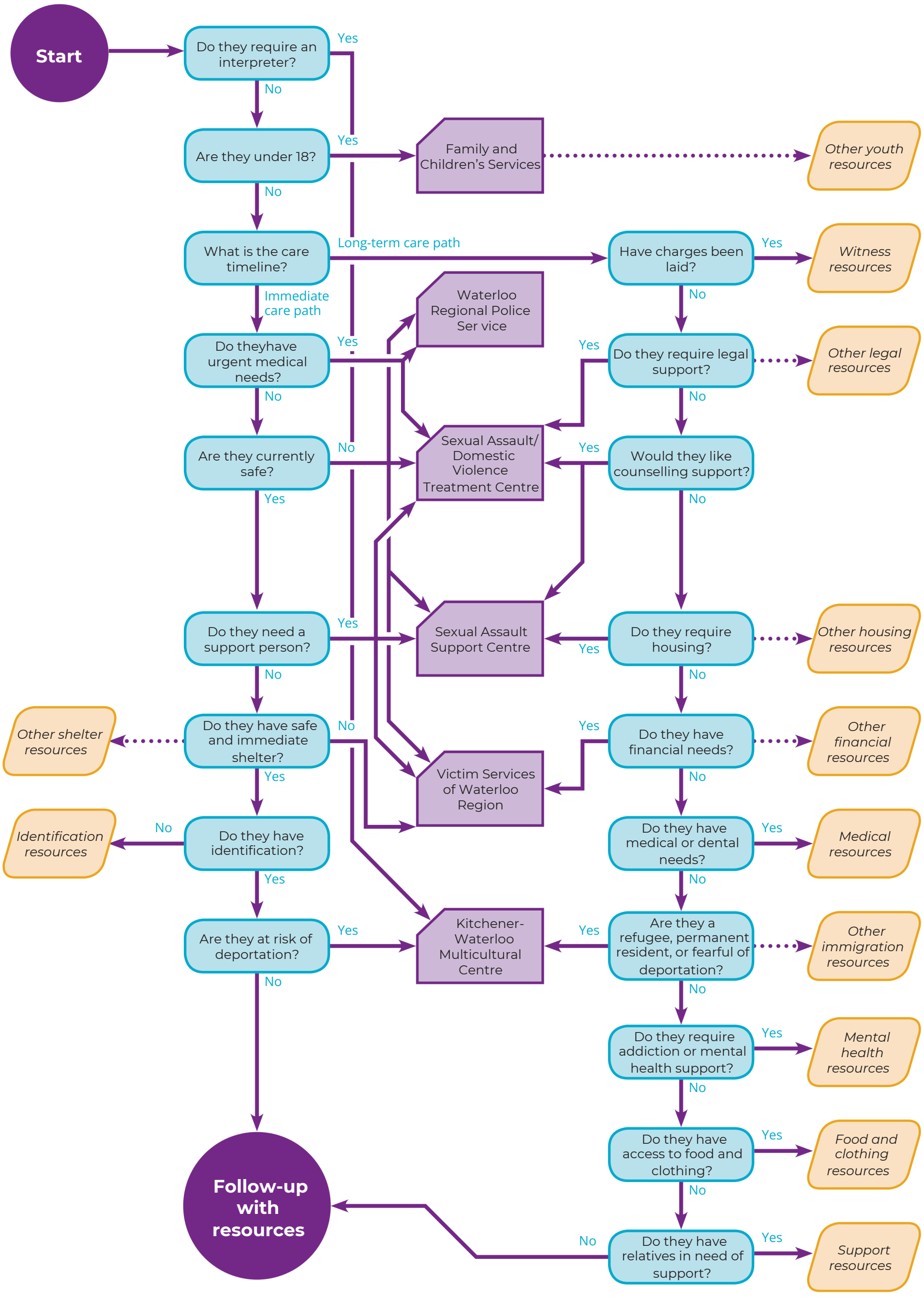
anti-human trafficking
service coordinating committee

