

Sexual Assault Support Guide

University of Guelph 2014

For more information, please contact
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Section 1: Contact Information

24-Hour Resources

GUELPH-WELLINGTON WOMEN IN CRISIS

- Phone: 519-836-5710
- Toll Free: 1-800-265-7233

WOMEN'S CRISIS SERVICES OF WATERLOO REGION

- 24-Hour Crisis Lines
 - Kitchener: 519-742-5894
 - Cambridge: 519-653-2422
 - Toll Free: 1-800-410-4482
- Anselma House (Kitchener)
 - Phone: 519-741-9184
 - Toll Free: 1-877-419-1517
- Haven House (Cambridge)
 - Phone: 519-653-2289

POLICE SERVICES

Campus Community Police

Emergency Phone: 519-824-4120 Ext. 2000

- Non-emergency phone: 519-824-4120 Ext. 52245

Guelph Police

- Emergency phone: 911
- Non-emergency phone: 519-824-1212

Wellington County OPP

- Emergency phone: 911
- Non-emergency phone: 1-888-310-1122

HOSPITALS

Guelph General Hospital, Guelph

- Phone: 519-822-5350 (general)
- Sexual Assault and Domestic Violence Centre: 519-837-6440 Ext. 2728

Groves Memorial Hospital, Fergus

- Phone: 519-843-2010

Palmerston District Hospital, Palmerston

- Phone: 519-343-2030

Louise Marshall Hospital, Mt. Forest

- Phone: 519-323-2210

Cambridge Memorial Hospital, Cambridge

- Phone: 519-621-2333

Listowel Memorial Hospital, Listowel

- Phone: 519-291-3120

Grand River Hospital, Kitchener

- Phone: 519-749-3611

St Mary's Hospital, Kitchener

- Phone: 519-744-3311

OTHER 24 HOUR RESOURCES

Waterloo Region Sexual Assault & Domestic Violence Treatment Centre, St. Mary's Hospital

- Phone: 519-749-6994

Family & Children's Services of Guelph & Wellington County

- Phone: 519-824-2410
- Toll Free: 1-800-265-8300

Sexual Assault Support Centre of Waterloo Region Crisis & Support Line

- Phone: 519-741-8633

Distress Line – Community Torchlight Guelph/Wellington/Dufferin

- Phone: 519-821-3760
- Toll Free: 1-888-821-3760

Crisis Line – Community Torchlight Guelph/Wellington/Dufferin

- Phone: 519-821-0140
- Toll Free: 1-877-822-0140

Distress Centre – Canadian Mental Health Association Waterloo Region

- Phone: 519-745-1166

Crisis Line – Canadian Mental Health Association Waterloo Region

- Phone: 519-744-1813
- Toll Free: 1-866-366-456

EARS Line (Dedicated to male victims of sexual assault)

- Phone: 519-570-3277

Assaulted Women's Helpline

- Phone: #SAFE (#7233) on your Bell, Rogers, Fido or Telus phone
- Toll Free: 1-866-863-0511

THESE SERVICES OPERATE

24 HOURS A DAY, 7 DAYS A WEEK (including holidays)

University of Guelph On-Campus Resources

(listed alphabetically)

Campus Community Police

Location: Trent Lane

Phone: 519-824-4120, Ext. 52245

Emergency: Ext. 2000 (from any campus phone)

Hours of Service: 24 hours/day, 7 days/week

Description of Services:

In collaboration with the Guelph Police Service, the role of the police is to do a professional and thorough investigation. Trained investigators will ask questions about the assault and the victim may be asked to provide a written or video statement. All measures will be taken to ensure that the victim is made to feel as comfortable as possible throughout the investigative process.

The Campus Community Police will also provide individuals with ongoing support and help them to connect with other community resources.

Couple and Family Therapy Centre

Location: MacDonald Hall Annex

Phone: 519-824-4120, Ext. 56426 (for general information)

Phone: 519-824-4120, Ext. 56335 (to book an appointment)

Hours of Service: By appointment, Monday to Friday: 8:30 a.m. – 4 p.m.

Description of Services:

The therapists at the Couple and Family Therapy Centre work with couples, families and individuals to help them understand and resolve difficulties, challenges and transitions in their lives and relationships, including trauma and/or abuse and violence. The Couple and Family Therapy Centre has a dual mission: It is devoted to providing therapy to families, couples, and individuals, while at the same time training graduate candidates in the Master's degree program, who serve as therapist-interns. The therapist-interns provide all therapy, under the close supervision of faculty members and experienced supervisors/therapists.

Guelph Resource Centre for Gender Empowerment and Diversity
(GRCGED)

Location: University Centre, Room 107

Phone: 519-824-4120, Ext. 58559

Email: grcged@gmail.com

Hours of Service: Please refer to website or call for hours of operation

Description of Services:

The GRCGED is run by volunteers and staff who offer one-to-one support for people in crisis. These volunteers are not therapists or professional counsellors; however, they can offer a supportive ear as well as refer you to other resources and organizations.

The GRCGED volunteers and staff are available to help individuals who feel upset, anxious, stressed out, overwhelmed, exhausted or in need of a break. They will

- listen supportively
- share information
- refer you to relevant resources and to organizations that offer long-term support

The GRCGED also has a private room that has:

- a “Do Not Disturb” sign
- comfy furniture, blankets and tea
- a window that overlooks the garden
- a computer

Office of Diversity and Human Rights

Location: Fielding House, 15 University Ave. East

Phone: 519-824-4120, Ext. 53000

Hours of Service: Monday to Friday: 8:45 a.m. - 4:45 p.m.

Description of Services:

The Office of Diversity and Human Rights provides members of the university community with information and advice on human rights and related matters. This includes helping address and resolve concerns and complaints about sexual harassment, and complaints about sexual assault. Individuals involved in the complaint resolution procedures described in [Human Rights at the University of Guelph](#), the university's human rights policy document, can receive the assistance of a trained Human Rights Resource Person. Human Rights Resource Persons are university community members who are deployed by the office, upon request by university community members involved in the complaint process. The office works in collaboration with university departments to raise awareness about sexual harassment and sexual assault.

Multi-Faith Resource Team

Location: Raithby House

Phone: 519-824-4120, Ext. 58909

Email: faith@uoguelph.ca

Description of Services:

The Multi-Faith Resource Team (MFRT) is a group of leaders or representatives from a number of faiths, who work together to meet the religious and spiritual needs of the university community. They are committed to promoting friendliness, religious understanding, harmony in diversity, and spiritual growth on campus.

As part of Counselling and Disability Services, the MFRT plays a specific role. For some people, a sexual assault can affect one's faith journey or be more difficult to process because of one's faith convictions. Members of the MFRT are available for pastoral care and faith support.

OUTline

Phone: 519-836-4450

Email: outline@uoguelph.ca

Hours of Service: Monday: 3:30-6 p.m.

Wednesday: 6-9 p.m.

Description of Services:

OUTline is a resource and support service specializing in questions relating to sexual orientation and gender identity, serving the University of Guelph and surrounding Guelph/Wellington community. Highly trained volunteers staff the confidential and anonymous phone line to provide support through listening and referrals.

Student Help and Advocacy Centre

Location: University Centre, Level 2

Phone: 519-824-0120, Ext. 58105

Email: shac@uoguelph.ca

Hours of Service: Please see website

Description of Services:

The Student Help and Advocacy Centre (SHAC) is a place on campus where you can go to get help with any issue related to student rights.

SHAC is a student run advocacy and referral centre that works to make information about student rights more accessible! Staff at the centre can help answer any questions regarding issues with human rights, legal, tenancy, financial, academic and any other concerns about student life. For example, we can help answer questions about what landlords are allowed to do, about whether there are any problems with your lease, and about any human rights violations concerns.

SHAC also runs a number of events throughout the year. Check us out during O-week and throughout the year as we run events for Queer Identities Week, Black History Month and much more.

Counselling Services

Location: University Centre, Level 3 South

Phone: 519-824-0120, Ext.
53244

Hours of Service: Individual appointments can be booked from 8:15 a.m. - 4:15 p.m. on weekdays Walk-in services are Monday to Friday: 12:30 p.m. - 3:30 p.m. (fall and winter semesters) and 2 p.m. - 3:30 p.m. (summer semester)

Description of Services:

Counselling Services provides individual counselling to students who have experienced sexual assault directly and to the friends and family of sexual assault victims. Survivors are offered a safe environment to confide and share their experiences related to sexual assault. Counsellors are both sensitive and knowledgeable about the traumatic nature of such an experience for the individual and every attempt is made to respect and honour the student's experience of this event. Support and counselling is provided regardless of when the assault occurred (i.e., immediately after the incident or at any point thereafter). The level of support is very much dependent on the needs of the client with sensitivity to the level and extent of service they are requesting. A treatment plan is developed that is consistent with the mandate of the department and appropriate referrals are made with the client's expressed agreement.

Friends and family members of survivors are also offered counselling to help address their own needs in dealing with the issue as well for advice on how to support a victim of sexual assault.

Student Health Services

Location: J.T. Powell Building, 1st Floor

Phone: 519-824-4120, Ext. 52131

Email: health@uoguelph.ca

Hours of Service: Clinic and walk-in open on weekdays: 8:30 a.m. to 4:30 p.m.

Description of Services:

Student Health Services provides comprehensive primary medical and psychiatric care to full-time and part-time undergraduate and graduate students of the University of Guelph and their immediate family members. Emergency contraception, confidential testing and counselling for sexually transmitted infections, and free pregnancy testing are provided by supportive physicians and nursing staff

Student Support Network

Location: Raithby House

Phone: 519-824-4120, Ext. 55002

Email: ssn@uoguelph.ca

Hours of Service: Monday to Friday: 12 p.m. – 10 p.m. in fall and winter semesters (open until 8 p.m. during scheduled exam weeks)

Closed during summer semester

Description of Services:

The Student Support Network provides confidential and non-judgmental listening and support for the campus community at a drop-in location in McNally House. The drop-in is staffed by highly trained student volunteers who can provide a listening ear and referrals to campus and community resources. The Student Support Network also operates an after-hours support line during the same hours as the drop-in. No appointment necessary.

The Wellness Education Centre

Location: J.T. Powell Building, 2nd Floor

Phone: 519-824-4120, Ext. 53327

Email: wellness@uoguelph.ca

Hours of Service: Monday to Friday: 8:30 a.m – 4:30 p.m.

Description of Services:

Support

The Wellness Education Centre is an educational resource centre that is staffed by highly trained student peer educators and a wellness educator. The Wellness Education Centre provides one-to-one peer support for students who have experienced sexual assault and their friends and family. The Peer Helpers provide survivors with non-judgmental, free, and confidential support and referrals while supporting the decisions that the survivor makes. The Centre provides information in the forms of information kits, pamphlets, handouts, videos and books on sexual assault and domestic violence. No appointment is necessary to speak with a peer educator, but students can make an appointment to meet with the Wellness Educator via email at mbowman@uoguelph.ca or via phone at 519-824-4120, Ext. 56046.

Awareness and Education:

Workshops & Information Displays

Sexual Assault Free Environment (SAFE) is a Wellness team of students who plan, develop and provide programming on respectful relationships and sexual assault education and awareness campaigns on campus.

