages



The Seniors Safety Line is the only 24 hour crisis and support line for seniors in Ontario who have experienced any type of abuse or neglect. Callers receive emotional support, safety planning, information and referrals in over 200 languages. The Seniors Safety Line (SSL) is a "senior friendly" service with a live counsellor available to help navigate difficult systems, 7 days a week, 365 days a year.

# MEDICAL SERVICES

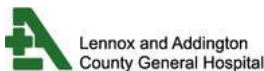
## IF THIS IS A MEDICAL EMERGENCY CALL 911

For any sexual assault or physical injury relating to intimate partner/domestic violence, please visit the Sexual Assault/Domestic Violence (SA/DV) team, available 24/7, at the Emergency Departments at Kingston General Hospital (KGH) and Lennox & Addington County General Hospital (LACGH-Napanee).

**When pressure is applied to the neck it's referred to as strangulation and it can have serious health effects days or weeks later. If you have experiences strangulation or pressure on your neck recently, seek healthcare right away.**

Kingston Health  
Sciences Centre

Centre des sciences de  
la santé de Kingston



- KGH 24/7 Line: **613-548-3232**
- LACGH 24/7 Line: **613-354-3301**
- Hotel Dieu 8am Until Close (Varies Daily) Line: **613-546-1240**
- Ontario SA/DV Care Access Navigation Line: **1-855-628-7238**

## Sexual Assault/Domestic Violence (SA/DV) Units

The SA/DV team is **available 24/7 at the Emergency Departments** at Kingston General Hospital (KGH) and Lennox & Addington County General Hospital (LACGH-Napanee). **Pediatric care for children under 14 years of age is only available at the Kingston General Hospital site.**

### KGH Emergency Department – SA/DV Access 24/7

- 41 King Street West, Kingston, ON. K7L 0A6.
- **613-548-2333**

### LACGH-Napanee Emergency Department – SA/DV Access 24/7

- 8 Richmond Park Drive, Napanee, ON. K7R 2Z4.
- **613-354-3301 x 227**

### Hotel Dieu Hospital Urgent Care Centre SA/DV Access Opens Daily at 8am

- 144 Brock Street, Kingston, ON. K7L 5G2 (near the corner of Bagot & Brock Street)
- **613-546-1240** (listen to the message for times of operation)

**or Contact the Ontario SA/DV Care Access Navigation Line at  
1-855-NAV-SADV (628-7238)**

KHSC



LACGH



## Additional Medical Services



KHSC General Inquires: **613-548-3232**

KHSC Toll Free: **1-800-567-5722**

KHSC KGH 24/7 Emergency Line: **613-548-2333**

KHSC HDH (Opens Daily 8am) Urgent Care Centre: **613-546-1240**

### The Children's Outpatient Clinic at KHSC's Hotel Dieu Hospital

The Children's Outpatient Clinic at KHSC's Hotel Dieu (HD) Hospital site serves patients from birth until their 18th birthday. COPC is home to both booked specialty pediatric clinics and an Urgent Care Clinic for pediatric patients who may require care that can't wait for an appointment with their family doctor. **If your child requires immediate care for a serious illness, major trauma or other medical emergency, please take them to the Emergency Department at the Kingston General Hospital site.**

#### COPC Urgent Care Centre

Monday - Friday 9:00 a.m. - 4:00 p.m.

The clinic will open at 9:00 a.m., and close when the maximum number of patients has been registered, or at the standard closing time of 4:00 p.m., whichever comes first.

Help us reserve urgent care for those whose health concerns need to be addressed within 24 hours. If your child's health concern is not urgent, please seek alternate care options, such as:

- Booking an appointment with your family doctor, a walk-in or virtual care clinic
- Going to a pharmacy - pharmacists can now diagnose and treat many common ailments such as pinkeye, tick bites, eczema and more.
- Waiting. Many illnesses in kids can resolve quickly on their own. If your child's symptoms are not worsening, they may not need to be treated by a pediatrician.
- Visit [RightPlaceRightCare.ca](https://RightPlaceRightCare.ca) for more options

If your child is in urgent need of care and needs to be seen within 24 hours, please bring them to the COPC.

KHSC Children's Outpatient Clinic (COPC)



Hotel Dieu 8am Until Close (Varies Daily) Line: 613-546-1240

## Additional Medical Services



KHSC General Inquires: **613-548-3232**

KHSC Toll Free: **1-800-567-5722**

KHSC KGH 24/7 Emergency Line: **613-548-2333**

KHSC HDH (Opens Daily 8am) Urgent Care Centre: **613-546-1240**

## Right Place, Right Care - Kingston Health Care Options Centre

Choosing the right place for the right care can positively impact your health, improve the work experiences of care teams, and allow the overall health system to function at its best.

KHSC Right Place, Right Care



Nurse Health Care Line: **811**

TTY Line: **1-866-797-0007**

Connect to Care: [www.ontario.ca/page/your-health?lang=en](http://www.ontario.ca/page/your-health?lang=en)

## Health Connect Ontario

Serving everyone in Ontario.

Connect with a registered nurse day or night for free, secure and confidential health advice. You can also register for regular medical care if you don't have a family doctor.

Connect to Care



Chat Online





# IPV EMERGENCY HOUSING/SHELTERS



24/7 Crisis Line: **1-800-267-9445** or **613-546-1777**

Office: **613-546-1833**

Website: [www.kingstonintervalhouse.com](http://www.kingstonintervalhouse.com)

## Kingston Interval House

Services Include:

- 24/7 Crisis Lines
- Emergency Shelter
- Safety Planning
- Counselling & Community Referrals



Services for women experiencing intimate partner violence and their children. Emergency shelter, second stage housing, safety planning, transitional programs, counselling. Females aged 16 and above, can use services independently.



24/7 Crisis Line: **1-800-667-1010** or **613-354-1010**

Office: **613-354-0808**

Website: [www.intervalhousenapanee.ca](http://www.intervalhousenapanee.ca)

## Lennox & Addington Interval House

Services Include:

- 24/7 Crisis Lines
- Emergency Shelter
- Safety Planning
- Counselling & Community Referrals



Lennox & Addington Interval House provides safe shelter for abused women and their children for up to 6 weeks. Safe housing is provided to those who have been physically, sexually, emotionally or financially abused or those who fear they will be assaulted. Trained and committed staff offers supportive counselling, crisis intervention and safety planning.

# NON IPV SHELTERS

The City of Kingston is the Service Manager, responsible for administering Community Homelessness Prevention Initiative (CHPI) funding in Kingston and the County of Frontenac. It partners with community agencies to prevent homelessness and house people who are experiencing homelessness.

If you are homeless and need a place to stay, contact one of the emergency shelters below to find placement.

If possible, please call ahead to make sure there is space.



## **City of Kingston Housing & Social Services**

Address: **362 Montreal St. Kingston**

Website: [www.cityofkingston.ca/community-supports/housing-and-homelessness](http://www.cityofkingston.ca/community-supports/housing-and-homelessness)

Phone: **613-546-2695 x 4895**

Email: [housing@cityofkingston.ca](mailto:housing@cityofkingston.ca)

## **City of Kingston Housing & Social Services**

Services Include:

- Homelessness Services
- Housing Programs
- Social Housing
- Studies, Initiatives & Reports



The City of Kingston Housing & Homelessness Services webpage has links to the various available services offered through the City of Kingston and it's community partners.

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## Additional Non IPV Shelters



### In From the Cold

Adult Emergency Shelter

A HomeBase Service

Address: **540 Montreal St., Kingston**

Website: [www.kingstonhomebase.ca/in-from-the-cold-emergency-shelter-2](http://www.kingstonhomebase.ca/in-from-the-cold-emergency-shelter-2)

Phone: **613-542-6672 ext. 2**

### In From the Cold Emergency Shelter

Services Include:

- Adult COED Shelter
- 25 Beds
- Operates 24/7
- Breakfast, Lunch, and Dinner is provided



The In From the Cold Emergency Shelter can house up to 25 men and women, 25 years and older. Those in need can ask about bed availability directly through the shelter by calling (613) 542-6672. Breakfast, Lunch, and Dinner is provided for all and the shelter operates 24 hours per day, seven days a week.



