



SART PROTOCOL

Sexual Assault Response Protocol

Created by the Sexual Assault Response Team of Waterloo Region

Prepared by:
Social Innovation Research Group
Lyle S. Hallman Faculty of Social Work, Wilfrid Laurier University

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December 2017

ACKNOWLEDGMENTS

The Sexual Assault Response Protocol for the Region of Waterloo would not have been possible without the collective contributions of the members of the Sexual Assault Response Team (SART) of Waterloo Region. The members of the SART gave graciously of their time and expertise in order to bring to fruition the latest update of the SART protocol.

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 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 were tasked with the project of updating the Protocol. The skills, enthusiasm, and devotion of Islai Rhys Rathlin, a member of the SIRG team, was integral to the success of this update. We would like to also acknowledge the work of Dr. Ginette Lafrenière, SIRG Director, for sharing her passion and commitment to working with vulnerable populations everywhere.

Finally, we are grateful to the Domestic Assault Response Team of Waterloo Region and Ontario's Ministry of the Status of Women for funding this update as a part of the It's Never OK: An Action Plan to Stop Sexual Violence and Harassment.

Sexual Assault Response Team

October 2017

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STATEMENT OF COMMITMENT

WE, THE UNDERSIGNED, ACKNOWLEDGE AND ENDORSE THE CONTENTS OF THIS PROTOCOL, AND COMMIT TO:



01 COOPERATION

Work together as a community in a spirit of cooperation.



02 GUIDING PRINCIPLES, VALUES AND BELIEFS

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



03 COMMITMENTS TO THE COMMUNITY

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.



04 INFORMATION

Endeavour, within the mandate of our individual organisations' services, to ensure that staff/ members are informed of the contents and procedures of this protocol, where it is applicable.



MEMBER AGENCY SIGNATURES

CARIZON FAMILY & COMMUNITY SERVICES

Tracy Elop, CPA, CA, CEO

CHILD WITNESS CENTRE OF WATERLOO REGION

Laura Muirhead, Executive Director

CONESTOGA COLLEGE, SAFETY AND SECURITY

Kirsty Bradley-McMurtrie, Director

COMMUNITY JUSTICE INITIATIVES

Chris Cowie, Executive Director

OFFICE OF THE CROWN ATTORNEY, MINISTRY OF THE ATTORNEY GENERAL

Mark Poland, Crown Attorney

FAMILY AND CHILDREN SERVICES OF WATERLOO REGION

Karen Spencer, Executive Director



MEMBER AGENCY SIGNATURES

FAMILY COUNSELLING CENTRE OF CAMBRIDGE AND NORTH DUMFRIES

Bobby Goldenberg, Executive Director

HEALING OF THE SEVEN GENERATIONS

Donna Dubie, Executive Director

JOHN HOWARD SOCIETY OF WATERLOO-WELLINGTON

Joan Nandlal, Executive Director

KW MULTICULTURAL CENTRE

Lucia Harrison, Chief Executive Officer

LUTHERWOOD

Kathy Payette, Director of Mental Health Services

MENNONITE CENTRAL COMMITTEE ONTARIO

John Head, Interim Executive Director

MUSLIM SOCIAL SERVICES OF KITCHENER-WATERLOO

Dr. Iman Arab, Coordinator

SEXUAL ASSAULT SUPPORT CENTRE OF WATERLOO REGION

Sara Casselman, Executive Director

SEXUAL HEALTH OPTIONS, RESOURCES AND EDUCATION CENTRE

Lynsey Butcher, Executive Director

UNIVERSITY OF WATERLOO

Mahejabeen Ebrahim, Director of Equity

VICTIM/WITNESS ASSISTANCE PROGRAM

Laurie Black Rooney, Acting Manager

VICTIM SERVICES OF WATERLOO REGION

Laura Sparks, Executive Director



MEMBER AGENCY SIGNATURES

WATERLOO REGIONAL POLICE SERVICES

Bryan Larkin, Chief of Police

**WATERLOO REGION SEXUAL ASSAULT/
DOMESTIC VIOLENCE TREATMENT
CENTRE**

Julia Manuel, Director

**WILFRID LAURIER UNIVERSITY,
DIVERSITY AND EQUITY OFFICE**

Laura Mae Lindo, Director

SEXUAL ASSAULT RESPONSE TEAM

WHO WE ARE AND WHAT WE STAND FOR



BACKGROUND

HISTORY OF THE SEXUAL ASSAULT RESPONSE TEAM

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 membership 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 victim/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.



VALUES

SART supports a gendered analysis of sexual violence that recognizes the systemic and societal structures that promote or allow sexual violence to exist.

Sexual assault is not an act of passion, but an attempt to exert power and control over someone else. The

vast majority of sexual assaults are perpetrated against women, adolescents, and children by men.

The same masculinised ideals and practices at the root of sexual violence against women can serve as barriers to male survivors reaching out and receiving support.

We are committed to including all people in the struggle to end sexual violence.



PURPOSE

SART is a community coordinating committee. Its primary purpose is to facilitate a coordinated and effective approach to responding to sexual violence in Waterloo Region.

SART will:

- Coordinate efforts to address and prevent sexual violence
- Recognise and address gaps (including ineffective or absent services/systems)
- Review difficult situations and work towards

solutions

- Increase ease of service access to all, taking into account diverse and marginalized populations
- Share information and resources on sexual violence
- Produce materials for the community
- Support community consciousness-raising events related to sexual violence
- Maintain a gendered analysis of sexual violence with a focus on the systemic structural roots of violence (not individual aberrations)
- Obtain stakeholder feedback and review our committee's effectiveness



DEFINITIONS

Sexual violence can take many forms including sexual harassment, exploitation, assault, and rape.

It is first and foremost an act of violence, hatred, and aggression characterised by an attempt to threaten, intimidate, coerce, or engage in any unwanted behaviour of a sexual nature. Sexual violence is an assault committed in circumstances of a sexual nature such that the sexual integrity of the victim/survivor is

violated. It includes, but is not limited to, sexual assault and other sexual offences included in the Criminal Code.

Commercial sexual exploitation is recruiting, harbouring, transporting, providing, or obtaining a person for a commercial sex act that is induced by force, fraud, abuse of power, abduction, and/or coercion.

For more definitions, see the [Common Language and Definitions](#) section.



MEMBERSHIP

Membership is currently open to organisations providing sexual assault support services to victim/survivors and/or offenders in Waterloo Region, who work within the principles laid out in these terms of reference and the SART Protocol.

- Carizon Family and Community Services
- Child Witness Centre (CWC)
- Community Justice Initiatives (CJI)
- Crown Attorney's Office (CAO)
- Conestoga College Safety and Security Services (CC)
- Family and Children's Services of the Waterloo Region (F&CS) Sexual Abuse Treatment Program and Child Protection Services
- Family Counselling Centre of Cambridge & North Dumfries (FCCCND)
- John Howard Society of Waterloo-Wellington (JHS)

- Kitchener-Waterloo Multicultural Centre (KWMC)
- Lutherwood
- Mennonite Central Committee Ontario (MCC)
- Muslim Social Services (MSS)
- Carizon Family and Community Services (CF&CS)
- Sexual Assault Support Centre of Waterloo Region (SASC)
- Sexual Health Options, Resources and Education (SHORE) Centre
- Victim/Witness Assistance Program (VWAP)
- Victim Services Unit (VSU)
- Victim Services of Waterloo Region (VSWR)
- Waterloo Regional Police Service Special Victims Branch
- Waterloo Region Sexual Assault/Domestic Violence Treatment Centre (WRSADVTC)
- Wilfrid Laurier University Diversity & Equity Office (WLU DEO)
- University of Waterloo Equity Office



STATEMENTS TO THE MEDIA

'Media' is defined as a means for the communication of information.

Media could be newspaper, magazine, television or radio broadcast, video documentation, or electronic transmission of information by a third party. This includes representing SART via social media.

