

We're in this  
together.



## Domestic Violence Prevention Toolkit

# YWCA CALGARY

## DOMESTIC VIOLENCE PREVENTION TOOLKIT

### Preamble

This Domestic Violence Prevention Toolkit is intended to guide a conversation and initiative to address domestic violence in Calgary, by highlighting the distinct roles and responsibilities of community members that can contribute to a more healthy and safe city. This toolkit was developed and reviewed by members of our YW teams. It was informed by evidence-based practices, initiatives and documentation that fit into the unique context of Calgarian livelihood and available supports.

We encourage you to read and reflect throughout this toolkit with intention. These pages are meant to be a starting place, not the end of the road. The last pages of this document cover the many different local resources and supports that are available to you or someone you know. We truly are in this together, and need all members of our community to play their part.

Together, we can empower, intervene and lead when and where women need us most.

### Purpose of this document

- Provide a unifying understanding of the reality of domestic violence in Calgary, and a theoretical framework for abuse prevention
- Recognize specific lenses in which community members can understand domestic violence and intervene
- Provide context specific tools for community members to engage, report, and care for people experiencing violence
- Contribute to a deeper conversation about domestic violence prevention through practices that promote safe communities
- Articulate a starting point for individuals to reflect meaningfully on ways that they can promote this dialogue in their social spheres
- Provide specific resources that play a central role in preventing or intervening in domestic violence for various identity groups



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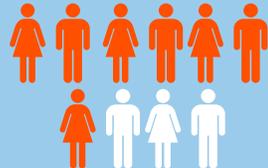
# Domestic Violence in Calgary

The social and economic **impacts of COVID-19** in Canada has seen an increase in domestic violence reports through 2020 and 2021. [1]

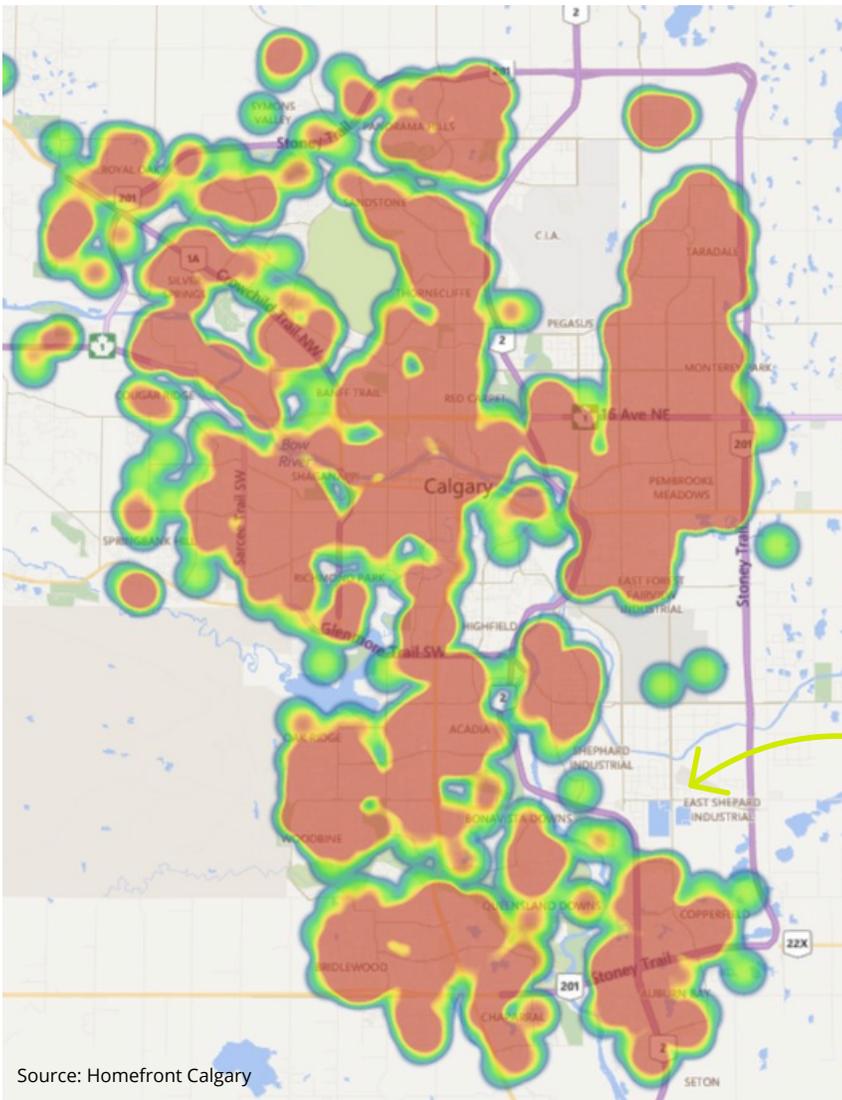
The minimum cost to Alberta's taxpayers is estimated at **\$100 million** per year for basic services for people who've experienced domestic violence. [3]

 The Calgary Police Services respond to **over 21,000 Domestic Violence calls per year.** [2]

[4] **67% of Canadians** know a woman who has been physically or sexually abused.



[2] This heat map shows where domestic violence occurs in Calgary. It impacts every quadrant of our city.



