

JOURNEY TO **JUSTICE**

RESOURCE GUIDE ON LEGAL AND JUSTICE SERVICES



IN CO-OPERATION WITH:



The purpose of this Resource Book is to provide you with information and resources on the justice system.

The Safe Centre of Peel can assist you in navigating and accessing these resources.

If you have any questions, please call Safe Centre of Peel at:

905.450.4650



TABLE OF CONTENTS

Description of the Safe Centre of Peel	4
What is intimate partner violence?	6
What are your rights as a victim?	6
Who to contact for help?	7
What happens when the police are called?	7
What you need to know if you make a report to police	8
What happens if an arrest is made?	8
Criminal Court	8
Family Court	9
Restraining Order	9
Custody	10
Safety Planning	10
Safety tips to share with your children if applicable	11
Community Partners & Assistance	12
Community Partners - Contact List	23

A SAFE AND **WELCOMING SPACE.**

Safe Centre of Peel

The Safe Centre of Peel is a safe and welcoming space where many agencies work together at one location.

We offer support and compassionate care to adults, children and youth affected by Intimate Partner Violence.

Our collaboration consists of 9 onsite agencies, 7 offsite partners, and a multitude of community partners serving hundreds of individuals every year. The Safe Centre of Peel's core program aims to provide efficient wraparound services to adults who have experienced violence and abuse in their intimate partner relationships.

We provide you with the information and expertise you need to make the choices that are best for you and your family.

Our multidisciplinary team works together in order to reduce re-traumatization from the retelling of stories and further victimization. Ideally, you would tell your story once and be able to access the multitude of services available onsite and offsite without having to repeat yourself and travel from one organization to another. We want to take the guesswork out of social services and supports.

Phone: 905.450.4650 | www.scopeel.org



What is Intimate Partner Violence?

Intimate Partner Violence is any use of physical or sexual force, actual or threatened, in an intimate relationship. It may include a single act of violence, or a number of acts forming a pattern of abuse through the use of physical and/or controlling behavior.

The pattern of abuse may include:

- ▶ Physical assault or abuse;
- ▶ Sexual assault or abuse;
- ▶ Criminal harassment (stalking);
- ▶ Threats to harm children, other family members or pets;
- ▶ Property damage;
- ▶ Verbal intimidation or conflict; and/or
- ▶ Emotional abuse/psychological abuse

What are your rights as a victim?

The Victims' Bill of Rights was established in 1995 to ensure the justice system operates in a manner that does not increase the suffering of victims of crime and that does not discourage victims of crime from participating in the justice process. As a victim of crime in Ontario, you should be treated with courtesy, compassion and respect for your personal dignity and privacy by justice system officials.

The Victims' Bill of Rights also specifies that victims should have information about:

- ▶ Services and remedies available to them;
- ▶ Financial compensation that might assist them;
- ▶ The progress of police investigations that relate to the crime;
- ▶ Victims of sexual assault should, if the victim so requests, be interviewed during the investigation of the crime only by police officers and officials of the same gender as the victim;
- ▶ The charges laid with respect to the crime, and if no charges are laid the reasons why;
- ▶ Procedures of the court and the victims' role in the prosecution;
- ▶ Dates and places of court proceedings, and the outcome of the proceedings including any appeals;
- ▶ Any pre-trial arrangements made with the accused that relate to a plea entered at the trial;

- ▶ The release of an accused on bail;
- ▶ The sentence given to an accused, if convicted;
- ▶ A decision that the accused is unfit to stand trial;
- ▶ Their right to submit a victim impact statement; and
- ▶ Notice of any application for the offender's release, and notice if the offender escapes.

Who to contact for help?

If you feel like you are a victim of Intimate Partner Violence, and you are not in immediate danger, call the Safe Centre of Peel at **905.450.4650** for services.

If you would like to make a police report and you are not in immediate danger, call **905.453.3311** and request to have officers attend your location of choice or request to speak to someone in the Intimate Partner Violence Unit.

CALL
911

IF THE INTIMATE PARTNER VIOLENCE INCIDENT IS IN PROGRESS AND/OR YOU ARE IN IMMEDIATE DANGER.

What happens when the police are called?

- ▶ Police will attend your location.
- ▶ Upon police arrival, the officers will investigate the complaint. Officers will speak to you, your partner and possibly your children to obtain details pertaining to the incident.
- ▶ If you have injuries, the officer will encourage you to attend a hospital or seek specialized medical attention at Chantel's Place.
- ▶ The officer may need to take photographs of your injuries or damaged property in order to document all evidence related to the charges.
- ▶ If police determine an offence has occurred, an arrest will be made.
- ▶ If the individual is not at the scene, attempts will be made to locate and arrest them. If the individual is not located, a warrant will be obtained.
- ▶ The officer will encourage you to provide a video-recorded statement that can be done at the Safe Centre of Peel.
- ▶ The investigating officer will provide you with support, safety planning and a referral to the Safe Centre of Peel.

