

Family violence help starts today

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# Family Violence Support Booklet

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# Family Violence Support Booklet

## The Today Centre – 780-455-6880

This booklet is for:

- getting more information to understand family violence,
- to learn about supports available, and
- how to get help.

Anyone can experience family violence regardless of gender (women, men, cis and trans), sexual orientation, age, background, financial status, faith, culture, or country of origin. If you are experiencing family violence, remember it is never the victim's fault.

People who experience family violence do not cause the abuse in the relationship, the perpetrator does. Sometimes people feel they are responsible, feel like they should have seen the signs, or that they should have known better. However, the person using the abusive behaviours does so in a way that is gradual and often confusing, so it is difficult to detect.

*Family violence is never the victim's fault.*

## There Is Help

Everyone is deserving of help, regardless of how long you've been in a relationship, and whether or not you choose to stay or leave the relationship.

Family violence is not a private matter. If you, or someone you know, is in an abusive relationship there are many places that can help. Some of these helping agencies are listed at the back of this booklet on page 29.

**The Today Centre** offers a safe, inclusive place for adults of all genders who have been victimized by family violence to get free, confidential, emotional and practical support.

The Today Centre team consists of highly trained Family Violence Specialists who can support you and your family to stay safe.

If you have experienced sexual violence in your relationship:

- **Sexual Assault Centre of Edmonton (SACE) at 780-423-4102** provides specialized support services at no fee.
- **Saffron Centre in Sherwood Park 780-449-0900** provides specialized support services on a sliding scale.

**The Family Violence Information Line** is an Alberta-wide service is also available 24 hours per day, and has immediate access to more than 170 languages. **310-1818**.

Whether you decide to stay or leave the relationship, The Today Centre can help you, your children, and your pets in several ways:

- Emotional support with a Family Violence Specialist who recognizes the unique challenges faced by those experiencing family violence.
- Individualized safety planning and risk assessment.
- Connection to vital community resources.

If these types of services would be useful to you or you would like to know more information, please contact **The Today Centre at 780-455-6880** or [info@thetodaycentre.ca](mailto:info@thetodaycentre.ca).

## Understanding Family/Relationship Violence

Family violence, or relationship violence, refers to a systematic pattern of abusive behaviours within a relationship that is characterized by intimacy, dependency and/or trust. The abusive behaviours exist within a context where the purpose is to gain power, control and induce fear.

*(Community Initiatives Against Family Violence, 2001).*

Family violence includes relationships between intimate partners (same-sex or opposite sex), parents and children, adult children and their parents (seniors), sibling relationships, and relationships within extended families. Although it is more common for women to report victimization, men also experience family violence.

Abuse can be verbal, emotional, financial, physical, sexual, spiritual, or cultural. These types of abuse often happen together and can escalate from verbal and emotional to physical violence. While physical injury is dangerous and frightening, the emotional and psychological consequences of family violence are also very serious.

*(Department of Justice Manitoba)*

### Types of Abuse

**Emotional Abuse** is using words or actions to dominate, intimidate, degrade, and/or intentionally harm another person psychologically. It includes a wide range of behaviours that attack a person's sense of self-worth. It is about a misuse of power to control another person.

- **Name Calling:** constant criticism, yelling, blaming, put downs, starting rumours, making fun, humiliating, or degrading you while alone or with others.
- **Gas Lighting:** is a form of psychological manipulation and brainwashing that causes you to doubt yourself, makes you question your own memory, perception, and sanity, and can include challenging things you know are true
- **Threats:** threats of harm, neglect towards the victim, another person, or a pet.
- **Isolation and Control:** separating you from your support system by stopping you from leaving home, using the telephone, the internet, having friends or visitors.
- **Outing:** threatening to 'out' your sexual orientation or gender identity to those who are unaware.
- **Stalking / Criminal Harassment:** When someone repeatedly follows, watches, or harasses you to make you feel scared and unsafe. This can include: showing up unexpectedly at work, contacting friends and family, using tracking technology, or using children to monitor their parent, sending unwanted gifts.

**Threats of Suicide:** this can be used as a controlling tactic to make the victim feel guilty and at fault, to prevent them from leaving the relationship, or making the victim feel like they have to return to the abusive partner after they've left.

**Financial Abuse** happens when someone uses money or property to control and/or exploit another person. This is a part of most cases of family violence. Some examples of financial abuse include:

- Not letting you have control of your finances, withholding money, limiting or removing access to bank accounts, removing money from your accounts without your permission
- Creating debt, stealing, selling or damaging property
- Not letting you work or go to school
- Making you work all the time

**Physical Abuse** is the intentional use of force, or threats of force in an attempt to control behaviour, intimidate, or punish. It may consist of a single incident, or multiple, repeated and potentially escalating incidents. It can result in physical pain or injury that can cause ongoing health issues. Physical abuse could include:

- Shoving, slapping, punching, burning, pinching, kicking, stabbing, cutting, poisoning, throwing objects, withholding/overdosing medication
- Hurting with an object of any kind, restricting movement of any kind, confining
- Threatening you, your children, your pets, or someone you know.

**Strangulation** (choking) is also one of the most dangerous forms of violence and is when something is put around your neck (such as hands or another object) and pressure is applied making it difficult or impossible to breathe. Some symptoms you could experience after being strangled:

- Voice changes
- Painful swallowing
- Difficulty breathing
- Blurry vision
- Difficulty concentrating
- Memory loss
- Changes in hearing

If you have experienced recent strangulation, you can call **811** to talk with a registered nurse who will complete a strangulation assessment with you over the phone. You do not need to give your name to the nurse.

**Sexual Abuse** is any form of sexual contact without voluntary consent, including acts of unwanted sexual attention and sexual exploitation. This can happen even if someone is in a committed relationship, living together, or married. Abusers can use sex to humiliate and inflict violence on victims to gain power and control over them in the relationship. Some examples of sexual abuse could include:

- Forcing you into unwanted sexual activity, or not allowing you to consent to sexual activity
- Exposing you to sexually transmitted infections (STIs), or not allowing you to use sexual protection or birth control
- Exposing an unwilling partner to pornographic materials
- Inappropriate touching, forced bondage

**Abuse Related to Cultural and Spiritual Practices and Immigration:**

- Criticism of your ethnicity
- Not allowing you to practice your faith or culture
- Forcing you to behave in a way contrary to your beliefs
- Manipulating the interpretation of religious scripture to gain or keep control over you
- Not allowing you access to your immigration papers or documents.
- Withholding or destroying your immigration documents, or threatening to cancel immigration application
- Threatening to have you deported or to take children overseas and not return, threatening harm to family abroad

## Information for Immigrants and Newcomers

If you are new to Canada and your partner is violent towards you, please be aware of the following information:

- If you have permanent resident status, you will not be deported if you leave the relationship, even if your spouse is sponsoring you.
- If your spouse is your sponsor and you leave your spouse, you may be able to get social assistance for you and your children.
- If you are sponsoring your spouse and your spouse abuses you, you are entitled to legal help.
- If you are a refugee claimant or you do not have permanent resident status, seek legal help right away. Canadian immigration guidelines offer some protection to individuals who are being abused by their partners.