Source: Homefront Calgary

# There are always warning signs

Domestic Violence or domestic abuse is typically not a one time event. The majority of abusive and violent relationships display what is known as the cycle of abuse. The cycle helps us to understand the dynamics of abusive relationships and why it can be difficult to recognize dangerous behaviour.

The stages of the cycle don't all happen at once and will look different in every relationship. Sometimes it can all happen in one moment, other times, it may take years to complete the cycle. It can often be hard to recognize signs of abuse, especially if they happen gradually over time.

## Tension building

Frustrations build over time due to external stressors: family issues, work stress, physical illness, fatigue.

## Abusive behaviour

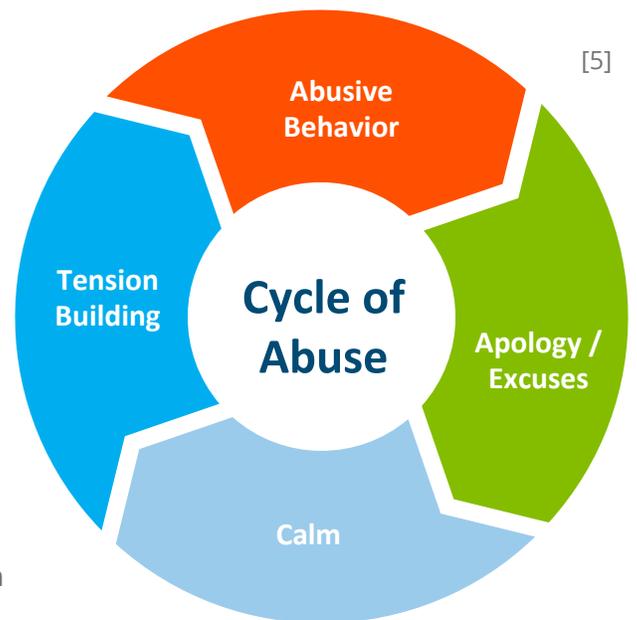
Eventually, tension is released on others, attempting to regain power by establishing control in violent ways.

## Apology/excuses

After the incident, the perpetrator often uses kindness, gifts, or apologies to move past the abusive behaviour

## Calm

To maintain peace, both parties will try to justify or explain the abuse. Often the abusive person will assure, "it won't happen again".



### What is considered domestic violence:

- > verbal abuse
- > emotional abuse
- > physical abuse
- > financial abuse
- > sexual abuse
- > spiritual abuse
- > criminal harassment
- > stalking
- > immigration abuse

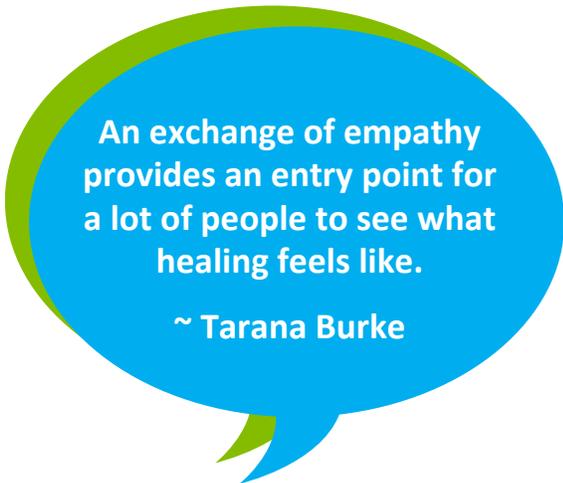
### Anyone in the home can experience abuse:

- > spouse or partner
- > children
- > elderly parents
- > disabled adults
- > roommates
- > relatives
- > caregivers
- > pets

### It can happen to anyone regardless of:

- > gender
- > sexual orientation
- > social class
- > age
- > economic status
- > ethnicity / race
- > religion
- > political values
- > lifestyle

# Why get involved?



Statistics Canada estimates that more than 80% of domestic violence goes unreported. Overcoming our hesitation to help has the power to change someone's life for the better.

People's health is everyone's business. We all have different roles to play in creating communities and living environments that are safe and healthy for every single person.

[7] Chart Adapted from the Government of British Columbia

What's holding you back?	What you should consider
"It's none of my business dealing with other people's personal matters".	Keeping your community safe is your business. We need everyone to play their role in ending domestic violence.
"I don't know what I would say to make things better".	Simply saying that you care and are concerned is a great place to start.
If they didn't want it they would ask for help or leave. But, they keep going back".	The person experiencing abuse may be too afraid or ashamed to ask for help. They may not feel they have the support or options to leave.
"They're both my friends/ people I care about. It's a private matter and I don't want to be nosey".	One friend is being violent and the other lives in fear. It's no longer a private matter when someone is being hurt.
"What if I'm wrong and nothing is going on? They're going to be offended that I thought they were in danger".	They may become angry, but you can apologize and tell them that it was all because you care, and will always be there if they need help.
"I'm afraid that getting involved will endanger myself or my family".	It's important to speak to the person experiencing violence in confidence and in privacy. Let authorities know if you receive any threats.