All inquiries from the media which would represent SART and be indicative of SART's viewpoints, positions,

and/or opinions must be directed to the co-chairs. Unless otherwise directed by individual SART member agencies, co-chairs are not permitted to speak on their behalf.

All SART member agencies can freely provide the information that they are a member of SART during contact with the media.



LOGISTICS

SART meetings are held monthly as well as ad-hoc.

Members will select two co-chairs whose responsibilities include:

- Preparing an agenda
- Coordinating SART meetings
- Facilitating discussion and decision-making at meetings
- Distributing minutes and agendas to the members in a reasonable time before the next meeting
- Maintaining a copy of the minutes in a SART binder

One co-chair must represent a women's or children's advocacy sector (e.g. Sexual Assault Support Centre). Co-chairs will be elected for a 2-year term. Elections

of new co-chairs will be staggered so that one new co-chair is elected annually to facilitate smooth transitions between the co-chair positions.

Quorum for decision-making shall be 50% + 1 of the full SART membership.

SART will strive to make consensus-based decisions efficiently with maximum participation from members. We recognize that consensus is not always possible; members may not always agree on matters. When that happens, a vote can be taken using majority vote to decide (50% + 1). Members have the right to note their dissent or withdraw from a particular decision-making process. This will be recorded in the minutes.

THE PROTOCOL

PURPOSE OF THE SEXUAL ASSAULT RESPONSE PROTOCOL

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 victim/survivors of sexual assault.

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 emphasises 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.

COMMON LANGUAGE AND DEFINITIONS

The following is meant to clarify terms as they are used in this protocol. Readers should note that various organisations 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 identify as transgender. However, it is recognised that the overwhelming majority of violence involves men abusing women and children.

CHILD

According to the Child & Family Services Act (CFSA), Part III,

A child is a person actually or apparently under the age of eighteen (18).

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

CONFIDENTIALITY

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.

Information that is confidential is only shared with people who are legally authorised 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 Sexual Assault Response 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 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

DUTY TO REPORT

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.

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 Child and Family Services Act, Section 72(2), applies to every person who performs professional or official duties with respect to a child.

GENDERED ANALYSIS

This is a method of analysing social issues using gender as a primary focus.

GENDERED VIOLENCE

Gendered violence refers to any practice or behaviour that establishes, exploits, and reinforces gendered power inequities resulting in physical, sexual, emotional, economic, or mental harm.

As such, it is the result of complex relationships between variables at multiple ecological levels. Interpersonal gendered violence occurs within a range of relational contexts, including family, intimate partner relationships (*i.e.* married and dating couples), friendships, collegial and hierarchical relationships, acquaintance relationships, and between strangers. Gendered violence includes sexism, gender discrimination, gender harassment, biphobia, transphobia, homophobia and heterosexism, sexual assault, sexual harassment, stalking, and intimate partner violence.

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.

VICTIM/SURVIVOR

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**.

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.



COMMUNITY ORGANISATIONS

WHO CAN HELP

COMMUNITY ORGANISATIONS PARTICIPATING GROUPS THAT OFFER SERVICES FOR SURVIVORS OF SEXUAL ASSAULT

This section provides information on the agencies, centres and organisations that are members of the Sexual Assault Response Team. Each member is featured with important contact information, hours of operation, and accessibility information.

These members are community organisations that provide services to support survivors of sexual assault throughout their healing journey.

Information about who each member is accountable to, the commitments within each member's mandate, and the specific procedures that they follow are outlined.

Member agencies, centres, and organisation are listed alphabetically.

CARIZON

FAMILY AND COMMUNITY SERVICES

WWW.CARIZON.CA



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



Monday – Thursday	8:00 AM – 9:00 PM
Friday	8:00 AM – 5:00 PM
Saturday	8:00 AM – 4:00 PM



519 743 6333



info@carizon.ca



ACCESSIBILITY

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

ACCOUNTABILITY

Our Centre’s Clinical supervisors, program directors and Chief Executive Officer are responsible for ensuring that proper procedures are implemented. If clients have a complaint about any aspect of Carizon, which affects services to them, they are urged to speak to their counsellor or follow Carizon’s complaints procedure posted on the “Contact Us” page of the Carizon website. At any time, clients may request a change in counsellor. Such requests are granted without challenge or need

for explanation. All counsellors employed by Carizon must be registered with the Ontario College of Social Workers and Social Service Workers or with the College of Registered Psychotherapists of Ontario. 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, Carizon is also accredited by the Canadian Centre for Accreditation.

COMMITMENTS

We will, within the mandate of our service:

- Ensure that our services with individuals who have experienced sexual assault 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

Carizon provides a variety of counselling modalities for individuals who have experienced sexual assault including:

- Individual (beginning from toddlers who have adequate language skills to seniors), couple, family and group counselling for women who have experienced sexual assault, childhood sexual abuse and/or 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 individual who has experienced sexual assault. We refer the perpetrator to other community services.

- Individuals who have experienced 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 Carizon. 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.
- Carizon offers walk-in counselling on Tuesdays 12:00 – 8:00 (last intake at 6:00)
- There is funding available for women 16 and older who have experienced sexual assault/sexual abuse.

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 required, a referral is made to Sexual Assault/Domestic Violence Treatment Centre (SADVTC).
8. If historic sexual assault or childhood sexual abuse, cases are assigned to individual counselling with a counsellor experienced in treating childhood sexual abuse or to Carizon'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. 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 Carizon's Understanding Me group depending on the client's preference.

CHILD WITNESS CENTRE

CHILDWITNESS.COM



111 Duke St. E, Kitchener, Ontario, N2H 1A4



Monday – Friday 8:30 AM – 4:30 PM



519 744 0904
Toll free: 1 888 544 0904



admin@childwitness.com



ACCESSIBILITY

Arrangements made to accommodate those with physical disabilities, hearing impairments, language interpreters, etc.

ACCOUNTABILITY

Our Centre's Executive Director is responsible for ensuring that proper procedures are carried out.

Complaints/concerns may come via our client questionnaires, through Police or the Crown Attorney's office, or in person/e-mail/telephone. All complaints are shared with the Executive Director and are reported to the Board of Directors.

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 & 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

The Child Witness Centre provides caring and compassionate support and advocacy for children and youth who are victims or witnesses of crime (including sexual abuse) and their families. We help enable and empower them to use their voice, tell their story, and be heard so that they can heal, develop into strong members in our community and we reduce the risk of them being re-victimized through the process. We do this by providing information and support and ensuring they are included in the process. We do this through 2 primary programs the Child Witness Program and the Child and Youth Advocate Program in the Child and Youth Advocacy Centre.

Through our Child Witness Program we will:

- Work in partnership with the justice system and the community to provide support services and impartial court preparation for child victims and witnesses under the age of 18 years involved in the criminal justice system
- Help children to have their voice be heard while protecting their sense of self-worth and confidence
- Aim to reduce the risk of the court process re-traumatizing child witnesses
- Facilitate truthful testimony

The Child and Youth Advocacy Centre (CYAC) is a collaborative initiative established in 2016 to investigate allegations of child abuse and ensure support to victims, witnesses and their families regardless of whether charges are laid. Our role is one of oversight of the CYAC and the delivery of the Child and Youth Advocate program.

Through our Child and Youth Advocate Program we will:

- Work collaboratively with our core partners

(Waterloo Regional Police Service and Family and Children’s Services) to support to children, youth and their families during forensic interviews that fall within the mandate and scope of the Waterloo Region Child and Youth Advocacy Centre

- Support the children, youth and their caregivers following the forensic interview(s), ensuring that they get the help that they need to begin to heal and move on with their lives.