You can contact the **Family Violence Information Line at 310-1818**, who have access to translators and can guide you to services in your community.

You can contact **The Today Centre at 780-455-6880** to speak with a Family Violence Specialist. If English is not your first language, The Today Centre can arrange for an interpreter to be present during the session.

## Cycle of Violence

Most of the time, abuse does not occur continuously. The abuser's actions in between episodes of abuse may make it difficult to seek help. The abuser may make you believe things will be different or you are the only person who could help them. Understanding the cycle of violence can help break it.

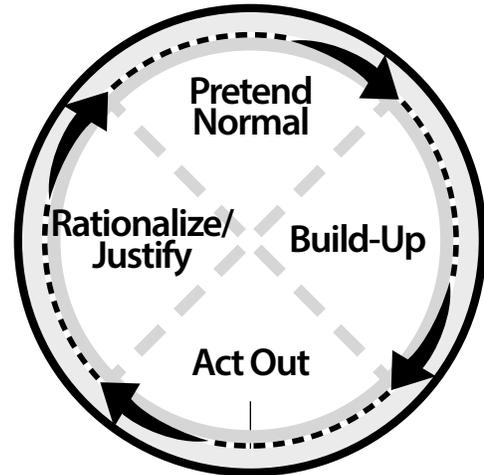
*(Department of Justice Manitoba)*

### Build-Up

- Stress begins this part of the cycle. The stress causes the abuser to feel powerless. The abuser chooses to act out toward their partner.
- As tension builds, the victim tries to calm the abuser and anticipate their every need. The tension becomes unbearable, like "walking on eggshells."

### Act Out

- The tension that builds up leads to severe verbal abuse, and violent physical or sexual assaults. It may happen once or again and again.
- Abuse is always intentional and never an accident. The motivation for any type of abuse is to hurt, humiliate, and regain power and control over an individual.



### Rationalize/Justify AKA the Honeymoon Phase

- In this phase, the abuser uses defense mechanisms such as blaming others or minimizing the violence.
- There can be promises to change, apologies, gifts, "it will never happen again", they may be more attentive or appear like they are trying to change.
- Defense mechanisms turns the blame away from the abuser and onto the victim. The abuser defines the abuse and interprets how things "really are." The abused person begins to believe this interpretation.

### Pretend Normal

- In this phase both partners may try to make the relationship continue in a normal way by pretending everything is all right. The cycle will continue if the problems are not addressed.

*(Department of Justice Manitoba)*

## Safety Planning

It can be very difficult as well as dangerous to leave an abusive relationship and leaving is not always the right choice for everyone. The police and court orders may be able to offer some protection, but there are limits to what they can do. To help keep you and your loved ones safe, you need to have a safety plan.

### *Things to Remember*

You will likely need to revise your safety plan as your life changes. If you move, have children (or have more children), become ill, or if the relationship becomes more abusive, your plan must change accordingly.

Ask someone you trust to help you with your safety plan. A Family Violence Specialist at **The Today Centre at 780-455-6880** can also help you find the information you need and work with you to put together a plan.

### What Is a Safety Plan?

A safety plan is a personalized plan that will help keep you, your children, and your pets safe. You can use a safety plan whether you plan to stay in the relationship, are thinking of leaving, or have left the relationship. A safety plan can include:

- Telling neighbours or friends to call the police if they hear frightening or loud noises, or if they see anything suspicious
- Memorizing the telephone number of an agency that can help
- If you have children, teaching them how to call the police
- Putting **911** on speed dial and making sure your cell phone is always charged
- Planning where you can go if you decide to leave (a place that is safe, such as an emergency shelter)
- Putting money in a safe place, and cancelling joint credit cards once you have left
- Packing a suitcase for you (and your children, if any) and leaving it with a trusted friend
- Putting an extra set of keys for the car and the house in a safe and easily-accessible place
- Seeking legal advice about your situation
- Putting ID, passports and other important papers for you and your children in a safe place (if keeping original documents is a problem, call the **Alberta Law Line 780-644-7777 or toll free 1-866-845-3425** to get certified photocopies)
- Practicing and reviewing the safety plan on your own (and with your children, if any)

## Safety Planning with Pets

If you have pets, they may be at risk so including pets in a safety plan will ensure that all family members will escape an abusive situation.

- Know your pets' hiding spot so you do not have to spend time looking for them during an emergency.
- If you have a chance to pre-plan your escape, try to have these pet items in a safe place where your abuser won't find them:
  - Vaccination & Medical Records,
  - Pet License (to prove ownership),
  - ID Tag,
  - Leash & Collar,
  - Carrier, and
  - Medication (if required).
- Keep the safe location of your pet a secret from the abuser for your safety.

Ask someone you trust to help you with your safety plan. A **Family Violence Specialist at The Today Centre at 780-455-6880** can also help you find the information you need and work with you to put together a plan.

### Where Can My Pets Go?

The Alberta SPCA's Pet Safekeeping Program provides temporary care for pets whose owners are in violent and abusive situations.

If you are fleeing a domestic violence situation and you have a pet, know that shelters in Edmonton area do not allow pets but there are several things you can do:

1. Contact a local women's shelter or a **Family Violence Specialist at The Today Centre at 780-455-6880** to get a referral to the Pet Safekeeping Program.
2. Contact the Pet Safekeeping Coordinator at the **Alberta SPCA at 780-447-3600 ext 3750** to learn more about the program.

The Pet Safekeeping program will provide your pet with all required supplies and any medical assistance your pet needs so you do not have to worry about anything while your pet is in the Pet Safekeeping Program. You can also apply for an Emergency Protection Order (EPO) that includes protections for your pet. See page 24 for information about EPOs.

## Internet Safety Planning

The Internet is a good place to search for information and seek help, but it is also a way an abusive partner can have power over their partner (for example, stalking and harassment).

### How Can I Keep Myself Safe Online?

- Do not “check in” on social media
- Create a different social media or e-mail account unknown to the abuser
- Use fake names when possible
- Sign out of your accounts
- Do not post photos that show your location
- Turn off GPS location
- Use a safe computer that cannot be tracked by your partner for example: a friend’s computer, library, agency, workplace

### How to Delete Internet Browsing History

#### Microsoft Internet Explorer:

1. Click on “Tools” in the top menu
2. Select “Internet Options”
3. Select the “General” tab
4. In the middle section, “Temporary Internet Files”, click “Delete Files”
5. In the bottom section, “History”, click “Clear History”

#### Google Chrome:

1. Open Chrome
2. At the top right, click more
3. Click history
4. On the left, click “Clear browsing data”. A box will appear
5. From the drop-down menu, select how much history you want to delete. To clear everything, select the beginning of time

#### Safari:

1. Open Safari
2. Select the Bookmarks icon in the upper left corner
3. Click the History Menu
4. Click Clear and select how much history you would like to clear. For example, all recorded history

## Family Violence is Against the Law

Many forms of abuse are viewed as crimes that are against the law, and police are able to lay charges on those who demonstrate abusive behaviours. The two most common charges in family and relationship violence are assault and criminal harassment (stalking and/or being obsessively monitored).