What you need to know if you make a report to police

- ▶ If a criminal offence has been disclosed, the role of police is to investigate and to lay charges.
- ▶ Police do not have any discretion when it comes to laying charges or making an arrest.
- ▶ The role of police is not to mediate or reprimand.

What happens if an arrest has been made?

- ▶ Police will transport the arrested person to a police facility.
- ▶ The arrested person may be held in custody for a bail hearing or released with certain conditions placed on them that they must abide by.
- ▶ You will be notified if the arrested person is released from custody.
- ▶ Victim Services of Peel can support victims in understanding any bail conditions.

CRIMINAL COURT

If you are involved in a case that goes to criminal court, it is likely you will be required to participate in the court process.

The Victim/Witness Assistance Program (VWAP) will become involved soon after police lay charges. VWAP will contact you and provide you with information, assistance, and support.

They will help increase your understanding of, and your participation in the criminal court process. VWAP is located at 7765 Hurontario Street, Brampton, Ontario.



The Victim/Witness Assistance Program supports victims and witnesses in criminal cases. A worker will be assigned to assist you throughout the process.

A COMMON ENQUIRY IS REGARDING THE LENGTH OF THE COURT PROCESS

The length of the court process varies depending on a number of factors but generally, court matters can be completed within 18 months but can take up to 30 months to complete.



Family Court

For more information, the Safe Centre of Peel through Partnership with Indus Community Services can offer information through the Family Court Support program.

Restraining Order

A restraining order can be obtained through the Family Court located at 7755 Hurontario Street, Brampton. The court may issue a restraining order based on the applicant's fear for his or her safety or the safety of the children. The order may specify that the individual does not contact or communicate with you or your children and not to come within a specified distance of where you may be. If the abuser violates this order, you should contact police immediately as charges may apply.

Custody

Police may be limited when it comes to child access and custody disputes unless specified in the custody and access order. Police cannot take the children into custody or force participants to comply with the order. If a custody order exists, provide the police with the most recent version of the custody order. If an order is not specified to be police enforceable, the parties will be directed to go back to Family Court or seek guidance from a lawyer. If no court order is in place, police have no authority to intervene unless the child is in need of protection.

Safety Planning

A safety plan is important whether you are living with your abuser, considering leaving or have left the relationship.

Door and window locks

- ▶ Consider having the locks on the doors and windows changed. If necessary, change the code to the garage door.

Escape plan

- ▶ Plan your emergency exits, and know them well.

Safe pack

It is recommended that you have a safe pack ready for emergency situations that includes:

- ▶ Originals or copies of important documentation such as passports or travel documents, driver's license, birth certificates, health cards, social security cards etc.
- ▶ Store photographs of all documents on your cell phone.
- ▶ Necessary prescription medication.
- ▶ Spare house and/or car keys.
- ▶ A change of clothes for everyone (you and your children).
- ▶ Cash.

Safe place and location with CCTV

- ▶ Find a safe place in your neighborhood or a friend's house where you can go in an emergency. Try to locate stores near you that operate 24-hours with CCTV, so you can be seen on video during emergency situations.

Family password

- ▶ Create a password and discuss it with your family and friends. Saying the password will indicate that you are in trouble.

Phone and social media

- ▶ Keep your cell phone charged at all times. It is recommended that you consider changing the passwords on your phone and your social media accounts. It is suggested that you block any unwanted numbers and to turn the location settings off on your phone and any other media services.

A MORE DETAILED SAFETY PLAN CAN BE DEVELOPED WITH YOU AT THE SAFE CENTRE OF PEEL.

Safety Tips to Share with Your Children if Applicable

Stay Safe/Leave Danger area

- ▶ Tell your children not to go between you and your partner if there is violence. Tell them to get away and protect themselves. Teach your children which room or location to go to.

Code Word

- ▶ Develop a code word or a visual sign for your children to know there is danger so they will not enter the house or room if the code is used.

Safe Room

- ▶ Pick out a safe room for your children to go preferably with a lock and phone and on the ground floor so they can leave through a window if necessary.

Safe People

- ▶ Review safe people with your children so they know who they can trust and where to go to feel safe.

Meeting Place

- ▶ Children must run to safety even without you. Teach them the safest route to the place of safety.

Home address and legal names

- ▶ Teach your children their address and their grandparents' legal names.