# Tools for landlords & property managers

People who experience domestic violence can come from all walks of life. Many of these people may live in apartments, or other forms of rental properties. As a landlord, property manager or other related staff you may be one of the first people to notice that something is going wrong. Being prepared to engage and respond effectively can dramatically impact the safety of your workplace and tenant's homes.

## What can you do as a landlord or property manager? <sup>[8]</sup>

### Recognize the warning signs & take note of them

Tenant-related signs: Repeated late payment, fear expression, noise complaints/ concerns.

Property-related signs: Broken locks/ doors/ windows, holes in walls, smashed lights.

### Have a conversation with your tenant

Show you care by offering support. You can ask if they are okay. Do not tell them how to fix the problem. If they open up to you: ask what they need help with, no judgement, don't make promises.

### Assist the person experiencing domestic violence to get help

Advise them to seek professional help, make a safety plan, get a protection order/ parenting order.

Consider: relocation to another unit, waive late payment fees, terminate lease, emergency contact.

### Keep all information confidential

You cannot talk to other tenants about the victim's situation or why they are moving out.

You may be required to disclose information to police or legal authorities in connection with an investigation or prosecution.

### Know what rights you and tenants have concerning lease agreements

The tenant: Can terminate the tenancy with a designated authority certificate (28 day notice).

The landlord: File a dispute or claim charges through the RTDRS or Alberta court.

See the Alberta Residential Tenancies Act for more info. This publication is NOT legal advice.



If you think anyone is in danger call: 9-1-1

If you think a child is at risk you MUST report to Child and Family Services: 1-800-638-0715

#### Family Violence Info Line

310-1818

#### Legal Aid Alberta (EPO Program)

1-403-297-5260

#### Residential Tenancy Dispute Resolution Service

780-644-3000

#### Alberta Supports

1-877-644-9992

#### YW Sheriff King Home (Crisis Shelter)

403-266-0707

#### Emergency Pet Safekeeping (Calgary Humane Society)

403-723-6025 (Non-Emergency, 24/7)

# Tools for educators

Some students feel safer at school than they do at home. Educators play a significant role in preventing domestic violence, or exposure to it. Gaining the right skills and knowledge can provide you with the confidence you need to safely address the situation, and provide informed support.

Educators have the unique opportunity to teach their students healthy relationship skills and show how they can model positive behaviours to each another. Students need consistent messages about healthy relationships in a variety of contexts, not just one-off lessons!

The graphic on the right provides some curriculums you may want to bring into your classroom.



**Under Alberta law, EVERYONE has a duty to report suspected child abuse & neglect:**  
**1-800-638-0715**

## If you're not sure but are concerned, what can you do? <sup>[7]</sup>

- 1 You can ask, "Are you ok?" Offer your support and care privately. Avoid making assumptions or asking leading questions.
- 2 If they open up or disclose, listen without judgement. Let them lead and refrain from making commitments.
- 3 Document exact quotes and details of who, what, when, and where. Share only with appropriate parties and authorities.
- 4 Clearly explain that you are a mandatory reporter and must report what you have been told. Inform them what will happen next and assure them they are not alone.

**Family Violence Info Line**  
**310-1818 (24/7, toll-free)**

**Child and Family Services**  
**1-800-638-0715**

**Child Abuse Hotline**  
**1-800-378-KIDS (5437)**

**Kids Help Phone**  
**1-800-668-6868**

**ConnecTeen**  
**403-264-8336**

**Indigenous Children's Services- Calgary**  
**403-297-4376**

**Mental Health Helpline**  
**1-877-303-2642**

**Office of the Child and Youth Advocate**  
**1-800-661-3466**

**Family Support for Children with Disabilities**  
**403-297-7971**

**YW Sheriff King Home crisis shelter**  
**403-266-0707**

# Tools for health care providers & professionals

Health care workers are often the first to notice or recognize signs of domestic violence. It is very important that patients receive appropriate, sensitive, accurate and empowering care from health professionals. A Canadian study found that 50-66% of women experiencing the more severe forms of domestic violence sought formal support from a healthcare worker [9].

## Protection for Persons in Care Act (PPCA) <sup>[10]</sup>

### Mandate for reporting abuse

Reporting abuse is mandatory under the PPCA, and failure to do so is an offence under the Act. Individuals can be fined up to \$10,000; Alberta Health Services and other service providers can be fined up to \$100,000.

### Care provider expectations & duties

Take reasonable steps to protect the client from abuse while providing care or support services, and maintain a reasonable level of safety for the client.