Wellness Education Training Troupe (WETT) uses social action theatre in a comfortable and safe environment to address challenging, emotional issues related to sexual assault and domestic violence.

Advocacy Services

SAFE provides advocacy by speaking out in support of preventing and ending sexual assault and domestic violence.

Off-Campus Resources

Assaulted Women's Helpline

Phone: 1-866-863-0511

Cell: #SAFE (#7233) on your Bell, Rogers, Fido or Telus cellphone

TTY: 1-866-863-7868

Hours of Service: 24 hours/day, 7 days/week

Description of Services:

The Assaulted Women's Helpline provides a 24-hour crisis line for women. It allows women to reach out for help with the assurance of anonymity and confidentiality.

A telephone counsellor will provide immediate crisis counselling, safety planning, as well as referrals to local agencies and support for the ongoing process to name and act against abuse. Counsellors never meet clients face to face as this is a telephone service only.

Counsellors use a supportive approach that encourages women to look at their needs, and make their own informed decisions.

The helpline is sensitive to the unique needs of immigrant and refugee women, women living with disAbilities, Aboriginal women, lesbians, bisexual women, transgendered women and women of colour, providing referrals to culturally, linguistically and "community appropriate" agencies. Service is provided in up to 154 languages. Deaf and hard-of-hearing women are served through the TTY line.

Community Torchlight

Guelph/Wellington/Dufferin

Crisis Line: 519-821-0140 or 1-877-822-0140

Distress Line: 519-821-3760 or 1-888-821-3760

Youth Support Line: 519-821-5469 or 1-888-821-3760

Emergency Shelter Line: 519-767-6594 or 1-888-821-3760

Hours of Service: 24 hours/day, 7 days/week

Description of Services:

Distress Line:

Trained volunteers are available to listen, and provide support, referrals and crisis assistance services for all ages. Calls are conducted in an atmosphere of confidentiality, anonymity and impartiality.

Youth Support Line:

Provides supportive listening and general referral information to young people who need to talk to someone with a non-judgmental open mind.

Crisis Line:

The Crisis Line is the first point of contact for agencies, hospitals, individuals and professionals needing to access the Crisis Intervention System in Wellington-Dufferin. It offers streamlined and improved access to services for individuals in immediate crisis, including suicide intervention. Trained Crisis Line Workers provide risk assessment, crisis de-escalation, suicide intervention and referral to supportive listening service.

Emergency Shelter Line:

A telephone service designed for anyone in need of EMERGENCY temporary shelter and somewhere warm and safe to sleep. This service does not help callers find long-term housing.

Services (no fees):

Distress, Youth Support and Emergency Shelter Lines:

- Non-judgmental listening by trained volunteers
- Confidential, 24 hours/day, 7 days/week service
- Anonymity and impartiality
- TTY available
- Referral information

Crisis Line:

- 24 hours/day, 7 days/week telephone hot line for people in crisis
- Crisis support that is confidential, impartial and non-judgmental
- One-call access to the Crisis Intervention System in Wellington and Dufferin counties
- Access to Mental Health Services
- After-office hours direct referrals to specialized services
- Suicide prevention and intervention as prescribed by a risk assessment scale
- Immediate de-escalation of the situation
- Assistance in exploring options to cope with and get through a crisis situation.

Family & Children's Services of Guelph & Wellington County

Address: 275 Eramosa Rd., Guelph (Head Office)

24-Hour Phone: 519-824-2410

Toll Free Phone: 1-800-265-8300

Fax: 519-763-9628

Hours of Service: Monday to Friday: 8:30 a.m. – 4:30 p.m.
Emergency Services after hours and weekends

Description of Services:

PREVENTION: works with the community to protect children and to strengthen families. Supports primary prevention programs.

CONSULTATION: provides consultation without obligation to parents, youth, agencies and concerned community members.

CRISIS INTERVENTION: provides short-term professional counselling and support for families in crisis. Offers pregnancy planning and a postnatal counselling service.

CHILD PROTECTION: responds to reported concerns that children may be abused, neglected or otherwise in need of protection. Child abuse is investigated with police when appropriate. Support and counselling services are provided to prevent family breakdown, to deal constructively with separation, and/or to reunite families following treatment.

CHILD PLACEMENT: assists parents to make arrangements for alternative care for children with relatives or friends. If necessary, provides foster or institutional care for children and counselling services to help families reunite as quickly as possible.

ADOPTION: arranges planned placements for children requiring permanent care and post-adoption support services. Signs private adoption consent forms and offers post-disclosure services.

PREGNANCY COUNSELLING: voluntary support and counselling to women who are pregnant. Counselling focuses on options regarding pregnancies, support regarding prenatal care and preparation for the baby's arrival.

Family Counselling and Support Services for Guelph-Wellington

Address: 109 Surrey St. East, Guelph

Phone: 519-824-2431

Toll Free Phone: 1-800-307-7078

Fax: 519-824-3598

Hours of Service: Monday: 9 a.m. – 5 p.m.

Tuesday to Thursday: 9 a.m. – 9 p.m.

Friday: 9 a.m. – 5 p.m.

Description of Services:

Peaceful Alternatives Program

This is a group that addresses woman abuse. It provides individual and couple assessments, separate group education/counselling sessions, and individual counselling for both men and women. Women may access the program free of charge. The cost for men to access individual counselling or the 12-week group program is set according to a sliding scale. Abuse includes physical, verbal, psychological, emotional, financial and/or sexual abuse perpetrated by a woman's intimate partner.

The Early Intervention Program for Child Witnesses of Woman Abuse

This program is for children who have witnessed family violence. Children ages 4-16 who have witnessed any form of violence or abuse in their family can be referred to the group. Mothers are encouraged, but not required, to attend a separate group to assist them in helping their children to heal. There is no cost for either group. Assistance with transportation and childcare is provided if necessary.

The Guelph Program for Adult Survivors of Early Childhood Trauma

This program is for women who have experienced sexual trauma as children. It offers individual, couple, family and group counselling. Group counselling is free of charge. A sliding scale is used to calculate the charge for individual, couple and family counselling.

The Rural Program for Adult Survivors of Childhood Sexual Trauma

This program is for women from rural Wellington County who have experienced sexual trauma as children. It offers individual, couple, family and group counselling free of charge.

Case Management

This is a program for people of all ages who experience developmental challenges. Case managers will assist and refer people who are dealing with childhood sexual trauma or intimate partner violence. This service is available in both Guelph and Wellington counties and is free of charge.

Credit and Debt Counselling

This program is designed to assist people who are experiencing financial difficulties or want to learn more about budgeting and money management. Fees are set according to a sliding scale.

Guelph-Wellington Women in Crisis

Address: 38 Elizabeth Street, Guelph

Phone: 519-836-1110

Toll Free Phone: 1-800-265-7233 (TTY/TDD accessible)

Crisis Lines: 519-836-5710 (TTY/TDD accessible)

Fax: 519-836-1979

Hours of Service: Admin. Office: Monday to Friday: 9 a.m. – 5 p.m.

Crisis Lines: 24 hours a day

Description of Services:

Guelph-Wellington Women in Crisis is a dynamic, community-based feminist organization providing services related to woman abuse and sexual violence for women and their children in Guelph and Wellington County. Guelph-Wellington Women in Crisis works from an integrated feminist, anti-racist, anti-oppression framework, believing that services must be inclusive and equitable for all individuals accessing the programs while being responsive to issues of race, gender, religion, age, sexual orientation, socio-economic status and/or abilities.

Programs

- Marianne's Place (shelter)
- Rural Women's Support Program
- Sexual Assault Centre
- Transitional and Housing Support Program
- 24-Hour Crisis Line

Marianne's Place – Shelter (Guelph-Wellington Women in Crisis)

Crisis Phone: 519-836-5710 (TTY/TDD accessible)

Toll Free Crisis Phone: 1-800-265-7233 (TTY/TDD accessible)

Hours of Service: 24 hours/day, 7 days/week

Description of Services:

Marianne's Place is a fully accessible 28-bed emergency shelter for women and children leaving violence. It provides temporary shelter for women and their children experiencing physical, emotional, sexual, verbal and/or financial abuse and stalking. The location of the shelter is confidential.

Services (no fee):

- Safety and shelter, in a communal setting
- Safety planning
- Interpreters for various languages, American Sign Language
- Immediate telephone support and information through our 24-hour crisis lines
- Assistance with housing, legal (two-hour free legal-aid form available), restraining orders, financial and custody issues
- Accompaniment/advocacy on visits to police, court, hospital, lawyers, social services and community agencies
- One-to-one support as well as group support, and recreational, social and educational opportunities for women and their children throughout their stay
- Daily programming for children
- Library and resource materials
- Practical assistance, including dietary and cultural foods, clothing donations
- Education and training for community groups, schools and agencies on all aspects of woman abuse
- Access to all other programs of Guelph-Wellington Women in Crisis

Sexual Assault Centre (Guelph-Wellington Women in Crisis)

Office Phone: 519-823-5806

Fax: 519-836-1979

Crisis Phone: 519-836-5710 (TTY/TDD accessible)

Toll Free Crisis Phone: 1-800-265-7233

Hours of Service: Monday to Friday: 9 a.m. - 5 p.m. Evening groups and appointments 24-hour Crisis Lines

Description of Services:

The Sexual Assault Centre offers individual and group counselling and support to women 16 years of age and older who have experienced sexual assault, childhood sexual abuse/incest or sexual harassment recently or in the past. Support is also available for family, partners and friends of survivors.

Services (no fee):

- Immediate telephone support and information through the 24-hour crisis lines
- Immediate crisis and information appointments
- Long-term individual counselling
- Group counselling
- Workshops on selected issues
- Accompaniment to police, court, hospital and other appointments
- Assistance with criminal injury compensation and victim impact statements
- Advocacy, court preparation and community referrals
- Sexual harassment support/information
- Support and information for friends and family of survivors
- Information about sexual assault, sexual harassment, childhood sexual abuse/incest and stalking
- Information on legal and medical procedures and options
- Practical assistance
- Client library and other resource materials
- Public education and professional training on a variety of topics

Rural Women's Support Program (Guelph-Wellington Women in Crisis)

Crisis Phone: 519-836-5710 (TTY/TDD accessible)

Toll Free Crisis Phone: 1-800-265-7233

Hours of Service: Office - Monday to Friday: 9 a.m. - 5 p.m. Evening groups
24-hour Crisis Lines

Locations:

Fergus

479 St. Patrick St. W, Fergus

Phone: 519-843-6834

Fax: 519-843-9945

Erin

45 Main St., Erin

Phone: 519-833-2301

Fax: 519-833-7421

Palmerston

360 King St., Unit 3, Palmerston

Phone: 519-343-5192 or 1-800-661-6041

Fax: 519-343-5197

Mount Forest

102 Main St. S, Mt. Forest

Phone: 519-323-3638

Fax: 519-323-2844

Description of Services:

The Rural Women's Support Program provides services for women and their children living in rural Wellington County who have been or are in an abusive relationship, or have experienced childhood sexual abuse/incest, recent or past sexual assault, harassment and stalking.

