

## **RESOURCES**

### **1. GENERAL RESOURCES**

#### **General Information**

##### **Ontario Women's Directorate**

The Ontario Women's Directorate provides legal resources that focus on the prevention of violence against women. Visit the directorate's website at:

- [www.citizenship.gov.on.ca/owd/english/](http://www.citizenship.gov.on.ca/owd/english/) [English]
- [www.citizenship.gov.on.ca/owd/french/](http://www.citizenship.gov.on.ca/owd/french/) [French]

##### **METRAC – Metropolitan Action Committee on Violence Against Women and Children**

METRAC is an organization dedicated to protecting women and children from domestic violence, and offers a variety of publications and programs to meet this mandate.

The METRAC website provides a selection of free on-line violence prevention resources that may be of assistance to domestic abuse victims province-wide. These resources can be found on the METRAC website at: [www.metrac.org/programs/info/prevent.htm](http://www.metrac.org/programs/info/prevent.htm). METRAC can also be reached by telephone at 1-877-558-5570

##### **SupportLink**

Through the SupportLink program, victims at risk of domestic violence, sexual assault and stalking receive help developing a personal safety plan, information and referral to community services, follow-up contact, and, where appropriate, a cell phone pre-programmed to dial 911. To see if SupportLink is available in your area, please refer the Ministry of the Attorney General's website at [www.attorneygeneral.jus.gov.on.ca/english/about/vw/supportlink.asp](http://www.attorneygeneral.jus.gov.on.ca/english/about/vw/supportlink.asp).

##### **Victim Crisis Assistance & Referral Services (VCARS)**

The Victim Crisis Assistance & Referral Services (VCARS) program provides immediate, on-site service to victims of crime. In partnership with the VCARS, police will bring in a team of trained volunteers, on consent of the victim, to provide on-site assistance and make referrals to community agencies for long-term assistance. You can call the Victim Support Line toll-free at 1-888-579-2888 or 416-314-2447 in the Toronto area, 24 hours a day, seven days a week.

## **Springtide Resources**

The Springtide Resources website was designed to raise public awareness on issues relating to violence against women, and is committed to providing accessible education. The Springtide Resources website offers an extensive catalogue of publications relating to domestic abuse. The catalogue can be found at [www.springtideresources.org/resources/publications.cfm](http://www.springtideresources.org/resources/publications.cfm).

## **Help Lines**

### **Assaulted Women's Help Line**

The Assaulted Women's Help Line is a toll-free crisis telephone service operating province-wide, 24 hours a day, seven days a week. Trained counsellors can help you determine your options. The website can also be visited at [www.awhl.org](http://www.awhl.org).

Interpreters in 154 languages are available to respond to callers. Phone 1-866-863-0511 or 416-863-0511 in the Toronto area. TTY is available by calling 1-866-863-7868.

### **Femaide**

Femaide is a province-wide crisis line for Francophone women, 16 years of age and over. This line can be reached toll-free at 1-877-336-2433, and it operates 24 hours a day, seven days a week. TTY is available by calling 1-866-860-7082. The Femaide website can be visited at <http://www.briserlesilence.ca/>.

### **Victim Support Line (VSL)**

The Victim Support Line (VSL) is a province-wide, multilingual, toll-free information line providing a range of services to victims of crime. You can call the Victim Support Line toll-free at 1-888-579-2888 or 416-314-2447 in the Toronto area.

The VSL offers information and referral to support services in your community and pre-recorded information about the criminal justice system. Services are offered in 13 languages, including Arabic, English, French, Italian, Spanish, Chinese (Cantonese, Mandarin and Taishan), Filipino, Hindi, Kinyarwanda, Punjabi, Rundi, Swahili and Urdu.

## **Shelters and Crisis Centers**

### **Shelternet**

The Shelternet website at [www.shelternet.ca](http://www.shelternet.ca) provides information on shelters for abused women across Canada. The website also provides general information and resources for women experiencing violence, and is produced in 10 languages (English, French, Spanish, Portuguese, Polish, Chinese, Vietnamese, Arabic, Farsi and Punjabi).

### **Ontario Network of Sexual Assault/Domestic Violence Treatment Centres**

The Ontario Network of Sexual Assault/Domestic Violence Treatment Centres provides support to 35 hospital-based sexual assault and domestic violence treatment centres across Ontario. These centres provide care to women, children and men who have experienced sexual or domestic abuse. Services include emergency medical care, crisis intervention, forensic evidence collection and counselling. To find the contact information of a sexual assault/domestic violence treatment centre in your area, please visit [www.satcontario.com/en/locate\\_centre.php](http://www.satcontario.com/en/locate_centre.php).

### **Ontario Coalition of Rape Crisis Centres**

The objective of the Ontario Coalition of Rape Crisis Centres is to work for the prevention and eradication of sexual assault, including rape.