Address: **365 Nelson St., Kingston**

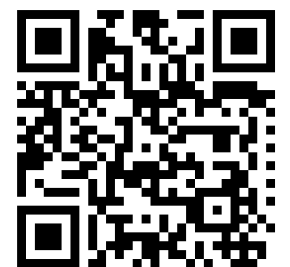
Website: [www.kingstonyouthshelter.com](http://www.kingstonyouthshelter.com)

Phone: **613-549-4236**

### Kingston Youth Shelter

Services Include:

- Youth Aged 16 - 24
- Emergency Shelter Operates 24/7
- Transitional Housing
- Family Mediation



Youth make up the fastest-growing population of homeless people in Canada. Services are available to homeless or precariously housed (“couch surfing”) youth between the ages of 16 – 24. We provide youth with the acceptance, empathy and support that they need in order to transition successfully into youth adulthood.

## Additional Non IPV Shelters



Address: **333 Kingscourt Ave., Kingston**  
Website: [www.kingstonhomebase.ca/lilys-place](http://www.kingstonhomebase.ca/lilys-place)  
Phone: **613-542-6672**

### Lily's Place

#### Services Include:

- Shelter for Families with Children.
- Emergency Shelter Operates 24/7
- Children's Play Room
- Parenting Support



Lily's Place provides emergency shelter for families in need. Our Emergency Shelter Workers provide on-going support and information to assist with continued connections with related agencies. In addition, our Emergency Shelter Workers provide intensive support to enable clients to obtain permanent housing.



Address: **38 Cowdy St, Kingston**  
Phone: **613-483-8580**

### Adelaide Street Homeless & Warming Shelter

#### Services Include:

- Overnight Adult COED Shelter with Daytime Drop-in Available Saturdays, Sundays and Statutory Holidays.

Operated by Lionhearts, the Adelaide Drop-In warming centre located at 38 Cowdy Street is equipped with 36 pods that can accommodate up to 40 people on a first come, first served basis.

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## Additional Non IPV Shelters



Address: **218 Concession St., Kingston**  
Phone: **613-539-3735**

### Concession Street Centre

Services Include:

- Operates 7 days/week
- Overnight services from 9pm-9am
- warm clothing and hygiene supplies
- information and referral to other required emergency services

Operated by Lionhearts in the former Odd Fellows Hall, the Concession Street Centre offers short-term emergency shelter with a hot meal and grab-and-go snacks



Address: **705 Division St, Kingston**  
Website: [www.victimserviceskingston.ca](http://www.victimserviceskingston.ca)  
Phone: **613-548-4834 Mon-Fri 8:30am-4:30pm**

### Victim Services of Kingston and Frontenac

Services Include:

- Crisis Intervention
- Anti-Human Trafficking
- Safety Planning
- Self-Referral & Safety Enhancements
- Victim Quick Response Program+ (VQRP+)
- Emergency Temporary Accommodations
- Emergency Assistance 24/7 via Emergency Services or by Appointment



**Victim Services also can provide temporary emergency accommodations via hotel when shelter space is unavailable through the VQRP+ program.**

For individuals affected by crime and traumatic incidents with specialized support for victims of gender-based violence and human trafficking. Confidential services include crisis intervention, emotional support, advocacy, information on victims' rights, assistance in navigating complex systems, and access to resources. The VQR Program+ provides short-term financial support toward essential expenses for victims, immediate family members and witnesses in the aftermath of a violent crime to help reduce the impact of the crime, enhance safety, and for immediate practical needs. Supports are available to meet the most basic and critical needs when no other means are available.

# HOUSING HELP



## **City of Kingston Housing & Social Services**

Address: 362 Montreal St. Kingston

Website: [www.cityofkingston.ca/community-supports/housing-and-homelessness](http://www.cityofkingston.ca/community-supports/housing-and-homelessness)

Phone: 613-546-2695 x 4895

Email: [housing@cityofkingston.ca](mailto:housing@cityofkingston.ca)

## **City of Kingston Housing & Social Services**

Services Include:

- Social Housing
- Homelessness Services
- Homeless Prevention Fund
- Housing Programs



The City of Kingston Housing & Homelessness Services webpage has links to the various available services offered through the City of Kingston and its community partners.

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## Additional Housing Help



Website: [www.kingstonhomebase.ca](http://www.kingstonhomebase.ca)

Street Outreach Services: [613-542-6672](tel:613-542-6672) ext. 130

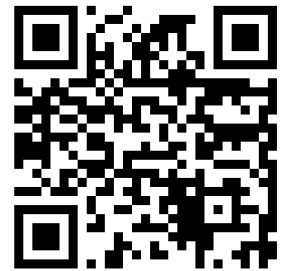
Email: [info@kingstonhomebase.ca](mailto:info@kingstonhomebase.ca)

Phone: [613-542-6672](tel:613-542-6672)

### Home Based Housing

Services Include:

- Housing Help Centre
- Voicemail Services
- Apartment Listings
- Homelessness Prevention Fund
- Prevention/Diversion Case Management



Home Base Housing develops affordable, supportive and transitional housing, emergency shelters and support services to meet the needs of youth, adults, and families at risk of homelessness in the Kingston area.



Address: [127 Charles St, Kingston](https://www.google.com/maps/place/127+Charles+St,+Kingston)

Website: [www.efrykingston.ca](http://www.efrykingston.ca)

Phone: [613-544-1744](tel:613-544-1744)

### Elizabeth Fry Kingston

Services Include:

- Housing
- Education
- Intervention & Integration
- Homelessness Prevention Initiative
- Court Accompaniment, Referral and Education (C.A.R.E.) Program



Empowering women through provision of community outreach, social justice services, and affordable housing, **Elizabeth Fry Kingston** is a non-profit, charitable social service agency that works with and for women in the justice system who are or may be criminalized.

# JUSTICE SERVICES



Address: **705 Division St, Kingston**

Website: [www.victimserviceskingston.ca](http://www.victimserviceskingston.ca)

Phone: **613-548-4834 Mon-Fri 8:30am-4:30pm**

## **Victim Services of Kingston and Frontenac**

Services Include:

- Crisis Intervention
- Anti-Human Trafficking
- Safety Planning
- Self-Referral & Safety Enhancements
- Victim Quick Response Program+ (VQRP+)
- Emergency Temporary Accommodations
- Emergency Assistance 24/7 via Emergency Services or by Appointment



For individuals affected by crime and traumatic incidents with specialized support for victims of gender-based violence and human trafficking. Confidential services include crisis intervention, emotional support, advocacy, information on victims' rights, assistance in navigating complex systems, and access to resources. The VQR Program+ provides short-term financial support toward essential expenses for victims, immediate family members and witnesses in the aftermath of a violent crime to help reduce the impact of the crime, enhance safety, and for immediate practical needs. Supports are available to meet the most basic and critical needs when no other means are available.



Address: **250 Sidney St, Belleville**

Website: [www.victimserviceshpe.com](http://www.victimserviceshpe.com)

Phone: **613-771-1767 or 1-866-680-9972**

## **Victim Services Hastings, Prince Edward, Lennox & Addington**

Services Include:

- Crisis Intervention, Prevention & Response
- Anti-Human Trafficking
- Safety Planning
- Victim Quick Response Program (VQRP)



Providing services which are responsive to the needs of individuals, families and communities affected by crime and sudden tragedies. Specialized service delivery to domestic violence, sexual assault, criminal harassment, human trafficking, homicide, robbery and elder abuse.



# Additional Justice Services



Website: [www.mbq-tmt.org/social-services/indigenous-victim-services](http://www.mbq-tmt.org/social-services/indigenous-victim-services)

Email: [IVSC@mbq-tmt.org](mailto:IVSC@mbq-tmt.org) or [IVSCResponse@mbq-tmt.org](mailto:IVSCResponse@mbq-tmt.org)

Emergency/After Hours: Call/Text 613-813-9667

Office: Call/Text 1-613-438-3517

## Indigenous Victim Services of Tyendinaga

Services Include:

- Crisis Intervention
- Anti-Human Trafficking
- Safety Planning
- Victim Quick Response Program (VQRP)



Indigenous Victims Services of Tyendinaga offers one-to-one, confidential assistance in order to help victims in times of crisis by providing immediate, on-site crisis, trauma, safety and support services to victims of crime, crisis and sudden tragedies.

We offer 24 hour crisis response including weekends and holidays, cultural healing, safety planning, support, advocacy, and referrals for ongoing care to residents of Tyendinaga Mohawk Territory and First Nations, Inuit or Metis residents of the surrounding communities.

