ACKNOWLEDGEMENTS

The Sexual Assault Response Protocol for the Region of Waterloo would not have been possible without the contributions of the members of the Sexual Assault Response Team (SART) of Waterloo Region. This collaborative team consists of dedicated individuals from the following community agencies:

- Child Witness Centre
- Community Advocates for Sexually Abused Males – Canadian Mental Health Association, Grand River Branch
- Community Justice Initiatives
- Conestoga College, Security
- Office of the Crown Attorney
- Family & Children's Services of the Waterloo Region
- Family Counselling Centre of Cambridge and North Dumfries
- The Healing of the Seven Generations
- John Howard Society of Waterloo-Wellington
- Kitchener-Waterloo Multicultural Centre
- Lutherwood
- Mennonite Central Committee Ontario
- Mosaic Counselling & Family Services
- Sexual Assault Support Centre of Waterloo Region
- Victim / Witness Assistance Program – Waterloo Region
- Victim Services of Waterloo Region
- Waterloo Regional Police Service – Major Case Branch and Victim Services Unit
- Waterloo Region Sexual Assault/Domestic Violence Treatment Centre

The Sexual Assault Support Centre of Waterloo Region (SASC) graciously took on a crucial leadership role in planning and implementing this vital community project. For this, we would like to extend a special expression of gratitude to the team members at SASC, whose committed efforts were and continue to be invaluable to this project.

We would also like to convey our gratitude to the Social Innovation Research Group (SIRG) at the Lyle S. Hallman Faculty of Social Work at Wilfrid Laurier University who volunteered countless hours over the past two years towards this project. The skills, enthusiasm and devotion of the SIRG team were integral to the success of this venture. We would like to
specially acknowledge the work of Director, Dr. Ginette Lafrenière, and Research Associates, Sue Weare, Nicola Inglefield, Gillian McCallum and Mark Yungblut for sharing their passion and expertise.

We are grateful as well to the Domestic Assault Review Team of Waterloo Region, funded by the Ministry of Community and Social Services, for financially supporting the printing and launch of this protocol.

Further, we graciously acknowledge the contribution of the Waterloo Region Crime Prevention Council for their support in holding a public launch of the Protocol for the Waterloo Region community.
We, the undersigned acknowledge and endorse the contents of this protocol, and commit to:

1. Work together as a community in a spirit of cooperation.

2. Espouse the guiding principles, values and beliefs outlined in the protocol:
   - Safety
   - Respect
   - Access, Equity and Inclusion
   - Choices and Options
   - Commitment, Collaboration and Consistency
   - Trauma-Informed Responses and Interventions
   - Accountability
   - Prevention and Early Intervention
   - Confidentiality

3. Uphold our commitments to the community with reference to the response procedures and accountability measures outlined in our agency’s commitment of services documented within the protocol.

4. Endeavour, within the mandate of our individual organizations’ services, to ensure that staff/members are informed of the contents and procedures of this protocol, where it is applicable.
Jack Reynolds, Executive Director
Child Witness Centre

Don Roth, Executive Director
Canadian Mental Health Association, Grand River Branch – Community Advocates for Sexually Abused Males

Chris Cowie, Executive Director
Community Justice Initiatives

Don Willis, Director, Safety and Security
Conestoga College, Security

William Wilson, Crown Attorney
Office of the Crown Attorney
Ministry of the Attorney General

Alison Scott, Executive Director
Family & Children's Services of Waterloo Region

Bobbye Goldenberg, Executive Director
Family Counselling Centre of Cambridge & North Dumfries

Donna Dubie, Executive Director
The Healing of the Seven Generations

Dr. Joan Nandlal, Executive Director
John Howard Society of Waterloo-Wellington

Lucia Harrison, Executive Director
Kitchener-Waterloo Multicultural Centre

Steve Sherrer, Chief Operating Officer
Lutherwood

Rick Cober Bauman, Executive Director
Mennonite Central Committee Ontario
Sue Gillespie, Executive Director
Mosaic Counselling & Family Services

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Waterloo Region

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Major Case Branch and Victim Services
Unit

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Victim / Witness Assistance Program –
Waterloo Region

Casey Cruikshank, Director
Waterloo Region Sexual
Assault/Domestic Violence Treatment
Centre
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1 BACKGROUND

In 2007, several local agencies and service providers that support victims/survivors of sexual violence attended an information sharing and visioning session related to building a community response to sexual violence. The intention was to have organizations discuss the specific services they offer, in hopes of providing clarity, identifying gaps or overlaps, and ultimately using our resources more effectively. The outcome of this session was the development of a formal network of agencies in our community that respond in various ways to sexual assault. The network began meeting monthly, and eventually became the Sexual Assault Response Team (SART), whose intended purpose is to share information and work together in providing a coordinated community response to sexual violence in Waterloo Region.

As SART formalized its mandate and objectives, certain barriers to developing such a coordinated response were identified. In particular, whenever there were changes or turnover in committee membership, progress was inevitably stalled as newcomers had to be brought up to date. Committee members also raised concerns that without a protocol in place, there can be miscommunication between service providers, duplication in services, lack of understanding about each other’s roles, and victims/survivors not consistently being given the same information regarding supports and resources. Therefore, it was recognized that there was a need to develop a document that explained the roles of partner agencies and their relationships with one another in order to effectively coordinate service provision.
The purpose of the Sexual Assault Response Protocol is to provide community partners and service providers with a foundation for responding more effectively to sexual assault in Waterloo Region, and to better meet the needs of victims/survivors of sexual violence.

The protocol establishes a common understanding and framework for the provision of services to victims/survivors of sexual violence, enabling greater coordination and collaboration between community partners. This is a living document for sharing information, knowledge, and best practices in coordinated services.

The protocol also offers an integrated source of information on agency practices and procedures, clarifying the roles various agencies play in responding to sexual assault in our community. This supports familiarity between agencies, as well as the development and maintenance of effective working relationships. Community members also benefit from this central source of information, as it helps them to better understand and access services.

This document also emphasizes the need for member agencies to work in a spirit of cooperation. Mechanisms for ongoing evaluation and review of the protocol are described herein. This protocol is intended to provide the basis for interdisciplinary training in our community.

Finally, this protocol is intended to support and inform already existing community and inter-agency protocols, but not to dictate specific individual agency procedures.
Sexual violence is defined as any act or threat that violates the sexual integrity of any person. A sexual assault is not an act of passion or intimacy, but an attempt to exert power and control to dominate and violate an individual. Sexual assault frequently includes a violation of trust by those who are in a position of perceived or real power and/or authority.

Sexual assault is a complex social problem and a serious crime that requires a comprehensive approach from all service sectors and community members. Sexual violence does not only affect the individual victim/survivor, but also impacts families, loved ones, other witnesses to the violence, and the whole of the community.

We support a gendered analysis of sexual assault that recognizes the systemic and societal structures that promote and allow sexual violence to exist. The vast majority of sexual assaults are perpetrated by men against women, boys, girls, and youth. We recognize that women and children are accorded less power and authority in society, which renders them more vulnerable to being victimized. However, the same masculinised ideals and practices at the root of sexual violence against women can serve as barriers to male victims/survivors reaching out and receiving support.

The following principles, values and beliefs guide the work we do in responding to sexual assault in our community:

- **Safety**
  We support the right of all people to live their lives free from violence or threat of sexual violence. Our first priority is always the safety and well-being of victims/survivors of sexual violence.

- **Respect**
  We commit to treat all victims/survivors with the utmost compassion, dignity, and respect, with the understanding that a victim/survivor is never to be blamed for the assault.
• **Access, Equity and Inclusion**
We believe that everyone should experience equity when accessing services, meaning fairness of treatment according to their individual needs. Regardless of race, national or ethnic origin, colour, religion, age, sex, marital status, family status, socio-economic status, disability, sexual orientation, gender identity, or any other circumstance, everyone is entitled to services that are sensitive, appropriate, and inclusive. We also recognize that victims/survivors who are marginalized may encounter barriers in accessing services.

• **Choices and Options**
We believe in providing a client-centered response that respects the right of victims/survivors to be aware of their options and make their own choices about the services we provide. We support and encourage victims/survivors in making informed decisions.

• **Commitment, Collaboration and Consistency**
We believe that anyone who has experienced sexual assault deserves to receive services in a timely, coordinated, and sensitive manner. Therefore, organizations providing services to victims/survivors are committed to a collaborative approach in responding to sexual assault in our community. By working together, we are better able to consistently meet the needs of victims/survivors.

• **Trauma-Informed Responses and Interventions**
We provide trauma-informed responses that are knowledgeable and sensitive to the vulnerabilities experienced by victims/survivors, and that also acknowledge the far-reaching impacts of trauma. We strive to avoid re-victimizing or re-traumatizing people who have experienced sexual assault. Further, we recognize that victims/survivors may express a wide variety of reactions.

• **Accountability**
We believe that people who perpetrate sexual violence are responsible for their actions and should, whenever possible, be held accountable through the appropriate systems. Further to this, we endeavor to respect survivors’ autonomy to make choices about the involvement of the criminal justice system in their experience of sexual violence whenever possible. In sexual assault cases involving children, we are mandated to report the assault to the appropriate authorities.
• **Prevention and Early Intervention**
  We recognize that in order to reduce all forms of sexual violence, it is necessary to implement prevention and early intervention strategies at both the individual and the systemic level. Sexual assault is a social problem that will require changes in our health care, legal and social systems to resolve. We believe that public education programs, advocacy, and social action are all essential in our work to address the roots of sexual violence. (For more information on prevention work, refer to the Government of Ontario’s Sexual Violence Action Plan launched March 2, 2011 entitled *Changing Attitudes, Changing Lives.*)

• **Confidentiality**
  We endeavor to maintain the confidentiality of victims/survivors, protecting their privacy within the boundaries of the law. The limits to confidentiality must be clearly explained to each victim/survivor at first contact to support them in making informed decisions.
The following is meant to clarify terms as they are used in this protocol. Readers should note that various organizations may use different terms that are specific to their service sector. These definitions represent commonly used language. For legal definitions, refer to the Criminal Code of Canada.

Please note that gender-neutral language is applied throughout to reflect the fact that anyone can be a victim/survivor of sexual violence, including men, women, and people who are transgendered. However, it is recognized that the overwhelming majority of violence involves men abusing women and children. See “Guiding Principles, Values, and Beliefs” for more information.

**Child:** According to the Child & Family Services Act (CFSA), Part III, a child is a person actually or apparently under the age of sixteen (16), or a person under the age of eighteen (18) who is subject to an order under Part III of the CFSA.

**Child Sexual Abuse:** Child sexual abuse occurs when a child is used for sexual purposes by an adult or adolescent. Sexual abuse may involve sexual fondling or inviting a child to touch or be touched sexually. Other forms of sexual abuse include sexual intercourse, juvenile prostitution and sexual exploitation through child abuse images. Sexual abuse is inherently emotionally abusive and is often accompanied by other forms of mistreatment. It is a betrayal of trust and an abuse of power over the child. The Criminal Code clearly identifies these behaviours related to the sexual abuse of children as against the law.

**Confidentiality:** Information that is confidential is only shared with people who are legally authorized to have access to it. For example, lawyers, doctors, counsellors and therapists may be required to keep information about their clients confidential unless they are required to disclose it by law. (See the Guiding Principles, Values and Beliefs for more information on Confidentiality.)

**Consent to Sexual Activity:** See the Toolkit for further Consent to Sexual Activity Information.
Domestic Violence: Domestic violence is any use of physical or sexual force, actual or threatened, in an intimate relationship; it may include physical assault, sexual assault, or emotional, psychological or financial abuse.

Intimate relationships include those between the opposite-sex and same-sex partners. These relationships vary in duration and legal formality and include current and former dating, common-law and married couples. Although both women and men can be victims of domestic violence, the overwhelming majority of this violence involves men abusing women.

These crimes are often committed in a context where there is a pattern of abusive and controlling behaviour. It can include threats to harm past or present partners, children, other family members, pets and property. The violence is used to intimidate, humiliate or frighten victims, or to make them powerless. Domestic violence may include a single act of abuse. It may also include a number of acts, which may appear minor or trivial when viewed in isolation, but collectively form a pattern that amounts to abuse.