### Assault

Assault may include (but is not limited to):

- Hitting or physically hurting you
- Threatening to hurt you or someone else by an act or gesture. For example, punching the wall beside your head, or driving really fast on purpose to scare you.
- Forcing you into any unwanted sexual activity

### Criminal Harassment (Stalking)

Criminal harassment (often known as stalking) is a pattern of threats, actions, and unwanted attention that causes you to fear for your safety or the safety of others. This could happen in person, through the internet, or electronics (for example, a cellphone). You may feel like someone is watching you, and that you have to keep looking over your shoulder. You may be afraid someone might hurt you or the people you are with. Criminal harassment does not necessarily result in physical injury, but it is a terrorizing control tactic and may be a sign of future forms of violence.

If a person does any of the actions listed below and causes you to fear for your safety or the safety of your children or pets, it falls under the crime of criminal harassment (stalking):

- Contacting you over and over again (such as at work or at home in the middle of the night)
- Making indecent or offensive phone calls to you or others, or calling you repeatedly and hanging up without speaking
- Following or watching you or your loved ones (such as parking outside your home or workplace)
- Sending unwanted gifts
- Threatening you, other family members, or friends
- Threatening to destroy property or harm your pets
- Doing anything that causes you fear that there will be harm done to you

If any of the actions described above are happening to you, call the police right away. To help the police with your case, keep a written record of every incident, including details about what happened, where it happened, the date and the time. Assault and criminal harassment are against the law. You have the right to safety and protection.

### Uttering Threats

Your partner could be charged with uttering threats if any of the following occur:

- A threat to kill or hurt anyone
- A threat to burn, destroy or damage property
- A threat to kill, poison or hurt a pet

### Disobeying Orders of the Court

Refusing to obey the orders of the Court could result in additional criminal charges. If the accused is found guilty, the punishment may include a fine or time in jail.

## Where Do I Get Legal Help?

You may need to talk to a lawyer right away about children, money, or a home you shared with your partner. If you cannot afford a lawyer, contact **Legal Aid Alberta at 780-427-7575** or [www.legalaid.ab.ca](http://www.legalaid.ab.ca). There are also many other agencies that offer legal assistance listed in the resources at the back of this booklet. Please note that Legal Aid Alberta offers low-cost legal help but is not free and repayment is required. For more information call the phone number listed above.

**\*Please note:** if you are using your home computer to research any of these organizations, keep yourself safe by erasing your search history so no one can see the sites you have been visiting. For instructions on how to do so, please see to “Internet Safety Planning” on page 10.

## Documentation

### What Is Documentation?

Documentation is a record of the abuse you have experienced and everything related to your relationship. Documentation can be a way some people use to help keep themselves safe.

### Reasons Documentation May Be Helpful

- For affirmation of what has been taking place
- To discover patterns in the abuse
- To keep track of potential changes or escalation in behavior
- To be used for legal proceedings
  - Court can be a lengthy process and documentation may help you remember what has taken place

### What to Include

- Date and time the event occurred
- A brief description of the abusive event, including if weapons were involved
- If there were any witnesses to the abuse
- If police are involved, record their names and badge numbers. If there is an event number, record this down as well.
- Taking photos of any cuts, scrapes, and bruises
  - Consider including your face in the photo so it cannot be denied that these marks are on your body
  - Keeping medical records of your injuries
- Take screenshots of text messages and print these out
  - Consider deleting the person's contact name and only having their number displayed as their contact name
- Print out any emails or social media messages (Facebook, twitter, snapchat, etc.) that include abusive language or threats
- Document the names of service providers or agencies you contacted or have accessed support

### Other Things to Consider

- It is important to try to hide the record of documentation somewhere where the person using abusive behaviors cannot find it.
  - Could you keep a copy with a friend or family member?
- Keeping an electronic and a paper copy of the documentation.
- Keeping a copy of the documentation on a USB stick as a back-up.
- Try to keep things in chronological order, if possible.
- Include important documents relating to the relationship, such marriage license.

## Contacting the Police

If your partner or ex-partner hits you, sexually abuses you, threatens, harasses, stalks, or obsessively monitoring you, you can call the police. If you are unsure whether or not it is an emergency, call **911**. In the case of a non-emergency, you may call **Edmonton Police Services at 780-423-4567 or by pressing #377** from an Edmonton mobile phone.

When the dispatcher answers, provide your name and address. The person answering the phone needs to understand the situation, so provide all details, speak slowly and clearly, and answer any questions they ask. Things you may need to say:

- That you are in danger.
- What your partner is doing or has done.
- If there is a weapon, what it is and where it is kept.
- If there has been violence before.
- If you have children with you.
- If either you or the children are hurt.
- If you already have a protection order in place.

### What Happens When the Police Arrive?

When the police arrive, they will talk to you to find out what happened. Tell them:

- If you are afraid for your safety
- What your partner has done to make you afraid,
- If you have tried to leave the relationship or have told your partner you are leaving
- If you have taken medication
- If you have been drugged, or strangled (choked)
- If you know where your partner is

This information is important to share with the police as your partner may become more violent after you have tried to leave or shared that you want to leave or have called **911**.

If the police find that your partner has threatened or assaulted you, then they will likely arrest your partner.

In family violence situations, police have to lay a charge when they see reasonable grounds that an offence has happened. If an offence involving family violence is reported, the police will make an arrest even if you do not want them to.

If your partner leaves before the police arrive, they can be arrested when they are later found. If you know where your partner is, tell the police. Any information that you provide will be helpful to your safety.

When talking with the police, it is helpful to get the name of the police officer, their phone number and their badge number. The officer can give you a card with a contact name, phone number and your police case number. They can also arrange for a Victim Services Advocate to call or meet you. Victim Services can help you find a safe place to stay, answer questions, provide referrals and inform you about programs you may qualify for. If your partner returns, you can ask the police to return.

## What Will Happen If My Partner Is Arrested?

If the police make an arrest, one of two things can happen:

1. The accused will be arrested and released by the police and provided with a court date. Conditions will be given telling the accused there are certain things they cannot do (such as contact you or go to your home); or
2. The accused will be taken into police custody and will have to appear in front of a judge to decide if or when they can be released what their conditions will be if release is granted. If charges are laid, you may want to ask about an Emergency Protection Order (EPO) in addition to the standard no-contact condition. This is recommended because no-contact conditions can be removed at short notice. An EPO can be extended up to a year if a judge thinks it is necessary. Ask the responding officer for more information on Emergency Protection Orders.

For more information on EPO, please go to page 24.