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## Additional Justice Services



Address: 308 Wellington St, Unit 101, Kingston

Website: [www.ontario.ca/page/victim-witness-assistance-program](http://www.ontario.ca/page/victim-witness-assistance-program)

Phone: 1-877-377-8370 or Office 613-545-2455

### Victim/Witness Assistance Program (V/WAP)

Services Include:

- Crisis Intervention, Prevention & Response
- Anti-Human Trafficking
- Safety Planning
- Victim Quick Response Program (VQRP)



The Victim/Witness Assistance Program is a court-based program that provides information, help and support to victims and witnesses of crime so they can understand and participate in the criminal court process. A victim/witness service worker will talk with you and assist you based on your specific case and needs. Services are provided to vulnerable victims and witnesses of violent crime; **Services start when charges are laid to when court case is over.**



Website: [www.ontario.ca/page/youth-justice-system](http://www.ontario.ca/page/youth-justice-system)

Toll Free: 1-800-663-9292

Phone: 705-742-9292

### Ministry of Children, Community and Social Services

Services Include:

- Parole/Probation Orders
- Youth Justice
- Prevention
- Research



Ontario's youth justice system holds youth accountable for their actions and helps them turn their lives around, while working with their parents, guardians and communities.

The youth justice system is separate from the adult justice system.

## Additional Justice Services



Address: 1201 Division St, Suite 201, Kingston

Website: [www.ontario.ca/page/locations-probation-and-parole-offices](http://www.ontario.ca/page/locations-probation-and-parole-offices)

Phone: 613-536-7200

### Kingston Probation and Parole Services

Services Include:

- Parole/Probation Orders
- Rehabilitation Services
- Group Programming
- Educational Sessions
- French Services Available



Community supervision of adult offenders on probation, provincial parole and conditional sentence orders.



Address: 771 Montreal St., Kingston

Website: [www.johnhoward.on.ca/kingston](http://www.johnhoward.on.ca/kingston)

Phone: 613-542-7373

### John Howard Society of Kingston & District

Services Include:

- Parole/Probation Orders
- Rehabilitation Services
- Group Programming
- Educational Sessions
- French Services Available



Non-profit organization committed to providing a wide range of community-based services supporting rehabilitation and reintegration efforts of those who have been in conflict with the law.

Connect Youth programming is also under the umbrella of services. All services are provided at no cost. Self-referrals are accepted.

# Additional Justice Services



Address: 127 Charles St, Kingston

Website: [www.efrykingston.ca](http://www.efrykingston.ca)

Phone: 613-544-1744

## Elizabeth Fry Kingston

Services Include:

- Housing
- Education
- Intervention & Integration
- Homelessness Prevention Initiative
- Court Accompaniment, Referral and Education (C.A.R.E.) Program



Empowering women through provision of community outreach, social justice services, and affordable housing, **Elizabeth Fry Kingston** is a non-profit, charitable social service agency that works with and for women in the justice system who are or may be criminalized.

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# LEGAL HELP



Address: 345 Bagot Street, Kingston

Website: [www.kclc.ca](http://www.kclc.ca)

Phone: 613-541-0777

## Kingston Community Legal Clinic (KCLC)

Services Include:

- Rental Housing & Tenants
- Income Security
- Education
- Human Rights
- Consumer Debt



Non-profit community legal clinic serving low-income residents of the City of Kingston, Townships of South Frontenac and Frontenac Islands. Community legal clinics provide a variety of services including legal advice, legal representation, public legal education, community development and law reform initiatives. Services in English, French or Spanish.



Queen's Law Clinics

Address: 303 Bagot St., Suite 500, Kingston

Website: [www.queenslawclinics.ca](http://www.queenslawclinics.ca)

Phone: 613-533-2102

## Queen's Law Clinics

Services Include:

- Business Law
- Elder Law
- Legal Aid
- Family Law
- Prison Law



Queen's Law Clinics is a professional, multifaceted law clinic that offers local residents free legal services while providing students with a unique hands-on clinical experience. Queen's Law Clinics contains five individual pro bono clinics. Each of these clinics provide the public with quality legal services, with students handling cases under the supervision of our review counsel and clinic directors.

# COUNSELLING



24/7 Crisis Line: [1-877-544-6424](tel:1-877-544-6424)

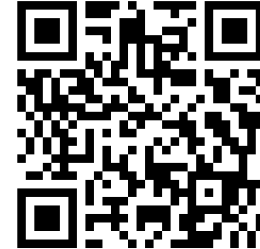
Online Chat & Text: [www.sackington.com](http://www.sackington.com)

or [www.webelievesurvivors.ca](http://www.webelievesurvivors.ca)

## Sexual Assault Centre Kingston

Services Include:

- Crisis & Support
- Medical & Legal Accompaniments
- Interpreter Services
- Counselling



Sexual Assault Centre Kingston is a not-for-profit organization providing free, confidential, non-judgmental support for all survivors 12+ regardless of gender or identity of recent and/or historic sexual violence in Kingston, Frontenac, Lennox & Addington (KFL&A) since 1978.



Address: [Unison Place, 417 Bagot St., Kingston](#)

Website: [www.resolvecounselling.org/counselling-services](http://www.resolvecounselling.org/counselling-services)

Phone: [613-549-7850](tel:613-549-7850)

## Resolve Counselling Services Kingston

Services Include:

- Women's Counselling (IPV)
- Individual & Family Services
- Child & Youth Counselling
- Financial Wellness
- Developmental Disability Services



Women's Counselling programs are available in Sydenham, Verona and Kingston:

- One-to-one counselling
- Cross-cultural counselling for immigrants/ francophone/first nations
- Support groups with others who have shared similar experiences
- Safety planning
- Referrals to other beneficial services

## Additional Counselling



Address: **234 Concession St., Kingston**  
Website: [www.centrefortherapy.ca](http://www.centrefortherapy.ca)  
Phone: **613-507-2288**

### Centre for Abuse and Trauma Therapy

Services Include:

- Short & Long Term Individual Counselling



The Centre for Abuse and Trauma Therapy is a non-profit, registered charity serving Kingston, Ontario and the surrounding area. The Centre provides short and long-term professional psychotherapy and support to anyone of any age who has experienced recent and/or past abuse or trauma.



24/7 Crisis Line: **1-800-267-9445** or **613-546-1777**  
Office: **613-546-1833**  
Website: [www.kingstonintervalhouse.com](http://www.kingstonintervalhouse.com)

### Kingston Interval House (KIH)

Services Include:

- Culturally Relevant Indigenous Services
- 24/7 Crisis Lines
- Emergency Shelter
- Safety Planning
- Counselling & Community Referrals



KIH offers traditional teachings, healing ceremonies and women's circles. Services for women experiencing intimate partner violence and their children. Emergency shelter, second stage housing, safety planning, transitional programs, counselling. Females aged 16 and above, can use services independently.

## Additional Counselling



Website: [www.MaltbyCentre.ca](http://www.MaltbyCentre.ca)

Phone: 1-844-855-8340 or 613-546-8535

### Maltby Centre

#### Services Include:

- Crisis Support
- Mental Health Services
- Autism Services
- Youth Portal Resource Library



Maltby Centre provides mental health and autism services for children, youth, and their families. All Mental Health Services and Foundational Family Services through the Ontario Autism Program are offered free of charge, whereas Autism behavioural services are offered for a fee. Services are provided in person, by phone or virtually, and can accommodate a variety of accessibility and inclusive needs. Hours:  
Monday & Friday 8:30am – 4:30pm  
Tuesday, Wednesday & Thursday 8:30am - 6:00pm



Website: [www.kchc.ca/barrack-street/counselling](http://www.kchc.ca/barrack-street/counselling)

### Kingston Community Health Centres (KCHC) Counselling Services

#### Services Include:

- Pregnancy and child protection issues complicated by substance use
- Addictions
- Hepatitis C
- Mental Health
- Safer Drug Use
- Sexual Health
- Smoking Cessation



Counselling and therapy services are offered to clients of Street Health Centre. Our counsellors are trained to work with variety of issues, groups programming is also offered.



## Additional Counselling

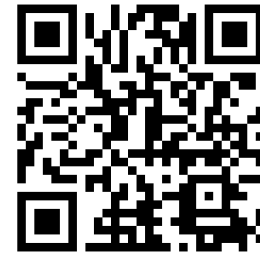


Website: [www.mbq-tmt.org/social-services](http://www.mbq-tmt.org/social-services)

### Mohawks of the Bay of Quinte Social Services

Services Include:

- Good Minds Mental Health
- Family Health & Child Development
- Food Resource Centre
- Home Support
- Mohawk Family Services
- Red Cedars Shelter
- MBQ Ontario Works



Go to the Mohawks of the Bay of Quinte website and use the drop down menu for the Social Services link in to top right hand corner of the webpage for the specific service you need.