As an agency, we believe that every child and youth:

- Should feel respected when involved in the criminal justice system, beginning with the investigation.
- Should be informed and have the opportunity to have their questions answered
- Should feel enabled and empowered to tell their story
- Should feel safe and protected
- Should have services tailored to meet their individual needs
- Should be questioned by adults who adapt their communication to the child’s developmental age
- Will experience less trauma the fewer times they need to tell their story
- Deserves a child-friendly experience from investigation and through the court process.
- Should expect that cases involving child victims/witnesses are dealt with quickly
- Has the right to access our services at no cost to them or their families
- Should have the opportunity to be connected with services and supports to assist them in moving forward after witnessing or experiencing a potentially traumatic event(s)

PROCEDURES

CHILD WITNESS PROGRAM:

- When criminal charges are laid in a case involving a child victim or witness, consent is obtained by the Police 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 Attorney's office that the Child Witness Centre is involved with the case.
- Referrals may also come from the Crown Attorney's Office or the Victim/Witness Assistance Program.

CHILD AND YOUTH ADVOCATE PROGRAM:

- Referred by Waterloo Regional Police Service and/or Family and Children Services of Waterloo Region with consent from legal guardian and/or youth 12+
- Advocates can be connected with the child/youth/caregiver at the onset of the investigation
- If an Advocate is not available or consented to at the beginning of investigation, the Advocate program is available to provide ongoing support at any point it is consented to.

CHILD WITNESS PROGRAM:

- Provides updated, accurate court information to children and their families
- Liaises with the Waterloo Regional Police, Crown Attorney's office, Family & Children's Services, the Child & Youth Advocacy Centre, the Victim/Witness Assistance Program and other partners on a variety of issues to ensure proper service delivery to our

clients

- Educates the child on the courtroom procedures and their role as a witness
- Helps the child understand and cope with their fears and apprehensions
- Helps parents to be effective in supporting their child
- Schedules and attends pre-trial meetings with the Crown Attorney
- Provides a child-friendly environment throughout the process
- Assesses and advocates for the use of testimonial aids
- Accompanies and supports children in the courtroom
- Assists with Victim Impact Statements
- Explains the verdict and the sentence
- Provides information on community resources and services
- Child Witness Program impact video: www.youtube.com/watch?v=x4gzZ25E-OM

CHILD AND YOUTH ADVOCATE PROGRAM

- The Advocate's role is to provide consistent support, advocacy and referral services to children/youth who are victims and witnesses to abuse and their caregivers.
- This support starts from the time of the initial investigation to the completion of the criminal justice process (or when no further services are needed/requested).
- The Advocate program at WR-CYAC is a voluntary program, and can only be accessed with consent. Consent is required for any child over the age of 11

and/or the caregiver

- Provides NEUTRAL support to the child/youth/caregiver during the investigation phase.
- With consent, the Advocate can remain involved with the child/youth/caregiver following the investigation stage, ensuring the child, youth and caregiver are supported so that they can begin to heal.
- Upon arrival of the child/youth/caregiver at the CYAC investigation site, the Advocate:
 - Greets the child/youth/caregiver.
 - Assists the child/youth/caregiver in understanding the process of the investigation and roles of WRPS and FACS investigators
 - Orients them to the investigation location
 - Establishes them in the family waiting area
 - Facilitates introductions of the investigative team
 - The Advocate will provide support to family members until all the interviews are completed
- The Advocate's primary client is the child/youth victim/witness. They can assist the child/youth and caregiver (when appropriate) with referrals to community services and programs that assist meeting a need of that child/youth/caregiver based on the case referral information
- The Advocate, with consent from guardian and/or youth: maintains regular contact with the child/caregiver, liaises between the child/youth/caregiver and the other professionals involved, provides ongoing referrals as required

The Advocate does **NOT** provide clinical counselling, screening tools, or thorough needs assessments.

Child and Youth Advocacy Centre video describing the Advocate role: www.youtube.com/watch?v=5vlccx4eCjw

The Advocate assigned to a matter will follow up with the youth and/or caregiver within 72 hours of the interview.

COMMUNITY JUSTICE INITIATIVES

REVIVE PROGRAM

WWW.CJIWR.COM



49 Queen St. N, 3rd Floor, Kitchener, Ontario, N2H 2G9



Monday – Friday

9:00 AM – 5:00 PM



519 744 6549



info@cjiwr.com



ACCESSIBILITY

- Wheelchair accessible
- Language interpreters are available free of charge
- Gender neutral washroom

ACCOUNTABILITY

Our organization's Executive Director, in conjunction with the Director of Programs and Services and Revive Program Coordinator, are 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. There is a formal complaints process to address concerns, as well as a "Client Satisfaction Survey" available in a public space for persons to provide anonymous feedback.

Ministry of Community and Social Services – VAW division. Ministry of Attorney General: Restorative Justice Division.

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

PROCEDURES

An intake appointment is scheduled to:

- Discuss the services offered in the Revive Program
- Briefly explore family history, history of abuse and current situation
- Discuss potential challenges and barriers to accessing services
- Discuss client goals
- Complete safety planning
- Determine if Revive programs are a good fit for client, if so, participate in group services and complete exit interview when ending participation

Provide referrals to other supports as needed

CJI's Revive program supports women, men, and youth over 16 who are impacted by sexual trauma through education and peer support groups, and one-to-one services. We also offer services for partners, families, and communities impacted by sexual harm. Since Revive applies a restorative justice approach to sexual trauma, we also have services for people who have offended sexually over the age of 18 to make safe and

of sexual abuse/assault, including Aboriginal, Francophone, rural, cultural, religious, and survivors of varying abilities, genders, ages, sexual orientations and socioeconomic status; Guide ourselves by Restorative Justice Principles.

healthy choices. All of our groups are co-facilitated by trained community volunteers.

Survivor services include:

- Female Survivor Healing Circle
- Male Survivor Peer Support Group
- Male Survivor Education Group
- Partners of Survivors Support Group
- Short term one-to-one support
- Facilitated Dialogue

The group co-facilitators are supported and supervised by the Revive Program Coordinator and Service Coordinator. Revive staff regularly follow-up with clients participating in groups to address concerns, questions and updates. Transitional support, while clients are awaiting participation in services is provided to explore group readiness, goal development and support. Client completed evaluations at the end of group programs are used to assess volunteer performance and continue program improvement.

CROWN ATTORNEY

WWW.ATTORNEYGENERAL.JUS.GOV.ON.CA



85 Frederick St, 3rd Floor, Kitchener, Ontario,
N2H 0A7



Monday – Friday 8:30 AM – 5:00 PM



519 741 3222

ACCESSIBILITY

- Wheelchair accessible building
- Available hearing aid devices in courtroom
- CCTV courtrooms to allow children and vulnerable witnesses to testify outside the courtroom

ACCOUNTABILITY

All Assistant Crown Attorneys, the Deputy Crown and Crown Attorney along with all administrative support staff are responsible for ensuring that proper procedures are carried out. Complaints can

be forwarded to the Office Administrator, the Deputy Crown Attorney, the Crown Attorney and the Regional Director. All Crown Attorney counsel are accountable to The Law Society of Upper Canada.

COMMITMENTS

Our office is dedicated to assisting victims and witnesses navigate through the courtroom procedures involved in a sexual assault prosecution. We ensure our Crowns

are properly trained to conduct thorough prosecutions of an extremely high calibre. We endeavour to ensure all victims are kept up-to-date on the status of the

charges and have multiple opportunities to meet with or speak to the assigned Crown as the case works its way through the system.

When a guilty plea is arranged, victims have a full opportunity to provide a victim impact statement and are notified about the Crown's position on sentence. When a trial is occurring, victims are provided with courtroom prep, given time to review their statements

and meet with the Crown in advance of testifying.

When a determination is made that charges cannot proceed, the Crown notifies the victim in advance of this happening to explain the decision making process. If a victim is reluctant to proceed with the charges, the Crown will meet with them to speak about the case and determine the appropriate next steps.