Their website may be found at: [www.ocrcc.ca/index.html](http://www.ocrcc.ca/index.html).

To find the telephone number of a sexual assault and rape crisis center near you, see: [www.ocrcc.ca/centres.html](http://www.ocrcc.ca/centres.html).

### **Safety Planning**

A safety plan can help you make important decisions to keep yourself safe. It can also help you think about the things you will need in an emergency.

For detailed information on safety planning, and on how to create a safety plan, see:

#### **Shelternet**

- [www.shelternet.ca/en/women/making-a-safety-plan/](http://www.shelternet.ca/en/women/making-a-safety-plan/)
- [www.shelternet.ca/fr/women/making-a-safety-plan/](http://www.shelternet.ca/fr/women/making-a-safety-plan/)

#### **CLEONet**

- [www.cleonet.ca/resources/973](http://www.cleonet.ca/resources/973), which provides a Safety Planning Guideline.

### **Services for Cultural Communities**

While all resources listed in this guide provide services to different cultural communities, the following organizations offer services to meet the needs of specific cultural communities.

#### **Family Law Education for Women**

The Family Law Education for Women website provides legal information intended to address the particular needs and vulnerabilities of women new to Canada (including immigrant, refugee and non-status women) and can be found at [www.onefamilylaw.ca/en/familylawissues](http://www.onefamilylaw.ca/en/familylawissues).

The Family Law Education for Women website also provides specialized family law materials targeted towards specific cultural community needs. Resources are available for Aboriginal women, Francophone women, immigrant domestic workers and caregivers, Jewish women, Muslim women, women of Christian faiths, women with disabilities and deaf women.

The materials can also be ordered either online, or by telephone. To order by phone, call the Service Ontario Contact Centre at 416-326-5300 (Toronto) or 1-800-668-9938 (free across Canada).

The website is produced in 11 languages, including English, French, Arabic, Chinese (traditional and simplified), Farsi, Punjabi, Somali, Spanish, Tamil and Urdu.

### **SALCO – South Asian Legal Clinic of Ontario**

The South Asian Legal Clinic of Ontario (SALCO) provides both legal education and representation to low-income South Asians in manner that is both culturally and linguistically sensitive.

The SALCO website can be found at [www.salc.on.ca](http://www.salc.on.ca). SALCO can also be reached by telephone at 416-487-6371.

### **Ontario Federation of Indian Friendship Centres**

The Ontario Federation of Indian Friendship Centres is an Aboriginal organization that represents 27 Friendship Centres province-wide. First Nations women who have experienced domestic violence can receive assistance from a Native Court Worker in their area. Contact the Ontario Federation of Indian Friendship Centres at <http://www.ofifc.org/ofifchome/page/programs/index.htm> or by telephone at 416-956-7575.

A specialized program of the Ontario Federation of Indian Friendship Centres is the Aboriginal Healing & Wellness Strategy. This organization provides referrals to shelters and other resources and services for Aboriginal communities. The website can be found at: [www.ahwsontario.ca](http://www.ahwsontario.ca), and the organization can also be reached by telephone at 416-326-6905

### **DAWN Ontario – Disabled Women’s Network Ontario**

DAWN Ontario is a community outreach program dedicated to advancing the equality rights of women living with disability. The DAWN website, which can be found at: <http://dawn.thot.net>, provides various educational and informational materials. Included in its online publications is a note entitled, “Family Violence Against Women with Disabilities”, which addresses the particular vulnerabilities that disabled women who have experienced violence face. This note can be accessed at: [http://dawn.thot.net/violence\\_wwd.html](http://dawn.thot.net/violence_wwd.html).

### **Resources for Same-Sex Families**

While all resources listed in this guide provide services to same-sex families, the following have specific services to meet the needs of same-sex couples.

#### **CLEONet**

CLEONet is an online resource project providing legal information intended to help in understanding legal rights. The website provides a series of brochures entitled “Loves Me,

Loves Me Not”, which address the issue of abuse in gay, bisexual and lesbian relationships, as well as relationships involving transgendered people. The brochures are available at [www.cleonet.ca/topics/41/109](http://www.cleonet.ca/topics/41/109).

## **Springtide Resources**

The Springtide Resources website offers an extensive catalogue of publications relating to domestic abuse, and is sensitive to the dynamic in a violent same-sex relationship. The website provides a handbook entitled, “Abuse in Same-Sex Relationships”, which can be found at [www.springtideresources.org/resources/show.cfm?id=20](http://www.springtideresources.org/resources/show.cfm?id=20).

## **Male-Focused Victim Services**

While many of the resources listed in this guide provide services to men, the following service offers programs tailored specifically to men’s needs.