# CARE PATH

## For Survivorsof Sexual Exploitation in theWaterloo Region

# CARE PATH FOR SURVIVORS OF COMMERCIAL SEXUAL EXPLOITATION



# PRIMARY RESOURCES FOR SURVIVORS OF COMMERCIAL SEXUAL EXPLOITATION

## FAMILY AND CHILDREN'S SERVICES OF WATERLOO REGION

Main Office: 200 Ardelt Avenue, Kitchener, Ontario, N2C 2L9
Branch office: 168 Hespeler Road, Cambridge, Ontario, N1R 6V7
Phone: (519) 576-0540

| | |
|---|---|
| Monday to Thursday | 8:30 AM – 4:30 PM |
| Friday | 9:00 AM – 4:00 PM |

**Population served**

Family & Children's Services of the Waterloo Region (FACS) is legally known as The Children's Aid Society of the Regional Municipality of Waterloo. It is our role to respond and work together with families, their supports and our communities to protect and care for children who have been abused or neglected, or who are at risk of being abused or neglected.

Assisting families and children to heal from trauma, learn new skills and grow into their potential is often not covered by government funding. The Family & Children's Services Foundation relies on the generosity of individuals, families, businesses and other foundations to help local children and families in need to heal, learn and grow.

**Accessibility**

We are committed to making sure that we meet the standards of accessibility for people with disabilities who use our facilities and services. Our services follow the ideals of dignity, independence, integration and equal opportunity. We will meet or exceed all applicable legislation regarding the provision of customer service.

We have provided AODA training to our staff, volunteers , foster parents, contractors and any other people who interact with the public on our behalf.

**Accountability**

Ontario's 46 Children's Aid Societies (CAS) are independent and board-operated agencies that carry out their work within their local communities, and are responsible for providing child protection services in accordance with the Child and Family Services Act. The government funds 100% of Children's Aid Societies' approved budgets with respect to child welfare service.

**Commitments**

We envision Waterloo Region as a caring community where children and their families thrive. In order to move closer to this ideal, we are committed to building relationships with families and communities for the well-being and safety of children and youth.

At the earliest stage possible, we plan together with families, their supports and our community partners to help parents care safety for their children. Every family has a voice when planning for their children.

When help is needed over a longer period of time; assessment, planning and supports are provided to the family by child welfare professionals who have a blend of expertise and resources that best fits the child, youth and family's situation.

**Services specific to human trafficking**

We will, within the mandate of our service:

- Respond to any report concerning a child/youth up to age 17 who was sexually exploited as a result of

Human Trafficking

- Offer non-emergency counselling services through our Sexual Abuse Treatment Program
- Provide emotional support, information and referrals to survivors of sexual exploitation to our AHTC partners
- Provide safety planning and support to adult clients and youth in care of FACS Waterloo who have experienced sexual violence within the context of commercial sexual exploitation
- Provide adult clients and youth in care of FACS Waterloo, advocacy and accompaniments to the police station, court house, hospital or other related appointments;
- Provide assistance with Criminal Injuries Compensation Board applications and Victim Impact Statements;
- Provide basic practical assistance (transportation to counselling appointments, etc.)

## KITCHENER-WATERLOO MULTICULTURAL CENTRE

102 King Street West, Kitchener, Ontario, N2G 1A6
Telephone: (519) 745-2531
24-hour Emergency Interpreter Services: (519) 745-2593

| | |
|---|---|
| Monday – Thursday | 9:00 AM – 5:00 PM |
| Friday | 9:00 AM – 1:00 PM |

**Description of services**

We will, within the mandate of our service and funding:

- Provide language interpreter services for all victims/survivors of Human Trafficking in Waterloo Region, Guelph-Wellington, Brantford and surrounding townships at no charge to the service providers or clients.
- Provide language interpreters to help service providers and victims/survivors who do not speak English to communicate with one another in emergency and nonemergency 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.

Settlement workers are available to provide all newcomers and immigrants, regardless of status, confidential services including needs assessment, information and referral, orientation, assistance in completing forms, translations, employment related, services and supports, workshops and information sessions.

When a language interpreter is required, service providers should:

- Phone: (519) 745-2593, or
- Fax: (519) 745-5857, or
- Email: interpreters@kwmc-on.com

And provide the following; their name, agency name, phone number, language required, and the date interpretation services required.

## SEXUAL ASSAULT SUPPORT CENTRE OF WATERLOO REGION

151 Frederick Street, 3rd floor, Kitchener, Ontario

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|---|---|
| Monday | 9:00 AM - 4:30 PM |
| Tuesday Wednesday – Friday | 9:00 AM - 7:30 PM<br>9:00 AM - 4:30 PM |

For after hours support, please contact Victim Services of Waterloo Region.