Address: B506 Mackintosh-Corry Hall, Kingston

Website: [www.queensu.ca/sexualviolencesupport](http://www.queensu.ca/sexualviolencesupport)

Phone: 613-533-6000 x 36330

### Sexual Violence Prevention and Response Services

Services Include:

- Safety Planning
- Support University & Police Reporting
- Agency Referrals
- On-line Reporting Available



Provides non-emergency support - confidential, trauma informed and non-judgmental support for any student who has experienced sexual violence at any time in their life. Students do not need to file a report with either the University or with the police in order to access sexual violence prevention and response services. [On-line reporting available.](#)

# FEELING OVERWHELMED?

## Breathing Exercise for Stress and Anxiety

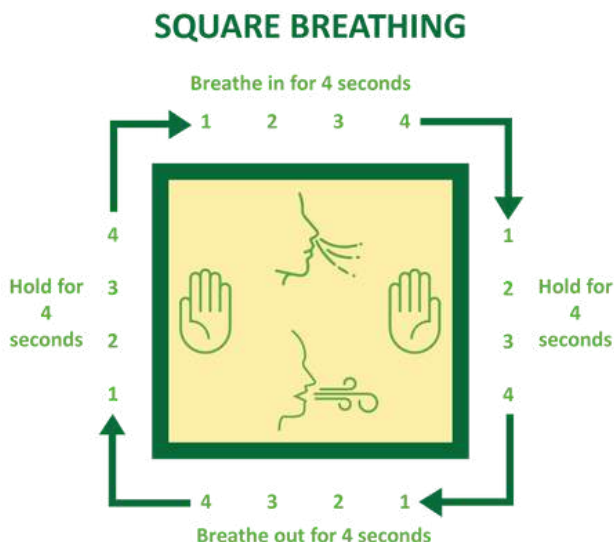
Our bodies can react quickly when our minds are activated by stress and traumatic memories. We may hold our breath or breathe very quickly, our heart may beat faster, and we may feel anxious. These symptoms can come at any time. If you feel these symptoms, one choice is to regulate your breathing as focusing on your breathing helps to relax your excited nervous system.

If you want, you can slowly trace the square below with your eyes or finger. Breathe in along the first line, breathe out along the second, breathe in along the third and breathe out along the fourth.

This calming breathing technique for stress, anxiety and panic takes just a few minutes and can be done anywhere. You will get the most benefit if you do it regularly, as part of your daily routine.

You can do it standing up, sitting in a chair that supports your back, or lying on a bed or yoga mat on the floor. Make yourself as comfortable as you can. If you can, loosen any clothes that restrict your breathing.

- If you're lying down, place your arms a little bit away from your sides, with the palms up. Let your legs be straight, or bend your knees so your feet are flat on the floor.
- If you're sitting, place your arms on the chair arms.
- If you're sitting or standing, place both feet flat on the ground. Whatever position you're in, place your feet roughly hip-width apart
- Let your breath flow as deep down into your belly as is comfortable, without forcing it.
- Try breathing in through your nose and out through your mouth.
- Breathe in gently and regularly. Some people find it helpful to count steadily from 1 to 5. You may not be able to reach 5 at first.
- Then let it flow out gently, counting from 1 to 5 again, if you find this helpful.
- Keep doing this for at least 5 minutes.



# SUPPORT & REFERRALS



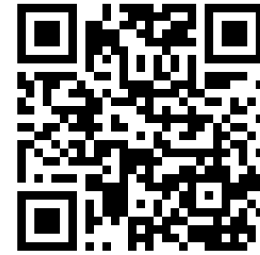
24/7 Crisis Line: **1-877-544-6424**

Online Chat & Text: [www.sackington.com](http://www.sackington.com)  
or [www.webelievesurvivors.ca](http://www.webelievesurvivors.ca)

## Sexual Assault Centre Kingston

Services Include:

- Crisis & Support
- Medical & Legal Accompaniments
- Interpreter Services
- Counselling



Sexual Assault Centre Kingston is a not-for-profit organization providing free, confidential, non-judgmental support for all survivors 12+ regardless of gender or identity of recent and/or historic sexual violence in Kingston, Frontenac, Lennox & Addington (KFL&A) since 1978.



Address: **B506 Mackintosh-Corry Hall, Kingston**

Website: [www.queensu.ca/sexualviolencesupport](http://www.queensu.ca/sexualviolencesupport)

Phone: **613-533-6000 x 36330**

## Sexual Violence Prevention and Response Services

Services Include:

- Safety Planning
- Support University & Police Reporting
- Agency Referrals
- On-line Reporting Available



Provides non-emergency support - confidential, trauma informed and non-judgmental support for any student who has experienced sexual violence at any time in their life. Students do not need to file a report with either the University or with the police in order to access sexual violence prevention and response services. [On-line reporting available.](#)

## Additional Support & Referrals



Address: **705 Division St, Kingston**

Website: [www.victimserviceskingston.ca](http://www.victimserviceskingston.ca)

Phone: **613-548-4834 Mon-Fri 8:30am-4:30pm**

### **Victim Services of Kingston and Frontenac**

Services Include:

- Crisis Intervention
- Anti-Human Trafficking
- Safety Planning
- Self-Referral & Safety Enhancements
- Victim Quick Response Program+ (VQRP+)
- Emergency Temporary Accommodations
- Emergency Assistance 24/7 via Emergency Services or by Appointment



For individuals affected by crime and traumatic incidents with specialized support for victims of gender-based violence and human trafficking. Confidential services include crisis intervention, emotional support, advocacy, information on victims' rights, assistance in navigating complex systems, and access to resources. The VQR Program+ provides short-term financial support toward essential expenses for victims, immediate family members and witnesses in the aftermath of a violent crime to help reduce the impact of the crime, enhance safety, and for immediate practical needs. Supports are available to meet the most basic and critical needs when no other means are available.



Address: **250 Sidney St, Belleville**

Website: [www.victimserviceshpela.com](http://www.victimserviceshpela.com)

Phone: **613-771-1767 or 1-866-680-9972**

### **Victim Services Hastings, Prince Edward, Lennox & Addington**

Services Include:

- Crisis Intervention, Prevention & Response
- Anti-Human Trafficking
- Safety Planning
- Victim Quick Response Program (VQRP)



Providing services which are responsive to the needs of individuals, families and communities affected by crime and sudden tragedies. Specialized service delivery to domestic violence, sexual assault, criminal harassment, human trafficking, homicide, robbery and elder abuse.

## Additional Support & Referrals



Kingston Community  
Health Centres  
Centres de santé  
communautaire de Kingston

Address: **837 Princess St., Suite 201, Kingston**

Website: [www.kchc.ca/weller-avenue/immigrant-services](http://www.kchc.ca/weller-avenue/immigrant-services)

Phone: **613-544-4661 x 5111**

### Kingston Community Health Centres (KCHC)

#### Immigrant Services Kingston & Area

Services Include:

- Assistance with government documents
- Individualized mentoring and solution-focused counselling
- Opportunities to make connections in your community
- Support with finding a home for you and your family
- Support with enrolling children in school and daycare
- Connecting you with resources in your community
- Services in multiple languages

The KCHC – Immigrant Services Kingston and Area program envisions Kingston as a community that is strengthened by the contributions and skills of immigrants, newcomers, and refugees. We offer a variety of settlement programs and services.



Address: **771 Montreal St., Kingston**

Website: [www.johnhoward.on.ca/kingston](http://www.johnhoward.on.ca/kingston)

Phone: **613-542-7373**

### John Howard Society of Kingston & District

Services Include:

- Parole/Probation Orders
- Rehabilitation Services
- Group Programming
- Educational Sessions
- French Services Available



Non-profit organization committed to providing a wide range of community-based services supporting rehabilitation and reintegration efforts of those who have been in conflict with the law.

Connect Youth programming is also under the umbrella of services.

All services are provided at no cost. Self-referrals are accepted.

## Additional Support & Referrals



Website:

[www.stlawrencecollege.ca/services/student-life/student-rights-and-responsibility-office](http://www.stlawrencecollege.ca/services/student-life/student-rights-and-responsibility-office)

Phone: [613.544.5400](tel:613.544.5400) ext. 5504

### **Student Rights & Responsibilities Office (SRRO) Kingston Campus**

Non Emergency Sexual Violence Prevention Services Kingston Campus:

- [613.544.5400](tel:613.544.5400) ext. 5504 Room 01230
- <https://www.stlawrencecollege.ca/about/reports-and-policies/sexual-violence-policy>

Sexual Violence Prevention Services Include:

- Support person for students who have reported sexual violence
- Connects students to campus and community resources
- Responsible for awareness campaigns and prevention initiatives
- Bystander training for students

Provides non-emergency support and referrals to community services.