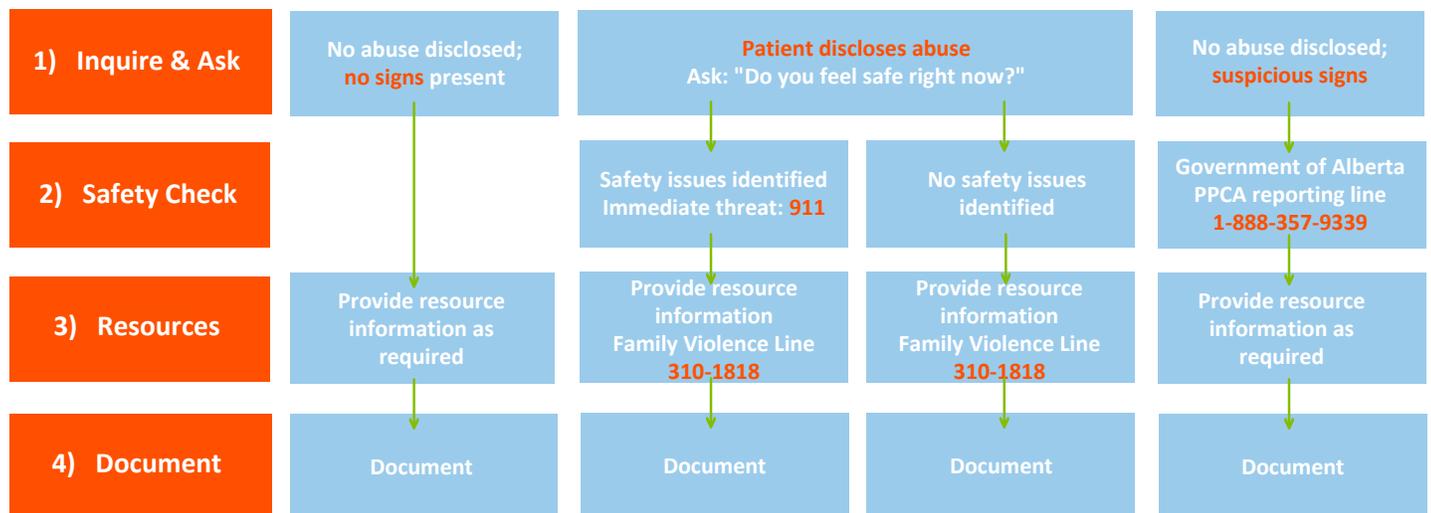
### How to report abuse

Immediate danger to life or well-being: Call 911

Government of Alberta Protection for Persons in Care reporting line: 1-888-357-9339

Continue to follow the existing policy in your region or entity regarding reporting abuse internally

## Domestic Violence Screening Guidelines <sup>[11]</sup>



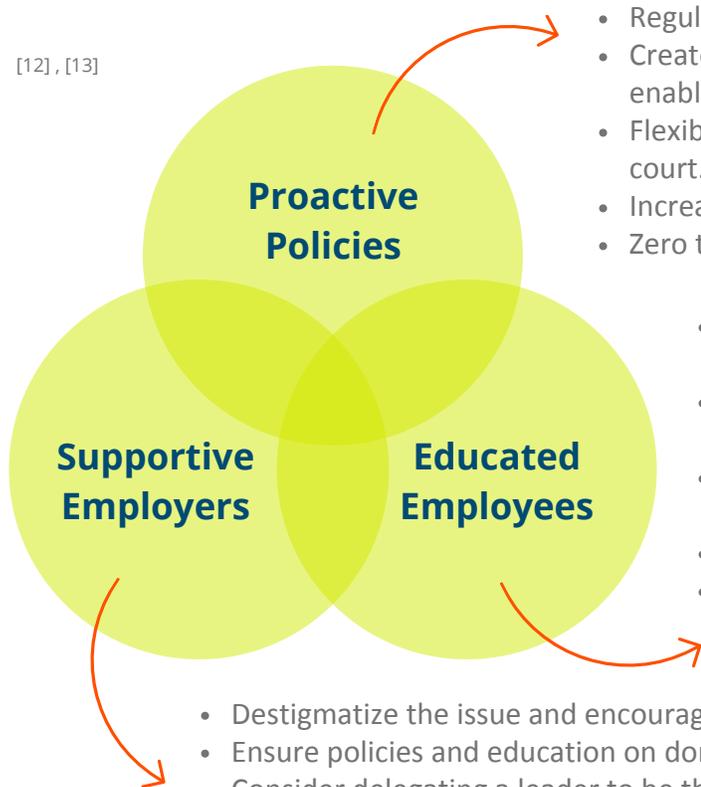
<b>PPCA Reporting Line</b> 1-888-357-9339	<b>Child Abuse Hotline</b> 1-800-387-5437	<b>Protective Services</b> 1-888-999-3770	<b>Income Supports</b> 1-866-644-5135
<b>Family Violence Info Line</b> 310-1818	<b>AB Abuse Helpline</b> 1-855-443-5722	<b>Legal Aid</b> 1-866-845-3425	<b>Alberta Council of Women's Shelters</b> 1-866-331-3933
<b>Mental Health Helpline</b> 1-877-303-2642	<b>Sexual Assault Line</b> 1-866-403-8000	<b>AB Victim Services (police)</b> 310-0000	<b>Mental Health Patient Advocate</b> 780-422-1812
<b>Safe Disclosure Line</b> 1-800-661-9675	<b>Legal Aid Services</b> 1-866-845-3425	<b>Calgary Elder Abuse Line</b> 403-705-3250	

# Tools for employers & colleagues

Domestic violence is not just something that occurs within the confines of a home. Often, behaviours of being violent or experiencing abuse can spill over into a person’s workplace. Every employer is required to have a violence prevention plan in place under the Occupational Health and Safety (OHS) Act. Within this, employers must take reasonable precautions to protect the worker and any other persons at the work site likely to be affected.

All members of a workplace should be prepared and know what to do when they recognize signs of domestic violence. The personal well-being of employees is a critical component of an organization’s success and impact in their community.