**Anti-Human Trafficking Program**

Using a trauma-informed, harm reduction, feminist approach, this program provides wrap-around services to those at risk, experiencing, or have experienced sexual exploitation within Waterloo Region.

Services are free, confidential, and non-judgmental. This program is accessible to all genders aged 14+, and is available regardless of immigration status.

This program provides:

- Counselling
- Advocacy
- Crisis support
- Safety planning
- Related accompaniments
- Practical assistance
- Support through legal processes
- Support with obtaining housing
- Connections to community supports
- Public education and outreach

For more information, or to schedule an appointment with an Anti-Human Trafficking Support Worker:

- Call: (519) 571-0121 ext. 111, or
- Email: ahtp@sascwr.org, or
- Twitter: @HtsupportWR

## SEXUAL ASSAULT/DOMESTIC VIOLENCE TREATMENT CENTRE

519 749 6994

**Administration**

400 Queen St. S, Kitchener, Ontario, N2G 1W7

Monday – Friday 8:30 AM – 4:30 PM

**St. Mary's General Hospital**

911 Queen's Blvd, Kitchener, Ontario, N2M 1B2

24 hour availability of forensic nurse/social worker team response

**Cambridge Memorial Hospital**

700 Coronation Dr, Cambridge, Ontario, N1R 3G2

24 hour availability of forensic nurse/social worker team response

**Accountability**

The Manager of the Centre is responsible for ensuring that proper procedures are carried out. Complaints or concerns can be addressed to the Manager of the Centre. The Centre is a program administered by St. Mary's General Hospital in Kitchener. All social workers are members of the Ontario College of Social Workers and Social Service Workers. All nurses are members of the College of Nurses of Ontario.

**Commitments**

We will within the mandate of our service:

- Recognise the importance of providing client directed service and promoting choice, respect and empowerment
- Treat all individuals with dignity and compassion
- Accept the individual's perception of the assault
- Involve family and/or support systems where consent is given by the individual

Services:

- Acute and follow up care and counselling to women, children and men who are victims/survivors of recent sexual assault or domestic violence
- Medical examination, forensic evidence collection, STI, HIV and pregnancy treatment, DFSA screening, crisis intervention and referral to community resources
- Nonurgent assessment and care to prepubertal children in paediatric clinic
- 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
3. Assess needs for translation, injuries and accessibility
4. Transfer to SA/DVTC suite in the hospital
5. Obtain relevant information
6. Explain confidentiality, and options for care: examination, STI and HIV treatment, DFSA screening, pregnancy prevention, collection of forensic evidence, crisis and follow up counselling, referrals, risk assessment and safety planning, option of police involvement
7. If victim is a child, explain "Duty to Report" to Family and Children's Services
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 provided, plans and resources available.

## VICTIM SERVICES OF WATERLOO REGION

Victim Services of Waterloo Region (VSWR) provides immediate support services and referrals to victims of crime and sudden tragedies, 24 hours a day 7 days a week. VSWR is equipped to support survivors of human trafficking and their families at three stages: those who are at risk of trafficking; those currently being trafficked; and those who have previously been trafficked. VSWR offers high risk programming across Waterloo Region through the Victim Quick Response Program. The Victims and Vulnerable Persons Division (VVPD) of the Ministry of the Attorney General (MAG) funds the Victim Quick Response Program (VQRP or the Program) to support victims of violent crimes by providing financial assistance with essential expenses in order to lessen the impact of the crime, enhance safety, and meet practical needs. VQRP is a program of last resort and is only available when there is no other publicly funded service available that can meet the

individual's needs, and the individual is in need of financial support.

Financial assistance for HT victims is available to help cover:

- Practical assistance expenses;
- Personal expenses;
- Safety expenses;
- Travel expenses;
- Expenses for restoration of crime scene;
- Counselling expenses;
- Residential treatment expenses.

Financial assistance for witnesses and immediate family members of HT victims is available to help cover:

- Practical assistance expenses;
- Safety expenses;
- Travel and related expenses;
- Counselling and related transportation expenses.

## WATERLOO REGIONAL POLICE SERVICE

**Immediate emergencies**

Dial 9-1-1

**General Dispatch (for non-emergencies)**

(519) 570-9777
Online reporting: www.wrps.on.ca/en/services-reporting/online-reporting-.aspx

Available 24 hours a day, 7 days a week.