## What Will Happen at the Bail Hearing?

At the bail hearing, the Judge or Justice of the Peace will decide if the “accused” (your partner) should be let out of custody and on what terms. The Judge will say what your partner has to do to be released, which are called “conditions of release”. This can include things like forbidding your partner to use alcohol or drugs, or own guns or other weapons.

As a condition of release, the Judge or Justice of the Peace can order your partner to stay away from your home or where you work, and not to contact you either directly or indirectly. This means that your partner cannot contact you in any way, send gifts, or ask someone else to give you a message.

## How Can I Find Out My Partner’s Conditions of Release?

You may ask the lead investigator or **Victim’s Services Crown Prosecutor at 780-422-1111** to explain to you what the conditions of release are. If the accused is released, the police or Victim’s Services will contact you as soon as possible to notify you of the conditions of release. It is important to write these down and keep a copy on you at all times.

## What Happens If My Partner or I Do Not Obey the Conditions of Release?

It is in your best interest to obey the conditions of release. If your partner does not obey the conditions of release or the no-contact order, your partner can be arrested and charged with a “breach” of conditions. This charge will be added to the first assault, criminal harassment, or other family violence-related charge. If your partner breaks any of the conditions, phone the police or go to your local police station and report the incident.

## What If I Do Not Want to Proceed with the Charge?

Police will lay charges when there are reasonable grounds to believe an offence occurred. Once a charge has been laid, the police cannot drop the charge at your request. The decision to drop charges is not yours to make: the Crown Prosecutor has the ability to proceed with charges with or without your consent. If you are looking to have charges dropped, you must contact the **Crown Prosecutor at 780-422-1111**.

## When Are Charges Not Laid?

In order to charge an individual with assault, the police must have reasonable and probable grounds. This may include evidence such as bruises, abrasions, or redness on the skin. In cases where there is no witness or physical evidence, it can be extremely difficult to prove the abuse.

## What If I Do Not Call the Police Right Away?

If you don't call the police right away, you can still document what happened and report the details of the abuse as soon as possible. Include the times, dates, places, and as many specific details as you can. This will help the police collect the evidence they need to make your case.

### **Will My Partner Be Able to See Our Children?**

All situations are different. In some cases, the Judge will order that a third party become involved so that your partner can still see the children.

### **Will I Have to Leave My Home?**

If there are no arrests or charges laid, the police will likely ask either you or your partner to leave for a period of time (overnight, for example). If you stay in the family home, you may wish to speak with lawyer about applying for an "exclusive possession" order of the home, which means you will be able to stay in the home, and your partner will have to find housing elsewhere. Please note: if your residence is on a reserve, provincial laws and acts may not apply. For more information, please contact your local policing agency.

### **What Are My Rights to Information?**

You have the right to know the status of the police investigation and the court case involving your partner. You also have the right to know if the Crown Prosecutor is not moving forward with legal proceedings. If the charges are not proceeding, you may ask the **Crown Prosecutor for an explanation (780-422-1111)**. Also see: Victims' Roles and Rights in The Criminal Justice System on page 19.

### **Should I Seek Medical Treatment?**

The police will connect you to a hospital and/or doctor if you have been physically hurt, or strangled (choked), and they will collect medical evidence of the assault.

***Remember: You have the right to ask questions about any medical examination, to have a friend or support worker with you, and to refuse treatment.***

If you have experienced recent strangulation, you can call **811** to talk with a registered nurse who will complete a strangulation assessment with you over the phone. You do not need to give your name to the nurse.

**Sexual Violence:** If you have experienced sexual violence and choose to seek medical attention at a hospital within 7 days, the SART nurses (Sexual Assault Response Team) will be called in to support you. Whether or not you seek medical attention or file a police report, there is no time limit for reporting sexual assault, and at any time you can contact the **Sexual Assault Centre of Edmonton at 780-423-4121** for free specialized supports.

## Things to Consider If You Choose to Leave

### How Do I Get to a Safe Place?

If you need a safe place to stay, you can ask the police or a Victim Services Advocate to help make arrangements at a shelter in Edmonton or surrounding areas.

- If you need a safe place for you and your children to go, find the nearest shelter **by calling 1-866-331-3933 (Alberta Association of Women's Shelters)**. Arrangements will be made for you (and your children, if any) to stay at the shelter.
- You can also ask the police to accompany you (and your children, if any) to friends or relatives.

### Property

Whether you are married or living common-law, you have a right to a fair share of the family assets such as a car, house, furniture and other things the family used together. You should consult a lawyer about your specific situation and rights.

### If I Leave, Will the Police Help Me Get My Belongings?

The police will be on-site to keep the peace, but they have no power over property decisions. For your safety in a violent relationship, it is strongly suggested that you only take the immediate necessities, such as clothing, toiletries or children's belongings. In addition, the law says that property that is considered "joint property" must not be removed or disposed of by either party until you and your partner, through mediation or the court, can agree upon ownership (through mediation of the courts).

### If I Leave My Home, Does My Partner Get to Keep It?

If you leave the home, you may be able to get a temporary order from a judge at a later date that will give you the legal right to stay in the home. This is called an "exclusive possession order". Please note: if your residence is on a reserve, provincial laws and acts may not apply. For more information, please contact your local policing agency. You need to apply for this order by going to **Resolution Services (1-855-738-4747)** and requesting the appropriate application form. Even if you do not want to live in the home again, if you are married, are listed as a joint owner, or lived in the house in a common-law relationship with your partner, you likely still have an "interest" in the home, meaning, you should receive a share of the value of the home.

### What About Pet(s)?

If your pet(s) are at risk of being harmed or killed, take your pet(s) with you when you leave home to protect them. Shelters in the Edmonton area do not allow pets but there are several things you can do:

- If you are driving yourself to a shelter and your pet(s) are at risk of being harmed or killed, take the pet(s) with you. The pet(s) can stay in the car while the shelter staff refer you to the Pet Safekeeping Program.
- If you are being picked up and cannot drive the pet(s) with you to a safe place such as a shelter, ask a neighbour, friend, vet, or a local boarding kennel to hold onto your pet until you can get a referral to the Pet Safekeeping Program.

If you have to leave your pet(s) behind and return home to pick it (them) up, be aware of your own safety. You may contact the police to meet you at your home to ensure that you are safe. The police cannot force your partner to give you the pet(s) if you do not have the pet(s) included on the EPO.

You can apply for an EPO that includes your pet(s):

**For you:**

- Tell your lawyer about threats and show them evidence to request that any protective order includes provisions for the safety of your pet or livestock:
- Make note of the dates and extent of threats
- If there is evidence of the threat (letter, email, text, recording), keep that evidence.
- Take pictures of any injuries.
- Keep evidence of veterinary bills that pet supplies for which you paid.
- If there are any ownership papers in your name, be sure to keep a copy and include it in your safety plan.