Address: [127 Charles St, Kingston](https://www.google.com/maps/place/127+Charles+St,+Kingston)

Website: [www.efrykingston.ca](http://www.efrykingston.ca)

Phone: [613-544-1744](tel:613-544-1744)

### **Elizabeth Fry Kingston**

Services Include:

- Housing
- Education
- Intervention & Integration
- Homelessness Prevention Initiative
- Court Accompaniment, Referral and Education (C.A.R.E.) Program



Empowering women through provision of community outreach, social justice services, and affordable housing, **Elizabeth Fry Kingston** is a non-profit, charitable social service agency that works with and for women in the justice system who are or may be criminalized.

## Additional Support & Referrals



Address: **345 Bagot Street, Kingston**

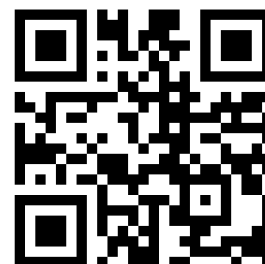
Website: [www.kclc.ca](http://www.kclc.ca)

Phone: **613-541-0777**

### Kingston Community Legal Clinic (KCLC)

Services Include:

- Rental Housing & Tenants
- Income Security
- Education
- Human Rights
- Consumer Debt



Non-profit community legal clinic serving low-income residents of the City of Kingston, Townships of South Frontenac and Frontenac Islands. Community legal clinics provide a variety of **services including legal advice, legal representation, public legal education, community development and law reform initiatives.** Services in English, French or Spanish.



Address: **303 Bagot St., Suite 500, Kingston**

Website: [www.queenslawclinics.ca](http://www.queenslawclinics.ca)

Phone: **613-533-2102**

### Queen's Law Clinics

Services Include:

- Business Law
- Elder Law
- Legal Aid
- Family Law
- Prison Law



Queen's Law Clinics is a professional, multifaceted law clinic that offers **local residents free legal services** while providing students with a unique hands-on clinical experience. Queen's Law Clinics contains five individual pro bono clinics. Each of these clinics provide the public with quality legal services, with students handling cases under the supervision of our review counsel and clinic directors.

## Additional Support & Referrals



Elder Abuse  
Prevention  
Ontario

Website: [www.eapon.ca](http://www.eapon.ca)  
Provincial Phone: 416-916-6728  
Local Phone: 613-966-3530 x 6106

### Elder Abuse Prevention Ontario

#### Hastings & Prince Edward Prevention of Elder Abuse Network

Services Include:

- Identification and response to elder abuse in Hastings & Prince Edward Counties
- A collaborative, coordinated response to disclosures and allegations
- Requirements for safe, secure aging and relevant services
- Promoting Elder Abuse Issues & Seniors Rights

Elder abuse is not just physical abuse. Other forms of abuse include psychological, financial, sexual and neglect. Approximately 8% – 10% of seniors experience some form of elder abuse each year in Canada.



Address: 844a Princess Street, Kingston  
Website: [www.trellishiv.ca](http://www.trellishiv.ca)  
Phone: 613-545-3698

### Trellis HIV & Community Care (Formerly HARS)

Women & HIV/Aids Initiative (WHAI) Services Include:

- Gender Based Violence
- Women Centered Healthcare
- Stigma and Discrimination
- Harm Reduction
- Community and Emotional Wellness
- Economic Insecurity



WHAI is a community-based response to HIV and AIDS among Cis and Trans women in Ontario. We take into account the structural and societal factors that increase women's risk factors for HIV.



## Additional Support & Referrals

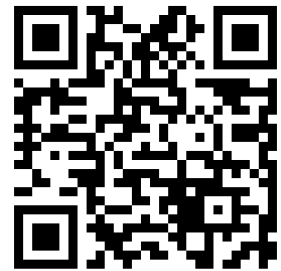


Address: 629 Division Street, Kingston  
Website: <https://www.metisnation.org/>  
Phone: : 613-549-1674 ext. 304

### Métis Nation of Ontario

Services Include:

- Crisis Intervention
- Peer Counselling
- Referrals and Advocacy
- Practical Assistance Completing Forms
- Accompaniments
- Mental Health & Addictions
- Healthy Babies, Healthy Children



Provides community-based culturally appropriate services to Métis individuals and families experiencing family violence; promotes knowledge and skills leading to better health outcomes.



Address: 115 Barrack Street, Kingston  
Website: [www.kchc.ca/barrack-street/street-health-centre](http://www.kchc.ca/barrack-street/street-health-centre)  
Phone: 613-549-1440

### Kingston Community Health Centres (KCHC) Street Health Centre: Indigenous Health Program

Services Include:

- Holistic Healing
- Traditional Counselling & Doctoring
- Drum Circle
- Youth Outreach
- Street Outreach



Holistic approach to healing and wellness in physical, emotional, mental, spiritual domains. Provides Traditional counseling, doctoring, weekly drum circle, outreach to youth and street involved people, and home and hospital visits.

## Additional Support & Referrals



Address: 658 Progress Ave, Unit 14, Kingston  
Website: [www.chs.ca/contact/locations/kingston](http://www.chs.ca/contact/locations/kingston)  
Phone: 1-866-518-0000

### Canadian Hearing Services Kingston

Services Include:

- Support & Referrals
- Assistance with Communication Solutions
- Employment Services
- Sign Language



Support, advice and counselling to enhance the independence of Deaf, deafened and hard of hearing people



Website: [www.kchc.ca/weller-avenue/telemedicine](http://www.kchc.ca/weller-avenue/telemedicine)  
Phone: 613.542.2949 x1170 Mon - Fri 8:00AM - 4:30 PM

### Kingston Community Health Centres (KCHC) Clinical Telemedicine

Appointments are at KCHC or at one of our partner sites Including:

- Fairmount Home
- Hotel Dieu Hospital
- Maple Family Health Team
- Napanee Area Community Health Centre
- Street Health Centre
- Sharbot Lake Family Health Team
- Mohawks of the Bay of Quinte



Appointments are like regular “face-to-face” appointments with a specialist or health care provider. This allows patients to access a specialist anywhere in Ontario where these specialists may not be available close to the patient’s home. This service is free to residents of Ontario with a valid OHIP card. KCHC is the central site for coordinating the appointments for residents of Kingston, Frontenac, Lennox and Addington counties.

## Additional Support & Referrals



Address: 221 Portsmouth Ave., Kingston

Website: [www.kflaph.ca/en/clinics-and-classes/clinics.aspx?\\_mid\\_=9325](http://www.kflaph.ca/en/clinics-and-classes/clinics.aspx?_mid_=9325)

Phone: 613-549-1232

### KFLA Public Health

Services Include:

- Sexual Health Clinics
- Dental Hygiene Clinics
- Prenatal & Parenting Clinics
- Vaccine & Immunization Clinics



Offers a range of programs and services including vaccine and immunization clinics, prenatal and parenting classes/clinics, dental hygiene clinics, sexual health clinics and low cost rabies clinics.



Address: 308 Wellington St, Unit 101, Kingston

Website: [www.ontario.ca/page/victim-witness-assistance-program](http://www.ontario.ca/page/victim-witness-assistance-program)

Phone: 1-877-377-8370 or Office 613-545-2455

### Victim/Witness Assistance Program (V/WAP)

Services Include:

- Crisis Intervention, Prevention & Response
- Anti-Human Trafficking
- Safety Planning
- Victim Quick Response Program (VQRP)



The Victim/Witness Assistance Program is a court-based program that provides information, help and support to victims and witnesses of crime so they can understand and participate in the criminal court process. A victim/witness service worker will talk with you and assist you based on your specific case and needs. Services are provided to vulnerable victims and witnesses of violent crime; **Services start when charges are laid to when court case is over.**

## Additional Support & Referrals



Kingston Address: 16 Bath Road, Suite 104, Kingston

Kingston Phone: 613-547-2012

Napanee Address: 9 Advance Ave., Napanee

Napanee Phone: 613-547-2012

Website: [www.klsread.ca](http://www.klsread.ca)

### Kingston Literacy & Skills

Services Include:

- Sexual Health Clinics
- Dental Hygiene Clinics
- Prenatal & Parenting Clinics
- Vaccine & Immunization Clinics



Kingston Literacy & Skills is a non-profit community agency offering free training for adults in Kingston, Ontario, and the surrounding communities. Get personalized instruction in English language, reading, writing, math, computers, and job skills. Learn in a modern and supportive environment. Online and in-person instruction is available.