[12], [13]



- Regularly conduct violence and risk assessments.
- Create a domestic violence safety plan: Clear processes enabling workers to report & training to recognize signs.
- Flexible leave for domestic violence related relocation or court.
- Increased worksite security and/or accompaniment.
- Zero tolerance for abusive or bullying behaviours.

- You have a responsibility to report domestic violence disclosures and signs, even at work.
- Recognize when a colleague may be in a domestic violence situation (perpetrating or experiencing).
- If you feel comfortable to do so, ask “Are you okay?” Know what resources are available to help.
- Keep a record of concerning observations.
- Feel confident asking your employer to provide training and updated policies relevant to your work.

- Destigmatize the issue and encourage a workplace that is safe, and sensitive to violence.
- Ensure policies and education on domestic violence are implemented and mandatory.
- Consider delegating a leader to be the confidential point of contact for those who are concerned, or those who have been impacted.
- Show support to community programs that focus on prevention in the local community.
- Provide easy access to relevant resources and supports to employees.

<b>Family Violence Info Line</b> 310-1818	<b>OHS Contact Centre</b> 1-866-415-8690	<b>Child Abuse Hotline</b> 1-800-387-5437	<b>YW Sherriff King Home</b> 403-266-0707
<b>Child and Family Services</b> 1-800-638-0715	<b>AB Abuse Helpline</b> 1-855-443-5722	<b>Sexual Assault Line</b> 1-866-403-8000	<b>Income Supports</b> 1-866-644-5135
<b>Alberta Works</b> 1-866-644-5135	<b>Safe Disclosure Line</b> 1-800-661-9675	<b>Legal Aid Services</b> 1-866-845-3425	<b>Mental Health Helpline</b> 1-877-303-2642

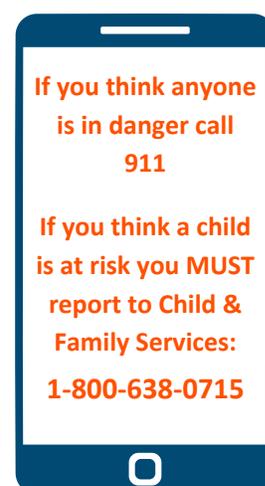
# Tools for family & friends

Domestic violence will look different in every scenario. We know that everyone in the home can experience violence, but there are some members that are most often targeted. Learn more about the different ways you can recognize signs and what you can do to help.

[14] - [19]

Elder Abuse/ Neglect	Intimate Partner Violence	Child Abuse/ Neglect
<b>Warning Signs</b> <ul style="list-style-type: none"> <li>Telling you they're being abused</li> <li>Injuries: bruises, sprains, broken bones with no explanation</li> <li>Depression, fear, withdrawal</li> <li>Changes in regular social activities or event attendance</li> <li>Changes in living arrangements</li> <li>Not paying bills, things 'disappearing'</li> <li>Signs of neglect: Insufficient food, alone for long periods, inadequate medical attention</li> </ul>	<b>Warning Signs</b> <ul style="list-style-type: none"> <li>Afraid/ anxious to please partner</li> <li>Frequent check-ins on what they're doing and where they are</li> <li>Injuries excused as "accidents"</li> <li>Change in social behaviour: missing work, school, occasions</li> <li>Clothing/ makeup used to cover bruises or injuries</li> <li>No longer sees friends/ family</li> <li>Limited access to money or car</li> <li>Major personality changes</li> </ul>	<b>Warning Signs</b> <ul style="list-style-type: none"> <li>Unexplained serious injuries: black eyes, burns, broken bones</li> <li>Seems afraid of being home</li> <li>Inappropriate clothes for weather</li> <li>Bad hygiene- lack of medical, dental and vision care</li> <li>Difficulty walking or sitting</li> <li>Premature understanding of sex- sexual themes during play</li> <li>Behaviour changes- withdrawn, acting out, substance abuse, self-harm, suicidal thoughts</li> </ul>
<b>What You Can Do</b> <ul style="list-style-type: none"> <li>Recognize warning signs</li> <li>Talk to older adult about your concerns: Use non-judgmental language, ask "Are you ok?", "Do you feel safe?"</li> <li>Immediate threat: Call 911</li> <li>Provide resources to get them the support they need</li> <li>If in care, inform care provider and follow their reporting procedures</li> </ul>	<b>What You Can Do</b> <ul style="list-style-type: none"> <li>Recognize warning signs</li> <li>Set up a time to talk privately and in-person (if possible)</li> <li>Let them know your concerns, ask non judgmental questions</li> <li>Reassure they're not alone</li> <li>Help them make a safety plan</li> <li>Provide resources &amp; supports</li> <li>Support even if they decide to stay or don't want help</li> <li>If immediate threat: Call 911</li> </ul>	<b>What You Can Do</b> <ul style="list-style-type: none"> <li>If they tell you about abuse, listen without interruption, believe them</li> <li>Assure it's not their fault</li> <li>Tell them you need to tell someone who will help</li> <li>Write down everything they said and REPORT IMMEDIATELY</li> <li>If you only suspect: REPORT it</li> <li>Do not conduct your own investigation</li> </ul>