**For your lawyer:**

- The use of Protection Against Family Violence Act does not amount to a protection order for the animal. Rather, the question is how animals may be considered in the conditions of protection orders for victims of domestic violence.
- Direct protection for animals in domestic violence may also be addressed by Alberta's Animal Protection Act and the following sections of the Criminal Code of Canada: 444 & 445 (injuring or endangering), 445.1 (causing unnecessary suffering), 446 (neglect and abandonment) and 264.1(1) (c) (uttering threats).

If you have questions about the **Pet Safekeeping Program**, you can e-mail [aasap@albertaspca.org](mailto:aasap@albertaspca.org) or call **780-447-3600 ext 3750**.

## Residential Tenancies (Safer Spaces for Victims of Domestic Violence) Amendment Act

If you and/or your children are at risk of harm, you can break a rental lease without financial penalty.

### Step one:

You will need a certificate to confirm termination of tenancy. Contact a professional who can complete the Certified Professional Statement document. Examples of professionals include:

1. A doctor, registered nurse, social worker, psychologist, psychiatric nurse; or
2. A police officer or RCMP member; or
3. An individual who is employed by an organization that supports victims of crime, domestic violence workers (for example, The Today Centre), or shelter staff.

They will then submit this form and you will receive your certificate.

### Step two:

Once you receive your certificate, you will present it with a written notice to terminate tenancy. You must provide at least 28 days' notice and are responsible for rent for this time. You do not have to remain in the residence during this time.

Contact **310-000, then 780-422-4080** for more information.

For more information: [www.alberta.ca/documents/Safer-Spaces-Certified-Professional-Statement.pdf](http://www.alberta.ca/documents/Safer-Spaces-Certified-Professional-Statement.pdf)

## What About the Children?

If it is safe to do so, take your children with you when you leave the home to protect them. If you cannot leave safely with the children due to the partner withholding them or making threats, contact the police.

If possible, let the other caregiver know the children are safe. It is important to remember, however, just as the police cannot force your partner to give you the children without a court order, the police can also not force you to return the children to your partner. If you are leaving your partner, make arrangements to apply for custody and consider legal advice to assist you with this process. You can also speak with a Family Violence Specialist to consider your options.

If your partner refuses to let you take the children or has a court order giving your partner custody, seek legal advice right away. Call **911** if you feel that your children are in immediate danger. If you are concerned about their safety while they are with your partner, you can call your local Children's Services and discuss your concerns with a social worker. If immediate help or advice is needed, you can call the **Children's Services 24-Hour Crisis Unit at 780-422-2001 or toll free at 1-800-638-0715**. For more contact information, please see the resources at the back of this booklet on page 29.

### Can My Partner Go to the School and Take the Children?

Tell the school what is happening and give them a copy of the court order and / or no-contact conditions, as well as a photograph of your partner. If you have a sole custody order or your partner has release conditions that state they cannot have contact with the children, the school will not let your partner pick them up. If there is no custody order in place, however, the school does not have the power to determine pick up arrangements, and your partner has an equal right to pick up the children. In the same way, if your partner has a sole custody order, you cannot pick the children up from school. If you have abduction and safety concerns with your children going to their school and no custody and parenting order is in place, speak with a family violence specialist to discuss your options.

### Parenting Orders

- The courts may create a parenting order when a child has more than one guardian who live apart and are unable to agree on how to share the powers, responsibilities and entitlements of guardianship (the right to make decisions about how their children are raised). Parenting orders are granted where the parents are not going through a divorce.
- A parenting order allocates parenting time and parenting responsibilities between the guardians in an effort to be balanced and focused on the best interests of the child.
- A contact order involves contact between the child and people other than the guardian, such as grandparents and other people who might be important to the child. An application for in-person visitation or other contact, such as by telephone or e-mail, can be made if a guardian has denied contact with a child.

### Access

Access is the legal term for the children's right to see a parent that does not have custody in cases where parents are divorcing. You can ask the Judge to order specified access to the other parent. This may allow the other parent to see the children only if they follow certain conditions such as not drinking or using drugs for 48 hours before the visit, not taking them out of province, or seeing them only at specific times, based on what is best for the children in the circumstance.

## Custody

Custody is a term used when parents are divorcing. Custody may refer to a parent's right to make decisions for a child or it may refer to who has day-to-day care of a child.

If you leave a relationship, apply to family court for a temporary order for custody or for a parenting order for your children, even if you did not take the children with you. You can obtain help from a lawyer, or you may want to contact **Legal Aid Alberta at 780-427-7575**. If you cannot afford a lawyer) or contact a **Family Court Counsellor at 780-427-8343**.

## Taking a Child Out of the Country

In any case of divorce/separation or family violence, child safety or child custody is always significant, but it is a very complex issue and dependent on a variety of factors. One fear in this situation is taking a child out of the country without consent.

However, a mother or father who are afraid that the other parent will take their child out of the state or out of the country without consent may be able to get a Parenting Order to prevent the children from out of country travel. Contact **Resolution Services for more information, 1-855-738-4747**.

## What Is Mediation?

In mediation, parents or others involved in raising children work with a trained mediator to decide on parenting arrangements and resolve other issues that result when parents live apart. Mediation is a cooperative process, so it is important to disclose family violence, as there is an imbalance of power and control in the relationship. This will allow the mediator to assess and best serve the family. The cost of mediation services can depend on if you have a child less than 18 years of age, and/or the combination of you and your partner's income.

If you prefer to hire a private mediator, please visit the **Alberta Family Mediation Society's website at [www.afms.ca](http://www.afms.ca)**.

## Victims' Roles and Rights in The Criminal Justice System

The Canadian Criminal Justice System has set out within it the roles and rights of a victim of crime. The rights of victims of crime need to be considered during every stage of the criminal justice process by police, prosecutors, courts, review boards, corrections and parole boards.

### The Canadian Victim Bill of Rights states the following:

- **Right to Information:** You have the right to ask for information about the justice system, about services available, and about the progress of the police file and the status of the person who harmed you.
- **Right to Protection:** You have the right to have your security and privacy considered, to have reasonable and necessary protection from intimidation and retaliation, and to ask that your identity not be publicly released.
- **Right to Participation:** You have the right to present a victim impact statement and have them considered (see page 19 for more details). Your views can also be passed on and considered in regard to decisions that affect your rights.
- **Right to Restitution:** You have the right to have the court consider making a restitution order for their financial losses and to have any unpaid amount enforced through a civil court. Please see the section on Restitution (page 27) for more details.

In the Province of Alberta, a victim of a crime may also be eligible for Financial Benefits. Please see the section on Financial Benefits for more details on page 27.

# The Court Process

## Introduction

The provincial court handles family violence-related crimes. The case may move slowly through the justice system.

This process may be a difficult one to go through, but it is important to remember that many who have gone through this process have found it helpful in the end. There are people who want to help you, and workers from community agencies can accompany you during the court process. For contact information, please see to the resources at the back of this booklet.

## Who Is the Crown Prosecutor?

The Crown Prosecutor is the lawyer representing the government. If the police have reasonable and probable grounds for a family/relationship violence crime, a charge will be laid on the accused. The role of the Crown Prosecutor is to review the police report and decide if there's a reasonable chance of conviction, and if it is in the public interest to move forward with the case.