Services (no fee):

- Immediate telephone support and information through 24-hour crisis lines
- Individual counselling and support
- Group counselling
- Connection to Marianne's Place shelter

- Safety planning
- Transportation/accompaniment to court, police, hospital, shelter and rural services
- Transportation/childcare may be provided if needed during counselling or group counselling.
- Advocacy and support for criminal injuries compensation, victim impact statements, restraining orders, custody arrangements
- Information and referrals to other community agencies and supports if requested
- Information concerning sexual assault, incest, woman abuse
- Client library and resource materials available
- Practical assistance
- Harassment support and information
- Education and training on issues related to woman abuse or sexual violence
- Assessment, implementation and ongoing support for the Domestic Violence Response System (DVERS)
- Support and information for family and friends of survivors

Transitional & Housing Support Program (Guelph-Wellington Women in Crisis)

Phone: 519-836-6865 TTY/TDD

accessible

Fax: 519-836-1979

Crisis Phone: 519-836-5710 (TTY/TDD accessible)

Toll Free Crisis Phone: 1-800-265-7233 (TTY/TDD accessible)

Hours of Service: Office - Monday to Friday: 9am -5pm

Description of Services:

The Transitional and Housing Support Program offers a range of services to women in the community who are experiencing violence/abuse as well as those who have left violent/abusive relationships recently or in the past.

Services (no fee):

- Immediate telephone support and information through 24-hour crisis lines
- Individual support (one-on-one sessions, phone or email)
- Support groups (including groups for women ages 55 and over and for women born outside of Canada)
- Safety planning
- Transitional planning
- Legal information and accompaniment and free form for legal consultation
- Advocacy and support in accessing other community supports
- Practical assistance
- Assessment, implementation and ongoing support for the Domestic Violence Response System (DVERS)
- Education about violence, abuse and harassment
- In-home childcare subsidy available when attending appointments and/or groups
- Out-of-town interpreters provided free of charge

Guelph-Wellington Care and Treatment Centre

for Sexual Assault and Domestic Violence, Guelph General Hospital

Office Phone: 519-837-6440, Ext. 2728 (Emergency Department)

24-Hour Phone: 519-837-6640, Ext. 2210

Hours of Service: 24 hours/day, 7 days/week

Description of Services:

Guelph-Wellington Care & Treatment Centre for Sexual Assault and Domestic Violence is the regional Centre for Guelph and Wellington County providing services to women, men and children who have been sexually assaulted or abused or have experienced domestic violence (up to one year following assault). Care is provided by specially trained nurses or a social worker in a private and quiet room away from the emergency department. Services are based on the needs and choices of each client and police are not called without client consent.

Services (no fee):

Sexual Assault

- Physical examination, assessment and treatment of injuries
- Information, testing, counselling and preventative treatment for pregnancy (emergency contraception) and sexually transmitted infections such as gonorrhea, chlamydia and HIV
- Option of completing the sexual assault evidence kit for clients who wish to, or are considering, proceeding with legal action. The evidence kit may be frozen for up to six months at the hospital to give the client necessary time to make personal decisions
- Emotional support, crisis counselling, advocacy, referrals to community resources, and information about common reactions following an assault
- Children who have experienced sexual assault receive specialized care from nurses who have received additional training on pediatric sexual abuse

Domestic Violence

- Physical examination, assessment, treatment of injuries
- Option to document injuries, including photography
- Emotional support, crisis counselling, advocacy and information about the effects and dynamics of domestic violence
- Safety planning and risk assessment
- Information and referrals for counselling as well as other community resources
- Women or men who have experienced sexual assault in the context of an intimate relationship will also be offered sexual assault options

Follow-Up Health Care and Counselling Services

- The follow-up nurse will provide and monitor ongoing medications, review test results and provide the option of retesting for sexually transmitted infections
- Photography can also be offered at this time
- The social worker will provide counselling, advocacy and referral to other community agencies

Education and Information

- Education on sexual assault, domestic violence and child sexual abuse can be provided for professionals and community groups

Homewood Health Care: Acute Assessment Unit, Trillium

Phone: 519-824-1010 Ext. 2220

24-Hour Phone: 519-824-1010

Fax: 519-824-8751

Hours of Service: 24 hours/day, 7 days/week

Description of Services:

Homewood Health Care provides assessment and treatment of persons in crisis who are unable to keep themselves safe in the community. Inpatient services can include medication treatment for stabilization, attendance at various educational and active groups, and short-term counselling for individuals, couples and families. An interdisciplinary team of professionals provides services.

The outpatient program provides access to the same services previously mentioned, except for assessment and treatment by physicians and nurses in the hospital.

Referral to Homewood Health Care is by physicians, psychiatrists and assessment officers at Guelph General Hospital and Wellington County hospitals.

Program for Traumatic Stress Recovery

Phone: 519-824-1010

Coordinator: 519-824-1010 Ext. 2211

Fax: 519-767-3537

Hours of Service: 24 hours/day, 7 days/week

Description of Services:

The Program for Traumatic Stress Recovery is a six-week co-ed inpatient program using mainly group therapies for treatment of past trauma. This is not a crisis response service; rather, the focus is on supporting clients to be able to cope in the present.

Legal Clinic of Guelph and Wellington County

Address: 11 Wyndham St. North, Guelph

Phone: 519-821-2100

Toll Free: 1-800-628-9205

Fax: 519-821-8192

Hours of Service: Office Hours: Monday to Friday: 8:30 a.m. – 4:30 p.m. (Closed for lunch 12-1 p.m.)

Mission Statement:

The purpose of the Legal Clinic is to effect social change through advocacy, education and empowerment or legal representation in the area of poverty law.

Description of Services:

Free legal advice is provided to people in the following circumstances:

- Tenants who are being threatened with eviction or who have received an eviction notice
- Tenants who are having problems with their landlords
- People who have been denied Priority Status on the Housing waiting lists
- Ontario Works or Ontario Disability Support Program recipients who have had their benefits suspended, cancelled or denied
- Anyone who has been denied a Canada Pension Plan Disability Pension

We can also provide information in the areas of employment standards, employment insurance, human rights, consumer rights and other administrative areas of law.

Referral Process:

Individuals can self-refer by telephoning or walking into the clinic during intake hours. Potential clients will meet with an intake worker, who may be a lawyer or a Community Legal Worker working under the supervision of a lawyer. You do not need a Legal Aid certificate to access clinic services. The clinic is not able to assist people with family or criminal law matters; for these issues please contact Legal Aid Ontario (see below).

Other Legal Resources in Wellington County

Legal Aid Ontario

Phone: 519-824-0170

Location: 11A Suffolk Street, Guelph

The Legal Aid Ontario office will provide a financial assessment to determine if people qualify for a Legal Aid certificate. This certificate can then be taken to a private bar lawyer in the community for some types of specialized legal services in the areas of family law and criminal law.

Lawyer Referral Service

Phone: 1-900-565-4577

Family Law Information Clinic

Every Friday morning from 9 a.m. until noon at the Family Courthouse (74 Woolwich Street, Guelph), a lawyer who practices family law is available on a first come, first serve basis to meet with people who have questions or issues with family law matters (divorce, child custody and access arrangements, etc.).

Fresh Start Housing

Every Wednesday evening from 6-9 p.m. at Fresh Start Housing (150 Wyndham Street, Guelph), a lawyer is available on a first come, first served basis to meet with people who have questions or issues and to offer general legal advice. There is a time limit of 15 minutes per person.

Police Services in Guelph and Wellington County

Guelph Police Service

Phone: 519-824-1212

TTY Phone: 519-824-1466

Emergency #: 911

Fax: 519-763-0516

Hours of Service: 24 hours/day, 7 days/week

Wellington County, Ontario Provincial Police

Locations: Rockwood, Fergus, Mount Forest & Palmerston

Phone: 1-888-310-1122

TTY Phone: 1-888-310-1133

Emergency #: 911

Hours of Service: 24 hours/day, 7 days/week

Description of Police Services:

The role of the police is to investigate the assault, enforce the law and to find the person or persons who are responsible for the crime. Trained investigators will ask questions about the assault and the victim may be asked to provide a written or video statement. All measures will be taken to ensure that the victim is made to feel as comfortable as possible throughout the investigative process.

Reporting to the Police

Sexual Assault

When you contact the police to report a sexual assault, the police may ask the following questions:

- Are you willing to go to the hospital for medical treatment and for the collection of forensic evidence?
- Are you willing to make a statement? It is important for you to relate everything that is remembered, without guessing.
- Some questions may be difficult to talk about; however, the information is needed for the investigation.

You can always ask the officer about the relevance of anything being asked. If charges are laid, the police will present all the information from the investigation to the Crown Attorney. The Crown Attorney will review the case and determine how to proceed. The police can provide information about community services for immediate and ongoing support.

Domestic Violence

The police are required to lay charges when they believe an assault has taken place. The police will need to get a statement and collect evidence. Once the police have laid charges, you cannot have them dropped. The Crown Attorney determines how to proceed with the case. If they lay charges, the accused will be taken to the police station. The accused may be released or may be held over for a bail hearing depending on the circumstances. You should tell the investigating officer about any safety concerns. The police can provide information about community services for immediate and ongoing support.

It is important to know that you can be accompanied by a support person during any of these processes.

Always remember to ask for the officer's business card and contact the officer to provide further information or to ask more questions.

Probation and Parole Services

Address: 2nd Floor, 75 Farquhar St., Guelph

Phone: 519-837-6306

Fax: 519-837-6311

Hours of Service: Monday to Friday: 8:30 a.m. - 4:45 p.m.

Description of Services:

Probation and Parole Services is responsible for the supervision of adults on probation or conditional orders issued by all courts of criminal jurisdiction, and parole by the Ontario Parole Board.

Sexual Assault Support Centre of Waterloo Region

Address: 151 Frederick St., Suite 201, Kitchener

Phone: 519-571-0121

Crisis Phone: 519-741-8633

Fax: 519-571-0522

Email: info@sascwr.org

Hours of Service: Crisis Line available 24 hours/day, 7 days/week

Description of Services:

The Sexual Assault Support Centre of Waterloo Region provides a 24-hour crisis and support line, staffed by female volunteers who have completed a comprehensive training program.

Supports provided:

- Immediate crisis support and intervention
- Options, information & referrals, as well as advocacy and accompaniment to referrals
- Support for women, men, and transfolk who have experienced sexual violence as a child or adult as well as support for their services and loved ones

In addition to the phone line, we also offer individual and group counselling, public education, advocacy and court support services. More information about these services can be found on our website.

Trellis Mental Health & Developmental Services, Guelph

Guelph Locations:

147 Delhi St. Office:

Phone: 519-821-2060

Fax: 519-821-6139

485 Silvercreek Pkwy. N Office:

Phone: 519-836-4991

Fax: 519-836-7459

Hours of Service: Monday to Friday: 9 a.m. - 5 p.m.

Description of Services:

Trellis Mental Health & Developmental Services provides mental health assessment and treatment to victims of sexual assault and domestic violence who are experiencing severe and persistent mental health issues. Services are provided to people of all ages, from infants to seniors.