Address: 303 Bagot Street, Suite 401, Kingston

Website: [www.providencecare.ca/community-services/community-brain-injury-services](http://www.providencecare.ca/community-services/community-brain-injury-services)

Phone: 613-549-1232

### Providence Care Community Brain Injury Services (CBIS)

Services Include:

- Outreach
- Assisted Living Program
- Psychology Services
- Group Activities



Referrals are accepted from service providers, individuals, and family members. Community Brain Injury Services (CBIS) provides individualized programs using a participate-to-learn approach. The model rests on roles as goals, learning by experience in real-life contexts and the use of personal and environmental supports to enable participation.

# SERVICES FOR PARENTS & CHILDREN



Kingston Address: **817 Division St., Kingston**  
Napanee Address: **99 Advance Ave., Napanee**  
Website: [www.facsfla.ca](http://www.facsfla.ca)  
Phone: **613-545-3227** or **1-855-445-3227**

## Family & Children's Services of Frontenac, Lennox & Addington

Services Include:

- Family Engagement
- The Kewaywin Circle
- Child Protection Services
- Fostering and Adoption Services



Ontario's Children's Aid Societies (CAS's) are not-for-profit agencies that protect children from physical, sexual, and emotional abuse and neglect.

Métis Nation  
of Ontario 

Address: **629 Division Street, Kingston**  
Website: <https://www.metisnation.org/>  
Phone: : **613-549-1674 ext. 304**

## Métis Nation of Ontario

Services Include:

- Healthy Babies, Healthy Children
- Crisis Intervention
- Peer Counselling
- Referrals and Advocacy
- Practical Assistance Completing Forms
- Accompaniments
- Mental Health & Addictions



Provides community-based culturally appropriate services to Métis individuals and families experiencing family violence; promotes knowledge and skills leading to better health outcomes.

## Additional Services For Parents & Children



Address: 221 Portsmouth Ave., Kingston

Website: [www.kflaph.ca/en/clinics-and-classes/clinics.aspx?\\_mid\\_=9325](http://www.kflaph.ca/en/clinics-and-classes/clinics.aspx?_mid_=9325)

Phone: 613-549-1232

### KFLA Public Health

Services Include:

- Prenatal & Parenting Clinics
- Vaccine & Immunization Clinics
- Dental Hygiene Clinics
- Sexual Health Clinics



Offers a range of programs and services including vaccine and immunization clinics, prenatal and parenting classes/clinics, dental hygiene clinics, sexual health clinics and low cost rabies clinics.



Address: 333 Kingscourt Ave., Kingston

Website: [www.kingstonhomebase.ca/lilys-place](http://www.kingstonhomebase.ca/lilys-place)

Phone: 613-542-6672

### Lily's Place

Services Include:

- Shelter for Families with Children.
- Emergency Shelter Operates 24/7
- Children's Play Room
- Parenting Support



Lily's Place provides emergency shelter for families in need. Our Emergency Shelter Workers provide on-going support and information to assist with continued connections with related agencies. In addition, our Emergency Shelter Workers provide intensive support to enable clients to obtain permanent housing.

## Additional Services For Parents & Children



KHSC General Inquires: **613-548-3232**

KHSC Toll Free: **1-800-567-5722**

KHSC KGH 24/7 Emergency Line: **613-548-2333**

KHSC HD 8am - 8pm Urgent Care Centre: **613-546-1240**

### The Children's Outpatient Clinic at KHSC's Hotel Dieu Hospital

The Children's Outpatient Clinic at KHSC's Hotel Dieu (HD) Hospital site serves patients from birth until their 18th birthday. COPC is home to both booked specialty pediatric clinics and an Urgent Care Clinic for pediatric patients who may require care that can't wait for an appointment with their family doctor. **If your child requires immediate care for a serious illness, major trauma or other medical emergency, please take them to the Emergency Department at the Kingston General Hospital site.**

#### COPC Urgent Care Centre

Monday - Friday 9:00 a.m. - 4:00 p.m.

The clinic will open at 9:00 a.m., and close when the maximum number of patients has been registered, or at the standard closing time of 4:00 p.m., whichever comes first.

Help us reserve urgent care for those whose health concerns need to be addressed within 24 hours. If your child's health concern is not urgent, please seek alternate care options, such as:

- Booking an appointment with your family doctor, a walk-in or virtual care clinic
- Going to a pharmacy - pharmacists can now diagnose and treat many common ailments such as pinkeye, tick bites, eczema and more.
- Waiting. Many illnesses in kids can resolve quickly on their own. If your child's symptoms are not worsening, they may not need to be treated by a pediatrician.
- Visit [RightPlaceRightCare.ca](https://RightPlaceRightCare.ca) for more options

If your child is in urgent need of care and needs to be seen within 24 hours, please bring them to the COPC.

KHSC Children's Outpatient Clinic (COPC)



## Additional Services For Parents & Children



City of Kingston Childcare and Early Years

Address: 362 Montreal St., Kingston

Website: [www.cityofkingston.ca/community-supports/childcare-and-early-year-services](http://www.cityofkingston.ca/community-supports/childcare-and-early-year-services)

Phone: 613-483-8580

### City of Kingston Childcare and Early Year Services

Services Include:

- Childcare Providers
- EarlyON Centres
- Subsidized Childcare



Early Years Child Services include programs and support for young kids, usually from birth to age six. These services help kids grow up healthy and ready to learn. The City helps manage the delivery of these childcare and early years services in Kingston and the County of Frontenac.



City of Kingston Food Supports

Address: 216 Ontario St., Kingston

Website: [www.cityofkingston.ca/community-supports/community-supports-and-well-being/food-supports](http://www.cityofkingston.ca/community-supports/community-supports-and-well-being/food-supports)

Phone: 613-546-0000

### City of Kingston Food Supports

Services Include:

- Food Pantry
- Low Cost Fresh Produce
- Meal Programs/Community Kitchens
- Pet Food
- Farm Markets and Fresh Produce Stands



Helping people get the food that they need. Learn more about our programs and how we support community nourishment; find food resources near you.



## Additional Services For Parents & Children



### **City of Kingston Housing & Social Services**

Address: **362 Montreal St. Kingston**

Website: [www.cityofkingston.ca/community-supports/housing-and-homelessness](http://www.cityofkingston.ca/community-supports/housing-and-homelessness)

Phone: **613-546-2695 x 4895**

Email: [housing@cityofkingston.ca](mailto:housing@cityofkingston.ca)

### **City of Kingston Housing & Social Services**

Services Include:

- Social Housing
- Homelessness Services
- Homeless Prevention Fund
- Housing Programs



The City of Kingston Housing & Homelessness Services webpage has links to the various available services offered through the City of Kingston and its community partners.



Website: [www.MaltbyCentre.ca](http://www.MaltbyCentre.ca)

Phone: **1-844-855-8340 or 613-546-8535**

### **Maltby Centre**

Services Include:

- Crisis Support
- Mental Health Services
- Autism Services
- Youth Portal Resource Library



Maltby Centre provides mental health and autism services for children, youth, and their families. All Mental Health Services and Foundational Family Services through the Ontario Autism Program are offered free of charge, whereas Autism behavioural services are offered for a fee.

Services are provided in person, by phone or virtually, and can accommodate a variety of accessibility and inclusive needs. Hours:

Monday & Friday 8:30am – 4:30pm

Tuesday, Wednesday & Thursday 8:30am – 4:30pm

Tuesday, Wednesday & Thursday 8:30am - 6:00pm

## Additional Services For Parents & Children



Website: [www.youthline.ca](http://www.youthline.ca)

Text: 647-694-4275

Phone: 1-888-687-9688

### LGBT Youthline

Services Include:

- Peer Support - Live Chat or Text
- Services Near You
- Learning Library
- Online Resources



LGBT YouthLine is a non-judgemental, confidential, and informed peer support service for 2SLGBTQ+ and questioning youth (ages 29 and under) run by 2SLGBTQ+ youth. We serve all of Ontario.

Hours of Operation: Sunday – Friday, 4:00pm – 9:30pm



Website: [www.mbq-tmt.org/social-services](http://www.mbq-tmt.org/social-services)

### Mohawks of the Bay of Quinte Social Services

Services Include:

- Kahwá:tsire Indigenous Led Child and Family Programs
- Good Minds Mental Health
- Family Health & Child Development
- Food Resource Centre
- Home Support
- Mohawk Family Services
- Red Cedars Shelter
- MBQ Ontario Works



Go to the Mohawks of the Bay of Quinte website and use the drop down menu for the Social Services link in to top right hand corner of the webpage for the specific service you need.