PROCEDURES

First response always occurs with the police or Family and Children Services. Once charges are laid, the police file is sent to the Crown's office for review. At this stage, a case management Crown will screen the file to determine if there is a reasonable prospect of conviction (RPC) and that it is in the public interest to proceed with the charges. At the screening phase, the Crown may also request further investigation or follow up by the police to ensure all relevant evidence is included in the file.

The Crown ensures a referral has been made to either the Victim Witness Assistance Program (VWAP) or the Child Witness Centre (CWC) to ensure complainants and their families have a resource for seeking assistance or asking questions about the court process.

If the matter is in bail court, the Crown will review the file and take a position on whether the Crown will seek to detain an accused person or consent to their release. If the accused is being released on bail, the Crown will ensure the presiding Justice is asked to include the

proper terms on the recognizance of bail to ensure there is no contact with the victim or witnesses while the accused is released in the community, no attendance at their residence, work or school and appropriate terms restricting access to children in the appropriate cases or restricting access to weapons.

Following the screening and bail phase, the file will be assigned to a team or an assigned Crown who will case manage the file. This phase includes conducting pre-trial discussions with defence counsel, conducting judicial pre-trials with a judge and defence counsel and meeting with the victims.

A determination is made at this phase regarding whether the case will proceed to trial, resolve by way of guilty plea or be withdrawn. The assigned crown will handle the file throughout this process.

Following the ultimate disposition of a case, the Crown will meet with a victim to explain the result and answer any questions about sentencing or reasons for judgment by a court.

FAMILY AND CHILDREN'S SERVICES OF THE WATERLOO REGION

WWW.FACSWATERLOO.ORG



200 Ardelt Ave, Kitchener, Ontario, N2C 2L9
168 Hespeler Rd, Cambridge, Ontario, N1R 6V7



Child Protection Services: 24 hours/day
Sexual Abuse Treatment Program:
Monday – Thursday 8:30 AM - 4:30 PM
Friday 9:00 AM - 4:00 PM
Evening appointments available upon request.



519 576 0540



inquiries@facswaterloo.org
satp@facswaterloo.org



ACCESSIBILITY

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

Other collocated sites: Langs, Carizon (Family Violence Project and Child and Youth Advocacy Centre), Family Centre, Women's Crisis Services

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. Agency services are provided within guidelines set by our funder, Ministry

of Children & Youth Services.

Any Clients who are dissatisfied with the service they receive may register a complaint.

Steps should be taken to attempt to resolve concerns or disagreements with the family worker or supervisor directly. If the problem is not resolved, then you can:

- Ask to speak with the supervisor's Senior Manager.
- If it is not resolved at this point, then you may write a letter or call the Executive Director or you may request a review by the agency's Internal Complaint Review Panel.
- Within 7 days, the Executive Director will write back to you about whether or not your concern is eligible for an Internal Complaint Review Panel.
- The Executive Director may ask to meet with you to talk about the concerns, to see if they can be resolved before meeting with the Internal Complaint Review Panel.
- If your complaint is not eligible to be heard by the Internal Complaint Review Panel, the letter will explain why.

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 including the Child and Family Services Act, The Ministry of Child and Youth Services, and the Provincial Advocate for Children and Youth www.provincialadvocate.on.ca.

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 including the Provincial Advocate for Children and Youth www.provincialadvocate.on.ca. (Please refer to the complaints procedures above).

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 non-judgmental 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

COMMUNITY ORGANISATIONS

Partnership Status, Family Status, Disability, Language

or Record of Offenses.

PROCEDURES

Procedures – Child Protection

1. Referrals are processed through the Initial Assessment (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 Youth Protection Unit, through the collocated Child and Youth Advocacy Centre.
4. Upon completion of the investigation, the file is either closed or transferred for ongoing services and/or Sexual Abuse Treatment Program Services.

Procedures & Services – Sexual Abuse Treatment Program (SATP)

1. SATP offers post disclosure support services, individual, group and family counselling to children and youth up to age 18 who have experienced sexual abuse/assault or exploitation. Services are also offered for children and youth who have engaged in concerning or abusive sexual behaviours. SATP offers 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 team of Masters 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 or youth over 12 who have committed a sexual offense needs to be investigated by Family & Children's Services prior to receiving treatment Services.

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 0540 or satp@facswaterloo.org. 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 post disclosure appointments are typically offered within one week from the initial referral.

For Inquires related to child protection investigations: contact Initial Assessment at 519 576 0540.

For Inquires related to the Sexual Abuse Treatment Program (SATP): contact program Supervisor at 519 576 0540 or satp@facswaterloo.org.

FAMILY COUNSELLING CENTRE OF CAMBRIDGE AND NORTH DUMFRIES

WWW.FCCCND.COM



18 Walnut St, Cambridge, Ontario, N1R 2E7



Monday – Thursday 9:00 AM – 9:00 PM
Friday 9:00 AM – 2:00 PM

Weekly Walk-in Counselling Clinic:
Thursday 1:00 PM – 7:00 PM



519 621 5090



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.

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

COMMUNITY ORGANISATIONS

- Promote accessible service through community outreach and partnership
- Promote responsible and balanced use of power
- Promote respect, equality and understanding

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 has therapists trained in EMDR.

HEALING OF THE SEVEN GENERATIONS

HEALINGOF THESESEVENGENERATIONS.WEBLY.COM



300 Frederick St, Upper Level, Kitchener, Ontario,
N2H 2N5



Monday – Friday 9:00 AM – 4:00 PM



519 570 9118
Toll free: 1 866 676 6009



7generations@bellnet.ca



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.

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
- Nontraditional 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
- Men's Healing Circle
- Youth 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



Monday – Thursday	8:30 AM – 8:30 PM
Friday	8:30 AM - 4:30 PM
Saturday	9:00 AM - 1:00 PM



519 743 6071



inquiries@waterloo.johnhoward.on.ca



ACCESSIBILITY

Wheelchair accessible; language interpreters available as funding permits; gender neutral washroom

ACCOUNTABILITY

The John Howard Society of Waterloo-Wellington is committed to providing high quality services and to responding to concerns and resolving complaints from community members as quickly as possible. JHSWW Leadership Team members ensure accountability of all staff in upholding JHSWW values, commitments, policies and procedures.

All complaints and appeals are handled professionally,

confidentially and in a timely manner pursuant to JHSWW's External Complaints Policy. Complaints or concerns can be submitted in writing to a Program Manager. There is also an opportunity for clients to provide feedback and ask for follow up through an "How Did We Do" form provided in reception areas. JHSWW is accountable to our funders, in particular, the Ministry of the Attorney General, Ministry of Children

COMMUNITY ORGANISATIONS

and Youth Services, Ministry of Community Safety and Correctional Services, Ministry of Community and Social Services, Ministry of Advanced Education and Skills Development, and the United Way. JHSWW staff are

accountable to the professional college they register with (i.e. the Ontario College of Social Workers and Social Service Workers).

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.
- 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

socioeconomic status.

- Ensure that our services with individuals who have experienced sexual assault align with the guiding principles, values and beliefs laid out in this protocol.
- Respect and affirm the dignity, choices, privacy and values of our clients.

PROCEDURES

Some JHSWW program registration forms ask a client if they were ever sexually abused. If the answer is yes to this question, or if a client otherwise discloses sexual assault in the course of receiving services from JHSWW, the core procedures below are followed.

1. When a client discloses sexual assault, inquire as to whether the sexual assault was recent or historical.
2. If recent (less than one year) and medical attention is required make a referral to St. Mary's 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.
3. If historic sexual assault or childhood sexual abuse,

provide information on counselling and support group services in the community.

4. If sexual assault occurs within context of a relationship including other forms of domestic violence, refer to the Sexual Assault/Domestic Violence Treatment Centre, as well as counsellors who have experience in treating domestic violence survivors.
5. If children were involved, consider whether a referral to Family & Children's Services is needed.
6. In all cases, explain the various resources available including
 - Community resources
 - Crisis lines
 - Sexual Assault Support Centre of Waterloo Region

- The option of reporting the assault to the police
7. Assess and address 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).
 8. 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.