Other Locations:

Fergus

234 St. Patrick St. E

Phone: 519-843-6191

Toll Free: 1-800-265-7723

Fax: 519-843-7608

Mount Forest

392 Main St. N, Suite 1

Phone: 519-323-4004

Fax: 519-323-3771

Orangeville

15 Brenda Blvd

Phone: 519-941-0465

Fax: 519-941-0580

Kitchener

130 Weber St. W, Suite 202

Phone: 519-576-2333

Fax: 519-576-8980

Victim Services Wellington

Guelph Phone: 519-824-1212, Ext. 7304

Mount Forest Phone: 519-323-9660

Email: victim@vswguelph.on.ca

Hours of Service: On Call Emergency Services: 24 hours/day, 7 days/week

Office Hours: Monday to Friday: 8:30 a.m. – 4:30 p.m.

Description of Services:

Working in partnership with emergency services, Victim Services Wellington provides on-site emotional and practical support to victims of crime and tragic circumstances throughout Guelph and Wellington County.

Victim Crisis and Referral Services (VCARS)

- Provides support to victims on-site
- 24 hours/day, 7 days/week through emergency services
- Emotional, practical assistance
- Crisis intervention
- Referrals to appropriate agencies

SupportLink/DVERS (Domestic Violence Emergency Response System)

- SupportLink provides cell-phones, pre-programmed to dial 911.
- Risk assessment, safety planning
- Follow-up

DVERS is a personal alarm installed in the home of high-risk individuals in partnership with ADT, home security.

Victim Quick Response Program (VQRP)

Assistance is offered to victims of violent crime requiring immediate financial assistance that cannot be obtained through other sources.

Financial support can be accessed for:

- Emergency expenses, i.e., for safety
- Funeral expenses
- Counselling
- Transportation

Victims must be eligible and meet all requirements.

Referral Processes:

- Wellington County OPP and Guelph Police Service dispatch centres will contact police officers
- Community agencies and services may call either the Mount Forest or Rockwood office Monday to Friday, 9 a.m. – 5 p.m.

Rural Services

Community: Mount Forest

Email: vsmtfrst@vswguelph.on.ca

Hours of Service: 24 hours/day, 7 days/week

Victim/Witness Assistance Program Wellington County (Ontario Ministry of the Attorney General)

Address: 36 Wyndham St. S, Guelph

Phone: 519-837-6366

Toll Free: 1-888-579-2888

Fax: 519-837-6371

Hours of Service: Monday to Friday: 8:30 a.m. - 5 p.m.

Description of Services:

The Victim/Witness Assistance Program provides information, assistance and support to victims and witnesses of crime throughout the criminal justice process in order to improve their understanding of, and participation in, the criminal justice process.

Services:

Services will be offered on a priority basis to victims of child abuse, sexual assault, partner assault/domestic violence, families of homicide victims or traffic fatalities, vulnerable victims with special needs and elderly victims.

Such services will include:

- Early contact by letter or telephone
- Advocacy
- Information about the client's case throughout the criminal court process
- Emotional support, including crisis intervention and debriefing
- Needs assessment and referrals to community agencies
- Discussion of safety issues and referrals to community agencies for comprehensive safety planning
- Liaison with the Crown and police, including providing information about the client's views on sentencing
- Court preparation and orientation
- Court accompaniment (at request of client only, resources permitting) or when the client is a child or a vulnerable client
- Information and assistance in completing Victim/Impact Statements and Criminal Injuries Compensation Board forms

Referral Process

Referrals are received from police, Crown Attorney's office, community agencies, victims and witnesses and/or their families.

Waterloo Region

Sexual Assault & Domestic Violence Treatment Centre

Locations:

- **Administrative Office:** 400 Queen Street South, Kitchener
- **Treatment Centres:**
 - St. Mary's General Hospital Emergency Department (911 Queen's Boulevard, Kitchener)
 - Cambridge Memorial Hospital Emergency Department (700 Coronation Boulevard, Cambridge)

Office Phone: 519-749-6994

Hours of Service:

- Office Hours: Monday to Friday: 8:30 a.m. - 4:30 p.m.
- Emergency services available 24 hours/day, 7days/week

Description of Services:

The Waterloo Region Sexual Assault & Domestic Violence Treatment Centre helps and supports women who are or have been abused by their current or former partners, as well as women who have been sexually assaulted. Woman over the age of 16 can contact the centre to talk with someone about abuse in their relationships. Staff will listen and help individuals figure out what steps they might choose to take next. The nurses and social workers on the team can address medical concerns, support emotional needs and assist with safety planning. All services are free of charge.

Individuals can contact the treatment centres in the emergency departments at St. Mary's General Hospital or Cambridge Memorial Hospital. They can be reached directly by phone during the office hours, or a confidential message can be left on the phone with information about a safe time to return the call. Individuals can also come to the counselling and administration offices at 400 Queen Street South in Kitchener to make an appointment.

Wellington County Social Services

Ontario Works

Phone: 519-837-2670

Fax: 519-837-0708

Hours of Service: Monday to Friday: 8:30 a.m. - 4:30 p.m.

Description of Services:

Ontario Works provides financial and employment assistance to people in need. Entitlement is based on Ontario Works eligibility, family size, accommodation expenses and other approved costs, such as Community Start Up and Maintenance Benefits. The entitlement may be provided monthly or on a one-time basis depending on circumstances. If it is determined that the personal safety of an individual and/or family is at risk due to domestic violence, our office will expedite our processes to assist them financially. A Special Services Worker is available to provide assistance to those women staying at the Women In Crisis shelter.

Wellington and Guelph Housing Services (WHGS)

Address: 138 Wyndham St. N, Guelph

Phone: 519-824-7822

Crisis Phone: 1-800-663-0750

Fax: 519-837-6349

Hours of Service: Monday to Friday 8:30 - 4:30 pm

Description of Services:

The County of Wellington owns and operates 1,189 housing units in Guelph and throughout Wellington

County, which are available on a “rent geared to income” basis for eligible individuals, couples, families, persons with disabilities, and seniors. WGHS coordinates applications for subsidized housing through the Centralized Waiting List, which includes units owned by the county as well as those run by non-profit and co-operative groups.

Waiting lists for rental accommodation vary according to unit sizes and geographic locations. Priority status may also be granted to some applicants. Special Priority Status applicants are those whose personal safety, or that of their family, is at risk because of a person with whom they live or have lived. The abuse must be documented by a professional, such as the police or a community agency serving victims of violence. Urgent Priority Status may be granted to applicants who are homeless and/or meet additional criteria.

Wellington-Dufferin-Guelph Public Health

Phone: 519-846-2715

Toll Free: 1-800-265-7293

Fax: different for each location

Description of Services:

The Wellington-Dufferin-Guelph Public Health Unit offers the following services:

- Birth control and sexually transmitted infections (STI) testing and treatment
- Morning-after pill or emergency contraceptive pill provision
- Pregnancy testing and counselling regarding options
- Anonymous HIV testing and needle exchange

Clinic Locations

Guelph

Address: 20 Shelldale Cres.

Hours of Service: Monday, Wednesday & Friday: 9 a.m. - 4 p.m.

Tuesday and Thursday: 9 a.m. – 6:30 p.m.

Fergus

Address: 474 Wellington Rd. # 18, Suite 100

Hours of Service: Tuesday & Thursday: 8:30 a.m.- 4 p.m. Monday: 11 a.m. – 4:30 p.m. (Closed 1-2 p.m.)

Mount Forest

Address: 311 Foster St.

Hours of Service: Thursday: 9 a.m. - 4 p.m.

Orangeville

Address: 71 Broadway

Hours of Service: Monday, Wednesday & Friday: 9 a.m. – 4 p.m.

Tuesday: 11 a.m. – 5:30 p.m.

Shelburne

Address: Mel Lloyd Centre, 167 Centre St., 2nd floor (Entrance C)

Hours of Service: Monday: 2:15 p.m. – 4 p.m. (Sexual Health)

Thursday: 12:45 p.m. – 5 p.m.

Palmerston (Rural Women's Support Program)

Address: 360 King St., Unit 3

Women's Crisis Services of Waterloo Region

Addresses:

- Anselma House - 700 Heritage Dr., Kitchener - 519-741-9184
- Haven House - 562 Concession Rd., Cambridge
- 519-653-2289

Crisis Phone: 519-742-5894 (Kitchener) or 519-653-2422 (Cambridge)

Toll Free Phone: 1-800-410-4482

Fax:

- Anselma House: 519-741-1478
- Haven House: 519-653-0902

Description of Services:

Residential Services

The residential program serves women 16 years of age and over, with or without their children. Women are eligible if they are experiencing any form of abuse in an intimate or familial relationship, as assessed by our workers, and who have no other safe place to go.

The crisis phone lines at Women's Crisis Services are available 24 hours a day, seven days a week to discuss abuse concerns as well as to provide support and guidance on how to identify and deal with abusive relationships. Workers arrange admission for women seeking safe shelter. Once at the shelter, the support is ongoing and advocacy continues to help women with legal needs, housing, parenting and transitioning toward independence. Services offered include a food and nutrition program, child and youth program and groups to help women move beyond violence. Workers also assist women with safety planning and referrals to community resources if deemed appropriate. For immigrant women whose first language is not English, Women's Crisis Services offers interpreters and has a language line available for immediate responses.

Outreach Services

The Outreach Program is a free, confidential service available to abused women and children who have resided at the shelter and are transitioning to independence, and to women still in abusive situations who are seeking assistance. Safe Steps is a group program organized through the agency. Community group sessions are run three times per year, and offer concurrent groups for mothers and their children. The programs offer meals, transportation and childcare to participants. Women age 16 and older, with or without their children, who are experiencing or who have experienced any form of abuse in an intimate or familial relationship will be accepted into the programs.

Community Education and Professional Training:

Women's Crisis Services of Waterloo Region provides education and training to community members and professionals through the Public Education Program. Topics include: an overview of domestic violence, violence in dating relationships, the impacts of abuse on women, the impacts of woman abuse on children, healthy and unhealthy relationships, self-esteem building, gender roles and stereotypes, woman abuse and anti-oppression/anti-racism, boundaries and healthy communication.

Presentations are available to organizations and groups such as schools, colleges, universities, professional agencies, churches and other places of worship, community neighbourhood centres, work places and community events.

The presentations and workshops are interactive, informative and tailored to meet the specific needs of each audience. Training can range from one hour to a full day to mini-sessions.

Section 2: Education Information

What is sexual assault?

Sexual assault is defined as any kind of sexual contact without mutual consent – and it’s against the law. It can include unwanted kissing, fondling, oral or anal sex, intercourse or other forms of penetration, or any other unwanted act of a sexual nature. If anyone, regardless of their relationship to you, pressures or forces you into any sexual act, you have been sexually assaulted. You cannot give consent if you are under the influence of alcohol or drugs. Anything other than an explicitly stated “yes” means “no”!

Most assaults are committed by people known to the victim: friends, dates, partners (including spouses), parents, doctors, caregivers, employers, teachers and attendants. Unfortunately, many people who were assaulted by someone they know deny themselves the support they need or blame themselves for what happened, even though it wasn’t their fault.