Criminal Code offences include, but are not limited to, homicide, assault, sexual assault, threatening death or bodily harm, forcible confinement, criminal harassment, abduction, breaches of court orders and property-related offences.

Duty to Report: A person who believes on reasonable grounds that a child is or may be in need of protection is required to forthwith report this belief and the information on which it is based to Family and Children’s Services. The act applies to every person who performs professional or official duties with respect to a child. Child and Family Services Act, Section 72(2).

Gendered Analysis: This is a method of analyzing social issues using gender as a primary focus.

Marginalization: Groups or individuals experiencing marginalization lack full and equitable access to the social, economic, cultural and political institutions of society and are unable to participate fully in community life.

Offender: This protocol uses the word offender to refer to a person who has committed an act of sexual violence.

Sexual Assault: Sexual assault is an assault committed in circumstances of a sexual nature such that the sexual integrity of the victim is violated. A person who directly or indirectly applies force intentionally to another person, or who attempts or threatens to do so, has committed an assault. An assault of this nature can be committed by anyone, including a spouse.

Sexual Harassment: This is any behaviour, comment, gesture, or contact of a sexual nature that could be considered objectionable or offensive. It includes unreciprocated actions, remarks or looks of a sexual nature which treat the recipient as a sexual object. It may threaten a person’s safety and security or prejudice the recipient’s job security or promotion prospects while creating a stressful working environment. It may also prejudice a user of services.
Sexual harassment is a form of sexual violence and is considered an offence under the Ontario Human Rights Code.

**Sexual Violence:** Sexual violence can take many forms including acquaintance rape, sexual harassment and sexual assault. It is first and foremost an act of violence, hatred and aggression characterized by an attempt to threaten, intimidate, coerce or engage in any unwanted behaviour of a sexual nature. Sexual violence includes, but is not limited to, sexual assault and other sexual offences included in the Criminal Code.

**Victim/Survivor:** This term refers to anyone who has been the subject of sexual violence. This protocol uses the term “victim/survivor” to refer to persons who have experienced sexual violence, reflecting the various terminologies used by partner agencies.
A Community Partner Consultation (CPC) is a formal meeting that can be called by any SART service provider in order to collaborate on complex cases related to sexual assault, where there is a need to coordinate multiple services. Effective communication and planning between service providers can support a victim/survivor to build a network of support that no one provider could accomplish alone.

A partner agency’s participation in a CPC is voluntary; we recognize there are times when they cannot participate in this process. When possible, SART partner agencies are committed to working in a spirit of cooperation in the best interest of victim/survivors in Waterloo Region. It is important to note that a CPC cannot seek to influence the criminal justice process.

At times, community partners who are not members of SART may be asked to participate in a CPC.

**Purpose**
- To coordinate services in order to respond effectively to a victim/survivors’ needs
- To identify support services and create action plans
- To assess risk, provide collaborative safety plans and support efforts to protect themselves and/or their children
- To play an advocacy and support role for victim/survivors in the case management process (This does not include the management of a case before the criminal courts)
- To assist victim/survivors in taking control of their lives whenever possible
- To review and evaluate interventions and outcomes

**Guidelines**
1. A service provider may initiate a CPC in any one of the following situations:
   a. Where there are complex issues and/or barriers to service
   b. When there is a need to coordinate multiple services or engage in collaborative problem solving
   c. When there is elevated risk to safety
2. Obtaining signed consent via a CPC Authorization for Release of Information form
   a. Victim/survivors who are 16 years of age and older will be asked for consent to hold a CPC.
   b. In the case where a victim/survivor is under the age of 12, a legal guardian will be asked for consent to hold a CPC.
   c. For victim/survivors between the ages of 12 to 15, both the legal guardian and the victim/survivor will be asked for consent to hold a CPC. In the event that only one party gives consent, the CPC will move forward keeping in mind the confidentiality restrictions of the service provider.

3. The service provider seeking the CPC will be responsible for completing consent forms. (See the Toolkit for a CPC Authorization for Release of Information form.)

4. Attendance
   a. The victim/survivor who is 16 years of age or older will be invited to attend the CPC. S/he will be encouraged to bring along a support person. If the victim/survivor declines to attend, s/he will be invited to present comments verbally or in writing.
   b. The primary guardian(s) of a victim/survivor under the age of 12 will be asked to attend the CPC without the child. If the caregiver declines to attend, s/he will be invited to present comments verbally or in writing.
   c. Both the primary guardian(s) and the victim/survivor between the ages of 12 and 15 will be invited to attend the CPC. If either party declines to attend, they will be invited to present comments verbally or in writing.
      i. In the event that a child between the ages of 12 and 15 does not wish their primary guardian to be present at the CPC, the meeting may move forward without the guardian. The guardian will be encouraged to submit their input in writing, unless the guardian is the suspect.

5. The service provider who calls the CPC will chair the meeting. If the service provider would like to request an alternative meeting chair, one may be chosen from appropriate members of SART or an individual from a SART member agency knowledgeable of this protocol.

6. During a CPC, the meeting chair will:
   a. Facilitate introductions
   b. Outline the purpose of the meeting and bring forward any complicating factors or increased barriers which exist for the victim/survivor
   c. Facilitate a review of the way in which positive collaboration has happened
   d. Facilitate a risk assessment discussion and create collaborative safety plan (if applicable)
   e. Facilitate a discussion in regards to current service gaps and brainstorm means of addressing them
f. Record and disseminate an agreed upon Action Plan to the victim/survivor and to all members present at the CPC. (See the Toolkit for the CPC Action Plan form.)

7. During the CPC, the effectiveness of the protocol will be monitored. Suggestions or challenges will be recorded by the meeting chair and forwarded to the co-chairs of SART.

Note: When multi-service collaboration issues arise, service providers may participate in an informal community partner meeting, using only non-identifying information to discuss complex situations in the interest of future victim/survivors which may result in individual service providers establishing Memorandums of Understanding. Confidentiality of previous victim/survivors will be maintained in these cases.
Role of Service Providers
Each SART service provider herein has included a section on accountability and has committed to following their internal accountability process as described. All issues arising concerning specific workers will be dealt with through respective agencies’ internal processes.

We recognize that the potential for differences among service providers exists. Service providers are encouraged to contact each other directly if issues arise between one another.

Role of SART
- House the Sexual Assault Response Protocol
- Establish and maintain the Protocol Committee
- Provide leadership to interdisciplinary trainings

Role of the SART Protocol Committee
- Coordinate interdisciplinary training as related to the Protocol with support from SART
- Meet a minimum of twice annually
- Coordinate a regular review of the Protocol within a period not exceeding three years. The purpose of the review is to:
  - Ensure that the Protocol accurately reflects the services available and the needs of victims/survivors
  - Provide a mechanism to update and make changes to the Protocol in an effort to provide a more effective and coordinated response to victims/survivors
  - Assess the effectiveness of the Protocol including its ability to meet the principles and beliefs of the Protocol
  - Receive and incorporate feedback on the effectiveness of the Protocol

Issues/Complaints Arising
Should an issue or complaint arise specific to the Protocol process as set out herein, a service provider can request that item be added to the next SART agenda for discussion and review, while maintaining victims/survivors confidentiality. Protocol revisions may be recommended based on these discussions. In order to continue to work cooperatively, all service providers agree that issues will be brought to the table in the spirit of problem solving rather than for the purpose of attaching blame.
Child Witness Centre

www.childwitness.com
100 Lancaster Street East
Kitchener, Ontario
N2H 1M8

519-744-0904
1-888-544-0904
8:30 a.m. to 4:30 p.m., Monday to Friday

ACCESSIBILITY
- Wheelchair accessible
- Arrangements for language interpreters
- Accommodations for hearing impaired
- Court room testimonial aids

ACCOUNTABILITY
Our Centre’s Executive Director is responsible for ensuring that proper procedures are carried out. Complaints/concerns may come via our client questionnaires, during police and crown focus group sessions, or in person otherwise, or by e-mail or telephone. All complaints are shared with the Executive Director, and are reported to the Board.

We are an independent registered charity, accountable to our Board of Directors. We provide program and financial reports to certain funders as required, e.g., K-W United Way, United Way of Cambridge and North Dumfries, Ontario Ministry of the Attorney General. We also submit annual filings to Canada Revenue Agency Charities Directorate and to the Ontario Ministry of Government Services.
**COMMITMENTS & SERVICES**

We will:
- Work in partnership with the justice system and the community to provide support services and impartial court preparation for children witnesses and victims under the age of 18 involved in the criminal justice system;
- Reduce the risk of the court process re-traumatizing child victims and witnesses;
- Help protect the child’s sense of self-worth and confidence;
- Facilitate truthful testimony.

Our program services are based on the following beliefs:
- Every child should be treated with respect during his or her involvement in the criminal justice system;
- Every child should feel safe and protected in a courtroom;
- Every child should have court preparation tailored to his or her individual needs;
- Every child should have easy access to testimonial aids, as per section 486 of the Criminal code of Canada;
- A child should be questioned by adults who adapt their communication to his or her developmental age and linguistic ability;
- A child and his/her family should be advised of all relevant court proceeding as soon as that information is made available;
- A child should have an opportunity to meet with the Crown Attorney well in advance of testifying;
- A child’s special needs and vulnerabilities should be addressed;
- A child-friendly courtroom and routine accommodations should be made available for every child who is called to testify;
- It should be the norm that cases involving child witnesses are dealt with expeditiously.

**PROCEDURES**

- Referral, primarily through Police, Crown Attorneys and the Victim/Witness Assistance Program. More than 70% of the cases involve sexual or physical assault or domestic violence.
- After criminal charges have been laid in a case involving a child victim or witness, consent is obtained from the child/parent/guardian to notify the Child Witness Centre, and a referral is then made to the agency. We establish a file and send a letter of introduction, followed by an ‘intro’ phone call within two weeks. We explain our role and the services we offer, provide information on the criminal justice process, and answer related questions. We also then notify the Crown’s office that the Child Witness Centre is involved with the case.
Community Advocates for Sexually Abused Males – Canadian Mental Health Association, Grand River Branch

www.cmhagrb.on.ca/casam

67 King Street East
Kitchener, Ontario
N2G 2K4

519-744-7645 (voicemail – ext. 320)

ACCESSIBILITY
- Accessible for people with disabilities including physical and mental health concerns.

ACCOUNTABILITY
Our Centre’s Director of Services is responsible for ensuring that proper procedures are carried out. If clients have a complaint they are urged to contact the Director of Services. The CMHA – Grand River Branch has a service accountability agreement with the Waterloo-Wellington Local Health Integration Network.

SERVICES
Community Advocates for Sexually Abused Males provides education and training, information and referral services for males, as well as the EARS line for confidential listening and referral. CASAM also, promotes awareness and works with other community partners to address the issue of sexual abuse. CMHA Grand River Branch provides a range of support services for individuals and their families experiencing the impact of mental health issues, as well as education and awareness programs. Crisis Services of Waterloo Region provides 24 hour-365 days a year crisis support through the Crisis Line and the Mobile Crisis Team.

COMMITMENTS
Our agency is committed to the following:
- Self Determination
- Holistic Approach
- Empowerment
- Mutual Interdependence
- Choice
- Respect for the Individual
- Citizenship
- Excellence
- Full Participation
- Innovation
SERVICES
Prevention, assessment, intervention and resolution for urgent crisis situations within Waterloo Region include:

- Crisis link 24/7
- Mobile Crisis Response 24/7
- Crisis and Risk Assessment
- Linkages to Emergency Services

PROCEDURES
Depending on the immediacy of the sexual assault, procedures are as follows:

Current – Volunteer or facilitator Distress staff would assess situation and if caller willing would transfer to the Mobile Crisis Team (MCT). If immediate response was necessary and the MCT was not available the Distress staff would assist the caller in connecting with the sexual assault team or police. If the caller continued to be at imminent risk for more harm the police would be called.

If there is a connect with the Mobile Crisis Team they would further assess the situation and help the individual connect with police or sexual assault teams

Past – If person just wanted to talk about it, then Distress Centre staff would provide supportive listening and, if necessary, information and referral for other service providers such as counselling agencies. Support will be provided from least to most intrusive depending on the needs of the individual.