Remember that the Crown Prosecutor makes this decision and does not need your consent to do so. The Crown Prosecutor does not act as your lawyer – they represent the government and act in the interest of the public.

## What Does the Defense Lawyer Do?

The process for the lawyer defending your partner is the same as it is for the Crown Prosecutor. The defense lawyer will present the accused's side of the story and will question the Crown's witnesses, including you. Often, the accused will be called as a witness. Since the defense lawyer's job is to question every part of your story, the defense lawyer's questions may be more challenging for you to answer than the Crown Prosecutor's. This can be a difficult process but try not to be frightened by the defense lawyer's questions and simply tell the truth.

In some cases, the accused may decide to defend their case without a lawyer. If this happens, a lawyer will be assigned to your partner's file to ask you questions while you are on the stand. Your partner will not cross-examine you.

## What Does the Judge Do?

After hearing the facts presented by both sides, the Judge will make a decision about how to proceed with the case.

## Will I Have to Go to Court as a Witness?

If the Crown Prosecutor decides to move forward with the case, you may be seen as an important witness to the abuse in the relationship. If the accused pleads not guilty, the court case would move forward to a trial. You will most likely be asked to "testify" at the trial to explain the abuse that happened. The Crown Prosecutor may meet with you before the trial and explain what will happen in court. A worker may also explain this process to you, which is called "court preparation". Court preparation for individuals that appear as a witness is provided by the **Domestic Violence Complainant Assistance Program (DVCAP) at 780-422-0721**.

If you need an interpreter, the Crown Prosecutor can arrange one for your court appearance and meetings.

## How Will I Know When I Have to Be in Court?

You will be given a paper called a “subpoena” (a court order) which tells you that you have to appear in court and when the trial will take place. The subpoena will be given to you in person by a police officer or peace officer.

### **What If I Do Not Want to Be a Witness or Attend Court?**

If you receive a subpoena (a court order), you must appear in court. You must also testify if you are called to do so, and you must be honest and tell the truth about what happened.

### **Do I Have to Be in Court for Every Court Date?**

No. You only have to appear in court if you receive a subpoena telling you to. The court is open to the public and you can appear if you choose to.

### **What Happens at the First Appearance?**

Your partner, “the accused”, may be ordered to appear in front of the Judge. You do not need to attend this event. At this first appearance, your partner will be asked if they intend to seek a lawyer and whether they plead guilty or not guilty. If your partner does not have a lawyer, or is not ready to enter a plea, a new court date will be set.

*If your partner pleads guilty, there will not be a trial and the court will set a date for sentencing.*

**If your partner pleads not guilty**, the case is put forward to a “preliminary hearing” at which point the Judge determines if there is enough evidence to go to trial or dismiss the charges.

If your partner has been in jail (“remanded”) until the first appearance, the Judge may release them on bail until the trial starts. There may be conditions that your partner must follow if they are released, such as not to have contact with you, to stay away from the family home, or not to own guns or other weapons. If your partner does not follow the conditions of release or any other orders, you must contact your local police station and share this with them.

## The Trial

Before your partner's trial, you may want to visit the courthouse to watch some other trials so that you are aware of the process. The following agencies can help you prepare for court and may accompany you to court: Edmonton John Howard Society's Family Violence Prevention Centre, Edmonton Police Service's Victim Services, Elizabeth Fry Society, and Royal Canadian Mounted Police (RCMP). The Sexual Assault Centre of Edmonton can help you with court if you have experienced sexual violence.

The Crown Prosecutor will present evidence to show family or relationship violence has occurred, and you may be called as an important witness. Other witnesses such as neighbours, police, friends, or your doctor may also be contacted to support the case that violence occurred.

### Will My Children Be Called to Testify?

Your children will not have to testify unless it is absolutely necessary.

### Why Can the Accused Be Found Not Guilty?

If the accused is found not guilty, it does not necessarily mean the Judge didn't believe you. Criminal trials follow strict rules of evidence, and the law states the accused has to be proven guilty "beyond a reasonable doubt". Therefore, it is important to remember that if the accused is found not guilty, it may be because of a lack of evidence or a point of law, not because the Judge thinks that your abuse did not happen.

*Remember: all no contact orders will be dropped if the accused is found not guilty.*

In rare cases, the Crown will decide to appeal the Judge's decision. Later, the Appeal Court will make their decision based on all written notes taken at the original trial.

### What Happens If My Partner Is Found Guilty?

If your partner is found guilty, the Judge will decide what should happen by giving a sentence. Your Victim Impact Statement will be taken into consideration.

### What Is a Victim Impact Statement?

An Edmonton Police Service's Victim Services Advocate or a police officer will ask if you want to fill out a Victim Impact Statement. A Victim Impact Statement allows you to explain the impact the abuse (crime) has had on you emotionally, physically and in your everyday life. This statement is filled out by the victim and mailed to the courthouse where it will be placed on the court file. The Judge considers this statement when deciding what sentence your partner will receive if a guilty plea is entered or your partner is found guilty. For help in completing a Victim Impact Statement, you can contact the **Domestic Violence Complainant Assistance Program (DVCAP) at 780-422-0721**.

## What Kind of Sentence Will My Partner Receive?

If your partner is found guilty, sentences may include:

### Conditional Discharge with Probation

A Conditional Discharge with Probation means there will be no criminal record. However certain conditions must be followed, such as:

- Staying away from you (and the children, if any).
- Getting counselling.
- Attending a treatment program for drug or alcohol abuse.
- Attending family violence counselling for a certain period of time.

### Suspended Sentence with Probation

A suspended sentence means your partner has been found guilty and will have a criminal record. The Judge has given a sentence to your partner (for example, jail time) but is not requiring your partner to serve that sentence for a period of time. Instead, the Judge is setting conditions that your partner must follow in a "probation order". If your partner meets these conditions during the probation period, the sentence may be dismissed by the Judge. One of these conditions requires your partner to regularly report to a probation officer, who tells your partner what conditions are in the probation order. The Judge may also order participation in a drug or alcohol treatment program.

If your partner does not follow the conditions of the probation order, they can be charged with another offence along with the original offence.

### Jail

If the offence was severe or your partner has committed criminal offences before, the sentence may be time in jail. The Court may allow the possibility for an offender to serve a jail sentence on weekends so the offender (is able/can) keep their job."

## How Will I Know When My Partner Gets Out of Jail?

It is important to know about available resources that can keep you informed about jail sentences and releases. Once you have registered with the National Parole Board (for a federal sentence only) they can send you up-to-date information about any release hearings and release dates for your partner. Make sure you keep your contact information up to date with the agencies that are providing you with information. For information about federal and provincial notifications, contact Victim's Services.

## Protection Orders

There are four types of protection tools that can be used for your protection:

### Emergency Protection Order (EPO)

An Emergency Protection Order protects you by ordering that your partner (“the Respondent”) not contact you, not come around you, and may remove your partner from the family home. EPOs can also apply to your family members if they are named in it.