<b>Family Violence Info Line</b> 310-1818	<b>Kids Help Phone</b> 1-800-668-6868	<b>Legal Aid Services</b> 1-866-845-3425
<b>Child and Family Services</b> 1-800-638-0715	<b>AB Abuse Helpline</b> 1-855-443-5722	<b>YW Sherriff King Home</b> 403-266-0707
<b>Child Abuse Hotline</b> 1-800-378-KIDS (5437)	<b>Income Supports</b> 1-866-644-5135	<b>Calgary Elder Abuse Line</b> 403-705-3250
<b>Indigenous Children's Services- Calgary</b> 403-297-4376	<b>Office of the Child and Youth Advocate</b> 1-800-661-3466	<b>Protection for Persons in Care Reporting Line</b> 1-888-357-9339



# Resources in Calgary

## Crisis & Community Response

- **Government of Alberta- Family Violence Information Line: 310-1818**
  - Anonymous help for individuals experiencing or suspecting family violence (170 languages)
- **Calgary 24-Hour Family Violence Helpline: 1-866-606-7233**
  - 24/7, free family violence counselling, escape/ safety planning, information & referrals, intake
- **Kids Help Phone: 1-800-688-6868**
  - 24-hour crisis line. Online support and counseling available for those 5-20 years old
- **ConnecTeen: 403-264-8336**
  - 24-hour info and support for teens, peer support 5-10 pm- online or over the phone
- **Connect Family Violence Crisis Line: 403-234-7233**
  - 24-hour emergency crisis link for women, men, children and youth experiencing family violence
- **YW Calgary- Crisis Line: 403-266-0707**
  - 24-hour confidential crisis line. Information, referrals & assistance- Offered in multiple languages
- **Wood's Homes- Crisis Phone Support (iCarol): 1-800-563-6106**
  - 24/7 crisis phone support- crisis support visits, services, referrals, several language options
- **Waypoints- Family Violence Crisis Line: 780-743-1190**
  - 24/7 confidential phone support from crisis intervention workers
- **Association of Communities Against Abuse (ACAA)- Crisis Support: 1-866-807-3558**
  - Provides therapy, education and awareness for sexual violence in central Alberta
- **Alberta Children's Hospital- Child Abuse Service: 403-955-5959**
  - Treatment for children 0-12 who have been abused or at risk of being abused
- **Connect Family & Sexual Abuse Network**
  - Sexual abuse & sexual assault line: **403-237-5888**
  - Domestic and relationship abuse line: **403-234-7233**
- **Alberta Works- Support for Albertans Fleeing Abuse: 1-866-644-5135**
  - 24/7 help for Albertans in abusive situations. Funding for eligible people- safety & housing
- **Paths- Domestic Violence Response Program (DVRP): 403-256-6396**
  - (Needs referral) Access to personal protection from physical or cyber harassment, violence, stalking or threats
- **Calgary Chinese Community Response to Family Violence: 403-261-7956**
  - Free services (Cantonese & Mandarin)- risk assessment, referrals, court navigation, public education
- **Mount Royal University- Dating, Domestic & Sexual Violence: 403-440-5623 | [mru.ca/edsb](http://mru.ca/edsb)**
  - Social work support, academic, safe living & workplace accommodations, safety planning, reporting options

# Resources in Calgary

## Shelter & Housing

- **Calgary Women's Emergency Shelter: 403-234-7233**
  - 24/7-No cost emergency shelter for women & children. Counselling, resources, advocacy and support
- **YW Calgary- transitional housing: 403-263-1550**
  - Safe & affordable housing for women in crisis. 24/7 client support, counselling and resources
- **YW Calgary- Sheriff King Home: 403-266-4111**
  - Domestic violence shelter for women & children. Basic needs, individual counselling & support
- **Awo Taan Healing Lodge Society: 403-531-1970 ext. 210 / 211**
  - Emergency shelter guided by Native traditional teachings. For anyone affected by violence/ abuse
- **Discovery House- Community Housing Program: 403-670-0467**
  - Places families affected by abuse into long-term, stable rental housing and community supports
- **Brenda Strafford Centre- Second Stage & Progressive Housing: 403-270-7240**
  - Second Stage- emergency shelter program, Progressive Housing- affordable, transitional housing
- **Canadian Pakistani Support Group- Maskan Transitional Home: 403-708-3775**
  - Transitional home for Muslim women & children. Cultural sensitivity- different language delivery
- **Sonshine Community Services: 403-860-9412**
  - Second-stage shelter (1-year) for women and children fleeing domestic violence- counselling
- **Children's Cottage Society- Brenda's House: 403-242-8575**
  - Emergency shelter for families with children, information and referrals to community resources
- **Inn from the Cold- Family Housing & Support: 403-263-8384**
  - Supportive housing programs- case management, financial help, child development, wellness
- **Nisa Homes- Calgary: 1-888-456-8043**
  - Transitional home & supports for refugee and Muslim women- Arabic, Urdu, Somali and Gujarati
- **Rowan House- Emergency Shelter: 403-652-3311**
  - 30-day emergency shelter for women & their children- counselling, safety planning, goal setting
- **Made by Momma- My New Bed Program: 403-969-0401**
  - Provides a brand new bed to children who leave situation of abuse with their family