Community Justice Initiatives (Survivor Program)

www.cjiwr.com

49 Queen St. N.
Kitchener, Ontario
N2H 2G9

519-744-6549 ext. 211
9:00 a.m. to 5:00 p.m., Monday to Friday

ACCESSIBILITY

- Wheelchair accessible
- Language interpreters are available free of charge
ACCOUNTABILITY
Our Centre’s Executive Director, in conjunction with the Director of Programs and Services, is responsible for ensuring that proper procedures are carried out. Complaints or concerns can be addressed to the Executive Director or Director of Programs and Services in regards to staff, and to the Volunteer Coordinator in regards to volunteers.

COMMITMENTS
We will, within the mandate of our service:
- Acknowledge the intrinsic worth and dignity of all human beings accessing our service, and their right to inclusive and equal treatment;
- We will respect the diverse needs of all survivors of sexual abuse/assault, including Aboriginal, Francophone, rural, cultural, religious, and survivors of varying abilities, genders, ages, sexual orientations and socio-economic status;

SERVICES
- Provide a safe, respectful space where sexual abuse/assault can be discussed;
- Provide peer support groups to male and female survivors of sexual abuse/assault;
- Provide support, information and referrals to survivors of sexual abuse/assault;
- Provide public education about sexual abuse/assault and its impact to those affected by sexual abuse and the community.

PROCEDURES
- Address any need for medical attention, hospitalization or safety
- Provide crisis intervention if needed
- Explain limits of confidentiality
- Assess any safety risk/explore safety plan
- Provide information, options, support and referrals
- Conduct intake/assessment to determine suitability for peer support group participation
Conestoga College Institute of Technology and Advanced Learning – Safety & Security Services

www.conestogac.on.ca
299 Doon Valley Drive
Kitchener, Ontario
N2G 4M4
Office: (519) 748-5220 Ext. 2258
7:00 a.m. to 11:30 p.m.

ACCESSIBILITY
- Health Services, Counselling Services, Disability Services, International Student Services and Security Services available on site.

ACCOUNTABILITY
The Administration (Chairs, Deans, Directors, Supervisors, Managers, and Coordinators) is responsible for ensuring that proper procedures are carried out. Formal reporting systems are in place at Conestoga College to report complaints or concerns in regards to staff, students or safety. Safety and security concerns can be reported directly to the Safety and Security Services office where they are documented and investigated. Concerns from students about the College or staff can be reported directly to the Vice President of Student Affairs through the use of a “Student Concerns” form found on-line at the College web site. We are accountable to the following bodies: Ontario Ministry of Colleges and Universities, Ontario Ministry of Community Safety and Correctional Services, and the Ontario Ministry of Labour.

COMMITMENTS & SERVICES
We will assist in whatever capacity the victim/survivor requests or needs. Police involvement only occurs on the request of the victim if no Bodily Harm, Aggravated Assault or Weapons involved.

We offer the following services:
- Walk Safe: provides escorts for faculty, staff, and students to any areas on campus, residence, and homes in the near vicinity
- Emergency Phones located in strategic areas around the College providing a direct link to Security Services

PROCEDURES
- Tend to victim/survivor (first aid, EMS, Sexual Assault Support Centre).
- Obtain details/circumstances of assault.
• Contact police/EMS immediately if suspect on site, injuries or weapon involved.
• Notify College Security Supervisor or Director.
• Direct victim/survivor to community support agencies if they refuse police involvement.
• Remain with victim/survivor through process if he or she requests us to do so.
• Submit occurrence report to Director of Security.
• College administration advised of circumstances by Director of Security.
• Assist police as requested/required.
• Increase security measures/presence if required.
• Create safety plans for any other staff or students at risk.
• Provide prevention education.
• Brief college administration on progress of investigation and victim/survivor’s well-being.

Office of the Crown Attorney – Waterloo Region

200 Frederick Street, 3rd Floor
Kitchener, Ontario
N2H 6N9

519-741-3222
8:30 a.m. to 5:00 p.m., Monday to Friday

ACCESSIBILITY
• Wheelchair accessible
• Language interpreters are available free of charge

ACCOUNTABILITY
The Crown Attorney’s office is part of the Ministry of the Attorney General for the Province of Ontario. Sexual assault prosecutions are conducted according to the policies and directives of the Ministry of the Attorney General. Complaints regarding staff may be addressed with the individual staff member or the managing Crown Attorney.

PROCEDURES
After the police have laid criminal charges, the Crown Attorney’s office is responsible for the prosecution of criminal charges.

All files are screened in accordance with the Charge Screening policies of the Ministry of the Attorney General to determine whether there is a reasonable prospect of conviction and a public interest in the prosecution. If there is a reasonable prospect of conviction and a public interest in the prosecution, the Crown will continue with the prosecution of the offender.
Staff liaise with the Victim / Witness Assistance Program and the Child Witness Centre to provide for the appropriate exchange of information, arrange in person meetings, trial preparation, and victim impact statements.

In cases that resolve without the necessity of a trial, the victim/survivor will be contacted to provide a victim impact statement.

When a matter is set for trial, the Crown Attorney’s office will make efforts to ensure that the victim/survivor meets with the assigned Crown in advance of the trial date in order to discuss the case, the evidence, and any concerns they may have.

If a matter cannot proceed, the victim/survivor will be offered an opportunity to meet with the assigned Crown to discuss any concerns.

Family & Children’s Services of Waterloo Region

www.facswaterloo.org
200 Ardelt Avenue
Kitchener, Ontario
N2C 2L9
Office: 519-576-0540
24 hours a day

Child Protection Investigations are handled through Family & Children’s Services Child Protection Service. Clinical Services are offered through the Sexual Abuse Treatment Program at Family & Children’s Services; no child protection file is required to receive clinical service.

**ACCESSIBILITY**
- Wheelchair accessible
- Interpretation through the Kitchener-Waterloo Multicultural Centre

**ACCOUNTABILITY**
All services to children who have experienced sexual assault that fall within the mandate of child protection (as determined by the Child and Family Services Act and the Ontario Eligibility Spectrum) are investigated according to child protection standards and procedures. All Staff who offer services to children who have experienced sexual assault receive regular casework and clinical supervision to ensure that proper procedures are being carried out. Any Clients who are dissatisfied with the service they receive may register a complaint.

Complaints can be made to F&CS directly or by going to the Child and Family Services Review Board (CFSRB). The protection of children is the unique responsibility of mandated
Children’s Aid Societies. Currently, the CAS is subject to a variety of mandated oversights and rigorous standards

**COMMITMENTS**

We will, within the mandate of our service:

- Promote and safeguard the best interests, protection and well-being of the child in keeping with the purpose of the *Child and Family Services Act*
- Employees, board members, foster parents, placement students and volunteers have a responsibility to advocate change
  - in the best interests of the child
  - for the support of families
  - for the strength and capacity of the community to nurture children and families
- Provide services in a nonjudgmental atmosphere to all clients regardless of their Race, Ancestry, Place of Origin, Colour, Ethnic Origin, Citizenship, Creed, Gender, Sexual Orientation, Age, Religion, Marital Status, Same Sex Partnership Status, Family Status, Disability, Language or Record of Offenses.

**PROCEDURES – CHILD PROTECTION**

1. Referrals are processed through the Initial Response (screening) unit and are coded according to the Eligibility Spectrum, Section 1- Scale 3: Abusive Sexual Activity.
2. The majority of sexual abuse investigations require an initial 12 hour response time and are investigated by a Child Protection Worker.
3. Where there is a possibility of criminal charges being laid, a joint investigation is done by Family and Children’s Services and Waterloo Regional Police’s Major Case Unit
4. Upon completion of the investigation, the file is either closed or transferred for ongoing services.
5. If the file is transferred to ongoing service, then the file is transferred to the Family Violence/Sexual Abuse/Customized Response service area wherever possible. This service area includes the Sexual Abuse Treatment Program (SATP). Treatment Services from SATP are available to all verified cases of sexual abuse whether or not the protection file remains open or closed. SATP offers group individual and family counselling to children and youth who have experienced sexual abuse, youth who have sexually offended, children with concerning sexual behavior problems and youth who have experienced sexual assault. SATP also offers prevention and consultation services. A referral to SATP can be initiated by the Child Protection Worker, family or community by contacting the supervisor of the Sexual Abuse Services Team.

**PROCEDURES & SERVICES – SEXUAL ABUSE TREATMENT PROGRAM (SATP)**

1. SATP offers crisis of disclosure, group, individual and family counselling to children and youth up to age 18 who have experienced sexual abuse. Services are also offered for youth who have experienced sexual assault by a peer, youth who have sexually offended and
children with concerning sexual behavior problems. SATP offers prevention services for vulnerable children and youth who are considered at risk of sexual assault. Monthly walk in clinics are held to offer anonymous consultation services for the community regarding healthy sexuality and sexual abuse treatment. Consultations can also be accessed by contacting the supervisor of SATP. The program is run by a skilled team of MSW level clinicians who specialize in the area of sexual abuse treatment.

2. Families do not need to have an active child protection file to receive services but all suspected cases of child sexual abuse by a caregiver, family member or someone in a position of authority/trust need to be investigated by Family & Children’s Services prior to receiving treatment services.

3. A referral to SATP can be initiated by the child protection worker, by self-referral or by any other service provider by contacting the supervisor of the Sexual Abuse Treatment Program at 519 576-1329. All services are offered free of charge and assistance with transportation is available to residents of Waterloo Region. All referrals are processed within 24-48 hours and crisis of disclosure appointments are typically offered within one week from the initial phone call.

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**Family Counselling Centre of Cambridge and North Dumfries**

www.fccnd.com

18 Walnut Street
Cambridge, Ontario
N1R 2E7

519-621-5090
9:00 a.m. to 9:00 p.m., Monday to Thursday and 9:00 a.m. to 2:00 p.m., Friday

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**ACCOUNTABILITY**

We are a community based, not for profit agency and receive funding from a number of sources to ensure the health, safety and well-being of our community. We work with many community partners to build a stronger, safer future for our community.

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**COMMITMENTS**

We will, within the mandate of our service:

- Provide a professional, confidential and safe environment for all
- Respect all people on an equal basis
- Value individuals’ ability to choose their own direction
- Exercise our responsibility to protect the safety of our clients and the community
• Promote accessible service through community outreach and partnership
• Promote responsible and balanced use of power
• Promote respect, equality and understanding

**SERVICES**
The agency provides a variety of programs and services for individuals and families impacted by sexual abuse and domestic violence. Many of these services are subsidized and others are offered on a fee-for-service basis with a sliding scale depending on income.

**Sexual Assault**
The Family Counselling Centre offers personal counselling for both males and females impacted by sexual abuse. The agency partners with the Sexual Assault Support Centre of Waterloo Region to offer a group for women who are healing from sexual abuse.

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**The Healing of the Seven Generations**

42 College Street
Upper Unit
Kitchener, Ontario
N2H 5A1

Office: 519-570-9118
Toll free: 1-866-676-6009

**ACCESSIBILITY**
• All Aboriginal people and community members in Waterloo Region are welcome.

**ACCOUNTABILITY**
The Executive Director and Founding Member, and the Board of Directors are responsible for ensuring that proper procedures are carried out. Complaints or concerns can be addressed to the Executive Director. All complaints and concerns will be heard and accommodations will be made as necessary, wherever possible. The Healing of the Seven Generations is accountable to our funders, the Ministry of Children and Youth Services and the Trillium Foundation. Ultimately, we are accountable to the community.

**COMMITMENTS**
We are committed to working with all Aboriginal people and community members in the Waterloo Region, especially those individuals who are suffering from the effects of the legacy of the residential school system, including intergenerational impacts such as sexual abuse.
We are committed to provide:
- Safe spaces
- The utmost support both inside and outside the organization
- Information about relevant resources and opportunities to connect with those resources
- Opportunities for aftercare within the Waterloo Region or outside the region if requested
- All the above for individuals and/or their children

There is no time limit to the service provided.