### **The Men’s Project**

The Men’s Project provides both individual and couple counselling to men and their families. The project also offers healing programs for men who have experienced abuse. The program is available to straight, gay and bisexual men. For more information, please visit the website at <http://themensproject.ca>, which is available in both English and French, or call the toll-free Crisis and Support Services line in Ontario at 1-877-677-6532.

## **2. LEGAL RESOURCES**

### **Legal Services**

#### **Lawyer Referral Service**

If you want to hire a lawyer, you can contact the Lawyer Referral Service operated by the Law Society of Upper Canada. The Lawyer Referral Service will provide the name of a lawyer who practices in the relevant legal area. This lawyer will consult with you for up to half an hour for free. The telephone number for the service is 1-900-565-4577. There is a fee of six dollars to use this service.

The Lawyer Referral Service also operates a separate crisis line for victims of domestic violence, callers who are under the age of 18, or anyone calling about a child protection issue. There is no fee for crisis line callers. To access this service, call 416-947-3330 in the Toronto calling area, or toll-free 800-268-8326 from elsewhere in Ontario.

#### **Legal Aid Ontario**

If you cannot afford a lawyer, you may be able to get legal aid. You can contact Legal Aid Ontario to see whether you qualify. Victims of domestic violence may be able to receive a

legal aid certificate on an emergency basis. You can also visit the advice lawyer (provided by Legal Aid Ontario) at the Family Law Information Centre at your local family court.

The Legal Aid Ontario website is available in both English and French, and provides information about domestic abuse at [www.legalaid.on.ca/en/getting/domestic.asp](http://www.legalaid.on.ca/en/getting/domestic.asp). To find a legal aid office, community legal clinic, or student legal clinic near you, please visit [www.legalaid.on.ca](http://www.legalaid.on.ca), or call toll-free at 1-800-668-8258.

## **Legal Information**

### **Justice Ontario**

Justice Ontario is the Ministry of the Attorney General's one-stop source for information about Ontario's justice system. You can also call Justice Ontario at 1-866-252-0104 for legal information in over 170 different languages. You can visit Justice Ontario online <http://www.attorneygeneral.jus.gov.on.ca/english/justice-ont/>.

### **Family Law Information Centres (FLICs)**

Family Law Information Centres assist in meeting the individual needs of clients, particularly clients who are not represented by a lawyer and are entering the family court system for the first time. FLIC centres provide publications and guides to family procedures, including the publication "What You Should Know About Family Law in Ontario", which contains a section specific to domestic violence issues. This publication is available in English, French, Arabic, Chinese (Simplified and Traditional), Somali, Spanish, Tamil and Urdu, and is available online at the Ministry of the Attorney General website at [www.attorneygeneral.jus.gov.on.ca/english/family/famlawbro.asp](http://www.attorneygeneral.jus.gov.on.ca/english/family/famlawbro.asp).

The Centres also have an on-site Advice Lawyer from Legal Aid who, at designated hours, can provide summary legal advice. Please contact your local court for details of available services. See the listing of FLIC offices throughout Ontario at [www.attorneygeneral.jus.gov.on.ca/english/family/infoctr\\_locations.asp](http://www.attorneygeneral.jus.gov.on.ca/english/family/infoctr_locations.asp).

### **Family Law Education for Women**

The Family Law Education for Women website, which can be found at [www.onefamilylaw.ca](http://www.onefamilylaw.ca) is a public legal education project funded by the government of Ontario to assist women in understanding their family law rights. The website provides a variety of online publications dedicated to family law issues.

The materials can also be ordered either online, or by telephone. To order by phone, call the Service Ontario Contact Centre at 416-326-5300 (Toronto) or 1-800-668-9938 (free across Canada).

### **CLEONet**

CLEONet is an online resource project dedicated to providing legal information intended to help in understanding legal rights. The handbook entitled, "Do You Know a Woman Who Is

Being Abused? A Legal Rights Handbook” provides information on many of the legal issues faced by abused women, and includes information on preparing to leave a violent relationship, the criminal process, protection orders, and legal and community resources in Ontario. The handbook is available online in both English and French at:

- [www.cleo.on.ca/english/pub/onpub/PDF/criminal/handbook.pdf](http://www.cleo.on.ca/english/pub/onpub/PDF/criminal/handbook.pdf)
- [www.cleo.on.ca/francais/pubf/onpubf/PDFf/criminel/dykawfr.pdf](http://www.cleo.on.ca/francais/pubf/onpubf/PDFf/criminel/dykawfr.pdf).

Copies of the handbook can be ordered by calling 416-408-4420, or visit the website at [www.cleonet.ca](http://www.cleonet.ca)

### **OWJN - Ontario Women’s Justice Network**

A project of METRAC, the Ontario Women’s Justice Network, which can be found at [www.owjn.org](http://www.owjn.org) provides to women who have experienced domestic abuse information about the legal system in a manner that reflects the diverse realities they face.