## Additional Services For Parents & Children



Website: [www.kidshelpphone.ca](http://www.kidshelpphone.ca)

Text: **CONNECT** to 686868

Phone: **1-800-668-6868**

### **Kids Help Phone**

Services Include:

- Get Immediate Crisis Support
- Work with a Counsellor
- Learn About Mental Health
- Search Local Community Supports



Kids Help Phone is Canada's only 24/7 e-mental health service offering free, confidential support to young people in English and French. Kids Help Phone also provides information on how to access community support services for youth.

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# INDIGENOUS SERVICES



Confidential 24/7 Crisis Line: **1-800-672-9515**  
or Office Phone: **613-967-2003**  
Email: **redcedars@mbq-tmt.org**

## Mohawks of the Bay of Quinte Red Cedars Shelter

Services Include:

- Shelter
- Counselling & Confidential Support
- Advocacy, Referrals & Court Support
- Circles, & Traditional Teachings



Holistic shelter for women and children leaving crisis situations; individual & group counselling, advocacy, referrals, educational sessions, circles and traditional healing.



Website: [www.mbq-tmt.org/social-services/indigenous-victim-services](http://www.mbq-tmt.org/social-services/indigenous-victim-services)  
Email: [IVSC@mbq-tmt.org](mailto:IVSC@mbq-tmt.org)  
Emergency/After Hours: **Call/Text 613-813-9667**  
Office: **Call/Text 1-613-438-3517**

## Indigenous Victim Services of Tyendinaga

Services Include:

- 24 Hour Crisis Response
- Safety Planning
- Cultural Healing
- Support, Advocacy, and Referrals



Indigenous Victims Services of Tyendinaga offers one-to-one, confidential assistance in order to help victims in times of crisis by providing immediate, on-site crisis, trauma, safety and support services to victims of crime, crisis and sudden tragedies. 24 hour crisis response including weekends and holidays. For ongoing care to residents of Tyendinaga Mohawk Territory and First Nations, Inuit or Metis residents of the surrounding communities.

## Additional Indigenous Services



Website: [www.mbq-tmt.org/social-services](http://www.mbq-tmt.org/social-services)

### Mohawks of the Bay of Quinte Social Services

Services Include:

- Good Minds Mental Health
- Family Health & Child Development
- Food Resource Centre
- Home Support
- Mohawk Family Services
- Red Cedars Shelter
- MBQ Ontario Works



Go to the Mohawks of the Bay of Quinte website and use the drop down menu for the Social Services link in to top right hand corner of the webpage for the specific service you need.

Métis Nation  
of Ontario 

Address: **629 Division Street, Kingston**  
Website: <https://www.metisnation.org/>  
Phone: : **613-549-1674 ext. 304**

### Métis Nation of Ontario

Services Include:

- Healthy Babies, Healthy Children
- Crisis Intervention
- Peer Counselling
- Referrals and Advocacy
- Practical Assistance Completing Forms
- Accompaniments
- Mental Health & Addictions



Provides community-based culturally appropriate services to Métis individuals and families experiencing family violence; promotes knowledge and skills leading to better health outcomes.

## Additional Indigenous Services



24/7 Crisis Line: [1-800-267-9445](tel:1-800-267-9445) or [613-546-1777](tel:613-546-1777)

Office: [613-546-1833](tel:613-546-1833)

Website: [www.kingstonintervalhouse.com](http://www.kingstonintervalhouse.com)

### Kingston Interval House (KIH)

Services Include:

- Culturally Relevant Indigenous Services
- 24/7 Crisis Lines
- Emergency Shelter
- Safety Planning
- Counselling & Community Referrals



KIH offers traditional teachings, healing ceremonies and women's circles. Services for women experiencing intimate partner violence and their children. Emergency shelter, second stage housing, safety planning, transitional programs, counselling. Females aged 16 and above, can use services independently.



24/7 Crisis Line: [1-877-544-6424](tel:1-877-544-6424)

Online Chat & Text: [www.sackington.com](http://www.sackington.com)  
or [www.webelievesurvivors.ca](http://www.webelievesurvivors.ca)

### Sexual Assault Centre Kingston (SACK)

Services Include:

- Indigenous-Centric Healing
- 24/7 Crisis & Support
- Medical & Legal Accompaniments
- Interpreter Services
- Counselling



SACK offers an Indigenous Counsellor who provides counselling within an indigenous framework and is open to all who self-identify as an indigenous survivor of sexualized violence, regardless of status. SACK provides free, confidential, non-judgmental support for all survivors 12+ regardless of gender or identity in KFL&A.

## Additional Indigenous Services



Website: [www.MaltbyCentre.ca](http://www.MaltbyCentre.ca)

Phone: 1-844-855-8340 or 613-546-8535

### Maltby Centre

Services Include:

- Free Indigenous Mental Health Services in KFL&A
- Crisis Support
- Mental Health Services
- Autism Services
- Youth Portal Resource Library



Maltby Centre offers Free Indigenous Mental Health supports for ages 0 to 24 living in the KFL&A region

Maltby Centre provides mental health and autism services for children, youth, and their families. All Mental Health Services and Foundational Family Services through the Ontario Autism Program are offered free of charge, whereas Autism behavioural services are offered for a fee.

Services are provided in person, by phone or virtually, and can accommodate a variety of accessibility and inclusive needs. Hours:

Monday & Friday 8:30am – 4:30pm

Tuesday, Wednesday & Thursday 8:30am - 6:00pm

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# SAFETY PLANNING



Address: **705 Division St, Kingston**

Website: [www.victimserviceskingston.ca](http://www.victimserviceskingston.ca)

Phone: **613-548-4834 Mon-Fri 8:30am-4:30pm**

## **Victim Services of Kingston and Frontenac**

Services Include:

- Crisis Intervention
- Anti-Human Trafficking
- Safety Planning
- Self-Referral & Safety Enhancements
- Victim Quick Response Program+ (VQRP+)
- Emergency Temporary Accommodations
- Emergency Assistance 24/7 via Emergency Services or by Appointment



For individuals affected by crime and traumatic incidents with specialized support for victims of gender-based violence and human trafficking. Confidential services include crisis intervention, emotional support, advocacy, information on victims' rights, assistance in navigating complex systems, and access to resources. The VQR Program+ provides short-term financial support toward essential expenses for victims, immediate family members and witnesses in the aftermath of a violent crime to help reduce the impact of the crime, enhance safety, and for immediate practical needs. Supports are available to meet the most basic and critical needs when no other means are available. Can provide lock changes, cameras, personal alarms, motion sensor lights, door repairs, bars for windows and more for safety.



Address: **250 Sidney St, Belleville**

Website: [www.victimserviceshpela.com](http://www.victimserviceshpela.com)

Phone: **613-771-1767 or 1-866-680-9972**

## **Victim Services Hastings, Prince Edward, Lennox & Addington**

Services Include:

- Crisis Intervention, Prevention & Response
- Anti-Human Trafficking
- Safety Planning
- Victim Quick Response Program (VQRP)



Providing services which are responsive to the needs of individuals, families and communities affected by crime and sudden tragedies. Specialized service delivery to domestic violence, sexual assault, criminal harassment, human trafficking, homicide, robbery and elder abuse.



## Additional Safety Planning



Website: [www.mbq-tmt.org/social-services/indigenous-victim-services](http://www.mbq-tmt.org/social-services/indigenous-victim-services)

Email: [IVSC@mbq-tmt.org](mailto:IVSC@mbq-tmt.org)

Emergency/After Hours: Call/Text 613-813-9667

Office: Call/Text 1-613-438-3517

### Indigenous Victim Services of Tyendinaga

Services Include:

- 24 Hour Crisis Response
- Safety Planning
- Cultural Healing
- Support, Advocacy, and Referrals



Indigenous Victims Services of Tyendinaga offers one-to-one, confidential assistance in order to help victims in times of crisis by providing immediate, on-site crisis, trauma, safety and support services to victims of crime, crisis and sudden tragedies. 24 hour crisis response including weekends and holidays. For ongoing care to residents of Tyendinaga Mohawk Territory and First Nations, Inuit or Metis residents of the surrounding communities.