**SERVICES**
All survivors will be taught to use traditional healing approaches as tools in their healing. Such practices include:
- Prayer
- Ceremony
- Songs
- Dance
- Drumming
- Dreams
- Fasting
- Medicines
- Non-traditional healing will also be taught, including art, movement, relaxation, and writing.

Where necessary, survivors have also access to:
- Healing Lodge
- Treatment Centre
- Elders, traditional healers, and medicine people
- Women’s Healing Circle

**PROCEDURES**
The following would occur when relevant to the individual situation:
- Ensuring immediate personal safety, including being transported to a safe environment (with a community member within Waterloo Region or within our extended area of service as needed to ensure safety)
- Securing access to emergency housing
- Accompaniment to individual’s residence to retrieve personal possessions
- Contacting police services and providing support in talking with police
- In a case where a child or youth is involved, contacting Family & Children’s Services
- Support with finding a lawyer and going through court processes
- Looking at finances and providing assistance where necessary
John Howard Society of Waterloo-Wellington

www.waterloo.johnhoward.on.ca
310 Charles Street East
Kitchener, Ontario
N2G 2P9

519-743-6071 ext. 213
8:30 a.m. to 4:30 p.m., Monday to Friday

ACCESSIBILITY
  - Physically accessible

ACCOUNTABILITY
Our Centre’s Executive Director and Program Manager are ultimately responsible for ensuring that proper procedures are carried out. Complaints or concerns can be addressed to the Executive Director or Program Manager. Our funders hold us accountable. We are also accountable to the Ministry of Attorney General, Ministry of Children and Youth Services, Ministry of Community Safety and Correctional Services, Ministry of Community and Social Services, and the United Way. If the coordinator is registered, they may be accountable to the Ontario College of Social Workers and Social Service Workers.

COMMITMENTS
Our Guelph office is a part of the Guelph-Wellington Community Protocol on Sexual Assault & Domestic Violence, 2010, and is bound by the commitments laid out therein.

SERVICES
  - Address physical and medical needs by offering a referral to the emergency department at the local hospital (for medical care assessment, documentation of injuries and/or forensic services, prevention of sexually transmitted disease, pregnancy prevention and crisis support) and connect the individual with Waterloo Region Sexual Assault/Domestic Violence Treatment Centre; offer to assist with this referral.
  - Explain the various resources available including
    o Community resources
    o Crisis Lines
    o Sexual Assault Support Centre of Waterloo Region
    o The option of reporting the assault to the police
  - Consider any barriers that may have an impact on ability to access service including language, financial need, disability, transportation, geographic location, culture, age, and sexual orientation. If necessary, help to problem solve in addressing these (for example, assist in calling or arranging transportation).
• If children were involved, consider whether a referral to Family & Children’s Services is needed.
• Encourage individual to find someone to talk to, whether it be professional counselling services, a friend, family member, pastor or trusted person in their family, community or faith community.
• If the individual is a continued client of our program(s), we will follow-up to determine the outcomes and continued plans of action.
• If the client is not a current client of our program(s), we will ensure that they have our contact information if they determine that we can be of further assistance to them.

Kitchener-Waterloo Multicultural Centre

www.kwmc.on.ca

102 King Street West
Kitchener, Ontario
N2G 1A6

Office: (519) 745-2531
24-hour Emergency Interpreter Services: (519) 745-2593
9:00 a.m. to 5:00 p.m., Monday to Thursday
9:00 a.m. to 12:00 noon, Friday

ACCESSIBILITY
• Wheelchair accessible.

ACCOUNTABILITY
Any complaints or issues in regards to language interpretation services should be directed to the Coordinator of Interpreter Services or the Executive Director. We are a registered not for profit organization, accountable to our Board of Directors. We provide program and financial reports to our many funders and to our members. Our interpreters have all received a minimum of 90 hours of training, are language tested and passed a police records check for service with the vulnerable sector.

COMMITMENTS & SERVICES
We will, within the mandate of our service and funding:
• Provide language interpreter services for all victim/survivors of sexual violence in Waterloo Region at no charge to the service provider or client.
• Provide language interpreters to help service providers and victim/survivors who do not speak English to communicate with one other in emergency and non-emergency situations.
• Ensure we have permission from the victim/survivor to provide language interpretation services for them.
• Ensure our language interpreters follow the Standard of Practice and Code of Ethics for Interpreters which includes accuracy and fidelity, confidentiality, impartiality, maintenance of role boundaries, accountability and professionalism.

**PROCEDURES**

• When a language interpreter is required, service providers should call (519) 745-2593 and leave a message including their name, agency name, number, what language is required, and the date interpretation service is required.
• In emergency situations involving sexual assault and/or domestic violence, calls for language interpreter services left at this number will be returned immediately.
• In non-emergency situations, calls left in the evening or on the weekend will be returned the next business day.

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**Lutherwood**

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

Lutherwood Family Counselling Services
35 Dickson Street
Cambridge, Ontario
N1R 7A6
(519) 622-1670
(519) 623-9380
(519) 743-1460 ext. 298
8:30 am to 8:30 pm, Monday to Thursday
8:30 am to 5:00 pm, Friday

The Betty Thompson Youth Centre/
Community Youth Justice Mental Health Services
41 Weber St. West
Kitchener, Ontario
N2H 3Z1
(519) 749-8305 (Reception)
(519) 749-2450 (Safe Haven)
24 hours a day

The Front Door
1770 King Street East
Kitchener, Ontario
N2G 2P1
(519) 749-2932
8:30 am to 4:30 pm, Monday to Friday

**ACCOUNTABILITY**

All staff members and counsellors are thoroughly trained and responsible for following Lutherwood policies and procedures. The Leadership Team ensures accountability of staff to ensure that we fulfill our mandate. A handbook is provided to all Mental Health Services (MHS)
clients at the Intake interview and pages 19 to 21 outline the client Grievance Procedure which consists of a Three Step procedure. Lutherwood is an independent non-profit organization accountable to its funders and through its accreditation.

**COMMITMENTS**
We will:
- Provide timely individual counselling to survivors assisting them to work through the impact of their experience of / or exposure to sexual and / or domestic violence
- Offer counselling that includes safety planning, emotional and therapeutic support, discussion about options and information about community resources, skill building, education and therapeutic response to the after-effects of the violence experience / trauma
- Offer an appointment within a few days of the individual’s initial call
- Inform individuals of our confidentiality policies and procedures, disclosure obligations and other relevant policies and procedure impacting service
- When appropriate, and if requested, refer client to our group programs
- When appropriate, refer client to community partners for specialized services

**SERVICES**
In order to provide a complete treatment program, the following services may occur while clients are involved in Lutherwood MHS programs:
- Needs Assessment is how clients express their wishes with respect to treatment at Lutherwood Family Counselling Services and Intake at Front Door. Clinical staff completes the Needs Assessment early in the process and recommendations are shared with the client.
- Therapeutic Interventions – Clinical staff at Lutherwood have been trained in several therapeutic models. Depending on the needs identified by the client, the clinician will use the model best suiting the presenting issues of the client.

**PROCEDURES**
1. Lutherwood’s Mental Health Services (MHS) Department treatment intervention and service programs’ first step is the Intake meeting.
2. At Lutherwood Family Counselling Services, after self-referral, or confirmation by the client of a referral initiated by a third party, the client is invited to visit one of our offices and we will ask detailed questions about history, life situation and present distress to assess the types and extent of concerns.
3. After the Intake meeting, the client will be contacted by telephone to set up a meeting with the counsellor who is assigned to the file.

The Intake process is different for many of the Youth programs offered at Benjamin Road. Front Door is the centralized access for children and youth requiring mental health services in Waterloo
Region. Lutherwood also serves mandated clients who have been sentenced to open custody (285 Benjamin Road).

**Mennonite Central Committee Ontario**

ontario.mcc.org (do not include www)

50 Kent Avenue  
Kitchener, Ontario  
N2G 3R1

519-745-8458  
8:30 a.m. to 4:30 p.m., Monday to Friday

**Accessibility**

- Office location has an elevator but many times program participants are met within the community

**Accountability**

Our organization is governed by a governance board that oversees all programs in Ontario, though management and maintenance of programs are the responsibility of staff. Mennonite Central Committee (MCC) has harassment policies (including racial or sexual) that include a procedure for reporting complaints with any Program Coordinator including our Human Resources Coordinator. Our agency is accountable to the Mennonite Central Committee of Ontario governing board. We work in partnership with several national networks.

**Commitments**

We will, within the mandate of our service:

- Be inclusive and provide equal treatment for all people accessing our services, while being sensitive to issues related to race, language, ethnicity, gender, age, sexual orientation, socio-economic status, and/or abilities of individuals.

**Services**

- Our Circles of Care program works with victims of abuse who are seniors. Staff and volunteers work with these seniors to find safe and secure solutions to their situations.
- Our Sexual Misconduct and Abuse Response Resource Team (SMARRT) initiative works within church or church institution settings when there has been a boundary crossing (including sexual assaults) by leadership members (including voluntary and paid leaders).
- Our Circles of Support and Accountability program works with men who have offended sexually, and are living in the community. Staff and volunteers work with the men to
support them and hold them accountable for the choices and prevent a relapse to those behaviors that have led to the victimization of others. The goal of this program is to prevent further victims. Will also respond to the victimization that has been experienced on the part of the offender, but will not support victimization as a reason for perpetuating harm.

**PROCEDURES**

- If there is a boundary crossing within one of constituent churches and we receive a referral, we call the police if a minor is involved. If one of our Circles of Support and Accountability (COSA) participants discloses sexual assault activities, our procedure is to call the police or appropriate legal authority.
- If there is a sexual harassment complaint, we follow our procedure mentioned above: reporting to coordinators, investigation, resolution or further grievance procedures.
- If a minor is suspected or reported to have been assaulted, we notify authorities immediately.

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**Mosaic Counselling and Family Services**

www.mosaiconline.ca

400 Queen Street South
Kitchener, Ontario
N2G 1W7

519-743-6333
8:00 a.m. to 9:00 p.m., Monday to Thursday
8:00 a.m. to 5:00 p.m., Friday
8:00 to 4:00 p.m., Saturday

**ACCESSIBILITY**

- Wheelchair accessible
- Language interpreters are available free of charge through the K-W Multicultural Centre

**ACCOUNTABILITY**

Our Centre’s Clinical supervisors, program directors and Executive Director are responsible for ensuring that proper procedures are implemented. If clients have a complaint about any aspect of Mosaic, which affects services to them, they are urged to speak to their counsellor, the intake worker, the counsellor’s clinical supervisor or the executive director. At any time, clients may request a change in counsellor. Such requests are granted without challenge or need for explanation. All counsellors employed by Mosaic must be registered with the Ontario College of
Social Workers and Social Service Workers. As members, all of the counsellors are accountable to uphold the ethical standards set out in the “Social Work Code of Ethics.” As an agency, Mosaic is also accredited by Family Service Ontario.

**COMMITMENTS**

We will, within the mandate of our service:

- Ensure that our services to sexual assault victims/survivors are aligned with the guiding principles, values and beliefs laid out in this protocol.
- Respect and affirm the dignity, choices, privacy and values of our clients
- Ensure all decisions, planning and delivery of services are grounded in the needs/preferences of clients

**SERVICES**

Mosaic provides a variety of counselling modalities for female and male victims/survivors of sexual assault including:

- Individual (beginning from toddlers who have adequate language skills to seniors), couple, family and group counselling for women who are childhood sexual abuse survivors and for women who are victims/survivors of domestic violence. These groups are helpful for clients whose sexual assault perpetrator was an intimate partner or family member.
- Counselling for friends, partners or family members who have been impacted by the sexual assault of the client. This may be done with the victim/survivor of the sexual assault (upon the survivor/victim’s request) or independently. We never (knowingly) offer counselling to a perpetrator of sexual assault or domestic violence when we are offering services to the victim. We refer the perpetrator to other community services.
- Victims/survivors of sexual assault also have quick and easy access to the Family Violence Project, a collaborative of agencies providing wrap-around service, all under one roof at Mosaic. Services include police trained to deal with family violence, elder abuse services, safety planning, shelters, support for sexual assault victims, children’s services, counselling, financial counselling, system support and advocacy.
- Provide support, information, advocacy, referrals to community services, assistance with letters for court and Criminal Injuries Compensation Board applications.