# Resources in Calgary

## Mental Health, Counselling & Care

- **The Distress Centre: 403-266-4357**
  - 24-hour info and support. Access to free counselling for individuals, groups & families
- **Calgary Women's Emergency Shelter: 403-234-7233**
  - 24-hour family violence helpline. Free counselling for those requiring service
- **Wood's Home: 403-299-9699**
  - No fee- immediate walk-in counseling for youth, individuals and families
- **Calgary Immigrant Women's Association: 403-263-4414**
  - Culturally-sensitive counselling for immigrant women and their families experiencing transition
- **YW Calgary: 403-266-0707**
  - 24-hour crisis line. Counselling for women & their families. Group and individual programs
- **Calgary Family Therapy Centre: 403-802-1680**
  - Mental health treatment program for children and families experiencing difficulties
- **Discovery House- Mental Health Support: 403-670-0467**
  - For women & children fleeing domestic violence. Individual and group counselling
- **Canadian Centre for Men & Families- Domestic Abuse Recovery Program: 587-885-2839**
  - Peer-delivered, 13-week trauma recovery program for men who have experienced domestic abuse
- **Catholic Family Services- Rapid Access Counselling: 1-877-244-2360**
  - Affordable, single session counselling for anyone. Available in English, Spanish, German and Farsi
- **Brenda Strafford- Group Counselling: 403-444-7222**
  - Once a week group counselling in a supportive environment on the impacts of domestic violence
- **Calgary Counselling Centre: 833-827-4229**
  - You Are Not Alone & Responsible Choices for Women (14-week group counselling program)
  - Turn for the Better & Responsible Choices for Men (14-week group counselling program)

# Resources in Calgary

## Legal and Financial

- **Legal Aid Alberta: 1-866-845-3425**
  - Assistance with Emergency Protection Order (EPO), and legal information for families
- **HomeFront: 403-206-2100**
  - Court advocacy & immigration status updates, safety planning, court processes, referrals
- **Calgary Legal Guidance- Domestic Violence Legal Intervention Program: 403-716-6478**
  - Specialized legal info and assistance for adult victims of domestic violence
- **Calgary Women's Emergency Shelter- Court Program: 403-234-7233**
  - Access to legal services (criminal and civil) for women & children experiencing domestic violence
- **Victim Assistance Support Team- Court Support Program: 403-428-8398**
  - Info on criminal justice system, court updates, orientation and accompaniment
- **Child Witness Court Preparation Program: 403-289-8385**
  - Tools and resources to help children & teens prepare for being in court
- **Calgary Crown Prosecutor's Office- Public Assistance Unit: 403-297-3912 / 403-297-3913**
  - Info on court proceedings to victims and witnesses during criminal justice process
- **Family Law Office: 403-297-6380**
  - Info on legal options, referrals, duty counsel for Emergency Protection Order (EPO) processes
- **Calgary Family Law Associates- Family Violence & Emergency Protection Orders: 587-316-1125**
  - Legal help with immediate crisis and guidance with EPO processes
- **Toque & Justice Supports: 587-577-5211**
  - Paralegal support services- Provincial Court agent, mediation, legal documents, victim support
- **Financial Concierge Inc.: 403-978-2176**
  - Services to assist seniors handle certain aspects of day to day money management
- **YW Calgary: 403-232-1580**
  - Money Matters- financial administration & financial education program. Financial Literacy Workshops

## Education and Training

- **Sagesse- Real Talk & Rainbow Ready: 403-234-7337**
  - Real Talk: 2-hour customized workshop to learn about domestic violence prevention
  - Rainbow Ready: For service providers to increase safety for 2SLGBTQ+ people experiencing violence
- **Action Dignity- Sustaining Healthy and Awesome RELationships (SHARE): 403-2263-9900**
  - Community-based primary prevention- research, planning, action
- **Alberta Council of Women's Shelters- Domestic Violence in Your Workplace: 1-866-331-3933**
  - Tailored workshops for workplaces to learn the signs, and support those experiencing violence

# Resources in Calgary

## Indigenous Supports

- **Discovery House- Indigenous-Specific Programs and Services: 403-670-0467**
  - Indigenous trauma-informed services- counselling, sharing circles, cultural extensions, smudging
- **Awo Taan Healing Lodge Society: 403-531-1970 ext. 200**
  - Emergency shelter guided by Native traditional teachings. For anyone affected by violence/ abuse
- **Circle of Wisdom Elders & Seniors Centre: 587-350-4789**
  - Support, advocacy, traditional teachings and referrals for Indigenous seniors
- **Chrysalis Anti Human Trafficking Network: 1-866-528-7109**
  - Crisis line- Indigenous women, girls and Two-spirited people (French, Cree, Ojibway, Inuktitut)
- **Hope For Wellness Helpline: 1-855-242-3310**
  - 24/7 Crisis Intervention Counsellors (English, French, Cree, Ojibway and Inuktitut)
- **Sucker Creek Women's Emergency Shelter: 780-523-4357**
  - On-reserve shelter for Indigenous women and their children fleeing abuse