**Headquarters**

200 Maple Grove Road, Cambridge, Ontario

**Crime Stoppers**

Tip Line: 1-800-222-TIPS (8477)
Office (for general inquiries): 519-653-7700

**Central Division**

134 Frederick Street, Kitchener, Ontario

**South Division**

176 Hespeler Road, Cambridge, Ontario

**North Division**

45 Columbia Street East, Waterloo, Ontario

**Rural Division**

13 Industrial Drive, Elmira, Ontario

Mailing Address:
Waterloo Regional Crime Stoppers
P.O.Box 2482, Station C
Kitchener, Ont
N2H 6M3

If you or someone you know is a victim of Human Trafficking, please contact Waterloo Regional Police Service or Crime Stoppers.

Waterloo Regional Police Service has a unit specific to combatting human trafficking within the region. The Human Trafficking unit can be accessed by calling the non-emergency line.

# ADDITIONAL RESOURCES FOR SURVIVORS OF COMMERCIAL SEXUAL EXPLOITATION

## FINANCIAL RESOURCES

**Ontario Works**

99 Regina St N, Waterloo, Ontario
(519) 883-2100
www.mcss.gov.on.ca/en/mcss/programs/social/ow/

Monday - Friday 8:30 AM - 4:30 PM

**ODSP Kitchener**

715 Fischer-Hallman Rd, Unit 301, Kitchener, Ontario
(519) 886-4700
www.mcss.gov.on.ca/en/mcss/programs/social/odsp/contacts/index.aspx

Monday-Friday 8:30 AM - 5:00 PM

## FOOD AND CLOTHING RESOURCES

**Community Food Assistance Network (The Food Bank)**

www.thefoodbank.ca/network

**Cambridge Self-Help Food Bank**

cambridgefoodbank.org

**Emergency Food Programs in Waterloo Region**

www.regionofwaterloo.ca/en/health-and-wellness/resources/Documents/Sources_EmergencyLowCostFood.pdf

## HOUSING RESOURCES

**Lutherwood Housing**

www.lutherwood.ca/housing

**Region of Waterloo Community Housing Access Centre**

www.regionofwaterloo.ca/en/living-here/find-affordable-housing.aspx

**Notes on resources:**

- Region of Waterloo has Provincial Priority status available for survivors of human trafficking (found on above page).
- SASC can help survivors qualify for SPP status, or find additional assistance benefits to offset the increasing rent amounts.

## IDENTIFICATION RESOURCES

**The Working Centre**

The Working Centre runs an ID clinic out of St. John's soup kitchen on Tuesdays from 9am to 1pm.

97 Victoria Street, Kitchener, Ontario
(519) 743-1151

**The Bridges**

The Bridges runs an ID clinic on Tuesdays and Thursdays from 8:30am to 3pm.

26 Simcoe Street, Cambridge, Ontario
(519) 624-9305

## IMMIGRATION RESOURCES

**Reception House**

Office:
675 Queen Street South, Unit 201, Kitchener, Ontario
(519) 743-0445
receptionhouse.ca

Temporary Accommodation Site:
101 David Street, Kitchener, Ontario
(519) 743-2113 ext. 20

Reception House Waterloo Region is a community-based organization that provides a warm welcome to government assisted refugees

Programs and services assist refugees throughout their settlement and integration process, enabling them to lead healthy and productive lives in their new community.

What they provide: temporary accommodations, orientations to life in Canada and down the line, we empower those we serve to find meaningful employment, improve their language skills and heal from trauma and loss.

**YWCA Settlement Services**

250 Hespeler Road, Cambridge, Ontario
(519) 621-1621
newcomers@ckw.ymca.ca

800 King Street West, Kitchener, Ontario
(519) 579-9622

| | |
|---|---|
| Monday | 8:30 AM - 7:00 PM (Kitchener Only) |
| Tuesday | 8:30 AM - 4:30 PM |
| Wednesday | 8:30 AM - 7:00 PM (Kitchener Only) |
| Thursday | 8:30 AM - 4:30 PM |
| Friday | 8:30 AM - 12:00 PM |

We dedicate our knowledge and energy to make new Canadians welcome in our communities by helping to:

- Navigate and learn about your new community
- Provide up-to-date information and resources
- Assist you in communicating with employers, landlords, social and government services, legal services and more
- Assist you with filling out forms
- Provide support and link you with specialized services to help with personal problem or critical situation

Services are available:

- In a variety of locations across Waterloo Region
- In both official languages – English and French
- In many other languages through our multilingual staff
- To translate limited documents related to employment, health, education and legal matters necessary for immediate settlement only.
- To connect you to an interpreter

Note:
Evening appointments available in Cambridge Thursdays 1:00-7:00pm, Fridays 9:00am-12:00pm or by request for Language Assessment.
Evening appointments available in Kitchener Mondays for Language Assessment and Settlement Services, and Wednesdays for Settlement Services Only.

## LEGAL RESOURCES

**Human Trafficking Helpline**

Survivors may call Ontario's confidential Human Trafficking Helpline at 1-833-999-9211 to be connected with a free 2-hour legal counsel for the purposes of obtaining a restraining order.

## MEDICAL RESOURCES

**Cambridge Memorial Hospital**

700 Coronation Boulevard, Cambridge, Ontario

Main phone: (519) 621-2330
Automated operator: (519) 621-2333
TTY: (519) 621-9180

www.cmh.org

**Grand River Hospital**

835 King Street West, Kitchener, Ontario

Main phone: (519) 742-3611
Automated operator: (519) 749-4300

www.grhosp.on.ca

**St. Mary's Hospital**

911 Queen's Boulevard, Kitchener, Ontario

Main phone: (519) 744-3311
Automated operator: (519) 749-6578

www.smgh.ca

## MENTAL HEALTH RESOURCES

**Canadian Mental Health Association**

67 King Street East, Kitchener, Ontario

3-9 Wellington Street, Cambridge, Ontario
1-844-264-2993
cmhaww.ca

**Carizon**

Carizon provides counselling and trauma treatment (Eye Movement Desensitization Reprocessing – EMDR) that is funded under Sexual Assault funding.

**Grand River Hospital Withdrawal Management**

52 Glasgow Street, Kitchener, Ontario
(519) 749-4318

Open 24 hrs/day

**Here 24/7**

1-844-437-3247 (HERE247)

**House of Friendship**

51 Charles Street East, Kitchener, Ontario, N2G 2P3
(519) 742-8327
admin@houseoffriendship.org

Access by calling Here 24/7: 1-844-437-3247 (HERE247)

- Counselling Services
- Day Treatment
- Residential Treatment
- Community Support Services

**Ray of Hope Youth Addiction Services**

270-659 King Street East, Kitchener, Ontario
(519) 743-2311
www.rayofhope.net/need-help/youth-addiction/

Monday – Friday 8:00 AM - 4:00 PM

**SHORE Centre**

235 King Street East, Unit 130, Kitchener, Ontario, N2G 4N5
519-743-9360
options@shorecentre.ca

All genders, all ages

Provide free pregnancy testing, pregnancy options counselling, and can provide referrals for sexual and reproductive health services.

## SHELTER RESOURCES

**Argus**

740 William Street, Cambridge, Ontario
(519) 650-0452
Toll free: 1- 877- 818 – 0388
argusadmin@execulink.com
argusresidence.ca

Provides emergency shelter for youth age 16-21 who are experiencing homelessness.

**The Bridges Cambridge Shelter**

25 Simcoe Street, Cambridge, Ontario
(519) 624-9305
info@cambridgesheltercorp.ca
www.cambridgesheltercorp.ca/locations/the-bridges/

Cambridge Shelter Corporation operates 40 emergency shelter beds for men and women who are age 16+, as well they can accommodate three families experiencing homelessness.

**House of Friendship**

Charles St. Men's Shelter:
63 Charles Street East, Kitchener, Ontario
(519) 742-8327
admin@houseoffriendship.org

Provides emergency shelter to men age 16 years or older who are experiencing homelessness.

How to Access:

- Call (519) 742-8327 ext. 1 or walk-in: 63 Charles Street East, Kitchener.
- Self and third-party referrals accepted.
- Each person completes an intake with staff.
- Program is open and staffed 24 hours, 7 days a week
- For general program information, please contact (519) 742-8327 ext. 337 or shelter@houseoffriendship.org

**Lutherwood**

Safe Haven Shelter, Betty Thompson Youth Centre, 41 Weber Street West, Kitchener, Ontario
(519) 749-1450
www.lutherwood.ca/contact/safe-haven-shelter

Safe Haven Youth Services provides a safe, supportive, caring place for up to 10 youth who need emergency shelter, or planned respite care.