9. Ask callers to identify on a voicemail message if it is safe to call back and leave a message and to provide a good time to reach them.

PROCEDURES RELATED TO FOLLOW-UP

- 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 individual 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 St. W, Kitchener, Ontario,
N2G 1A6



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



519 745 2531
24-hour Emergency Interpreter Services:
519 745 2593



kwmc@kwmc-on.com

ACCESSIBILITY

Wheelchair accessible
Staff at the office speak the following languages: Arabic, Kachi, Farsi, Dari, Spanish, Cantonese, Mandarin, Dutch, Romanian, Serbian, Croatian, Bosnian, Hungarian, Kurdish, and French. Interpreters speak over 60 languages.

ACCOUNTABILITY

Any complaints or issues in regards to language interpretation services should be directed to the Coordinator of the Interpreter Services or the CEO. Our interpreters have all received a minimum of 90 hours of training, are language tested and passed a police check for services with the vulnerable sector. Complaints will be dealt with by the Coordinator of

Interpreter Services. If the issue remains unresolved, the issue can be brought to the attention of the CEO. 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.

COMMITMENTS

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

- Provide language interpreter services for all victims/survivors of sexual violence 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.

PROCEDURES

When a language interpreter is required, service providers should:

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

- 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.

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

LUTHERWOOD

WWW.LUTHERWOOD.CA

THE BETTY THOMPSON YOUTH CENTRE/ COMMUNITY YOUTH JUSTICE MENTAL HEALTH SERVICES



41 Weber St. W, Kitchener, Ontario, N2H 3Z1



24 hours/day



Reception: 519 749 8305
Safe Haven: 519 749 2450

THE FRONT DOOR



1770 King St. E, Kitchener, Ontario, N2G 2P1



Monday – Friday 8:30 AM – 4:30 PM



519 749 2932

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 fulfil 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 nonprofit 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

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 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. 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 Rd. 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 Rd).

MENNONITE CENTRAL COMMITTEE ONTARIO

ONTARIO.MCC.ORG



50 Kent Ave, Kitchener, Ontario, N2G 3R1



Monday – Friday 8:30 AM – 4:30 PM



519 745 8458



**Mennonite
Central
Committee**

ACCESSIBILITY

Office is accessible with elevator; there are many occasions when program participants are met within the community.

CIRCLES OF SUPPORT AND ACCOUNTABILITY

Circles of Support and Accountability (CoSA) works primarily with ex-offenders who have committed one or more sexual offences and who require support to live a positive, crime free life. We call the individuals with whom we work core members to emphasize their primary role in CoSA, to encourage their transition into a healthy, non-offending lifestyle, and to help them build a new identity for themselves that goes beyond the label of offender. CoSA's primary aim is to have no more victims while recognizing that no one is disposable (From CoSA Canada Operational Model).

Through CoSA, teams of volunteers and staff, supported

by professionals, meet with men and women with histories of sexual offending to hold them accountable for their actions and support them as they reintegrate into the community after release from prison.

The result of CoSA is fewer victims of violent and sexual crimes across the country. CoSA makes a significant contribution to safer streets and communities through enhanced public safety and protection of the community. Circles participation demonstrates that the use of both support and accountability increases public safety, offers the opportunity for an individual to make significant life changes, live offence free and stop the ongoing cycle of

victimization.

THE CIRCLE AND A CORE MEMBER

Community volunteers form support groups called Circles around core members who are coming back to the community from federal institutions. The volunteers share the community's concern about safety. They believe that the way to achieve it is to help core members find a place in the community and to have some people who will support them and hold them accountable for their actions.

To help make the move back into the community as

smooth as possible, the Circle provides intensive, caring, practical support for the ex-offender. The Circle can help in mediating between police, media, the larger community and the core member. The relationship between the core member and the Circle includes a commitment to act responsibly in the community and to follow relapse prevention strategies agreed upon by all members of the Circle.

ELIGIBILITY CRITERIA FOR CORE MEMBERS

- Individuals that have been charged with a sexual offence and are returning after serving federal sentence.
- Will likely be detained to warrant expiry date or will be released on a Long Term Supervision Order.
- Are willing to have the victim's perspective as part of their reintegration into the community.
- Understand and accept the limits of accountability to the Circle.
- Are willing to enter such a Circle voluntarily.
- May be high profile upon release.
- May need extra help coping with life in the community and have little or no community

support.

Individuals complete a needs assessment and a resources profile to determine suitability for the Circle. This is necessary also to recruit volunteers that are able to address the needs of the core member. A covenant is negotiated between the Core Member and the Circle volunteers to discuss commitment to the Circle of Support and Accountability. This includes how breaches will be handled, including the notification of authorities or withdrawal of support. The length of time a Circle is in place varies depending on the individual and risk to the community.

MAKING CONTACT

APPLICANTS OR PAROLE OFFICERS MAY CONTACT:

Circles of Support and Accountability are within Kitchener, the Greater Toronto Area, and Hamilton. Application inquiries are available by calling the MCCO Toronto Office at: 416 596 9341.

FOR GENERAL PROGRAM INQUIRIES PLEASE CONTACT:

Rod Friesen
Restorative Justice Program Coordinator
MCC Ontario
203-50 Kent Ave.
Kitchener, Ontario
N2G 3R1
519 745 8458 ext. 211
rodfriesen@mcco.ca

MUSLIM SOCIAL SERVICES

MUSLIMSOCIALSERVICESKW.ORG



Family Centre Hub, Room 1041
65 Hanson Rd, Kitchener, Ontario, N2C 2H6



Monday – Friday 9:00 AM – 4:00 PM



519 772 4399 ext. 2707



ACCESSIBILITY

MSS has brochures on sexual assault provided in multiple languages on our website, MSS is offering counselling in multiple languages. For disabled people, the Family Centre is an accessible facility.

ACCOUNTABILITY

The Coordinator of the organization: Dr. Iman Arab.
We have an organisational complaints policy.
Complaints or any dissatisfaction expressed by clients/visitors with respect to MSS service(s) must be taken in

writing and resolved within the next ten working days by the most senior staff person, or if the most senior staff person is the subject of the complaint, by the Chair.

COMMITMENTS

MSS holds the dignity, integrity and strict confidentiality of the victims /survivors of sexual violence.

The MSS Association has a long-standing Safer Families

training program that helps educate on issues of domestic violence and other forms of oppression.

PROCEDURES

Our agency does not directly work with victims of sexual assault. In any cases of sexual assault or sexual violence, MSS directs the clients to the most appropriate agency. MSS's role is often a bridge between mainstream

agencies and members of the community. If a victim of sexual assault consults with any MSS counsellor, the counsellor is bound by the protocols of their profession.

SEXUAL ASSAULT SUPPORT CENTRE OF WATERLOO REGION

SASCWR.ORG



Main Office

300-151 Frederick St, Kitchener, Ontario, N2H 2M2

Satellite Office

The Hub@1145, 1145 Concession Rd, Cambridge,
Ontario, N3H 4L6



Monday – Friday

9:00 AM – 4:30 PM



Office: 519 571 0121
24 Hour Support: 519 741 8633



info@sascwr.org



ACCESSIBILITY

- Offices are wheelchair accessible.
- Service animals welcome.
- Language interpreters available upon request for individual counselling and on our 24 Hour Support Line.
- LGBTQ positive space

ACCOUNTABILITY

Our Executive Director is responsible to ensure proper procedures are carried out. Any concerns can be

directed to her. For more information, visit www.sascwr.org/feedback.

COMMITMENTS

We support survivors of sexual violence. We listen, facilitate healing, and celebrate resiliency. Using an intersectional feminist approach, we work to transform systems which promote gender-based violence.