Dial 9-1-1

- ▶ Teach your children how to call police.

COMMUNITY **PARTNERS**

LOCATED AT THE SAFE CENTRE OF PEEL



Catholic Family Services
PEEL • DUFFERIN

Catholic Family Services Peel-Dufferin (CFSPD) is a family service agency providing individual, couple, and family therapy. We support the entire community, regardless of people's faiths and backgrounds.

Our mission, to strengthen and enrich individual, family, and community life.

CFSPD services are available to people who are experiencing challenges such as depression, anxiety, grief, or any life stresses. Services are also available to couples and families who are experiencing difficulties in their relationships, such as couple conflict, parent-child conflict, or communication.

Languages available:

- Chinese (Mandarin); English; French; Greek; Hindi; Kannada; Malayalam; Polish; Punjabi; Spanish; Tamil; Urdu, Interpreters can be arranged.

Contact Information:

Phone: **905.450.1608**

Email: info@cfspd.com



CCS

Catholic Crosscultural Services

Catholic Crosscultural Services (CCS) is a national non-profit organization, based in the Greater Toronto Area. CCS aims to empower immigrants and refugees of all religions, ethnicities, countries of origin, immigration status, sexual orientation, or political affiliation to develop the skills and acquire the necessary knowledge to settle, integrate and succeed in Canada.

Founded in 1954, CCS believes in the power of diversity and inclusion to foster change, nurture progress and move society forward. Newcomers need linguistically appropriate assistance and culturally sensitive support. CCS delivers programs and services in thirty languages to address these gaps, assisting clients to confidently navigate the labour market, school and health care systems.

Settlement Services:

- ▶ Individual assessment of newcomer settlement needs and the development of a detailed, personalized settlement plan.
- ▶ Ongoing case management is based on a holistic and collaborative approach and is centred on the newcomer and family's wellbeing and settlement needs.
- ▶ Information sessions to help newcomers develop an understanding of life in Canada, Canadian culture and traditions, and their rights.
- ▶ Accessible community services in the areas of health, housing, education, childcare, employment, finance, immigration, language learning and legal supports.
- ▶ Our settlement support services assist newcomers of all ages to adjust and integrate into Canadian society and connect with helpful community-facing resources. We offer many individual support and group sessions in over 30 languages.

Women Support Services:

- ▶ In person crisis/support counselling to assist individuals seeking urgent assistance.
- ▶ Types of counselling services include: crisis/support counselling (includes safety planning; advocating providing rights information, referrals, follow-up support, outreach); and long-term therapeutic counselling to assist women who have experienced abuse to gain a more in-depth understanding of woman abuse and empowerment and cope with the effects of violence.
- ▶ Short-term, goal-focused counselling for women in the community.
- ▶ Mid and long-term clinical counselling to support abused women's emotional well-being and healing.
- ▶ Development of safety strategies or plans for women and their dependents.
- ▶ Provision of information on rights, options, and available services.
- ▶ Referrals or linking women to appropriate services.
- ▶ Outreach to women including promoting residential services.

We have eight locations across Scarborough, Mississauga and Brampton, and collaborate with numerous partners and settlement and social services sector organizations throughout the Greater Toronto Area.

Our Refugee Sponsorship Training Program (RSTP) works with private sponsors across Canada to assist them in successfully sponsoring refugees through the Private Sponsorship of Refugees Program.

Contact Information:

Brampton:

146 Queen Street East, Suite 306

Phone: 905.457.7740

Mississauga:

3660 Hurontario Street, 7th Floor

Phone: 905.273.4140

Mississauga:

4557 Hurontario Street, Unit B11

Phone: 905.272.1703

Mississauga:

1477 Mississauga Valley Blvd.

Phone: 905.232.7010

www.cathcrosscultural.org



Indus Community Services (Indus) is an accredited, not-for-profit community benefit organization that has served local

communities for 35 years. The agency is a registered charity supported by its donors and by all three levels of government. Indus, through its professional staff of 140+ personnel, are leaders in providing culturally appropriate services to newcomers, families, women and seniors.

The Gold Seal indicates that our services and programs meet the highest international standards and are an indication of the organization's dedication and commitment to improving the quality of the lives of people served.

We are a community benefit organization focused on building resilient and healthy communities by offering person-centered, anti-oppressive programs and services.

We assist victims of family violence through crisis intervention, and supportive counselling. Clients navigating the family court system can also receive support through our Family Court Support Worker.