**PROCEDURES**

1. Front desk receptionists are trained to greet “walk-in” clients with sensitivity and respect and to link them with an intake worker or an available counsellor to do an intake interview.
2. Callers are informed of intake hours so that they can call and speak to an intake worker or are invited to leave a name and number on a confidential voicemail if they wish.
3. Callers are asked to identify, on a voicemail message, if it is safe to call back and leave a message and are asked to provide a good time to reach them. Clients are advised that the
call back will be from an unlisted number. This is done to protect the confidentiality of the client.

4. The need for medical intervention is assessed and, if needed, a referral is made to St. Mary’s Hospital. Follow-up is completed with intake assessment for services.

5. Barriers to service are assessed and addressed and language interpreters are involved if required.

6. Inquiry is made as to whether sexual assault was recent or historical.

7. If recent (less than one year) and sexual assault and medical attention is not required, a referral is made to Sexual Assault/Domestic Violence Treatment Centre (SADVTC).

8. If historic sexual assault during childhood, cases are assigned to individual counselling with a counsellor experienced in treating childhood sexual abuse or to Mosaic’s Weaving Our Voices group depending on the client’s preference.

9. If a child has experienced historic sexual assault, they are assigned to a children’s therapist with experience in trauma treatment.

10. Clients are assigned to counsellors in our Kitchener or Cambridge offices depending on what is most suitable for the client.

11. If sexual assault occurs within context of a relationship including other forms of domestic violence, the individual is referred to the Sexual Assault/Domestic Violence Treatment Centre, as well as a counsellor experienced in DV or to Mosaic’s Understanding Me group depending on the client’s preference.

Sexual Assault Support Centre of Waterloo Region

www.sascwr.org

Main Office:
201 – 151 Frederick Street
Kitchener, Ontario
N2H 2M2

Satellite Office:
SASC in partnership with “LANGS”
1145 Concession Road
Cambridge, ON
N3H 4L6

Office: (519) 571-0121
9:00 a.m. to 4:30 p.m., Monday to Friday
24-hour Crisis & Support Line: (519) 741-8633

ACCESSIBILITY
- Both offices are wheelchair accessible.
- Language interpreters are available free of charge through the Kitchener-Waterloo Multicultural Centre. Brochures and website are available in multiple languages.
- Lesbian/Gay/Bisexual/Transgendered/Queer positive space.
ACCOUNTABILITY
Our Centre’s Public Relations & Operations Manager is responsible to ensure proper procedures are carried out. General concerns can be directed to the Public Relations & Operations Manager. Concerns can also be addressed to the Crisis Line/Volunteer Manager in regards to the 24-hour Crisis & Support Line or the Chair of Human Resources Committee in regards to counselling services.

We are an independent registered charity accountable to our Board of Directors. We provide program and financial reports to certain funding bodies as required, e.g., the Ministry of the Attorney General.

COMMITMENTS
We will, within the mandate of our service:

• Utilize humanitarian and feminist ideals, thereby acknowledging the intrinsic worth and dignity of all those accessing our services, and their right to inclusive and equal services;
• Recognize and will be sensitive to the links between sexual assault and other forms of intersecting oppression including sex, gender identity, sexual orientation, race, ethnicity, age, socio-economic status, abilities, or any other experience of marginalization;
• Provide free and confidential services.

SERVICES
• Provide 24-hour support, information, crisis intervention, and referrals to female, male, and transgendered victims/survivors and their friends and families through our 24-hour Crisis & Support Line;
• Provide short-term support to adult family and friends of victims/survivors;
• Provide women and trans people, 16 years of age and older, with:
  o Individual and group counselling in Kitchener and in Cambridge (both short-term and long-term)
  o Advocacy and accompaniments to the police station, court house, hospital or other related appointments
  o Assistance with Criminal Injuries Compensation Board applications and Victim Impact Statements
  o Practical assistance (transportation, etc.)
  o Safety planning
  o Support in regards to experiences of sexual harassment
  o Other supports as requested
• Provide individual counselling to male survivors;
• Provide public education on sexual assault to groups impacted by sexual violence and the community at large;
• Provide training to community partners on how to respond when someone discloses sexual assault.
PROCEDURES
Any person impacted by experiences of sexual assault/abuse is encouraged to call our 24-hour Crisis & Support Line at (519) 741-8633 for immediate support and information. When they call this number, they have two options:

- If they are comfortable leaving their first name and a phone number, a support worker will call them back within approximately five to seven minutes.
- If they do not wish to leave their number, or they are unable to do so, they have the option of holding on the line while the answering service patches them through to a support worker directly.

Any person wishing to access individual or group counselling is encouraged to call our office number and speak with a counsellor directly. At this time, people are asked to identify the following:

- If they are calling in regards to a recent assault (within the last year) or a historical assault
- If they would like to access support in Kitchener or in Cambridge
- If it is safe and appropriate to leave a message at the number they have provided

Initial Contact:
1) Assess need for medical attention and/or immediate safety
   - Consider involving emergency services
2) Assess and address barriers to service
   - Consider involving a translator, addressing accessibility needs, or addressing other barriers
   - Consider a report to Family & Children’s Services of the Waterloo Region if necessary
3) Explain the limits of confidentiality
   - Consider involving Waterloo Regional Police Service if necessary
4) Establish communication, process feelings, validate victim’s/survivor’s experience, challenge myths
5) Provide crisis intervention if needed
6) Explore coping skills/support systems in place
7) Present information, choices and options
   - Consider referral to Waterloo Region Sexual Assault/Domestic Violence Treatment Centre
8) Provide safety planning if needed
   - Consider creating a contract with the victim/survivor if needed
9) Offer an accompaniment or assistance with transportation as appropriate and according to internal policies
**Victim Services of Waterloo Region**

www.vswr.ca

200 Maple Grove Road, P.O. Box 3070
Cambridge, Ontario
N3H 5M1

Office: 519-585-2363
After hours: 519-570-5143
8:30 a.m. to 4:30 p.m., Monday to Friday
24 hour crisis intervention

**Accessibility**
- All offices are wheelchair accessible
- Cultural interpreters are available through volunteer base
- Crisis cards in Braille

**Accountability**
Our Centre’s Executive Director, is responsible for ensuring that their proper procedures are carried out. General complaints/concerns can be directed to the Executive Director. As an organization we are accountable to Ontario Victim Services Secretariat, Ministry of the Attorney General (primary funder) and our Board of Directors (governing body).

**Commitments**
Our objective is to lessen the impact of trauma through:
- Immediate crisis intervention (on scene/telephone)
- Community referrals
- Emotional and practical support
- Court accompaniment
- Limited financial assistance for specific crimes
- Case Management for high risk victims (Domestic Violence Emergency Response System)
- Public education
- Safety Planning
- Recognizance notification
- Advocacy

**Services**
Immediate crisis intervention, emotional and practical support, extensive safety planning, bail notification, court accompaniment, community referrals, follow up support, limited financial assistance and free personal home alarms that promote a case planning approach to victim support.
24-hour telephone support
Any person impacted by crime/tragic circumstance can contact our agency by calling 519-585-2363 which is answered by our telephone answering service. They have two options:

1) If they are comfortable leaving their first name and a phone number, a crisis responder will call them back within approximately 10 minutes.
2) If they do not wish to leave their number, or they are unable to do so, they have the option of holding on the line while the answering service patches them through to a crisis responder directly.

Our 24-hour crisis support continues to be available to all survivors in our community as needed throughout their healing journeys.

PROCEDURES
First Response to Crisis Call or Office Walk-In (Recent Assault)
1. Assess need for medical attention, immediate safety
   • Consider involving emergency services
2. Address barriers to service
3. Discuss confidentiality
4. Provide emotional support/crisis intervention
5. Explore options/choices through information (i.e.: SADVTC/SASC/WRPS)
6. Discuss financial assistance (transportation/counseling/etc)
7. Provide safety planning (if required)
8. Provide referrals and follow up
9. Provide practical assistance when required

Victim/Witness Assistance Program

200 Frederick Street, 3rd Floor
Kitchener, Ontario
N2H 6P1

519-741-3351
8:30 a.m. to 5:00 p.m., Monday to Friday

ACCESSIBILITY
• All facilities are accessible

ACCOUNTABILITY
All Victim/Witness Assistance Program (VWAP) staff are responsible for compliance with our policy and procedures manual. Complaints or concerns may be addressed by speaking with a
Victim Witness Services Worker or the manager. We are accountable to the Ontario Victim Services division of the Ministry of the Attorney General.

**COMMITMENTS AND SERVICES**

The Victim/Witness Assistance Program is a voluntary program offered through Ontario Victim Services within the Ministry of the Attorney General. The program’s mandate is to provide information, assistance and support to victims of crime throughout the criminal court process in order to increase their understanding of, and participation in, the criminal court process. Once a criminal charge has been laid, services are offered on a priority basis to victims of sexual assault, partner assault/domestic violence, hate crimes, families of homicide victims or traffic fatalities, vulnerable victims with special needs and elderly victims.

**PROCEDURES**

- Establish early contact with victim/witness, provide information on the criminal justice process including case specific information such as court dates and explanation of the purpose of these court appearances.
- Provide appropriate referrals regarding safety planning, counseling and support services in the community
- Provide copies of court documents such as bail and probation conditions
- Advocate on the victim/witness’s behalf with the Crown Attorney and/or police with regard to their concerns about the case, bail conditions/variations, or special needs of the victim/witness. This can include advocating with the Crown Attorney to give high priority in scheduling sexual assault cases in the courts and advocating for a Crown Attorney to be assigned at the earliest opportunity.
- Seek victim input at various stages (bail variation requests, guilty pleas and sentencing), conveying this input to the Crown Attorney in writing and informing victims of the outcomes
- Provide courtroom orientation, preparation, assistance and emotional support to prepare the victim/witness to give evidence in court. (Victim/Witness Assistance Program staff will inform the client that VWAP does not discuss evidence and that they have an obligation to disclose any information shared with them that may be relevant to the prosecution). VWAP staff will make every effort to arrange a victim meeting with the Crown Attorney assigned to the case and victims will be given the opportunity to review their statement
- Ensure that victims are aware of their right to complete a Victim Impact Statement and assistance is provided if necessary
- Make referral to the Criminal Injuries Compensation Board when appropriate and assistance is provided if requested
- Arrange for interpreter services if needed.
If VWAP is aware of an appeal, they will advise the victim of the appeal, including an explanation of the process, and refer the victim to the appropriate VWAP office to provide further information.

Waterloo Regional Police Service

www.wrps.on.ca
200 Maple Grove Road
Cambridge, Ontario
N3H 5M1
Office: 519-650-8500
24 hours a day

ACCESSIBILITY
- All facilities are accessible

ACCOUNTABILITY
All members of the Waterloo Regional Police Service are responsible for ensuring that proper procedures are carried out. Concerns can be addressed by speaking with the involved investigator, their immediate supervisor or the Staff Sergeant in charge of the Major Case Branch. Complaints can be directed to the Waterloo Regional Police Service Professional Standards Branch or the Office of the Independent Police Review Director. As an organization we are accountable to the Waterloo Regional Police Services Board.

COMMITMENTS AND SERVICES
We will, within the mandate of our service:
- Conduct criminal investigations to the highest standard.
- Congruent with community values, sensitivities and expectations, we aspire to deliver investigative excellence through ongoing member development, innovative use of resources and technology, and building community and organizational capacity.
- Enhancing partnerships, teamwork, victim support, and community education.

PROCEDURES
1. Officers responding to a report of sexual assault will ensure the safety of the victim. Officers will ensure the victim receives medical attention if required.
2. If the circumstances warrant, the victim will be asked to attend the Waterloo Region Sexual Assault/Domestic Violence Treatment Centre.
3. Officers will do preliminary investigation and determine if a crime scene needs to be secured in order to preserve evidence.
4. Investigators from the Major Case Branch conduct investigations of Sexual Assault.
5. Detectives conduct thorough investigations and determine if there are grounds to proceed with criminal charges against an accused.
6. Major Case Detectives will assist and support victims of sexual assault in a sensitive manner.
7. Investigators will keep the victim informed in regards to the status of the investigation.
8. At the conclusion of the investigation where no charges are laid, the investigator will inform the victim of the reason for the decision.