We recognize the links between sexual assault and other forms of oppression including, but not limited to, racism, heterosexism, classism, ableism, ageism, homophobia, transphobia, and discrimination based on cultural, ethnic or religious background.

SERVICES

- All our services are free and confidential. For more information, visit www.sascwr.org/services.
- We provide 24 hour support, information, crisis intervention, and referrals to survivors and their family through our 24 Hour Support Line.
- We support survivors of sexual violence of all genders, 16 years of age and older, through:
 - Individual counselling in Kitchener and in

Cambridge (both short-term and long-term)

- Counsellor-facilitated support groups and workshops
- Advocacy and support with systems navigation
- Accompaniments to the police station, court house, hospital, or other related appointments
- Practical assistance
- Safety planning
- We provide short-term counselling to family and friends of survivors.
- We provide individual counselling to survivors of sexual exploitation/trafficking.
- We offer public education aimed at social change, addressing the root causes of sexual violence. This includes our Male Allies Program, which engages men in the work to prevent gendered violence.
- We offer training for community partners on a variety of issues including how to respond when someone discloses sexual assault.

PROCEDURES

Anyone impacted by experiences of sexual violence is encouraged to call our 24 Hour Support Line at 519 741 8633 for immediate support and information. When they call, they have two options:

- If they are comfortable leaving their name and phone number, a support worker will call them back within 5 to 7 minutes.
- If they do not wish to leave their number, or are

unable to do so, they have the option of holding on the line while they are patched through to a support worker directly.

Any person wishing to access individual or group counselling is encouraged to call our office at 519 571 0121 and ask for an Intake Worker. If an intake worker is available, she will conduct a brief interview to better understand a caller's needs and find the right service for

COMMUNITY ORGANISATIONS

them. If she is not available, callers can leave a voicemail indicating their name, phone number, and whether or not it is appropriate to leave a voicemail. Alternatively, interested persons can email intake@sascwr.org.

In an initial contact with an intake worker, counsellor, or support line worker, the following steps are taken, as needed:

1. Assess need for medical attention and/or immediate safety.
2. Assess and address barriers to service (such as language barriers or accessibility issues).
3. Explain the limits of confidentiality and when police or Family and Children's Services have to be notified.
4. Establish communication, process feelings, validate survivors' experiences, and challenge myths about sexual assault.
5. Provide crisis intervention if needed.
6. Explore coping skills and support systems in place.
7. Present information, choices and options.
8. Provide safety planning if needed.
9. Offer an accompaniment or assistance with transportation as appropriate.

All services are free and confidential and offered for as long as the counsellor and client feel it is needed.

SHORE CENTRE

SEXUAL HEALTH OPTIONS, RESOURCES AND EDUCATION

WWW.SHORECENTRE.CA



235 King Street East, Suite 130, Kitchener,
Ontario, N2G 4N5



Monday	9:00 AM – 4:00 PM
Tuesday	9:00 AM – 6:00 PM
Wednesday – Friday	9:00 AM – 4:00 PM



519 743 9360



ACCESSIBILITY

- Wheelchair accessible
- Fully accessible bathroom
- Language interpreters are available free of charge through the Kitchener Waterloo Multicultural Centre
- LGBTQ+ positive space

ACCOUNTABILITY

Our Centre’s Executive Director is responsible to ensure proper procedures are carried out. General concerns can be directed to the Executive Director.

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. Region of Waterloo Public Health.

If an employee is registered, they may be accountable to the Ontario College of Social Workers and Social Service Workers.

COMMITMENTS

COMMUNITY ORGANISATIONS

We will, within the mandate of our service: Promote choice through accurate sexual health education and confidential pregnancy options support. All SHORE Centre programming and services are pro-choice, sex positive, inclusive, and accessible.

COMMUNITY SEXUAL HEALTH EDUCATION

Workshops and programs within schools, community centres, and independent organizations. Our workshops are designed to address a variety of sexual health topics and can be customized to the age, size and specific needs of each group. Each presentation meets the requirements for the Ontario Curriculum for Health and Physical Education and is presented in a nonjudgemental, safe environment where participants are free to share their opinions and thoughts while challenging themselves with various perspectives.

PROCEDURES

We respect our client's wishes in relation to what next-steps they would like to take and what referrals and supports they are comfortable with receiving. Consideration is given to our legal and ethical obligations for reporting.

1. Assess the immediate need for medical attention and/or safety and involve emergency services as necessary
2. Explain our limits of confidentiality, and legal and ethical obligations for reporting
3. In situations where a minor is involved we would contact Family and Children's Services of Waterloo Region and Waterloo Regional Police Services as

PREGNANCY OPTIONS SUPPORT PROGRAM

We provide safe, confidential, nondirected and nonjudgemental information and support for anyone facing an unplanned pregnancy. When visiting SHORE Centre you will meet with our Client Support Coordinator to discuss all your options and ensure you have accurate, honest and up-to-date information about the pregnancy options available.

We also provide **free**:

- Pregnancy tests, condoms, dental dams and lubricant
- Prenatal vitamins
- Transportation assistance to pregnancy options related medical appointments
- Advocacy and accompaniment to pregnancy options related appointments

necessary

4. Provide emotional support and appropriate referrals
 - Give consideration to any barriers that may have an impact on our client's ability to access service
 - Provide assistance in problem solving these barriers, for example arranging to have an interpreter, or providing transportation
5. Encourage our client to call the Sexual Assault Support Centre of Waterloo Region's 24-hour Crisis & Support Line at 519 741 8633 for immediate support and information

VICTIM/WITNESS ASSISTANCE PROGRAM

WWW.ONTARIO.CA/VICTIMSERVICES



Waterloo Region Courthouse, 85 Frederick St, 3rd Floor, Kitchener, Ontario, N2H 0A7



Monday – Friday 8:30 AM – 5:00 PM



519 741 3351



VSD.VWAP.KitchCamb@ontario.ca



ACCESSIBILITY

Fully accessible building.
Interpreters arranged when needed.

ACCOUNTABILITY

All Victim/Witness Assistance Program (VWAP) staff is responsible for compliance with our policy and procedures manual.

Complaints or concerns should be raised with the assigned Victim Witness Services Worker. However, there may be some situations where it is appropriate to

contact the V/WAP Manager.

Our organization is not accountable to a regulatory body. However, V/WAP employees are accountable to the Victims and Vulnerable Persons Division of the Ministry of the Attorney General.

COMMITMENTS

The Victim/Witness Assistance Program (V/WAP) is a voluntary program offered through Ontario Victims & Vulnerable Persons Division within the Ministry of the Attorney General. The program's mandate is to provide information, assistance and support to victims/witnesses 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 criminal justice process including case specific information such as court dates and explanation of the purpose of these court appearances.
- Arrange for interpreter services as needed.
- Conduct a needs assessment and provide appropriate referrals regarding safety planning, counselling and support services in the community
- Provide copies of release documents such as recognizances of bail and undertakings
- 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 outcomes.
- 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.
- If case proceeds to Trial, 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 have an 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.
- Provide the victim with copies of court orders
- Where applicable, provide referrals to other criminal justice and community partners, e.g. Victim

Support Line, Probation, Corrections Canada

- If there is an appeal, advise the victim of the appeal

and refer her or him to the appropriate VWAP office to provide further information and assistance.

VICTIM SERVICES OF WATERLOO REGION

WWW.VSWR.CA



200 Maple Grove Rd, Cambridge, Ontario, N3H 5M1



Monday – Friday 8:00 AM – 4:00 PM
After hours line: 24/7/365



Business hours: 519 585 2363
After hours: 519 570 5143



laura.sparks@wrps.on.ca



ACCESSIBILITY

Many of our volunteers speak second languages

ACCOUNTABILITY

Laura Sparks, Executive Director, is responsible for ensuring that proper procedures are carried out. There are policies in place for processing complaints or

concerns. For more information, contact Laura Sparks. Victim Services of Waterloo Region is accountable to the Ministry of the Attorney General.