[Credit: Student Health Services](#)

The legal definition

The *Criminal Code* defines “consent” in sections 265(3) and 273.1

Section 265(3) describes certain circumstances in which consent is not obtained:

265(3) For the purposes of this section [assault], no consent is obtained where the complainant submits or does not resist by reason of

- (a) the application of force to the complainant or to a person other than the complainant;*
- (b) threats or fear of the application of force to the complainant or to a person other than the complainant;*
- (c) fraud; or*
- (d) the exercise of authority.*

Section 273.1(1) sets out a definition of consent for the purposes of the sexual assault provisions in the Criminal Code and s. 273.1(2) and (3) address circumstances in which no consent is obtained:

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

(2) No consent is obtained, for the purposes of sections 271, 272 and 273, where

- (a) the agreement is expressed by the words or conduct of a person other than the complainant;*
- (b) the complainant is incapable of consenting to the activity;*

- (c) *the accused induces the complainant to engage in the activity by abusing a position of trust, power or authority;*
- (d) *the complainant expressed, by words or conduct, a lack of agreement to engage in the activity; or*
- (e) *the complainant, having consented to engage in sexual activity, expressed, by words or conduct, a lack of agreement to continue to engage in the activity.*

(3) *Nothing in subsection (2) shall be construed as limiting the circumstances in which no consent is obtained."*

Let's put that in plain English ...

The survivor of a sexual assault is the "complainant" referred to in the *Criminal Code* passages above.

There are some situations where a person may be forced into consenting, and that's still assault. These situations include:

- The use of force; for example, if someone holds a weapon up to you, or is holding a weapon up to someone else. That goes for threats too. The threats don't necessarily have to be made against the victim; they may be threats against friends or loved ones.
- If you are tricked into having sex under false pretenses; for example, if someone consents to having sex with a condom, and then refuses to wear one.
- If someone with any kind of authority over you (e.g., a teacher, doctor, etc.) uses that power to get you to engage in a sexual act.

In the *Criminal Code*, consent is defined as "the voluntary agreement of the complainant to engage in the sexual activities in question." However, there are some situations where this consent doesn't exist:

- If someone else consented for you. For example, if your friend told the perpetrator that you think he's really attractive and you want to have sex with him, that doesn't mean it's okay for him to have sex with you without your permission.
- If you can't consent. This might be due to your age, because you're intoxicated, etc. (more about that later).
- If you engage in sex because the perpetrator used their position of authority or trust to get you to agree.
- If you told the perpetrator (verbally or with your body) that you don't want to engage in sexual activity.
- If you told the perpetrator previously that you do consent to sex, but then you change your mind and communicate that change with words or with actions.

When can't someone give consent?

- If they're under the influence of drugs or alcohol
- If they have sex because the accused has abused a position of trust, power or authority
- If they're related to the accused by blood
- If they're age 14 or 15 and the other person is five or more years older
- If they're age 12 or 13 and the other person is two or more years older
- If they're age 16 or 17 and the older person is in a position of trust

Remember, if someone expresses a lack of agreement in words or by their conduct; for example, saying "not now" or leaving the room, it means NO.

[Credit: Consent fact sheet by the Ottawa Rape Crisis Centre and Department of Justice Canada](#)

What is consent?

Consent means "permission to do something." If you choose to have sex, make sure it is a good experience for everyone involved – get consent first.

What is consent?

- Verbal cues – if you and your partner verbally agree that you both want to have sex, consent exists.
- It's freely given – consent cannot be obtained through pressure, threats or coercion.
- It has to be in the present – whether or not you've had sex with someone before doesn't matter, you must give consent each and every time you do the deed.
- It can be limited to a particular sexual act – other sexual acts such as cuddling or kissing or being naked do not imply consent.

If someone is not sure if consent exists, they must ASK.

Remember: Consent can be taken away at any time. People are allowed to change their minds. Credit: *Consensual Sex is Hot* pamphlet from Guelph-Wellington Women in Crisis

Reporting a sexual assault

When deciding whether or not to report a sexual assault to the police, it is important to know what will be involved in the process so you can make the decision that is best for you.

Remember, the role of the police is to investigate in an impartial manner. When an assault has been reported to the police, officers are responsible for gathering, evaluating and processing information or evidence. They must critically evaluate whether the evidence supports prosecuting the case regardless of their personal feelings. They must also rely on the Crown Attorney to concur that there is a reasonable likelihood of conviction before proceeding with laying charges. Part of being an impartial investigator is that the police officer may refer to you as the *victim*, as this is the term used to refer to anyone who has had a crime committed against them.

The investigation can sometimes be confusing from a survivor's viewpoint. It can feel impersonal and be repetitive. Many things are being done and taken into consideration that will benefit the survivor at a later date. Remember that the responding police officers and investigators have been trained to accomplish specific tasks. Their primary goal is to assist the survivor.

There is no time limit for reporting and laying charges for a sexual assault. However, the sooner you call the police, the easier it is for them to collect the evidence needed to prove the charge.

The University of Guelph Office of Diversity and Human Rights

Information about The Formal Complaint Process and Related Matters

The University of Guelph's human rights policy, [Human Rights at the University of Guelph](#), establishes the right to equal treatment without discrimination based on sex and gender. A formal complaint of sexual assault can be filed under the human rights policy by those individuals identified in the "Scope" section of the University's Sexual Assault Protocol.

The formal complaint process is an administrative process and it is also important to note that:

Anyone named in a formal complaint is presumed innocent until a formal decision to the contrary is reached under the terms of the policy and its procedures. Allegations of breaches of policy in this administrative process must be proven on a "balance of probabilities," the standard used in human rights inquiries, not "beyond a reasonable doubt," the standard used in criminal proceedings.

After a formal complaint is filed, the Director of the Office of Diversity and Human Rights, in consultation with the appropriate person(s) with supervisory responsibilities or academic personnel, will determine if any immediate action or interim measures are required to protect the university community or any of its members. These measures may include limiting access to facilities or discontinuing contact between the complainant and respondent during the period of the formal complaint.

The complainant, the respondent and witnesses are encouraged to seek assistance during the formal complaint process. Among those individuals who can provide support are: Human Rights Resource Persons, union/association representatives, friends or relatives. Human Rights Resource Persons are volunteers from the university community who are trained to provide advice to individuals engaged in the formal complaint process. The Office of Diversity and Human Rights can assign a Human Rights Resource Person upon request.

Counselling support is available at no cost for registered students at Counselling Services (Ext. 53244). Counselling is available for full-time employees by contacting the university's Employee Assistance Program provider, Homewood Behavioural Health Corporation (519-821-9258).

Retaliating against someone who participates in the formal complaint process is reprisal. A written allegation of reprisal will be treated as a formal human rights complaint.

STAFF AT THE OFFICE OF DIVERSITY AND HUMAN RIGHTS ARE AVAILABLE TO TALK TO THE COMPLAINANT, RESPONDENT AND WITNESSES ABOUT THE FORMAL COMPLAINT PROCESS.

How to support a sexual assault survivor

What NOT to say or do as a survivor describes the abuse they experienced

- Don't remain silent, because you may be perceived as ignoring them.
- Don't interrupt – let them finish speaking.
- Don't spout a list of directive statements (“shoulds”).
- Don't offer pity (“Oh, you poor thing!”) or insincere concern.
- Don't tell them to “look on the bright side.”
- Don't dwell on the negative.
- Don't smile (a neutral or concerned expression is more appropriate).
- Don't try to say something that will “fix it.”
- Don't say anything that invalidates their decision to disclose or their experiences of abuse, e.g., “Don't tell anyone about it” or “But don't you think your parents did the best they could?”
- Don't tell the person to forget about it, e.g., “Put it behind you” or “Get over it” or “Don't dwell on the past.”
- Don't minimize the potential impact of past abuse.
- Don't ask intrusive questions.
- Don't talk about yourself, your experiences or someone else's experiences.
- Don't disclose your own history of abuse.
- Don't give the impression that you know about the subject.

What you can do to offer support or to respond to a disclosure of sexual assault

Listen to the survivor:

- Be patient and approachable. They'll express their feelings as they feel safe, comfortable, and ready.
- Let them talk.
- Don't pressure them to tell you details or specifics; they'll tell you if and when they are ready.
- You can use empathetic touch (if the survivor is comfortable with it) and speech to help them to feel safe enough to share their experience with you.
- Become aware of the parts of their experience that seem to come up repeatedly. They may represent areas that need special attention and understanding.

Believe them:

- It's important that they understand that you believe them and their description of the events and that the feelings they have about the assault are valid.
- Tell the survivor that they are not responsible for the crime that was committed against them.
- Avoid asking them “why” questions like “why didn't you fight back?” They might feel judged by such questions. The survivor needs to know that you do not blame them for the assault.

Supportive responses:

- It is very important that you convey the message that you do not see the survivor as damaged or any less moral than before the assault.
- Consider sharing your feelings about the effects of sexual assault on your relationship. Consider relationship counselling to help the two of you deal with the event.
- Let the survivor know that they have your unconditional love and support. Tell them you will be there when they need you.
- Encourage them to make their own decisions about further proceedings regarding the incident, such as telling others or reporting. Do not give advice. Instead provide them with options, and support the choices they make. This will allow the survivor to take back some of the power they lost during the assault, and it can help them feel more in control. You will communicate your commitment by supporting the decisions they make.

Dealing with feelings:

- Recognize and accept their feelings as well as yours.
- Do not contact or threaten the perpetrator. It is normal for your initial reactions to be anger towards the perpetrator. Threats may result in a legal action by the perpetrator against you at a time when the survivor needs your strength and support. Keep in mind that your anger can shift attention away from the survivor and toward yourself. They may feel guilty for burdening you, frightened of your rage or reluctant to upset you further at a time when they need your support.
- You may feel it is your job to “fix” the survivor or “make right” what has happened to her/him in the past, and you may get frustrated when the survivor does not heal as quickly as you would have hoped. Remember that only the survivor can “fix” themselves, and your role is to support the survivor through this process.

Other ways you can help:

- Spend some time helping others involved with the survivor to learn ways to support them. Understand that the survivor needs a safe, accepting environment where their feelings and the event will not be judged.
- Know what to expect from a survivor after the assault. Learn about sexual assault and its after-effects.
- Be aware of the specific issues you may face as the supporter of a survivor who was sexually assaulted by an acquaintance. In addition to the trauma experienced in stranger assaults, self-doubt, self-blame, betrayal of trust, lack of confidence in your own ability to make judgments and good decisions may complicate the recovery process.
- Refrain from criticizing the survivor for their symptoms, and don't blame all the problems in your relationship on their trauma or their symptoms.
- Try not to take it personally if the survivor needs to withdraw or be alone.

Self-care:

Self-care is an important part of supporting a loved one. You will provide the best support when you develop a support system for yourself, and when you take time to rest and relax. It is

important to try to continue to interact with your loved one in fun, light-hearted ways that can give you both a break from thinking about the sexual assault.

How will I know when the survivor is healed?

Healing can be a life-long process, but that does not mean that positive things can't happen while on the road to recovery. Most survivors themselves don't know when they are healed; they only know when things begin to seem more manageable.