Referrals accepted 24 hours a day.

**One ROOF Youth Services**

242 Queen Street South, Kitchener, Ontario
(519) 742-2788
info@oneroof.org
www.oneroof.org

A multi-service agency for youth (12-25) experiencing, or at risk of homelessness in the Waterloo Region. Services include:

- Outreach
- Social Enterprise Programs
- Food Hampers
- Emergency Shelter
- Housing Supports
- Case Management

Provides emergency shelter for youth aged 16-25. 17 co-ed beds are assigned as available on a first come, first serve basis. Youth may remain as long as their individual circumstance dictates.

**YWCA Emergency Shelter**

84 Frederick Street, Kitchener, Ontario
(519) 744-0120
www.ywcakw.on.ca/emergency-shelter

The YWCA's emergency shelter is a 66-bed shelter for women, transgender people, and families experiencing homelessness. The program provides basic necessities, housing help, advocacy, information, and community referrals.

**Women's Crisis Services Waterloo Region**

Kitchener-Waterloo:
Anselma House
700 Heritage Drive, Kitchener, Ontario
(519) 742-5894

Cambridge:
10 Acorn Way, Cambridge, Ontario
(519) 653-2422

Operates two emergency shelters for abused women and their children. Two locations with 45 beds each. Women must be 16+.

## SUPPORT RESOURCES

**SHORE Centre**

235 King Street East, Unit 130, Kitchener, Ontario, N2G 4N5
519-743-9360
options@shorecentre.ca

All genders, all ages

Provide free pregnancy testing, pregnancy options counselling, and can provide referrals for sexual and reproductive health services.

## WITNESS RESOURCES

**Victim/Witness Assistance Program**

85 Frederick Street, 3rd floor, Kitchener, Ontario, N2H 0A7
8:30 AM - 5:00 PM

We provide services to any victims of Human Trafficking when charges are laid:

- Referrals to community agencies specific to anti-human trafficking work
- Information about the court process when charges are laid, court preparation and orientation. Liaison with the crown attorney's office and police

## YOUTH RESOURCES

**Child Witness Centre**

The Child Witness Centre provides caring and compassionate support and advocacy for children and youth (under 18 years of age) who are victims or witnesses of crime and their families. Our goal is to reduce the risk of children and youth being re-victimized through the process by ensuring they are informed, supported and included. We do this through our 2 primary programs:

- The Child and Youth Advocate Program in the Child and Youth Advocacy Centre, and
- The Child Witness Program.

**Child and Youth Advocacy Centre**

The Child and Youth Advocacy Centre (CYAC) is a child and youth friendly, trauma informed approach to investigating child abuse and ensuring the victims and witnesses are supported and connected to services in the community to help them begin to heal. The core partners in the CYAC are the Child Witness Centre, Family and Children's Services and the Waterloo Regional Police Service. A Child and Youth Advocate from the Child Witness Centre provides support, advocacy and information during the interviews and following the interview(s) provides assistance with making referrals and connecting to community resources, specific to the needs to the individual.

In relation to services specific to Human Trafficking, for investigations at the CYAC an advocate will provide support and if charges are laid, caseworkers through the Child Witness Program can provide support to children and youth (under 18 years of age) who are witnesses.

# FAITH-BASED RESOURCES FOR SURVIVORS OF COMMERCIAL SEXUAL EXPLOITATION

## FAITH-BASED SUPPORT

**Beacon of Hope Cambridge**

beaconofhopecambridge@gmail.com

Our mandate is prevention, awareness and education to end human trafficking. We speak in high schools, public schools, universities, church groups, library groups, and wherever we are asked.

With fundraising yearly at a local garage sale, and through Fundscrip, we raise funds to provide to survivors in need of support.

**The Grainary Organic Bakery**

241 Glen Morris Road East
(519) 580-9818
www.facebook.com/thegrainaryob/

We are connected to The Grainary Organic Bakery. A bakery that donates a portion of its proceeds to finance a home for survivors, teaches survivors cooking and baking skills, and will grow to be a place where survivors can be employed.