COMMITMENTS

All victims are made welcome in a nonjudgemental and open fashion. A SA survivor may request women only crisis responders, or males specifically as well.

Our role is to provide immediate on-scene crisis intervention – we are usually contacted by police, but absolutely welcome survivors of historical abuse to contact us during business or after hours.

We do not provide counselling, but we refer to counselling agencies.

We provide access to the Victim Quick Response Program which provides limited funding for some services for victims – this is determined by staff and approved by the Ministry.

PROCEDURES

Receive call – either from police or victim directly.

If it's a police call, we can attend on-scene (as long as police are still present). We do not send a team if police have left the scene – for the safety of our volunteers.

We provide immediate crisis intervention and follow up referrals

Staff follow up next business day if victim has indicated a wish for this.

If it's a direct call, we go through intake and determine needs (needs assessment) and provide information required as well as offering the Victim Quick Response

Program if appropriate. Victims may also come to one of our offices (located at North, Central & South WRPS Divisions) to meet with staff if they wish.

There are assessment and follow-up procedures in place. Specifically, we will determine if the individual is eligible for Victim Quick Response Program (VQRP), as well as the Criminal Injuries Compensation Board (CICB). We will ensure that the victim has been connected with counselling (if desired). Our procedures are very specifically client directed.

WATERLOO REGIONAL POLICE SERVICES

SPECIAL VICTIMS BRANCH

WWW.WRPS.ON.CA



200 Maple Grove Rd, Cambridge, Ontario, N3H 5M1



24 hours/day



519 650 8500



ACCESSIBILITY

All facilities are accessible, and interpreters can be arranged as required.

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 Special Victims 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

We will, within our Mandate of our service:

- Conduct criminal investigations to the highest standard.
- Congruent with the 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 organisational capacity.

- Enhancing partnerships, teamwork, victim support, and community education.

PROCEDURES

Officers responding to a report of a sexual assault will ensure the safety of the victim. Officers will ensure the victim receives medical attention if required.

If the circumstances warrant, the victim will be asked to attend the Waterloo Region Sexual Assault/Domestic Violence Treatment Centre.

Officers will do preliminary investigation and determine if a crime scene needs to be secured in order to preserve evidence.

Investigators from the Special Victims Branch conduct investigations of Sexual Assault

Detectives conduct thorough investigations and determine if there are grounds to proceed with criminal charges against an accused.

Special Victims Detectives will assist and support victims of Sexual Assault in a sensitive manner.

Investigators will keep the victim informed in regards to the status of the investigation.

At the conclusion of the investigation where no charges are laid, the investigator will inform the victim of the reason for the decision.

WATERLOO REGION 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

ACCESSIBILITY

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

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

COMMUNITY ORGANISATIONS

counselling, community resources, shelter, etc.)

9. Provide written information about services provided, plans and resources available.

UNIVERSITIES AND COLLEGES

BILL 132 **SEXUAL VIOLENCE AND HARASSMENT ACTION PLAN ACT**

The purpose of the Bill is to amend various statutes with respect to sexual violence, sexual harassment, and domestic violence.

Bill 132, the Sexual Violence and Harassment Action Plan Act (Supporting Survivors and Challenging Sexual Violence and Harassment) came into effect on

September 8, 2016.

Schedule 3 of the Act specifically focuses on amendments to the Ministry of Training, Colleges, and Universities Act, including the following requirements:

- That every college and university is responsible for developing a sexual violence policy;
- These policies must be reviewed with student input; and
- All colleges and universities must provide information to the Minister of Education regarding the implementation and effectiveness of their policies.

CONESTOGA COLLEGE

On November 28, 2016, Conestoga College's Board of Governors approved revisions to their "Sexual Assault and Sexual Violence Policy." The Policy outlines reporting and responding procedures, as well as the college's responsibilities to survivors. The purpose and intent of the Policy is to respect all members of the Conestoga College communities right "to work and study in an environment that is free from any form of sexual violence." The Policy outlines the College's commitment to assist survivors, ensure that disclosures are believed, and to address harmful attitudes and behaviours that perpetuate sexual violence. In addition to the Policy, Conestoga College has also outlined the on-campus and

off-campus procedures that survivors can expect if they experience a sexual assault, including their options for reporting, disclosing, and receiving accommodations, as well as the roles and responsibilities of the College community.

The [Conestoga College Sexual Assault Policy](#) and [Conestoga College Sexual Assault and Sexual Violence Procedure](#) documents are available through the Conestoga College Office of the President Policies and Procedures website: www.conestogac.on.ca/policies/presidentoffice.jsp

UNIVERSITY OF WATERLOO

The University of Waterloo developed Policy 42, Prevention and Response to Sexual Violence, to establish the University's "commitment to the awareness and prevention of sexual violence and to a process for addressing complaints of sexual violence." The "Sexual Violence Response Protocol and Procedures" document outlines the University's response and the related

resources available to survivors.

The [Policy 42 Prevention and Response to Sexual Violence](#) and [Sexual Violence Response Protocol and Procedures](#) documents are available through the University of Waterloo Equity Office website: uwaterloo.ca/equity/resources/sexual-violence/policy-42-prevention-and-response-sexual-violence

WILFRID LAURIER UNIVERSITY

On November 24, 2016, Laurier University's Board of Governors approved the University's "Gendered and Sexual Violence Policy and Student Procedures," outlining how the university will respond to gendered

and sexual violence experienced by students, with the "goal of providing appropriate support and accommodations to all those affected."

In addition to the Policy, Laurier has created a Gendered

Violence Task Force (GVTF) comprised of faculty, staff, and students across the Waterloo, Kitchener and Brantford campuses. The GVTF is comprised of working groups who are working toward the elimination of gendered violence at Laurier “through continuous inclusive dialogue, meaningful and ongoing training initiatives, accessible policies and protocols, community engagement, support services and campus collaborations.” Laurier has also appointed Gendered Violence Faculty Colleagues to provide expertise and assistance to the GVTF and to work closely with senior leadership to aid with strategic planning and decision making.

Finally, Laurier has employed a sexual violence support

advocate who can support staff, faculty, and students with referrals to counselling and medical services, safety planning, and advocacy with university and legal systems. The support advocate can be reached at svcoordinator@wlu.ca, or by phone at 519 884 0710 ext. 4847.

The **Gendered & Sexual Violence Policy & Procedures** document is available through the Wilfrid Laurier University Gendered and Sexual Violence Prevention and Support website: students.wlu.ca/wellness-and-recreation/gendered-violence-prevention-and-support/addressing-gendered-violence.html

FURTHER READING

GOVERNMENT OF ONTARIO

- *It's Never Okay: An Action Plan to Stop Sexual Violence and Harassment*
 - www.ontario.ca/document/action-plan-stop-sexual-violence-and-harassment
- Sexual education in Ontario
 - www.ontario.ca/page/sex-education-ontario

LEGISLATIVE ASSEMBLY OF ONTARIO

- Bill 132, Sexual Violence and Harassment Action Plan Act (Supporting Survivors and Challenging Sexual Violence and Harassment), 2016
 - ontla.on.ca/web/bills/bills_detail.do?locale=en&Intranet=&BillID=3535

ONTARIO PUBLIC HEALTH

- Sexual Health Ontario
 - sexualhealthontario.ca

REGION OF WATERLOO

- Sexual Health Counselling
 - chd.region.waterloo.on.ca/en/clinicsClassesFairs/sexualhealthcounselling.asp
- The Change Project
 - www.sascwr.org/the-change-project

CONESTOGA COLLEGE

SECURITY SERVICES

WWW.CONESTOGAC.ON.CA/SECURITY-SERVICES



299 Doon Valley Dr, Kitchener, Ontario, N2G 4M4



CONESTOGA
Connect Life and Learning



Monday – Friday

8:30 AM – 5:00 PM



519 748 5220

The [Conestoga College Sexual Assault Policy](#) and [Conestoga College Sexual Assault and Sexual Violence Procedure](#) documents are available through the Conestoga College Office of the President Policies and Procedures website: www.conestogac.on.ca/policies/presidentoffice.jsp

UNIVERSITY OF WATERLOO

EQUITY OFFICE

UWATERLOO.CA/EQUITY/RESOURCES/SEXUAL-VIOLENCE



200 University Ave W, Waterloo, Ontario, N2L 3G1



UNIVERSITY OF
WATERLOO



Monday – Friday 8:30 AM – 4:30 PM

Equity Office: 519 888 4567 ext. 30253

Health Services (for students):

519 888 4096



Counselling Services (for students):

519 888 4567 ext. 32655

Employee & Family Assistance Program (counselling
services for employees): 1 800 663 1142

Sexual Violence Response Coordinator:

519-888-4567 ext. 36869



equity@uwaterloo.ca

ACCOUNTABILITY

The Equity Office works in collaboration with the Vice President Academic and Provost to assist with the interpretation and application of Policy 42 – Prevention and Response Sexual Violence: uwaterloo.ca/secretariat/policy-42-prevention-and-response-sexual-violence.