There are two ways to get an EPO:

- You can get an EPO on a 24-hour basis, 7 days a week (24/7) with help from the police or Children’s Services or by attending at the bail hearing office in Edmonton or Calgary.
- You can speak with duty counsel from the Edmonton Emergency Protection Order Program (EPOP) during office hours at the Edmonton or Calgary courthouses, or you can contact the **Edmonton Emergency Protection Order Program at 780-422-9222**.

The order will be granted if the Provincial Court Judge or Justice of the Peace decides that by “reason of seriousness or urgency” immediate protection is needed as a result of family or relationship violence. Once you file the order, the police will serve the EPO on your partner. At that time, the conditions of the order may be enforced by the police. A higher court, the Court of Queen’s Bench, will review the EPO within nine working days.

An EPO can be used to:

- Keep the Respondent away from a home, workplace, school or anywhere else family members might be present.
- Prohibit the Respondent from making contact or communicating with certain family members.
- Grant exclusive rights to live in the home to certain family members for a specified period.
- Direct the police to remove the Respondent from their home and supervise them as they remove their personal belongings.
- Direct the police to seize and store weapons.
- Specify any other provision for the immediate protection of family members.

At the review that is scheduled within nine working days of the original EPO being granted, the Respondent is given the opportunity to give their side of the story. The Court of Queen’s Bench may:

- Confirm the EPO.
- Revoke (cancel) the EPO.
- Direct that an oral hearing be held.
- Issue a new order.

An EPO can be in place for up to one year and may be extended for further one-year periods.

It is important to remember that it is illegal to make false claims. Anyone who does so can be charged with public mischief under the Criminal Code of Canada.

**For more information visit [www.cplea.ca](http://www.cplea.ca)**

## Queen's Bench Protection Order (QBPO)

A Queen's Bench Protection Order is similar to an EPO except that you can apply for it directly from the Court of Queen's Bench and give notice to the Respondent in advance. An EPO can also be turned in to a QBPO because it can include some additional terms. A Queen's Bench Protection Order can be in place for up to one year and may be extended for further one-year periods.

In addition to the terms in an EPO, a Queen's Bench Protection Order can also include terms that:

- Require the Respondent to pay you for any financial losses suffered as a result of family violence.
- Allow the victim or the Respondent to temporarily possess specified personal property.
- Instruct the victim or the Respondent not to deal with property in which they both have an interest (for example, not selling it or giving it away).
- Require the respondent to post a bond (money) to ensure they will follow the terms of the order.
- Require any family members involved in the violence to receive counselling.

## Peace Bond

If you have good reason to believe your partner might hurt you, your loved ones, or damage your property, you can apply for a peace bond. A peace bond does not require a lawyer; Edmonton Police Services will complete the paperwork, and obtaining the peace bond comes at no financial cost. If your partner breaches the peace bond, they become criminally responsible. The process of obtaining a peace bond is as follows:

- To start, visit your local police station to prepare a form stating how your partner has hurt you or your loved ones.
- The police will then investigate what you have told them.
- You will then need to go to the courthouse to swear to a Justice of the Peace that your form states the truth. You may also be asked to elaborate on your statement.
- The police will tell you when your partner's court hearing is. You may be required to attend court again later; the police will inform you if this is the case.
- If a peace bond is issued, keep a copy with you to show the police.
- A peace bond remains in effect for one year.

In an emergency, it is possible to obtain a peace bond in two to three weeks.

## Restraining Order

A restraining order has terms that limit how the Respondent can contact you. The Police can arrest your partner for breaking (also, called "breaching") the restraining order if there is a police enforcement clause. Breaching the order is not a criminal offence, but the family court can order consequences against the Respondent for breaking the order because this would mean they are in "civil contempt of court". Consequences can include jail time or fines.

You can apply directly to the Court of Queen's Bench for a restraining order. There is no filing fee. You will have to prepare all the necessary paperwork yourself. It may be a good idea to seek a lawyer to help you in the remainder of the restraining application process.

This involves:

- Applying in the courtroom before a Justice of the Court of Queen's Bench,
- Serving the Order and Declaration/Affidavit to your partner, the "respondent". The Order must be received to take effect; and
- Registering the Affidavit (proving that your partner received the Order) and Order at your local police station.

In serious or urgent cases, you can apply for a restraining order on the same day you go to the courthouse without giving the Respondent notice you are going. Usually, you will have to come back to court within two to three days to have the order reviewed. The Respondent is given a chance to give their side of the story at the review. At the review, if the order is continued, the judge will set how long it will stay in place for. There is no minimum or maximum length the order can stay in place, this is up to the judge.

If you do not want to serve the documents yourself, you can hire someone, called a process server, to serve them for you.

For more information visit [www.cplea.ca](http://www.cplea.ca)

## Financial Supports Available

### Supports for Albertans Fleeing Abuse

Albertans in an abusive situation can receive help 24 hours a day, seven days a week through Alberta Works Fleeing Abuse Fund.

**Call 1-866-644-5135 toll-free** from anywhere in Alberta to find out what's available. Financial supports are also available through Alberta Works Income Support. If you meet the program's eligibility requirements, they provide the following services:

### Getting to Safety

- Emergency transportation to a safe place, such as a shelter.
- Emergency accommodation in a hotel or motel if shelters are full or not available.
- Help for emergency needs not provided by a shelter, such as prescription drugs, nutritional products, dental, and vision services, and childcare.
- Relocation costs within Alberta or Canada are covered if needed to escape the threat of violence.

### Setting up a New Household with Emergency Funding

- \$1,020 to help set up a new home.
- Emergency damage deposit to secure a residence.
- Financial help for needs such as food, clothing, shelter and other basic needs.
- You are free from the expectation to seek employment, so you can deal with personal and/or family matters.
- \$88 monthly benefit in recognition that you are not ready to go to work.
- \$93 personal benefit for telephone and transportation for six months when fleeing abuse.

If you need help in applying for this money, a Family Violence Specialist at The Today Centre will be able to assist you.

### Starting a New Life

- Employment and training support services to help you find a job.
- Free service for child support from other parent(s), if doing so does not endanger the safety of either family.
- Assistance to obtain a Safer Spaces certificate to end your lease without penalty because of leaving a domestic violence situation.
- After you get a job, certain amounts are not deducted. Check with Alberta Works for details.
- Continued health benefits after your family is able to leave.
- Health benefits are available for children in low-income families.

If you choose to stay separated from your partner and do not have enough money, you may apply for regular assistance through **Emergency Income Support Contact Centre 780-644-5135**. You can also apply to the court to receive financial support from your partner by contacting a lawyer for assistance.

### Other Financial Considerations

If you already receive money, such as a pension or disability cheque, be sure to contact the office that sends you these cheques to tell them you have separated from your partner. Give them your new address and be sure to tell them you have left an abusive relationship so they can protect your information. If your pension or disability cheque is automatically deposited into your joint bank account, make other arrangements for the deposit.