**Waterloo Regional Police Service – Victim Services Unit**

www.wrps.on.ca/branches-divisions/victim-services.htm

400 Queen Street South
Kitchener, Ontario
N2G 1W7

(519) 743-7243
(519) 579-5116 Ext. 2228 or 2231
9:00 a.m. to 5:00 p.m., Monday to Friday

**ACCESSIBILITY**
- Wheel chair accessible
- Language interpreters are available if necessary

**ACCOUNTABILITY**
All members of the Waterloo Regional Police Service are responsible for ensuring that proper procedures are carried out. Concerns can be addressed by speaking with the involved worker, or their immediate supervisor, the Staff Sergeant in charge of the Domestic Violence Unit. We are accountable to the Waterloo Regional Police Services Board, and the Ministry of Community and Social Services.

**SERVICES**
- Emotional support (crisis and ongoing)
- Safety planning
- Information regarding police procedures
- Criminal court information/bail notification
- Criminal court accompaniment (trials)
- Referrals to community services
• Acting as a liaison between the client and police, court and other agencies
• Endeavouring to help improve victim co-operation with police and courts

**COMMITMENTS**

Since its inception in 1982, the Victim Services Unit’s principal goal has been and continues to be to assist people in dealing with the consequences of victimization and/or tragic circumstances such as homicides, domestic assaults, sexual assaults, criminal harassment, threats, and sudden deaths. As civilians with the Waterloo Regional Police Service, we are in a unique position to be able to reach out to people who may otherwise be overlooked.

**Waterloo Region Sexual Assault/Domestic Violence Treatment Centre**

www.keepingsafe.ca

for administration & counselling

C/o 400 Queen St. South
Kitchener, Ontario
N2G 1W7

St. Mary’s General Hospital (for North Waterloo)
911 Queen’s Boulevard
Kitchener, Ontario
N2M 1B2

Cambridge Memorial Hospital (for South Waterloo)
700 Coronation Drive
Cambridge, Ontario
N1R 3G2

519-749-6994
24 hour availability for nurse/social worker team response at St. Mary’s and Cambridge Memorial Hospitals
Administration: 9:00 a.m. to 5:00 p.m., Monday to Friday

**ACCESSIBILITY**

• Wheelchair accessible
• Language interpreters are available free of charge through the K-W Multicultural Centre
ACCOUNTABILITY
The Director of our Centre is responsible for ensuring that proper procedures are carried out. Complaints or concerns can be address to the Director of the Centre. The Centre is a program administered by St. Mary’s General Hospital in Kitchener. All team social workers are members of the Ontario College of Social Worker and Social Service Workers.

COMMITMENTS
We will, within the mandate of our service:
- Recognize the importance of promoting choice, respect and empowerment to enable the individual to make his or her own choices
- Treat all individuals with dignity and compassion
- Accept the individual’s perception of the assault
- Recognize the importance of involving family and/or support systems where consent is given by the individual

SERVICES
- Provide acute and follow up care and counselling to women, children and males who have been recently sexually assaulted.
- Provide medical examination, forensic evidence collection, STI, HIV and pregnancy treatment, crisis intervention and referral to community resources
- Provide short term counselling, referral and consultation, public education, research, advocacy and community development.

PROCEDURES
1. On call nurse and social worker team are paged with consent of the individual, by the emergency room staff
2. Team arrives within 45 minutes of page from the emergency room (ER) staff
3. Assess needs for translation, injuries, accessibility
4. Transfer to SA/DVTC suite in the hospital
5. Discuss what brings the person to the Centre
6. Explain confidentiality, and options for care: examination, STI & HIV treatment, pregnancy prevention, collection of forensic evidence, emotional care, immediate and follow up counselling, involvement or not of police, referral
7. Explain report (if child is victimized) to Family & Children’s Services as per duty to report
8. Provide follow up plans and resources as needed (i.e.: HIV PEP x 28 days, follow up counselling, community resources, shelter, etc)
9. Provide written information about services received, plans and resources available
A) Community Partner Consultation Forms
   - Authorization for Release of Information
   - Action Plan

B) Consent to Sexual Activity Information

C) Safety, Awareness and Self Care Tool

D) Service Provider Self-Assessment Checklist

E) Resource List

F) What Now? : What to do after you have been Sexually Assaulted

G) Flow Chart of the Criminal Justice Process

H) Sexual Assault Support Services for Rural Areas
A) COMMUNITY PARTNER CONSULTATION FORMS

Authorization for Release of Information

PART ONE

I, ________________________________

hereby authorize the ________________________________
to release information to consult and/or advocate with the following organizations or individuals as is relevant
to my or my dependent’s case. I understand there will be a group consultation to do one or more of the
following:

- Effectively coordinate service provision between agencies
- Identify available support services, create action plans and/or play an advocacy role
- Assess risk and provide collaborative safety plans

I give consent for the following service providers/individuals to participate in this Community Partner
Consultation:

1. Name of Organization/Individual: ________________________________

2. Name of Organization/Individual: ________________________________

3. Name of Organization/Individual: ________________________________

4. Name of Organization/Individual: ________________________________

5. Name of Organization/Individual: ________________________________

6. Name of Organization/Individual: ________________________________

I have been encouraged to attend this consultation. If I choose not to attend, I know I can give comments
verbally or in writing for consideration in the consultation.

On Part Two of this form, I have indicated if there are any items that I do not want disclosed. This
information will only be seen by the service provider who has called this consultation.

I understand that this release form will only be used for the purposes of this Community Partner
Consultation and direct follow-up actions resulting from it. This form does not constitute an ongoing consent to
release information between the agencies listed above. This Authorization for Release of Information form will
expire no later than 90 days from the date which it was signed and I can choose to revoke it at any time.

_________________________________________  __________________________
Victim/Survivor’s Signature (if applicable)  Date

_________________________________________  __________________________
Legal Guardian’s Signature (if applicable)  Date

_________________________________________  __________________________
Service Provider’s Signature  Date
Authorization for Release of Information

PART TWO:

I do not want the following to be disclosed:

________________________________________________________________________

________________________________________________________________________

I also understand that the following exceptions to confidentiality exist:

- We are required to report cases of suspected child abuse or neglect to Family and Children’s Services.
- If a service provider feels that I am a danger to myself or others, the appropriate authorities will be notified.
- We may not be able to maintain confidentiality in cases where a service provider is subpoenaed to testify in court or to provide case files.
- Criminal justice partners are not able to keep matters confidential when they are before the courts.

_______________________________________  _________________________
Victim/Survivor’s Signature (if applicable)  Date

_______________________________________  _________________________
Legal Guardian’s Signature (if applicable)  Date

_______________________________________  _________________________
Service Provider’s Signature  Date
Action Plan (Page 1 of 2)

Date of consultation: ________________________________________________

Service provider/individual chairing: ________________________________

Name of victim/survivor (if this has been disclosed): ______________________

Individuals/partners present:
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________

<table>
<thead>
<tr>
<th>Action</th>
<th>Individual or Community Partner Responsible</th>
<th>Completed</th>
<th>Target Date</th>
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<tbody>
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</table>

Other notes:
_________________________________________________________________
## Action Plan (Page 2 of 2)

<table>
<thead>
<tr>
<th>Item</th>
<th>Yes/No</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Risk has been assessed</td>
<td></td>
<td>If not, describe why not. If yes, describe the risk level.</td>
</tr>
<tr>
<td>Safety Plan has been completed (if applicable)</td>
<td></td>
<td>If not, describe why not. If yes, describe the basic plan.</td>
</tr>
<tr>
<td>Action Plan is in place to support the victim/survivor</td>
<td></td>
<td>How many? Please describe.</td>
</tr>
<tr>
<td>Supports are in place to support the victim/survivor’s family (if applicable)</td>
<td></td>
<td>How many? Please describe?</td>
</tr>
<tr>
<td>Interventions are in place to hold the perpetrator accountable (if applicable)</td>
<td></td>
<td>How many? Please describe?</td>
</tr>
</tbody>
</table>

*Form adapted from the *Community Response Protocol for Sexual Assault and Domestic Violence* (Guelph-Wellington Action Committee on Sexual Assault and Domestic Violence, 2005)*
B) **CONSENT TO SEXUAL ACTIVITY INFORMATION**

**LEGAL DEFINITIONS**

Section 150.1 of the criminal code, as it pertains to children and consent, states the following:

(1) Subject to subsections (2) to (2.2), when an accused is charged with an offence under section 151 or 152 or subsection 153(1), 160(3) or 173(2) or is charged with an offence under section 271, 272 or 273 in respect of a complainant under the age of 16 years, it is not a defence that the complainant consented to the activity that forms the subject-matter of the charge.

(2) When an accused is charged with an offence under section 151 or 152, subsection 173(2) or section 271 in respect of a complainant who is 12 years of age or more but under the age of 14 years, it is a defence that the complainant consented to the activity that forms the subject-matter of the charge if the accused
   (a) is less than two years older than the complainant; and
   (b) is not in a position of trust or authority towards the complainant, is not a person with whom the complainant is in a relationship of dependency and is not in a relationship with the complainant that is exploitative of the complainant.

(2.1) When an accused is charged with an offence under section 151 or 152, subsection 173(2) or section 271 in respect of a complainant who is 14 years of age or more but under the age of 16 years, it is a defence that the complainant consented to the activity that forms the subject-matter of the charge if
   (a) the accused
      (i) is less than five years older than the complainant; and
      (ii) is not in a position of trust or authority towards the complainant, is not a person with whom the complainant is in a relationship of dependency and is not in a relationship with the complainant that is exploitative of the complainant; or
   (b) the accused is married to the complainant.

(2.2) When the accused referred to in subsection (2.1) is five or more years older than the complainant, it is a defence that the complainant consented to the activity that forms the subject-matter of the charge if, on the day on which this subsection comes into force,
   (a) the accused is the common-law partner of the complainant, or has been cohabiting with the complainant in a conjugal relationship for a period of less than one year and they have had or are expecting to have a child as a result of the relationship; and
   (b) the accused is not in a position of trust or authority towards the complainant, is not a person with whom the complainant is in a relationship of dependency and is not in a relationship with the complainant that is exploitative of the complainant.
(3) No person aged twelve or thirteen years shall be tried for an offence under section 151 or 152 or subsection 173(2) unless the person is in a position of trust or authority towards the complainant, is a person with whom the complainant is in a relationship of dependency or is in a relationship with the complainant that is exploitative of the complainant.

(4) It is not a defence to a charge under section 151 or 152, subsection 160(3) or 173(2), or section 271, 272 or 273 that the accused believed that the complainant was 16 years of age or more at the time the offence is alleged to have been committed unless the accused took all reasonable steps to ascertain the age of the complainant.

(5) It is not a defence to a charge under section 153, 159, 170, 171 or 172 or subsection 212(2) or (4) that the accused believed that the complainant was eighteen years of age or more at the time the offence is alleged to have been committed unless the accused took all reasonable steps to ascertain the age of the complainant.

(6) An accused cannot raise a mistaken belief in the age of the complainant in order to invoke a defence under subsection (2) or (2.1) unless the accused took all reasonable steps to ascertain the age of the complainant.

A common issue in sexual assault cases is whether or not the sexual activity was consensual. In legal terms, consent is the voluntary agreement of the complainant to have engaged in the sexual activity in question. According to s. 273.1(1) of the Criminal Code, consent for sexual assault purposes is defined as the following:

273.1(1) Meaning of "consent" - Subject to subsection (2) and subsection 265(3), "consent" means, for the purposes of sections 271, 272 and 273, the voluntary agreement of the complainant to engage in the sexual activity in question.

(2) No consent is obtained, for the purposes of sections 271, 272 and 273, where:
   (a) the agreement is expressed by the words or conduct of a person other than the complainant;
   (b) the complainant is incapable of consenting to the activity;
   (c) the accused counsels or incites the complainant to engage in the activity by abusing a position of trust, power or authority;
   (d) the complainant expresses, by words or conduct, a lack of agreement to engage in the activity; or
   (e) the complainant having consented to engage in the sexual activity, expresses, by words or conduct, a lack of agreement to continue to engage in the activity.