## LGTBQ2S+ Community

- **Trans Lifeline: 1-877-330-6366**
  - Hotline staffed by transgender people. Supports for transgender individuals & communities
- **LGTB Youtline: 1-800-268-9688**
  - Confidential. non-judgmental and informed LGTBQ2S+ peer support
- **LGBT National Help Centre- 1-888-843-4564**
  - Safe, anonymous and confidential space for all ages- staffed by trained LGBTQ+ volunteers
- **Centre for Newcomers- LGTBQ+ Newcomer Services: 403-569-3325**
  - LGBTQ+ Newcomer program & LGBTQ+ Refugee Centre- supports, mentorship, assistance
- **Skipping Stone: 587-333-4342**
  - Services, supports and programs for trans folks
- **Sagesse- Rainbow Ready: 403-234-7337**
  - Program for service providers to increase safety for 2SLGBTQ+ individuals experiencing violence
- **Cascade Health: 587-429-9648**
  - Whitney Bryant (R.Psych) specializes in LGBTQ+ inclusive & affirming mental health services
- **Centre for Sexuality: 403-270-3209**
  - Free, short-term counselling services

# Resources in Calgary

## Newcomers and Non-English Speaking Supports

- **Centre for Newcomers Calgary- Vulnerable Population Services: 403-537-8806**
  - Provides needs-based settlement info, resources, referrals and workshops for new Canadians
- **Calgary Immigrant Women's Association- Family Conflict Program: 403-263-4414**
  - Culturally-sensitive counselling for immigrant women and their families experiencing transition
- **YWCA Calgary- Crisis Line: 403-266-0707**
  - 24-hour confidential crisis line. Information, referrals & assistance- Offered in multiple languages
- **Wood's Homes- Crisis Phone Support (iCarol): 1-800-563-6106**
  - 24/7 crisis phone support- crisis support visits, services, referrals, several language options
- **Canadian Pakistani Support Group- Maskan Transitional Home: 403-708-3775**
  - Transitional home for Muslim women & children. Cultural sensitivity- different language delivery
- **CCIS- Interpretation & Translation Service: 403-514-8335**
  - Professional interpretation to public, private and non-governmental agencies
- **Calgary Chinese Community Response to Family Violence: 403-261-7956**
  - Free services (Cantonese & Mandarin)- risk assessment, referrals, court navigation, education
- **Excel Family & Youth Society- Family Support Services: 403-263-9900 ext. 2770**
  - Mentoring, workshops and seminars for families- domestic violence prevention (Amharic delivery)
- **Jewish Family Service Calgary- Shalom Bayit "Peace in the Home": 403-287-3510**
  - Addresses domestic violence, child abuse, sexual and dating violence in the Jewish community
- **Calgary Ethiopian Community Association- Community Outreach Program: 403-262-7260**
  - Financial & moral support, mitigation of family violence, counselling, mediation and assistance
- **Immigrant Services Calgary- Multicultural Men's Program- Counselling Services: 403-444-1508**
  - 12-week multi-language group counselling- domestic violence, anger management, communication
- **Nisa Homes- Calgary: 1-888-456-8043**
  - Transitional home & supports for refugee and Muslim women- Arabic, Urdu, Somali and Gujarati
- **Punjabi Community Health Services Calgary- Sahara Men's Domestic Violence Group: 587-999-9312**
  - Psychoeducational program- addresses underlying attitudes and beliefs about domestic violence

# Resources in Calgary

## Seniors, People with Disabilities or Persons in Care

- **Protection for Persons in Care Reporting Line: 1-888-357-9339**
  - Line to report abuse or suspected abuse for persons receiving care from public funded services
- **Calgary Seniors' Resource Society- Senior Connect: 403-266-6200**
  - Help for at-risk seniors connect to community support services for safe and independent living
- **Kerby Elder Abuse Line (24-hour): 403-705-3250**
  - 24-hour crisis line with access to the Elder Abuse Response Team and Kerby Rotary House Shelter
- **Carya- Elder Abuse Response Team: 403-706-3250**
  - Respond and investigate suspected cases of elder abuse. Provide support and guidance.
- **The Office of the Public Guardian & Trustee: 1-877-427-4525**
  - Report a serious concern about a guardian, co-decision maker, trustee or agent
- **The Alberta Health Advocates: 780-422-1812**
  - Access resolution to support senior Albertans and their families
- **Seniors Secret Service Society: 403-257-8339**
  - Enhances quality of life for 60+ individuals who are alone or in isolated community
- **Circle of Wisdom Elders & Seniors Centre: 587-350-4789**
  - Support, advocacy, traditional teachings and referrals for Indigenous seniors
- **Calgary Legal Guidance- Elder Law Program: 403-716-6489**
  - Help with enduring powers of attorney, estate administration, wills, adult guardianship, elder abuse
- **Financial Concierge Inc.: 403-978-2176**
  - Services to assist seniors handle certain aspects of day to day money management
- **Calgary Legal Guidance- Assured Income for the Severely Handicapped (AISH): 403-234-9266**
  - Assistance navigating social benefits system and AISH program
- **The Office of the Advocate for Persons with Disabilities: 780-422-1095 | 1-800-272-8841**
  - The Advocate represents the rights, interests and viewpoints of persons with disabilities
- **Calgary Disability Services: 403-297-6022**
  - Family support and services for children with disabilities

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