The following mechanisms exist for processing complaints or concerns:

The Sexual Violence Response Coordinator (SVRC) can assist a member of the university community to Report an incident of Sexual Violence to the University

UNIVERSITIES AND COLLEGES

administration. The SVRC will assist by providing guidance on where to find support, options that are available, and information on next steps, including safety planning and navigating University procedures. The SVRC will identify the appropriate person to whom the Report should be given (the “Recipient”), according to any rights the Respondent may have pursuant to the applicable University policy or agreement: uwaterloo.ca/secretariat/sexual-violence-response-protocol-and-procedures.

In cases where:

- The Respondent is a undergraduate or graduate

student, the Recipient (of the report or complaint) is normally the Associate Dean Undergraduate or Graduate studies of the student’s Faculty.

- The Respondent is a staff member, the Recipient is normally the Respondent’s supervisor.
- The Respondent is a faculty member, the Recipient is normally the Respondent’s dean.

Any University community member who has experienced sexual violence can report to UW Police Services or the regional police.

The University is accountable to the Ministry of Advanced Education and Skills Development.

COMMITMENTS

The University of Waterloo is committed to fostering a safe, welcoming, and inclusive environment for all community members where:

- Sexual violence will not be tolerated; individuals found in violation of the law or breach of this or related policies will be held accountable for their actions;
- Reprisal or threat of reprisal against anyone pursuing their rights under this Policy, or who participates in proceedings under this Policy, is not permissible;
- The University encourages individuals who have been affected by sexual violence to seek support;
- Individuals affected by sexual violence will be treated with compassion, dignity, and respect;

- The University will design initiatives to raise awareness about sexual violence with the diversity of the University community in mind and implement prevention strategies providing resources and support services to address sexual violence;
- The individual’s identity is a key consideration when interim measures are offered;
- Individuals have the right to a fair hearing and a fair process; the University recognizes the individual’s right to not initiate or participate in an investigation conducted by the University.

See Policy 42 – Prevention and Response to Sexual Violence: uwaterloo.ca/secretariat/policy-42-prevention-and-response-sexual-violence.

PROCEDURES

For procedures related to first response and intake, to core procedures, and to procedures related to follow-up, please see the Sexual Violence Protocol and

Procedures: uwaterloo.ca/secretariat/sexual-violence-response-protocol-and-procedures.

WILFRID LAURIER UNIVERSITY

DIVERSITY AND EQUITY OFFICE

[STUDENTS.WLU.CA/WELLNESS-AND-RECREATION/GENDERED-VIOLENCE-PREVENTION-AND-SUPPORT/INDEX.HTML](https://students.wlu.ca/wellness-and-recreation/gendered-violence-prevention-and-support/index.html)



MacDonald House
75 University Ave. W, Waterloo, Ontario, N2L 3C5



Monday – Friday 9:00 AM – 5:00 PM



Manager, Gendered Violence Prevention and Response: 519 884 0710 ext. 4710

Sexual Violence Response Coordinator:
519 884 0710 ext. 4847



gvmanager@wlu.ca
svcoordinator@wlu.ca

ACCESSIBILITY

- Wheelchair accessible office
 - Flexible hours
- (Other accommodations can be made upon request)

ACCOUNTABILITY

The Diversity and Equity Office is responsible for ensuring that proper procedures are carried out.

This includes:

- Director, Diversity and Equity
- Sexual Violence Response Coordinator
- Manager Gendered Violence Prevention and Support

And from Student Affairs:

- Dean of Students, Waterloo
- VP Student Affairs

And to address student, faculty and staff complaints:

- Senior Advisor, Dispute Resolution and Support
- AVP Human Resources

www.wlu.ca/about/governance/assets/resources/12.4-gendered-and-sexual-violence-policy-and-procedures.html

The following mechanisms exist for processing

complaints or concerns:

For assistance with all processes students can contact the Sexual Violence Response Coordinator. Students can file a report with the Sexual Violence Response Coordinator, the Senior Advisor of Dispute Resolution and Support, the Dean of Students, their Residence Life Manager, or Special Constable Services. Reports generate a record of the case and initiate a response. Students can file an official complaint with the Dean of Students Office. An official complaint initiates formal processes including engaging the respondent(s) and may include initiating an investigation.

To report or file an official complaint against a staff or faculty member, contact the Senior Advisor, Dispute Resolution and Support, according to Policy 6.1, Prevention of Harassment and Discrimination:

www.wlu.ca/about/governance/assets/resources/6.1-prevention-of-harassment-and-discrimination.html.

To report workplace violence or a threat of workplace violence, contact the Special Constable Services according to Policy 7.18, Workplace Violence Prevention Policy:

www.wlu.ca/about/governance/assets/resources/7.18-workplace-violence-prevention-policy.html.

COMMITMENTS

Laurier is committed to fostering a university culture where:

- Gendered and sexual violence is unacceptable and not tolerated;
- Survivors are supported with compassion, dignity, and respect;
- There are a range of supports available to survivors that are responsive to their intersecting identities, lived experiences, and healing needs;
- All members of the University community have access to education about gendered and sexual violence; and,
- Individuals and groups who commit acts of gendered and/or sexual violence are held accountable through University procedures that follow principles of fairness.

All survivors of gendered and sexual violence at Laurier

have the right to:

1. Be provided with nonjudgemental and compassionate support;
2. Be treated with dignity and respect;
3. Be informed about on- and off-campus services, resources, and official complaint and reporting options;
4. Choose whether or not to access support services and decide which services they feel would be most beneficial;
5. Include a support person of their choice in meetings related to their case;
6. Have reasonable actions taken to provide a safe and supportive working, learning, and living environment including accommodations related to academics, work, campus life, recreation, and residence;
7. Assistance in the creation of a personal safety plan;

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and,

8. Be kept informed in a timely manner about University processes that are undertaken as a result of information they have disclosed or reported,

including who is informed about a case, the status and outcome of an investigation, and whether accountability measures have been taken.

PROCEDURES

Departments across campus have different processes for receiving and responding to disclosures or reports of sexual violence depending on their roles and responsibilities (e.g. Responses from the Wellness Centre are different from responses from Special Constable Service). The Sexual Violence Response Coordinator provides assistance to people navigating these processes, including people and agencies in the community who have received a disclosure from a student. The Sexual Violence Response Coordinator is available to:

- Listen and provide support
- Help you with safety planning, accommodations, or

advocacy

- Provide you with resources related to gendered and sexual violence
- Connect you with on- and off-campus services including free specialised counselling available in Kitchener, Waterloo, and Brantford
- Explain your options and outline accountability, reporting, and complaint processes
- Assist and support you if you have received a disclosure of or witnessed sexual violence

For info on responding to official complaints, see Procedures 5.00 - 5.44.