273.2 It is not a defense to a charge under section 271, 272 or 273 that the accused believed that the complainant consented to the activity that forms the subject matter of the charge, where:
(a) the accused’s belief in consent arose from the accused’s:
   (i) self-induced intoxication, or
   (ii) recklessness or willful blindness; or
(b) the accused did not take reasonable steps, in the circumstances known to the accused at the time, to ascertain that the complainant was consenting.

TOOLS TO AID WITH UNDERSTANDING CONSENT TO SEXUAL ACTIVITY

Age of Consent to Sexual Activity
The age of consent, also known as the "age of protection", refers to the age at which a young person can legally consent to sexual activity. All sexual activity without consent, regardless of age, is a criminal offence. The age of consent laws apply to all forms of sexual activity, ranging from sexual touching (e.g., kissing) to sexual intercourse.

Canada’s Age of Consent to Sexual Activity
The age of consent for sexual activity is 16 years. However, the age of consent is 18 years where the sexual activity "exploits" the young person -- when it involves prostitution, pornography or occurs in a relationship of authority, trust or dependency (e.g., with a teacher, coach or babysitter). Sexual activity can also be considered exploitative based on the nature and circumstances of the relationship, e.g., the young person's age, the age difference between the young person and their partner, how the relationship developed (quickly, secretly, or over the Internet) and how the partner may have controlled or influenced the young person.

Exceptions to Age of Consent
The Criminal Code provides "close in age" or "peer group" exceptions. For example, a 14 or 15 year old can consent to sexual activity with a partner as long as the partner is less than five years older and there is no relationship of trust, authority or dependency or any other exploitation of the young person. This means that if the partner is 5 years or older than the 14 or 15 year old, any sexual activity will be considered a criminal offence unless it occurs after they are married to each other (in accordance with the "solemnization" of marriage requirements that are established in each province and territory, governing how and when a marriage can be performed, including the minimum age at which someone may marry).

There is also a "close-in-age" exception for 12 and 13 year olds. A 12 or 13 year old can consent to sexual activity with another young person who is less than two years older and with whom there is no relationship of trust, authority or dependency or other exploitation of the young person.
Age of Consent for 16 and 17 Year Olds
The Criminal Code protects 16 and 17 year olds against sexual exploitation, where the sexual activity occurs within a relationship of trust, authority, dependency or where there is other exploitation. Whether a relationship is considered to be exploiting the 16 or 17 year old will depend upon the nature and circumstances of the relationship, e.g., the age of the young person, the age difference between the young person and their partner, how the relationship developed and how the partner may have controlled or influenced the young person. As well, 16 and 17 year olds cannot consent to sexual activity that involves prostitution or pornography.

Adapted from Canada’s Department of Justice website at www.justice.gc.ca
C) **SAFETY, AWARENESS AND SELF CARE TOOL**

Name: ________________________________  Date: __________________

*You have survived this experience – you have amazing strength.*
*Sexual violence is never the fault of the victim/survivor – it was not your fault!*

The following is a tool for talking about personal safety and risk, awareness of safety and risk, and self-care (how to take care of yourself). These questions are designed to help you think about safety and risk in some of the areas of your life and talk about ways you can practice healthy self-care in ways that are right for you.

Safety is simply the state of being "safe". Being safe is the condition of being protected against physical, social, spiritual, financial, political, emotional, occupational, psychological or educational harm as a result of neglect, error, accidents, or intent. Safety can also be defined to be the control of recognized hazards to achieve an acceptable level of risk.

**Please know that none of these questions are mandatory.**
*You do not have to talk about anything you do not feel comfortable discussing.*

**Physical Safety – My Physical Self**
Some people who have experienced sexual assault are at greater risk for engaging in behaviours that are risky, such as: self-harm, eating disorders, substance use, being in conflict with the law, making risky sexual choices, and suicidal ideation and attempts.

Some questions to think about:
- Are my basic needs being met, for example clothing, shelter, food & water? Is my physical body safe?
- Have I had my medical needs addressed?
- Is there anything in the way of me taking good care of myself? Am I being good to my body?
- Am I eating well? Am I getting enough sleep? Has my use of substances changed?
- Are my relationships with others safe? Am I safe around the other people in my life?
- Would legal action, such as a restraining order or peace bond, be helpful for me?

These are some things I am already doing to be and feel safe and take care of myself:
To take care of my basic needs: ____________________________________________
To address my medical needs: _____________________________________________
To keep my physical body safe: ____________________________________________
In my relationships with others: __________________________________________
Some other things I am already doing are: _________________________________
These are some things I can do and will do to be and feel safe and take care of myself:
____________________________________________________________________
Physical Safety – Housing / Shelter

Some questions to think about:
- Am I safe where I live? Am I safe where I work? Am I safe where I go to school?
- Do I have any dependents – children, grandchildren, older adults, or persons with disabilities? Are my dependents safe?
- Where am I unsafe? What are the risks to my safety?

These are some things I am already doing to be and feel safe and take care of myself:

At home: ____________________________________________________________
At work: ____________________________________________________________
At school: ____________________________________________________________

Some other things I am already doing are: __________________________________________

These are some things I can do and will do to be and feel safe and take care of myself:

__________________________________________________________

Emotional Safety

I realize that I have been through a lot and I may be feeling exhausted and emotionally drained. Some questions to think about:
- Do I feel safe? Are there times or situations when I do not feel safe? When do I feel the safest?

These are some things I am already doing to be and feel safe and take care of myself:

__________________________________________________________

These are some things I can do and will do to be and feel safe and take care of myself:

__________________________________________________________

Coping Strategies

These are some healthy things I am already doing and thinking to help me feel better or to distract myself:

__________________________________________________________

These are some healthy things I can do and think to help me feel better or to distract myself:

__________________________________________________________

If I feel I might be unsafe or at risk in any way, I can:
- Contact an emergency support service such as the police or a crisis line.
- Contact a counselling or community support service.
- Talk to my friend/relative, ______________________, by calling them, going to their house or ______________________
- Stay with my friend/relative, ______________________, who lives at ______________________
- Go to the shelter located at ______________________
- OR ______________________
- OR ______________________
D) **Service Provider Self-Assessment Checklist**

The Service Provider Self-Assessment Checklist reflects the general intervention principles in dealing with a victim/survivor of sexual assault. The underlying goal of any intervention is to empower the victim/survivor by providing support, services and information which will allow them to make choices for themselves.

It is important to be aware of the diversity of victim/survivors and their experiences, as well as the range of reactions that can follow a traumatic experience. All interactions should be based on the principles laid out in the Sexual Assault Response Protocol of Waterloo Region.

This checklist does not reflect the specific roles and procedures of each agency. Its purpose is to allow service providers to evaluate and reflect back on the interactions they have with victim/survivors and to ensure ongoing commitment to the protocol. It can also be used as a training tool.

---

**Self-Assessment Checklist**

In assisting a victim/survivor, indicate which of the following you feel you achieved during the intervention(s).

**When I first met the victim/survivor, I:**

- [ ] Introduced myself and my role
- [ ] Asked how s/he would prefer to be addressed
- [ ] Explained the kind of assistance I could attempt to provide
- [ ] Assessed immediate risk and safety issues (this is ongoing throughout the process)
- [ ] Told the victim/survivor that s/he had the option of having someone present for support
- [ ] Ensured that the victim/survivor understood her/his options and choices regarding medical treatment, reporting to the police, shelter and counselling resources
- Explained confidentiality in accordance with my agency’s policy standards
- Told the victim/survivor the limits of confidentiality and the possibility of records being subpoenaed if the case went to court
- Actively listened to what the victim/survivor had to say
- Treated the victim/survivor with respect and dignity
- Was inclusive in my interaction (to sex, gender identity, race, age, ability, sexual orientation, culture, socio-economic and religious issues)
- Made the victim/survivor as comfortable as possible
- Explained all procedures/interventions in detail before they were done
- Let the victim/survivor control the intervention to the extent that this was possible
- Offered resources and numbers to the victim/survivor and discussed how to access service
- Was willing to assist the victim/survivor in obtaining services to any agency that s/he requested
- Responded in a timely fashion to request for service
- Discussed safety planning with the victim/survivor (considering suicidality and self-harm behaviours)
- Discussed how to provide any feedback with regards to the service they received
- Told the victim/survivor how to contact me in the future

*Adapted from the Halton Community Response Protocol for Sexual Assault & Domestic Violence, 2002*
# Sexual Assault Response Resource List - Region of Waterloo

*If you are injured or in immediate danger, go to your nearest emergency dept or call 911.*

<table>
<thead>
<tr>
<th>Agency/Program/Service</th>
<th>Contact Information</th>
<th>Service Type</th>
<th>Hours</th>
<th>Gender*</th>
<th>Age</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>IMMEDIATE SUPPORTS</strong></td>
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<tr>
<td><strong>Emergency</strong></td>
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<tr>
<td>In case of an emergency</td>
<td>Call 911</td>
<td>Emergency Response</td>
<td>24h</td>
<td>All</td>
<td>All</td>
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<tr>
<td><strong>24-Hour Crisis Support</strong></td>
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<tr>
<td>EARS Line for Male Survivors</td>
<td>1-800-553-3277</td>
<td>Crisis line</td>
<td>24h</td>
<td>M</td>
<td>All</td>
<td></td>
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<tr>
<td><a href="http://www.cmhnhrb.on.ca/casam/howe.html">www.cmhnhrb.on.ca/casam/howe.html</a></td>
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<tr>
<td>Sexual Assault Support Centre of Waterloo Region</td>
<td>519-741-8633</td>
<td>Crisis line</td>
<td>24h</td>
<td>All</td>
<td>All</td>
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<tr>
<td>Medical Service</td>
<td><a href="http://www.sasocr.wm">www.sasocr.wm</a></td>
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<tr>
<td>Waterloo Region Sexual Assault/ Domestic Violence Treatment Centre - Cambridge Memorial Hospital - St. Mary’s Hospital</td>
<td>519-749-6994</td>
<td>Medical Exam / Support</td>
<td>24h</td>
<td>All</td>
<td>All</td>
<td>Access through Emergency Department</td>
</tr>
<tr>
<td>(Office hrs: M-F, 8:30-4:30)</td>
<td><a href="http://www.keepingssafe.ca">www.keepingssafe.ca</a></td>
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<tr>
<td><strong>Police Service</strong></td>
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<tr>
<td>Waterloo Regional Police Service</td>
<td>519-653-7700</td>
<td>Support and Information</td>
<td>24h</td>
<td>All</td>
<td>All</td>
<td>Access through answering service</td>
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<tr>
<td><a href="http://www.wrps.on.ca">www.wrps.on.ca</a></td>
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<tr>
<td>Waterloo Regional Police Service - Victim Services</td>
<td>519-743-7243</td>
<td>Support and Information</td>
<td>24h</td>
<td>All</td>
<td>All</td>
<td>Access through answering service</td>
</tr>
<tr>
<td><a href="http://www.wrps.on.ca">www.wrps.on.ca</a></td>
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<tr>
<td><strong>ON-GOING SUPPORTS</strong></td>
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<tr>
<td><strong>Criminal / Legal Services</strong></td>
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</tr>
<tr>
<td>Child Witness Centre</td>
<td>519-744-0904</td>
<td>Impartial court preparation for child witnesses</td>
<td>M-F 9-4:30</td>
<td>All</td>
<td>Under 18</td>
<td>Appts available outside hours listed</td>
</tr>
<tr>
<td><a href="mailto:admin@childwitness.com">admin@childwitness.com</a></td>
<td><a href="http://www.childwitness.com">www.childwitness.com</a></td>
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<tr>
<td>Community Justice Initiatives</td>
<td>519-744-6549</td>
<td>Healing justice</td>
<td>M-F 8:30-4:30</td>
<td>All</td>
<td>All</td>
<td>Appts available outside hours listed</td>
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<tr>
<td><a href="http://www.cljr.com">www.cljr.com</a></td>
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<tr>
<td>Crown Attorney</td>
<td>519-741-3222</td>
<td>Responsible for criminal prosecutions</td>
<td>M-F 8:30-5</td>
<td>All</td>
<td>All</td>
<td>Call to register. Leave a message after hours.</td>
</tr>
<tr>
<td>National Parole Board - Federally incarcerated offenders (offender sentenced to 2 yrs or more)</td>
<td>1-000-700-4636</td>
<td>Information for victims/survivors</td>
<td>M-F 9-4:30</td>
<td>All</td>
<td>All</td>
<td>Call to register. Leave a message after hours.</td>
</tr>
<tr>
<td><a href="http://www.pbc-clcc.gc.ca">www.pbc-clcc.gc.ca</a></td>
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<tr>
<td>Victim Notification System - Provincially incarcerated offenders (offender sentenced to less than 2 yrs)</td>
<td>1-888-579-2988</td>
<td>Information for victims/survivors</td>
<td>M-F 9-4:30</td>
<td>All</td>
<td>All</td>
<td>Leave a message after hours</td>
</tr>
<tr>
<td><a href="http://www.attorneygeneral.jus.gov.on.ca">www.attorneygeneral.jus.gov.on.ca</a></td>
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<tr>
<td>Victim / Witness Assistance Program - Waterloo Region</td>
<td>519-741-3351 - Kitchener 519-740-5991 - Cambridge</td>
<td>Information/support for victim/witness after criminal charges laid until a disposition</td>
<td>M-F 8:30-5</td>
<td>All</td>
<td>18 and over</td>
<td></td>
</tr>
</tbody>
</table>