Services provided:

- ▶ Crisis intervention
- ▶ Safety planning/ risk assessment
- ▶ Supportive, clinical and settlement counselling
- ▶ Support for individuals experiencing Human Trafficking
- ▶ Life-skills
- ▶ Positive parenting
- ▶ Advocacy
- ▶ Family Court Legal support
- ▶ Transitional support
- ▶ Internal referrals to Indus Community Services programs and external referrals to Safe Centre agencies

Contact Information:

Phone: 905.275.2369

www.induscs.ca



Oasis Center des Femmes's mission is to equip Francophone women in Greater Toronto and Halton-Peel, affected by violence in all its forms, so that they can improve their situation and become totally independent.

Counselling

At the end of their counselling journey, the women report feeling better in terms of their self-esteem and that their anxiety attacks decrease, which allows them to function better in their lives.

To make an appointment:

Toronto: 416.591.6565 ext. 226

Brampton: 905.454.3332 ext. 302

In-context Support: Family Court

The support service in the context of the Family Court is intended for all French-speaking women who are victims of family violence involved in Family Court proceedings.

To make an appointment:

Phone: 416.591.6565 ext. 224

Momentum: Preparation for the Dynamic Life

The Élan program offers services adapted to the needs of each woman, in order to facilitate the process leading to economic autonomy. Each step of the program accommodates the pace of clients who, for specific reasons, cannot attend the group workshop. They then receive services and support individually, by email and/or by telephone.

To make an appointment:

Phone: 416.591.6565 ext. 231

Transitional Support & Housing Support

Transitional support is a program designed to support women in developing a security plan, preparing for their transition, finding housing, finding personalized solutions that meet their needs and living a violence-free relationship.

To make an appointment:

Phone: 416.591.6565 ext. 231

Immigrant and Refugee Women

This service responds to the basic needs of newcomers by offering a welcome and individual support in claiming rights throughout the migration process. We accompany women in their necessary procedures for immigration, the housing network, social services and medical and legal appointments.

For more information:

Phone: 416.591.6565 ext. 225



Oasis Centre des Femmes a pour mission d'outiller les femmes francophones du Grand Toronto et de Halton-Peel, touchées par la violence sous toutes ses formes, pour qu'elles puissent améliorer leur situation et devenir totalement autonomes.

Conseil

À la fin de leur cheminement en counseling, les femmes disent se sentir mieux au niveau de leur estime d'elles-mêmes et que leurs crises d'angoisse diminuent, ce qui leur permet de mieux fonctionner dans leur vie.

Pour prendre rendez-vous :

Toronto: 416.591.6565 (poste 226)

Brampton: 905.454.3332 (poste 302)



Soutien dans le contexte de la cour de la famille

Le service de soutien dans le contexte de la Cour de la famille est destiné à toutes les femmes francophones victimes de violence familiale engagées dans les procédures de la Cour de la famille.

Pour prendre rendez-vous :

Tél : 416.591.6565 (*poste 224*)

Élan : Préparation à la vie dynamique

Le programme Élan offre des services adaptés aux besoins de chaque femme, afin de faciliter le processus menant à l'autonomie économique. Chaque étape du programme tient compte du rythme des clientes qui, pour des raisons spécifiques, ne peuvent pas assister à l'atelier de groupe. Elles reçoivent alors des services et du soutien individuellement, par courriel et/ou par téléphone.

Pour prendre rendez-vous :

Tél : 416.591.6565 (*poste 231*)

Appui transitoire et soutien au logement

L'appui transitoire est un programme conçu pour soutenir la femme dans l'élaboration d'un plan de sécurité, préparer sa transition, trouver un logement, trouver des solutions personnalisées répondant à ses besoins et vivre une relation sans violence.

Pour prendre rendez-vous :

Tél : 416.591.6565 (*poste 231*)

Femmes immigrantes et réfugiées

Ce service répond aux besoins de base des nouvelles arrivantes en offrant un accueil et un soutien individuel dans la revendication des droits tout au long du processus migratoire. Nous accompagnons les femmes dans leurs démarches nécessaires à l'immigration, au réseau de logement, aux services sociaux et aux rendez-vous médicaux et légaux.

Pour obtenir plus d'information :

Tél : 416.591.6565 (*poste 225*)



Peel Children's Aid Society strives to ensure the safety and well-being of the community's most vulnerable with a focus on diversity, equity and inclusion. Through culturally sensitive services, with the support of our Peel community, we help parents and caregivers build healthy families and provide a safe environment for children and youth.

We believe that children and youth belong at home with their families whenever possible, and we will do everything we can to keep families together. Families we work with may be facing challenges such as poverty, unemployment, ill health, domestic violence, mental health issues, or caring for a child who has serious physical, emotional or developmental difficulties.