24/7 Crisis Line: 1-800-267-9445 or 613-546-1777

Office: [613-546-1833](tel:613-546-1833)

Website: [www.kingstonintervalhouse.com](http://www.kingstonintervalhouse.com)

### Kingston Interval House (KIH)

Services Include:

- Culturally Relevant Indigenous Services
- 24/7 Crisis Lines
- Emergency Shelter
- Safety Planning
- Counselling & Community Referrals



KIH offers traditional teachings, healing ceremonies and women's circles. Services for women experiencing intimate partner violence and their children. Emergency shelter, second stage housing, safety planning, transitional programs, counselling. Females aged 16 and above, can use services independently.

# GLOSSARY OF TERMS

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

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

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

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

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

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

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

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

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

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

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

## Additional Glossery of Terms

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

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

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

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

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

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

**Evidence** is the information you give in court about what happened

during an incident. Evidence may also include such things as photographs, property, etc.

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

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

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

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

## **Additional Glossery of Terms**

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

**Input Statement** is also called Victim Impact Statement.

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

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

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

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

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

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

## Additional Glossery of Terms

**Preliminary Inquiry** is a hearing where a judge will determine if there is enough evidence to justify a case going to trial.

Witnesses and victims may be called to testify.

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

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

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

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

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

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

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

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

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

## **Additional Glossery of Terms**

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

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

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

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

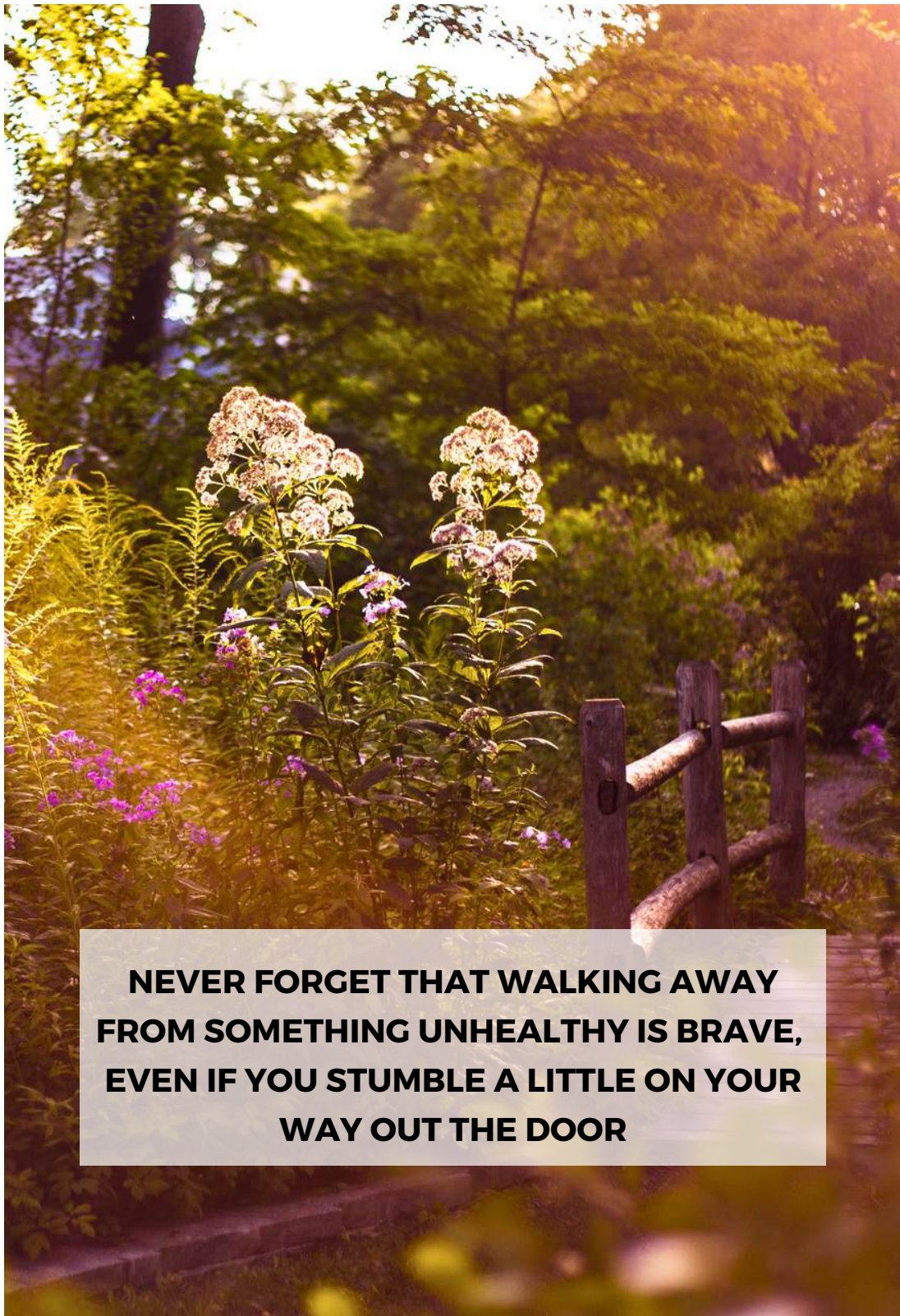
**Undertaking to an Officer in Charge** is similar to Conditions but has been put forth by the Officer in Charge instead of the courts. Failure to comply with the undertaking is a criminal offence.

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

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

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

# TODAY, I CHOOSE MY TOMORROW



**NEVER FORGET THAT WALKING AWAY  
FROM SOMETHING UNHEALTHY IS BRAVE,  
EVEN IF YOU STUMBLE A LITTLE ON YOUR  
WAY OUT THE DOOR**

# KFACC Members

## Sexual Assault Protocol Signatories

- Crown Attorney's Office of Kingston & Frontenac County
- Kingston Health Sciences Centre  
Sexual Assault/Domestic Violence Unit
- Kingston Interval House
- Kingston Police Force
- Ontario Provincial Police, Frontenac Detachment
- Queens University Human Rights Office
- Sexual Assault Centre Kingston
- Victim Services of Kingston & Frontenac
- Victim/Witness Assistance Program

## Partner Abuse Protocol Signatories

- Crown Attorney's Office of Kingston & Frontenac County
- Family and Children's Services, Frontenac, Lennox & Addington
- Resolve Counselling Services Kingston
- Kingston Health Sciences Centre Sexual Assault/Domestic Violence Unit
- Kingston Interval House
- Kingston Police Force
- Kingston Probation & Parole Services
- Land O' Lakes Community Services
- Military Police, Canadian Forces Base Kingston
- Ontario Provincial Police, Frontenac Detachment
- Ontario Works, City of Kingston
- Sexual Assault Centre Kingston
- The Salvation Army Supervised Access Program
- Victim Services of Kingston & Frontenac
- Victim/Witness Assistance Program

## KFACC Affiliated Agencies & Groups

- Addiction & Mental Health Services KFL&A (AMHS-KFLA)
- Centre for Abuse and Trauma Therapy
- CFB Kingston Health Services Centre
- City of Kingston, Social Services & Housing
- The Elizabeth Fry Society of Kingston
- Integrated Care Hub (Trellis)
- John Howard Society of Canada
- Kingston Anti-Violence Advisory Council (KAVAC)
- Kingston Community Health Centres | Immigrant Services  
Kingston & Area
- Kingston & Frontenac Housing Corporation
- Kingston Frontenac Lennox Addington Public Health
- Kingston Military Family Resource Centre
- Lennox & Addington Interval House
- Lennox & Addington Resources for Children
- Limestone District School Board
- Maltby Centre
- Purple Posse
- Quinte United Immigrant Services
- Sexual Health Resource Centre (SHRC)
- St. Lawrence College
- Trellis (Formerly HARS HIV/AIDS Regional Services)
- Youth Diversion

## Our Protocols

In 2003, CCADAOW developed the Partner Abuse Protocol for service providers. The Sexual Assault Protocol was launched in 2008 by the Sexual Assault Emergency Protocol Committee.

Both now managed by KFACC, these documents have helped establish a coordinated community response to sexual and domestic violence. They set out guidelines and best practices for providing services to victims, and facilitate strengthened communication and cooperation among service providers.

**KFACC Serves As a Collective Voice Used To Address Issues in a Clear, Focused, Effective Way**

**THE PRINCIPLES THAT GUIDE AND INFORM OUR WORK INCLUDE**

**Safety, Confidentiality, Respect, Dignity, Inclusiveness, Community Awareness & Education**



**KINGSTON FRONTENAC ANTI-VIOLENCE COORDINATING COMMITTEE**