Some signs of progress that you can look for in the survivor are:

- Increased power or authority over memories
- Experiencing memory with manageable emotions
- Increased ability to manage overwhelming emotion or symptoms
- Greater control over behaviour
- Increased self-care
- Growth in self-respect
- Formation of safe human relationships
- Desire and increasing ability to extract meaning out of the trauma

Credit: *Impact on Supporters* sheet from University of Alberta Sexual Assault Centre

Important things to know about sexual assault

The survivor is in no way responsible for the assault.

It doesn't matter what clothes they were wearing, where they were, whether they were drinking, knew the assailant or not, or fought back or did not — they're never to blame for the assault.

It is very common for people in terrifying situations to “freeze up” or become too frightened to fight back. That doesn't mean a survivor gave consent!

Sexual assault is a total violation of a person's right over their own body and their ability to make sexual choices. It's an act of violence, and it's a scary experience that takes time to recover from. It's not something that someone “secretly desires” to happen.

Sexual assault affects everybody!

Friends and family of the survivor are also traumatized by the attack and are affected in a variety of ways after an assault. They can experience anger, resentment, grief, a sense of revenge and more.

Unclear communication between dating partners can contribute to date rape. Dating partners need to talk openly about their expectations before becoming sexually involved. They need to listen and respect one another and to always accept that NO means NO.

Credit: What You Can Do: How to support a survivor or how to respond to a disclosure of sexual assault fact sheet from the University of Alberta Sexual Assault Centre

Myths and misconceptions about sexual assault

People who are sexually assaulted “ask for it” by their provocative behaviour or dress.

This statement couldn't be more hurtful or wrong. Nobody deserves to be sexually assaulted. Someone has deliberately chosen to be violent toward someone else; to not get consent. Nobody asks to be assaulted. Ever. No mode of dress, no amount of alcohol or drugs ingested, no matter what the relationship is between the survivor and the perpetrator or what the survivor's occupation is, sexual assault is always wrong.

If the survivor chose to drink or use drugs, then it isn't considered sexual assault.

This is a prominent misconception about sexual assault. No one can consent while drunk. Some people drink to lose their inhibitions. If you find that you're able to have sex only if you've gotten wasted, start asking some questions as to why that is and what makes you uncomfortable about having sex sober. If you're going to be drinking with a sweetheart and maybe hooking up later while drunk, discuss boundaries ahead of time, but know that consent can't truly be given in advance.

Most reports of sexual assault turn out to be false.

According to Statistics Canada, fewer than one in 10 sexual assault victims report the crime to the police. Less than 2% of sexual assault reports are false, the same false reporting rate as for all other major crimes.

If the victim does not fight back, the sexual assault is his/her fault.

The truth is, physical resistance is not one of the criteria for the label of sexual assault. It's very common for survivors to “freeze up” during the assault. Or they might not fight back for a variety of reasons: they may be scared for their life, or they may have been threatened if they fight back.

A spouse or significant other cannot sexually assault their partner.

The truth is, sexual assault occurs ANY TIME there is not consent for sexual activity of any kind. Being in a relationship does not exclude the possibility of, or justify, sexual assault. A person has the right to say “no” at ANY point. As soon as there is no longer consent, any further sexual contact is a crime. The truth is, most sexual assaults are assaults in which the survivor knows the attacker (commonly referred to as “date rape” or acquaintance rape). Close to 80% of all rapes are acquaintance rapes.

Rape only happens to women

Not true. The majority of sexual assaults are committed against women by men, but people of all genders, from all backgrounds have been/can be assaulted. We need to recognize that folks who don't identify as women (e.g., men, transfolk, genderqueer and gender non-conforming people, children) experience assault as well. Sexual assault can be not only misogynist, but racist, homophobic, transphobic, ableist and classist as well.

Survivors should report to police/have a rape kit performed /go into therapy/leave their partner, etc.

Survivors guide their own healing process and the way they want to deal with the assault. It's not anyone else's place to judge or pressure someone who's been through sexual assault. We need to support each other and judgment has no place on this campus or among its members. Some people push survivors to report the incident or seek counselling out of love and caring, but that's not supportive. Rather than give a survivor a laundry list of things you think they should do, ask how you can—and if you can—support the survivor. If you start instructing someone or insist or judge them on their chosen courses of action, it's signaled that your support is conditional, and that's bad news.

I fantasize about rape and/or being raped.

That means I'm rapist and/or I deserve(d) to be assaulted.

Not true. Rape fantasies are not uncommon. The difference between playing out a consensual, pre-planned rape scene with a partner/partners and perpetrating sexual assault is consent. Lots of pre-negotiation, respecting your partners' boundaries, checking in and respecting safe words/gestures that mean "stop" are some important elements in consensually acting out your fantasy. Not every partner will want to engage in this sort of sex, or any kinky sex, for that matter. Sexual assault means consent for sex was not obtained and/or it was coerced. Kinky sex that adults soberly and enthusiastically consent to—free of pressure and coercion, of course—is a-ok.

Credit: *"When someone has told you that you've overstepped a boundary, made them uncomfortable or assaulted"* – zine from PhillysPissed.org

Sexual abuse of males is rare.

Estimates show that 1 in 8 men will experience some form of sexual violence during their lifetime. Sexual assault/abuse occurs in every economic, ethnic, age and social group.

Sexual assault is a crime of passion or sex.

The motives for sexual assault are primarily related to power and control, not sexual gratification. Sex is the weapon of sexual assault, not the reason.

All perpetrators are male.

Although the vast majority of perpetrators are male, females can also be sexually abusive.

If you got aroused or got an erection or ejaculated you must have enjoyed it.

It is normal for your body to react to physical stimulation. Just because you became physically aroused does not mean that you liked it, or wanted it or consented in any way. If you experienced some physical pleasure, this does not take away the fact that sexual abuse happened or the effects or feelings of abuse.

Myths and misconceptions about sexual assault continued...

Males should be capable of protecting themselves from sexual violence, because males are supposed to be strong and not vulnerable.

Size and physical strength do not necessarily enable you to protect yourself. People who commit sexual assault/abuse often have the upper hand because they have more power in the situation. They may be in a position of trust or authority, be older, have more social status or be seen as more credible. They may use threats, force, bribes, or other means to coerce their victims into complying. There may also be positive aspects to the relationship with the abuser, such as participation in sports, one-on-one time, financial security, etc.

Males are less traumatized by abuse than females.

Studies show that long-term effects are damaging for either sex. Males may be more damaged by society's refusal or reluctance to accept their victimization, and by the belief that they must "tough it out" in silence.

It is okay for a woman to seduce or sexually initiate a teenage boy.

Sexual contact between an adult and a child or adolescent is sexual abuse. The inequity in power, control and knowledge does not allow for consent.

Men who were sexually abused become perpetrators.

The majority of abused men never go on to abuse. A variety of factors influence someone to become sexually abusive. Research shows that some perpetrators have been sexually abused.

If you didn't say no, it must be your fault.

The abuse was not your fault. People who commit sexual assault/abuse are trying to gain power and control over their victim. They want to make it extremely difficult, if not impossible, for their victim to say no. You did not need to actually say the word "no" to make it clear that you did not want to participate.

The majority of sexual abuse is perpetrated by strangers.

The vast majority of survivors are sexually abused by someone they know and trust, such as a family member, babysitter, coach or friend of the family.

The only males who are sexually assaulted are gay or bisexual.

Males, regardless of their sexual orientation, are vulnerable to sexual trauma.

Adult men are only sexually assaulted in prison.

Sexual assault can happen to males in any setting.

Boys abused by males will become gay or bisexual.

Sexual violence does not cause sexual orientation or gender identity. Whether perpetrated by a male or female, sexual violence is damaging, and can cause confusion about one's sexual identity and orientation.

If you don't clearly remember the abuse, it couldn't have really happened.

Many people cannot remember all of the details of their experience with sexual violence. People often bury memories deep in their subconscious as a way of coping with the sexual trauma.

Credit: *Myths and Facts About Sexual Abuse and Male Survivors* from Community Advocates for Sexually Abused Males (CASAM)

For people who have sexually assaulted someone or who have been accused of sexually assaulting someone

First of all, you're not forever doomed or surely destined to be a bad partner. You can learn how to respect people's sexual boundaries (and all other boundaries) by opening yourself up, letting go of the guilt and doing a lot of listening.

Here are some things for you to think about while you're going through the process of taking responsibility for your actions and doing your part in the healing process:

- Listen to the individual confronting you. We mean it! Just listen. Hear them out! It's really important to do that fully and give them your undivided attention. Disclosing and confronting you isn't easy for them either, so make sure you're attentive and give them space in the conversation to say what they need to say. It's the right thing to do.
- Don't get defensive! If someone is telling you that you've violated a boundary or assaulted them, that's a big deal and it's a lot to take in. If you feel that *they're* in the wrong or that you're not ready to deal with all this right now, the way to navigate that situation is to hear them out and seek some support. It will be there. You need to respect their feelings and experiences, though, and getting defensive will only lead to more hurt.
- Don't apologize for their feelings. None of that "I'm sorry you're offended" or "I'm sorry you feel that way" business. That's a fake apology, a total cop-out and immature. Being an adult means truly taking responsibility for our actions. Being accountable to the people around you and taking responsibility for your actions is a big part of what it means to be a member of the U of G campus community.
- Apologize. That means a *real* apology: "I'm sorry. I shouldn't have done that/said that." "I apologize for not doing that/not saying that." No excuses for your actions and no explanations because this isn't about *you*. You know how rewarding it is when someone who has hurt you very simply and sincerely tells you that they're sorry and they mean it? Remember that. It'll carry you a long way in this process.
- Own your actions and ask them how you can remedy this situation. If they give you some books or pamphlets or 'zines, read them! If they ask you to come to a counselling session, workshop or mediation of some kind, do it. If they never want to see or hear from you again, respect that.

The individual confronting you might ask you to do all or none of these things. Support means different things to different people and it's not your place to tell someone what kind of support they need or should be seeking.

- Don't cry on the shoulder of the person you've raped or assaulted saying how utterly sorry you are. It's not their job to comfort you. You deserve support throughout this process, but *you can't and shouldn't* be asking for that support from the person you hurt.
- The person you assaulted needs to guide this process. They may choose to ask you to do all, some or none of the things we've listed here. This is by no means an exhaustive list of all the stuff you should or can do if you've assaulted someone. It is, however, always important for you to take responsibility for your actions.