If you have money in a joint bank account, take out your money right away. If you have credit cards in both your names, contact the credit card company to have the cards cancelled or to have your name removed from the account. If you own a house, car, or other property together, seek legal advice as soon as possible.

### Financial Benefits for Victims of Violent Crimes

The Victims of Crime Act provides one-time financial benefits to innocent victims injured during a crime. You may be eligible for this benefit if you suffered physical or emotional injury as a result of being victims of a crime in Alberta. This program does not cover property damage or loss.

When a crime results in death, dependents of the victim may be eligible for financial benefits. A legal guardian may apply on behalf of minors or dependent adults. If it is determined that the behaviour of the victim contributed to the injury, the amount of the benefit may be reduced.

To be eligible for these financial benefits:

- The crime must have occurred in Alberta,
- The details of the offence must be reported to the police within a reasonable length of time,
- The Financial Benefits Program must receive a written application within one year of the injury, and
- The applicant must provide information about the matter and the injury, as this may be required to make a decision on the application.

You may get the required forms from the Edmonton Police Service's Victim Services. **Domestic Violence Complainant Assistance Program (DVCAP) at 780-422-0721** can assist with filling out the forms.

### Restitution

If you have suffered a financial loss as a result of your partner, you may be able to get "restitution". Restitution is a way for an offender to repay the victim for losses suffered.

To do this, you must complete a Request for Restitution Form. You can get this form from the office investigating the case or Victim Services. Once the form is filled out, return it to Victim Services as soon as possible, and it will be given to the Crown Prosecutor. When you go to court, you will need to bring all necessary documents to court to support your claim. Ask Victim Services about what you will need to bring.

You may be given restitution for:

- Damage, destruction, or loss of property.
- Bodily harm or serious injury.
- Loss of income or support.
- The cost of moving out of the offender's house.
- Losses from unknowingly purchasing stolen property.

After an offender is found guilty, the Judge can consider restitution during the offender's sentencing. If

the Crown chooses not to ask for restitution during sentencing, you may ask the court to do so yourself. In this case, it may be best to contact a lawyer to file and enforce the order as a Judgment in the Court of Queen's Bench. If the restitution is ordered but not paid, you may also wish to consult a lawyer.

## Maintenance and Support

The Maintenance Enforcement Program (MEP) is responsible for enforcing child support and spousal orders by collecting payments and getting payments to the right people. You can contact **MEP at 780-422-5555**.

MEP cannot:

- get court orders for you
- change the amount of support ordered by a court
- vary a court order in any way
- provide legal advice or legal representation, or deal with custody, access, or parenting time.

We are grateful to the following partners for providing updated, edits, revisions, and their ongoing support that helps keep the information in this booklet relevant and up-to-date:

- Alberta Works
- Centre for Public Legal Education Alberta
- City of Edmonton – Family Violence Prevention
- Cochrane and Area Victim Services
- Family Violence Prevention Centre – John Howard Society
- Indo Canadian Women's Association
- Latitude Family Law
- Leduc Victim Services
- Lurana Shelter Society
- Pet Safekeeping Program – Alberta SPCA
- Responding to Victims of Family Violence in the Chinese Community Program
- Sexual Assault Centre of Edmonton
- WIN House

## Resources

*Remember: You are not alone, there is help.*

780-455-6880

[info@thetodaycentre.ca](mailto:info@thetodaycentre.ca)

### Who Can Help?

#### Emergency Lines

Ambulance, Fire, Police (Emergency) \_\_\_\_\_ 911  
Northern Alberta Child Intervention Services (24 Hours) \_\_\_\_\_ 780-422-2001 or 1-800-638-0715

#### Non-Emergency Lines

Edmonton Police Services Switchboard \_\_\_\_\_ 780-423-4567

#### Crisis

24-Hour Distress Line \_\_\_\_\_ 780-482-4357  
Edmonton Women's Shelter (WIN House) \_\_\_\_\_ 780-471-6709  
A Safe Place (Strathcona County) \_\_\_\_\_ 780-464-7233  
Kids Kottage Crisis Nursery (24 Hours) \_\_\_\_\_ 780-944-2888  
Mental Health Help Line \_\_\_\_\_ 1-877-303-2642  
Sexual Assault Centre Crisis Hotline \_\_\_\_\_ 780-423-4121  
24-Hour Emergency Income Support Contact Centre \_\_\_\_\_ 780-644-5135  
Addiction Helpline – AHS (24 Hours) \_\_\_\_\_ 1-866-332-2322  
Youth Empowerment & Support Services \_\_\_\_\_ 780-468-7070

#### Family Violence Information

The Today Centre \_\_\_\_\_ 780-455-6880  
Family Violence Prevention Centre \_\_\_\_\_ 780-423-1635  
Family Violence Info Line (24 Hours) (area code not required) \_\_\_\_\_ 310-1818

#### Short Term Counselling Services

City of Edmonton – Individual and Family Well-Being \_\_\_\_\_ 780-496-4777  
YWCA Counselling Centre \_\_\_\_\_ 780-423-9922  
Sexual Assault Centre Counselling \_\_\_\_\_ 780-423-4102  
Aboriginal Consulting Services of Alberta \_\_\_\_\_ 780-448-0378  
Community Urgent Services and Stabilization Team (Mental Health Crisis Unit) \_\_\_\_\_ 780-342-7777

#### Legal Services

Resolution Services \_\_\_\_\_ 1-855-738-4747 / 780-702-1725  
Emergency Protection Order Program (EPOP) \_\_\_\_\_ 780-422-9222 / 1-866-845-3425  
Edmonton Community Legal Centre (ECLC) \_\_\_\_\_ 780-702-1725  
Legal Aid Society of Alberta \_\_\_\_\_ 780-427-7575 / 1-866-845-3425  
Crown Prosecutor's Office (Edmonton) \_\_\_\_\_ 780-422-1111  
Student Legal Services \_\_\_\_\_ 780-492-2226  
For legal information regarding family violence \_\_\_\_\_ [www.willownet.ca](http://www.willownet.ca)

#### Community Services

Pet Safekeeping Program \_\_\_\_\_ 780-447-3600 ext 3750 or [aasap@albertaspca.org](mailto:aasap@albertaspca.org)  
The Family Centre \_\_\_\_\_ 780-423-2831  
Catholic Social Services Immigration & Settlement \_\_\_\_\_ 780-424-3545  
Bent Arrow Traditional Healing Society \_\_\_\_\_ 780-481-3451  
Pride Centre of Edmonton \_\_\_\_\_ 780-488-3234  
Elder Abuse Resource & Support (EARS) \_\_\_\_\_ 780-477-2929  
Bissel Centre (clothing) \_\_\_\_\_ 780-123-2285  
Edmonton Food Bank \_\_\_\_\_ 780-425-2133  
For a list of Edmonton services \_\_\_\_\_ [www.linkyeg.ca](http://www.linkyeg.ca)