Some families just need parenting support. Peel CAS works with the family to determine the kind of supports they need, and links them with the appropriate community services.

Together, Peel CAS and our partners work with children and families for a stronger, healthier community.

Contact Information:

Phone: 905.363.6131

www.peelcas.org



Roots Community Services Inc. (RootsCS), our aim is to offer excellent and impactful services to our various client groups, ranging from children aged six years to seniors well into their 90s. We consider all of our programs as pathways to wellness as they are designed and developed with the wellbeing of the client at the centre using anti-racism, anti-oppression and inclusive lenses.

Our focus is on the Black, African and Caribbean communities, however, we serve anyone who seeks our services as we understand what it means to be marginalized, underserved and ignored. We welcome you.

Mental Health & Wellbeing Programs

Youth

- ▶ Enhanced Youth Outreach Worker Program
- ▶ Student and Family Advocate Initiative
- ▶ Healthy Minds, Strong Will Psychotherapy Program
- ▶ Substance Abuse Program for African Canadian and Caribbean Youth (SAPACCY)
- ▶ Families
- ▶ Building Healthy Families – Peel Children's Aid Society
- ▶ Building Healthy Families – Akoma (Peel Children's Aid Society)
- ▶ Building Healthy Families – Halton Children's Aid Society
- ▶ Reach Out Centre for Kids (ROCK) Halton Initiative
- ▶ BAC Community Support Line

Women

- ▶ Fresh Start for Women
- ▶ Gender-Based Violence Prevention Program

Men

- ▶ Black Men Speak Up – Individual, Group & monthly forum

Social Wellbeing & Community Development

- ▶ Arts, Literacy & Tutoring (ALT) Club
- ▶ Black Leaders of Tomorrow
- ▶ Healthy, Active & Wise Seniors (HAWS)

Contact Information:

Phone: 905.455.6789

www.rootscs.org



Trillium Health Partners – Chantel's Place is home to the regional program for the medical/forensic care of survivors of

sexual and/or domestic violence. Service is accessed 24 hours a day, 7 days a week through the Mississauga site Emergency Department or through booked appointments directly through Chantel's Place.

The specially trained team will provide the necessary medical, forensic and/or emotional care and support of persons who recently have been sexually assaulted and/or incurred physical injuries as a result of domestic violence.

This may include assessment, testing and/or treatment, documentation of injuries (photo-documentation), evidence collection, safety planning, referrals, follow up care and counselling.

Contact Information:

Trillium Health Partners – Mississauga Hospital Site

Phone: **905.848.7580 ext. 2548**

www.trilliumhealthpartners.ca/patientservices/womens/chantels-place



VICTIM SERVICES OF PEEL
Help. Healing. Hope.

Victim Services of Peel is a not-for-profit community

organization working in partnership with Peel Regional Police to provide 24/7 crisis intervention support to clients affected by crime, trauma and tragic circumstances in the Region of Peel.

Our experienced team of Crisis Counsellors and responders provide immediate crisis de-escalation, stabilization, safety planning supports, information, and referral support to clients in order to support them in their journey of healing and recovery.

Services offered:

- ▶ South Asian Family Enrichment Program
- ▶ Crisis
- ▶ Safe Centre of Peel
- ▶ Bail Court
- ▶ Transitional Housing Support Program
- ▶ High Risk (Victim Quick Response program)

By giving hope through education and support, while promoting healing through counselling and advocacy, we can empower victims and prevent further trauma.

Our dedicated team of amazing, caring people are committed to responding to each and every call for help.

Contact Information:

Crisis Line: **905.568.1068**

Admin Line: **905.568.8800**

www.vspeel.org



HEALING WITH HOPE

NO ONE SHOULD BE ALONE IN A
TIME OF CRISIS OR TRAUMA

COMMUNITY PARTNERS

CONTACT LIST

Catholic Family Services Peel

Phone: 905.450.1608

Catholic Crosscultural Services

Brampton:

146 Queen St. East, Suite 306

Phone: 905.457.7740

Mississauga:

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Phone: 905.273.4140

Mississauga:

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Phone: 905.232.7010

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Transitional Support &
Housing Support

Phone: 416.591.6565 ext. 231

Immigrant & Refugee Women

Phone: 416.591.6565 ext. 225

Peel Children's Aid Society

Phone: 905.363.6131

Peel Regional Police

Phone: 905.453.3311

Roots Community Services

Phone: 905.455.6789

Safe Centre of Peel

Phone: 905.450.4650

Trillium Health Partners

Chantel's Place

Phone: 905.848.7580 ext. 2548

Victim Services of Peel

Crisis Line: 905.568.1068

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