Credit: *“When someone has told you that you’ve overstepped a boundary, made them uncomfortable or assaulted”* - ‘zine from PhillysPissed.org

Abusive relationships

Signs that your relationship may be abusive

Here are some examples of how a partner tries to gain power and control in a dating relationship:

Isolation

- Forbids you to talk to your friends
- Accuses you of cheating
- Takes away the car keys or money
- Decides the social and school activities in which you will participate
- Controls what clothes you wear
- Discredits your parents' advice
- Encourages you to turn against your parents

Emotional abuse

- Puts you down or makes you feel bad about yourself
- Ridicules or insults your beliefs, religion, perceived race, social class or sexual orientation
- Breaks dates or cancels plans without any reason
- Embarrasses you in front of family or friends
- Uses words or tells jokes that humiliate you
- Uses drugs and/or alcohol to excuse abusive behaviour
- Changes moods abruptly
- Harasses you about imagined affairs
- Manipulates you with lies
- Ignores your feelings regularly
- Withholds approval, appreciation or affection as punishment

Sexual abuse

- Pressures you to engage in sexual activity
- Spreads rumours about your sexual behaviour
- Puts down or makes fun of your sexual behavior

Threats

- Threatens to hurt you if you decide to break up
- Threatens to commit suicide when you talk of breaking up
- Threatens to hurt others who talk to you
- Threatens your family and friends

- Threatens to hurt your pets

Bossy

- Makes all the decisions in the relationship
- Uses phrases like, “I just showed who’s boss” or “I just made it clear who runs the show” to justify abusive behavior

Physical Actions

- Choking
- Grabbing
- Punching
- Hitting
- Shoving
- Slapping
- Biting
- Kicking
- Hair-pulling
- Throwing objects at you

Intimidation

- Destroys your personal belongings
- Speeds or drives recklessly to scare you
- Uses a loud or intimidating tone of voice
- Calls repeatedly to check up on you or harass you

Stalking

- Frequently follows you
- Makes persistent and unwanted contact
- Leaves messages intended to show that you are being watched

[Credit: West Virginia Women’s Commission website](#)

Safety planning for women who are abused

Safety planning is a top priority, whether you choose to remain in the home or leave. Making a safety plan involves identifying actions to increase your safety and that of your children.

Below are some suggestions that might be helpful to you. Take one action at a time and start with the one that is easiest and safest for you.

Protecting yourself while living with an abuser:

- Tell someone you trust about the abuse.
- Think about your partner's past use and level of force. This will help you predict what type of danger you and your children are facing and when to leave.
- Tell your children that abuse is never right, even when someone they love is being abusive. Tell them the abuse isn't your fault or their fault; they did not cause it, and neither did you. Teach them it is important to keep safe when there is abuse.
- Plan where to go in an emergency. Teach your children how to get help. Tell them not to get between you and your partner if there is violence. Plan a code word to signal they should get help or leave.
- Don't run to a place where the children are, as your partner may hurt them as well.
- Create a plan to get out of your home safely and practice it with your children.
- Ask your neighbours, friends and family to call the police if they hear sounds of abuse and to look after your children in an emergency.
- If an argument is developing, move to a space where you can get outside easily. Don't go to a room where there is access to potential weapons (e.g., kitchen, workshop, bathroom).
- If you are being hurt, protect your face with your arms around each side of your head, with your fingers locked together. Don't wear scarves or long jewellery.
- Park your car by backing it into the driveway and keep it fuelled.
- Hide your keys, cell phone and some money near your escape route.
- Have a list of phone numbers to call for help. Call the police if it is an emergency. Your local shelter or police may be able to equip you with a panic button/cell phone.
- Make sure all weapons and ammunition are hidden or removed from your home.

When you are planning to leave, here are some suggestions:

- Contact the police or a local women's shelter. Let the staff know that you intend to leave an abusive situation and ask for support in safety planning. Ask for an officer who specializes in woman abuse cases. (Information shared with the police may result in charges being laid against the abuser.)
- If you are injured, go to a doctor or an emergency room and report what happened to you. Ask them to document your visit.

Gather important documents: identification, bank cards, financial papers related to family assets, last Canada Income Tax Return, keys, medication, pictures of the abuser and your children, passports, health cards, personal address/telephone book, cell phone and legal documents (e.g., immigration papers, house deed/lease, restraining orders/peace bonds).

- If you can't keep these things stored in your home for fear your partner will find them, consider making copies and leave them with someone you trust. Your local women's shelter will also keep them for you.
- Consult a lawyer. Keep any evidence of physical abuse (such as photos). Keep a journal of all violent incidents, noting dates, events, threats and any witnesses.
- Put together pictures, jewellery and objects of sentimental value, as well as toys and comforts for your children.
- Arrange with someone to care for your pets temporarily, until you get settled. A shelter may help with this.
- Remember to clear your phone of the last number you called to avoid his utilizing redial.

Leaving the Abuser

Here are some suggestions for your personal safety when you leave:

- Request a police escort or ask a friend, neighbor or family member to accompany you when you leave.
- Contact your local women's shelter. It may be a safer temporary spot than going to a place your partner knows.
- Do not tell your partner you are leaving. Leave quickly.
- Have a back-up plan if your partner finds out where you are going.

After Leaving

Here are some actions you should take after you or your partner has left the relationship:

- Visit the closest police station and ask to speak to an officer who specializes in woman abuse cases.
- Consider applying for a restraining order or peace bond that may help keep your partner away from you and your children. Keep it with you at all times.
- Provide police with a copy of any legal orders you have.
- Consult a lawyer or legal aid clinic about actions to protect yourself or your children. Let your lawyer know if there are any Criminal Court proceedings.
- Consider changing any service provider that you share with your ex-partner.
- Obtain an unlisted telephone number, get caller ID and block your number when calling out.
- Make sure your children's school or daycare centre is aware of the situation and has copies of all relevant documents.
- Carry photos of the abuser and your children with you.
- Ask your neighbours to look after your children in an emergency and to call the police if they see the abuser.
- Take extra precautions at work, at home and in the community. Consider telling your supervisor at work about your situation.
- Think about places and patterns that your ex-partner will know about and try to change them. For example, consider using a different grocery store or place of worship.
- If you feel unsafe walking alone, ask a neighbor, friend or family member to accompany you.
- Do not return to your home unless accompanied by the police. Never confront the abuser.

Credit: *Safety Planning for Women Who are Abused* – Neighbours, Friends and Families

How can you tell if someone's in an abusive relationship?

Note: Abuse can occur in gay and lesbian relationships as well as in intimate heterosexual relationships. The suggestions below are applicable to all intimate relationships.

You may suspect abuse is happening to a neighbour, friend or family member, but do not know what to do or how to talk about it. You may worry about making the situation worse, or be concerned about what to do. By understanding the warning signs and risk factors of abuse, you can help.

If you recognize some of these warning signs, it may be time to take action:

He:

- Puts her down
- Does all the talking and dominates the conversation
- Checks up on her all the time, even at work
- Tries to suggest he is the victim and acts depressed
- Tries to keep her away from you
- Acts as if he owns her
- Lies to make himself look good or exaggerates his good qualities
- Acts like he is superior and of more value than others in his home

She:

- Is apologetic and makes excuses for his behaviour or she becomes aggressive and angry
- Is nervous talking when he's there
- Seems to be sick more often and misses work
- Tries to cover her bruises
- Makes excuses at the last minute about why she can't meet you or she tries to avoid you on the street
- Seems sad, lonely, withdrawn and afraid
- Uses more drugs or alcohol to cope

The danger may be greater if:

He:

- Has access to her and her children
- Has access to weapons
- Has a history of abuse with her or others
- Has threatened to harm or kill her if she leaves him (he says "If I can't have you, no one will.")
- Threatens to harm her children, her pets or her property
- Has threatened to kill himself

- Has hit her or choked her
- Is going through major life changes (e.g., job, separation, depression)
- Is convinced she is seeing someone else
- Blames her for ruining his life
- Doesn't seek support
- Watches her actions, listens to her telephone conversations, reads her emails and follows her
- Has trouble keeping a job
- Takes drugs or drinks every day
- Has no respect for the law

She:

- Has just separated or is planning to leave
- Fears for her life and for her children's safety or she cannot see her risk
- Is in a custody battle or has children from a previous relationship
- Is involved in another relationship
- Has unexplained injuries
- Has no access to a phone
- Faces other obstacles (e.g., she does not speak English, is not yet a legal resident of Canada, lives in a remote area)
- Has no friends or family

Women who are under 25 years of age, women with a disability, Aboriginal women and women living in common-law relationships are at higher risk of abuse, according to Statistics Canada's *Family Violence in Canada: A Statistical Profile, 2005*.

Credit: *How You Can Identify and Help Women at Risk of Abuse* pamphlet from Neighbours, Friends and Families

What can you do if you suspect someone is in an abusive relationship?

Here are some of the ways you can help when you recognize the warning signs of abuse:

- Talk to the individual about what you see and assure them that you are concerned. Tell them you believe them and that it is not their fault.
- Encourage the individual not to confront their partner if they are planning to leave. Their safety must be protected.
- Offer to provide childcare while they seek help.
- Offer your home as a safe haven to the individual, their children and pets. If they accept your offer, do not let their partner in.
- Encourage them to pack a small bag with important items and keep it stored at your home in case they need it.
- Know that you or they can call the Assaulted Women’s Helpline, your local shelter, or, in an emergency, the police.

If they deny the abuse:

- Assure them that they can talk to you at any time.
- Don’t become angry or frustrated with their decisions. It is important to understand that they may be afraid or not ready to take the next steps.
- Try to understand why they may be having difficulty getting help. They may feel ashamed.
- Offer to go with them if they need additional information or support.
- If they have children, let them know gently that you are concerned about their children’s safety and emotional well-being. They may be more willing to recognize their situation if they recognize their children may also be in danger.

Here are some issues to consider if you have concerns or hesitation about whether or not you should help:

Points of Concern	Points to Consider
You feel it’s none of your business	It could be a matter of life or death. Violence is everyone’s business
You don’t know what to say	Saying you care and are concerned is a good start
You might make things worse	Doing nothing could make things worse
It’s not serious enough to involve the police	Police are trained to respond and utilize other resources
You are afraid the abuser’s violence will turn to you or your family	Speak to the victim alone. Let the police know if you receive threats

Points of Concern	Points to Consider
You think they don't really want to leave because they keep coming back	They may not have had the support they needed
You are afraid the victim will become angry with you	Maybe, but they will know you care
You feel that both partners are your friends	One friend is being abused and lives in fear
You believe that if they wanted help, they would ask for help	They may be too afraid and ashamed to ask for help
You think it is a private matter	It isn't a private matter when someone is being hurt

Credit: *How You can Identify and Help Women at Risk of Abuse* pamphlet from Neighbours, Friends and Families

Healthy relationships

What makes a healthy relationship?

Problems sometimes arise when two people have conflicting expectations of what their relationships “should” be like, are distracted by other academic or personal issues, or have difficulty communicating in ways that their partner can actually hear and understand.

While the early months of a relationship are often effortless and exciting, successful long-term relationships involve ongoing effort and compromise by both partners. Because relationship skills are rarely “taught,” sometimes one or both partners may not know how to establish and maintain a healthy and mutually satisfying relationship. The following information will help both you and your partner understand:

- Healthy communication and conflict resolution
- How our expectations affect relationships
- Concerns about the other people and work/school demands in your partner’s life
- Seven basic steps for maintaining a good relationship

Starting off on the right foot...

When you are just starting a new relationship, it may be important to:

- Build a foundation of appreciation and respect. Focus on all the considerate things your partner says and does. Happy couples make a point of noticing even small opportunities to say “thank you” to their partner, rather than focusing on mistakes their partner has made.
- Explore each other’s interests and passions so that you have a long list of new things to try. Try to expand on mutual interests!
- Establish a pattern of apologizing if you make a mistake or hurt your partner’s feelings. Saying “I’m sorry” may be pretty hard in the moment but goes a long way towards healing a rift in a relationship. Your partner will trust you more if he or she knows that you will take responsibility for your words and actions.