*If you suspect a child is in need of protection, please contact Family Children’s Services at 519 576 0540.*
### Sexual Assault Response Resource List - Region of Waterloo

*If you are injured or in immediate danger, go to your nearest emergency dept or call 911.*

<table>
<thead>
<tr>
<th>Agency/Program/Service</th>
<th>Contact Information</th>
<th>Service Type</th>
<th>Hours</th>
<th>Gender*</th>
<th>Age</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ON-GOING SUPPORTS (continued)</strong></td>
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<tr>
<td><strong>Criminal / Legal Services (continued)</strong></td>
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<tr>
<td>Waterloo Regional Police Service - Major Case Branch</td>
<td>519-653-7700 <a href="http://www.wrps.on.ca">www.wrps.on.ca</a></td>
<td>Follow-up information</td>
<td>24h</td>
<td>All</td>
<td>All</td>
<td>Appts available outside hours listed</td>
</tr>
<tr>
<td><strong>Counselling, Support and Referral Services</strong></td>
<td></td>
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</tr>
<tr>
<td>Family &amp; Children’s Services of Waterloo Region - Sexual Abuse Treatment Program</td>
<td>519-576-0540 <a href="http://www.facswaterloo.org">www.facswaterloo.org</a></td>
<td>Crisis support &amp; ongoing individual and group counselling</td>
<td>M-T 8:30-4:30 F 9-4</td>
<td>All</td>
<td>Under 18</td>
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<tr>
<td>(located in Kitchener, services available in Kitchener &amp; Cambridge)</td>
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<tr>
<td>Family Counselling Centre of Cambridge and North Dumfries</td>
<td>519-621-5090 <a href="http://www.fccnd.com">www.fccnd.com</a></td>
<td>Counselling</td>
<td>M-TH 9-9 F 9-2</td>
<td>All</td>
<td>All</td>
<td>Located in Cambridge and Ayr</td>
</tr>
<tr>
<td>Healing of the Seven Generations</td>
<td>519-570-9118</td>
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<tr>
<td>Interfaith Community Counselling Centre</td>
<td>519-662-3092 <a href="http://www.interfaithcounselling.ca">www.interfaithcounselling.ca</a></td>
<td>Counselling</td>
<td>M-TH 9-5</td>
<td>All</td>
<td>All</td>
<td>Located in New Hamburg</td>
</tr>
<tr>
<td>KW Counselling Services</td>
<td>519-884-0000 <a href="http://www.kwcounselling.com">www.kwcounselling.com</a></td>
<td>Counselling</td>
<td>M-TH 9-8 F 9-5</td>
<td>All</td>
<td>All</td>
<td></td>
</tr>
<tr>
<td>Lutheran Family Counselling Services</td>
<td>519-622-1670 <a href="http://www.lutherwood.ca">www.lutherwood.ca</a></td>
<td>Counselling</td>
<td>M-TH 9-8 F 9-5</td>
<td>All</td>
<td>All</td>
<td>Located in Cambridge</td>
</tr>
<tr>
<td>Mosaic Counselling and Family Services</td>
<td>519-743-6333 <a href="http://www.mosaiconline.ca">www.mosaiconline.ca</a></td>
<td>Counselling</td>
<td>M-TH 8-9 F 8-5 SAT 8-4</td>
<td>All</td>
<td>All</td>
<td>Individual and Group Counselling</td>
</tr>
<tr>
<td>Sexual Assault Support Centre of Waterloo Region</td>
<td>519-571-0121 x23</td>
<td>Counselling, advocacy, court support and referrals</td>
<td>M-F 9-4:30</td>
<td>F / Trans-identified</td>
<td>All</td>
<td>Appts available outside hours listed, Trans positive space</td>
</tr>
<tr>
<td>Shalom Counselling Services</td>
<td>519-886-9690 <a href="http://www.shalomcounselling.org">www.shalomcounselling.org</a></td>
<td>Counselling</td>
<td></td>
<td></td>
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<tr>
<td>Waterloo Region Sexual Assault / Domestic Violence Treatment Centre</td>
<td>519-749-6994 <a href="http://www.keoppinsafe.ca">www.keoppinsafe.ca</a></td>
<td>Counselling, support and referrals</td>
<td>M-F 8:30-4:30</td>
<td>All</td>
<td>All</td>
<td>Appts available outside hours listed</td>
</tr>
</tbody>
</table>

*Gender - M = male; F = female; All = All genders on the gender spectrum including but not limited to male-, female-, and trans-identified persons.

*If you suspect a child is need of protection, please contact Family Children’s Services at 519 576 0540.*
F) **WHAT NOW? : WHAT TO DO AFTER YOU HAVE BEEN SEXUALLY ASSAULTED**

*You have survived this experience – you have amazing strength.*  
*Sexual violence is never the fault of the victim/survivor – it was not your fault!*

**WHAT IS SEXUAL ASSAULT?**

**Sexual Assault** is an assault committed in circumstances of a sexual nature such that the sexual integrity of the victim is violated. A person who directly or indirectly applies force intentionally to another person, or who attempts or threatens to do so, has committed an assault. An assault of this nature can be committed by anyone, including a spouse.

**Sexual Harassment** is any behaviour, comment, gesture, or contact of a sexual nature that could be considered objectionable or offensive. It includes unreciprocated actions, remarks or looks of a sexual nature which treat the recipient as a sexual object. It may threaten a person’s safety and security or prejudice the recipient’s job security or promotion prospects while creating a stressful working environment. It may also prejudice a user of services. Sexual harassment is a form of sexual violence and is considered an offence under the *Ontario Human Rights Code*.

**Sexual Violence** can take many forms including date rape, sexual harassment and sexual assault. It is first and foremost an act of violence, hatred and aggression characterized by an attempt to threaten, intimidate, coerce or engage in any unwanted behaviour of a sexual nature. Sexual violence includes, but is not limited to, sexual assault and other sexual offences included in the *Criminal Code*.

**Consent** – All sexual activity without consent, regardless of age, is a criminal offence. Consent is not given in situations where:

(a) agreement is expressed by someone other than the person engaging in the activity,  
(b) the person is incapable of consenting to the activity (for ex: if a person is intoxicated or has a developmental disability that hinders their ability to consent),  
(c) there is a relationship of trust, authority or dependency between the parties involved, or  
(d) the person indicates that they do not consent or, having already given consent, withdraws consent.

The age of consent for sexual activity is 16 years. However, the age of consent is 18 years where the sexual activity "exploits" the young person – when it involves prostitution, pornography or
occurs in a relationship of authority, trust or dependency (e.g., with a teacher, coach or babysitter). Exceptions to the Age of Consent are dependent upon the nature and circumstances of the relationship, e.g., the age of the young person, the age difference between the young person and their partner, how the relationship developed and how the partner may have controlled or influenced the young person.

WHAT TO EXPECT
People who have experienced sexual violence respond in a variety of ways. Everyone reacts differently. It is normal to have all, some or none of these responses:

- Difficulty with intimacy, Changes in sexual activity, Changes in interest in sex, Questioning of sexual orientation, Self-blame, Guilt, Shame, Embarrassment, Shock, Numbness, Disbelief, Denial, Disgust, Revulsion, Confusion, Disorientation, Memory loss, Dissociation (loss of touch with present reality & time), Recurring thoughts of the abuse, Fear, Insecurity, Anxiety, Panic, Anger, Rage, Vengefulness, Sadness, Grief, Depression, Loneliness, Isolation, Feelings of powerlessness, Helplessness, Loss of control, Loss of trust in self & others, Betrayal, Pain, Headaches, Body memories, Physical sensations, General health complaints, General body pains, Loss of appetite, Overeating, Nausea, Vomiting, Gagging, Fainting, Dizziness, Fatigue, Nightmares, Sleep problems, STIs

WHAT TO DO NEXT
Remember – you are not alone!

Whether you have experienced sexual violence recently or in the past, here are some things you can choose to do to access immediate and long-term supports:
- Talk (to friends, family, counsellors, support groups, other support people)
- Take care of yourself (eating well, sleeping well, exercising)
- Seek medical care
- Report to authorities
- Find safe and healthy ways to express yourself (songs, poetry, journaling, art, dance, drama, etc)
- Seek out hobbies and recreational activities (reading, cooking, TV, movies, music, sports, etc)
SEEKING SUPPORT
If you choose to seek support, there are several options open to you:

- **Medical** – an examination and treatment for any physical injury, treatment for sexually transmitted infections (STIs), and/or an assessment and prevention of pregnancy;
- **Legal** – collection and documentation of forensic evidence, police involvement, and/or legal assistance;
- **Supportive** – counselling, access to a variety of other supportive services in the community.

It is your right to ask questions regarding your options and the services you choose. If you want more information, a list of important phone numbers and websites will be provided to you.
G) **Flow Chart of the Criminal Justice Process**

*The process outlined is based on the average process and may not necessarily be representative of all cases, and does not deal with matters withdrawn or stayed.*

**Criminal Justice Process**

- **Criminal Charges Are Laid**
  - Accused is released with conditions
  - Accused is held in custody
- **Pre-Trial Court Appearances by Accused**
- **Not Guilty Plea**
- **Guilty Plea**
- **Preliminary Inquiry**
  - Case Committed to Trial
  - Not Enough Evidence for Trial Charges Dismissed
- **Ontario Court of Justice Trial**
  - Superior Court Trial (judge alone or judge and jury)
- **Verdict**
  - Not Guilty
  - Guilty
- **Sentencing**
  - Pre-Sentence Report
  - Victim Impact Statement
H) **SEXUAL ASSAULT SUPPORT SERVICES FOR RURAL AREAS**

**Wilmot Family Resource Centre**

www.wilmotfamilyresourcecentre.ca

Unit 1-175 Waterloo St.
New Hamburg, Ontario
N3A 1S3

Phone: (519) 662-2731
Fax: (519) 662-2158
9:00 a.m. to 4:30 p.m., Monday to Thursday (Open until 6:00 p.m. the first Thursday of each month)
9:00 a.m. to 12:00 noon, Friday

**Woolwich Community Services**

www.woolwichcommunityservices.com

73 Arthur Street South
Elmira, Ontario
N3B 2M8

Phone: (519) 669-5139
Fax: (519) 669-4210
9:00 a.m. to 5:00 p.m., Monday to Friday

**Woolwich Counselling Centre**

www.woolwichcounselling.org

65 Memorial Avenue
Elmira, Ontario
N3B 2R9

Phone: (519) 669-8651
Fax: (519) 669-0980
9:00 a.m. to 5:00 p.m., Monday to Friday


Waterloo Region Sexual Assault/ Domestic Violence Treatment Centre. The impact after a sexual assault (Brochure).

Waterloo Region Sexual Assault/ Domestic Violence Treatment Centre. Treatment options (Brochure).