It is not unusual for the first months of relationships to be full of promise and relatively free of conflict. While some people experience the exhilaration of meeting someone new and falling in love, other relationships build slowly or originate in a friendship that grows into love over time. Falling in love casts our partner in the best possible light, and we often don’t notice or are willing to overlook potential “rough spots.” Nonetheless, building a healthy relationship pattern early can establish a solid foundation for the long run.

Healthy relationships continued...

As the months go by it is important to recognize...

- Relationships change over time. What you want from a relationship in the early months of dating may be quite different from what you want after you have been together for some time. Changes in life outside your relationship will impact what you want and need from the relationship. Even positive change tends to be stressful, but change is inevitable. Welcoming change as an opportunity to enhance the relationship is more fruitful than trying to keep change from happening.
- It's important to periodically set aside time to "check in with each other" on changing expectations and goals. These discussions may cause some anxiety, and it is tempting to postpone them. Relationships are sometimes compared to boating on a river: Both partners need to be paddling to stay on course. Couples can find that if they ignore difficult topics too long, their relationship has drifted into "rocky waters" without their noticing. Strategizing together about changes can strengthen and deepen the relationship you are building. And good communication is key...

Storm clouds: conflict resolution and communication between partners...

- When people are asked what they consider the most important ingredients in a good relationship, communication is typically high on the list. Yet rarely, if ever, are we actually taught HOW to communicate effectively. Healthy communication and effective conflict in a relationship involve not only being able to express ourselves clearly, but also being able to really listen to what our partner is saying to us. Good listening is often a tricky skill that needs to be learned and practiced. Particularly when there are important decisions regarding marriage, sex, career and family to be made, healthy communication is critical. The following are some guidelines for successful communication and conflict resolution:
 - Timing counts: sometimes "right away" isn't the "best way." Contrary to previous notions, the best time to resolve a conflict may not always be "right away" or even as soon as possible. It is not unusual for one or both partners to need some time to cool off. This "time-out" period can help you avoid saying or doing hurtful things in the heat of the moment and can help partners more clearly identify what changes are most important.
 - Remember: if you are angry with your partner but don't yet know what you want, it will be nearly impossible for your partner to figure it out! It can be helpful to let your partner know that you care about them.
 - Discuss one thing at a time. Starting out by talking about one concern and then bringing up another when the first discussion is unfinished can also lead to problems. Do your best to keep the focus on resolving one concern at a time, even if it's tempting to "list" other concerns or grievances.
 - Really listen: A "good" listener is an "active" listener. By "active," we mean that you (a) don't interrupt, (b) focus on what your partner is saying rather than on formulating your own rebuttal or response, and (c) confirm what you heard your partner say. You might start this process with: "I think you are saying..." or "What

I understood you to say was..." This step alone can sometimes short-circuit a fight based on a misunderstanding.

- Adopt a "win-win" position. A "win-win" stance means that your goal is for the relationship rather than either partner to "win" in a conflict situation. This may mean asking yourself: "Is what I am about to say (or do) going to increase or decrease the odds that we'll work this problem out?" If your partner feels bullied, out-talked or otherwise the "loser" in a fight, you may win the battle but lose ground in the relationship. A better approach may be to use "fair fighting" techniques. A "fair fight" involves a step-by-step strategy for resolving conflict in which both partners negotiate a mutually acceptable solution to a problem.
- Establish an atmosphere of emotional support. Try to let your partner know that you support him or her, but do not expect to agree with every discussion as this would be unrealistic. Instead, show by your message and actions that you trust each other, have feelings for each other and wish to work through any difficulties you encounter as a couple.
- Agree to disagree and move on. Don't expect to have a relationship without conflict. Also keep in mind that together you might have some arguments you will never completely agree on. If this is the case, take a small 20-minute break from the argument to allow you and your partner to think clearly, and to be able to say precisely what you want from each other, and then try to agree on a compromise.
- Be clear about what you want. Use clear messages in place of vague ones (e.g., "I would like it if you gave me a back massage more often" instead of "I would like you to be more affectionate"). Notice that the first statement is direct, whereas the second statement is open to interpretation and your partner might not know that you really want a back massage. You and your partner could also attempt the difficult task of separating your wants and needs. You might need your partner to walk you home late at night for safety, but you might want your partner to call you more often. Try to make it clear to your partner what you want and need, and try to avoid using vague statements. Your partner won't be able to read your mind and using vague statements might lead to unwanted arguments.

Healthy relationships still continued...

Outside issues that impact the relationship...

- If you and your partner are from different backgrounds, be aware that you may need to spend more time and energy to build your relationship. It may be important to take the time to learn about your partner's culture, religion and family background. Often family and social pressures come into play, so good communication and respect for each other's background is key.
- Time spent apart and time spent together is a common relationship concern. You enjoy time together, but you also may enjoy time alone or with other friends. If you interpret your partner's time apart from you as, "he or she doesn't care for me as much as I care for him or her," you may be headed for trouble by jumping to a premature conclusion. Talk to your partner about what time alone means for both of you and share your feelings about what you need from the relationship in terms of time together. Perhaps you can reach a compromise where you get more time together while leaving your partner the freedom to be alone or with others without your feeling rejected or neglected. Demanding what you want, regardless of your partner's needs, usually ends up driving your partner away.
- For most students, their families remain an important source of emotional, and perhaps financial, support during their years at university. Some people find dealing with their partner's family difficult or frustrating. You may wonder how you can have a good relationship with them, or if you should even try! It can be helpful to take a mental step back and think about parental good intentions. Problems sometimes arise when parents forget that their children are individuals with separate lives, who are making their own decisions. People come from varied backgrounds, and families may offer well-intentioned advice about your relationship or your partner. It's important that the two of you discuss and agree on how you want to respond to differing family values and how you will support one another in the face of what can be very intense "suggestions" from family. As well, many parents are confused or frightened as they see their child transform into an adult during their university education. Work with your partner to establish mutual ground in the adult relationships you are now in.
- There are some people who seem to believe that "If I'm in a relationship, I have to give up all my personal friends unless my partner likes them as much as I do." Giving up friends may not be healthy for you or for the relationship, except in circumstances where your friends pressure you to participate in activities such as drug or alcohol use that are damaging to you and the relationship. Neither should it be assumed that your partner will enjoy your personal friends as much as you do. Just as with other areas in a relationship, you can negotiate which friends you and your partner spend time with together. You might ask: "Which ones of my friends do you enjoy seeing and which ones would you rather I see alone or at other times when I'm not with you?" Talk with your partner about friendships with others, negotiate any concerns and recognize that each of you may need to continue your friendships even when you are intimately involved with one another.

Seven basic steps to maintain a good relationship

1. Be aware of what you and your partner want for yourselves and what you want from the relationship.
2. Let one another know what your needs are.
3. Realize that your partner will not be able to meet all your needs. Some of these needs will have to be met outside of the relationship.
4. Be willing to negotiate and compromise on the things you want from one another.
5. Do not demand that a partner change to meet all your expectations. Work to accept the differences between your ideal mate and the real person you are dating.
6. Try to see things from the other person's point of view. This doesn't mean that you must agree with one another all the time, but rather that both of you can understand and respect each other's differences, points of view and separate needs.
7. Where critical differences do exist in your expectations, needs or opinions, try to work honestly and sincerely to negotiate. Seek professional "coaching" early rather than waiting until the situation becomes critical.

Credit: *What Makes a Healthy Relationship?* Information sheet from The University of Texas at Austin Counselling & Mental Health Centre

Male allies

What does it mean to be a male ally?

A male ally is a person who identifies with the male gender, educates himself about the society and system we live in that allows sexism, hyper-masculinity and gender violence to exist, and, after consulting and understanding the struggles of women, advocates for and supports them, by helping to educate other men on how they can help to transform the system to be one that does not allow sexism, hyper-masculinity and gender violence to exist.

Create communities of consent. . .

- At a house party:
 - o Send out ground rules over Facebook and have the ground rules posted on a wall at the party.
 - o Be (or ask someone you trust to be) a sober party monitor who can interrupt dangerous, non-consensual situations.
 - p Have safer sex supplies available.
 - o Offer to be a sober buddy (choosing not to drink and accompanying a friend who does not want to drink).
 - o Circulate safer drug use information at the party.
- Among your friends and family:
 - o Attend programs, take courses, watch films, and read articles and books about multiracial masculinities, gender inequality, and the root causes of gender violence.
 - o Educate yourself and others about how larger social forces affect the conflicts between individual men and women.
 - o If someone you know is abusing his partner—or is disrespectful or abusive to girls and women in general—don't look the other way. If you feel comfortable doing so, try to talk to him about it. Urge him to seek help. Or if you don't know what to do, consult a friend, parent, a professor, or a counsellor. Do not remain silent, and do not look the other way
- Among you and your partner:
 - o Seek professional help immediately, if you are (or have been) emotionally, psychologically, physically or sexually abusive to women.
 - o Have open and honest conversations about consent and sex with your partner; do not assume that your partner is always consenting because you have been together for a long period of time.
 - o Whenever you try something new in the bedroom, have an open and honest conversation about it first; think about how you are communicating with your body any time your partner says no.
 - o Find quick ways to relax once your partner says no.

- If you plan on having sex with your partner after a night of drinking, have a consensual and honest discussion prior to drinking about what is and is not okay—this does not mean that your partner cannot change their mind later on!
- Learn how to interpret your partner’s body language when discussing sex. If you notice a change, inquire about it.

Simple ways men can prevent gender violence:

- Don’t be defensive when something you do or say ends up hurting someone else. Try hard to understand how your own attitudes and actions might inadvertently perpetuate sexism and violence, and work toward changing them.
- Approach gender violence as a men’s issue involving men of all ages and socio-economic, racial and ethnic backgrounds. View men not only as the overwhelming majority of perpetrators or possible offenders, but as empowered bystanders who can confront abusive peers.
- Seek out and ask to join groups, initiatives, events and movements that do work to combat sexual gender violence.
- Create a club or a working group on campus of male allies working to combat sexual violence.
- Be a mentor for your younger brothers, cousins or boys about how to be men in ways that don’t involve degrading or abusing girls and women. Lead by example.

Intervention strategies

- If you see someone put drugs in another person’s drink at bar, house party, or anywhere, intervene! You can go up to her and slip her a note. You can ask her where her friends are, and tell her friends. You can whisper to her what has happened. You can tell a security guard/bouncer. If you feel comfortable, you can confront the perpetrator.
- Carry a whistle around. If you witness a dangerous, non-consensual encounter occurring or about to occur, walk towards the individuals and blow your whistle to draw attention.

Credit: Jackson Katz, *10 things men can do to prevent gender violence*

Other Resources

The following resources are available in many languages:

- [Neighbours, Friends & Families](#)
- [Ontario Women's Directorate](#)
- [Ontario Coalition of Rape Crisis Centres](#)
- [The Metropolitan Action Committee on Violence Against Women and Children \(METRAC\)](#)

Online Resources

- [Ontario Association of Interval and Transition Houses](#)
- [Ontario Network of Sexual Assault/Domestic Violence Treatment Centres](#)
- [DisAbleD Women's Network Ontario](#)
- [Action ontarienne contre la violence faite aux femmes](#)
- [Ontario Native Women's Association](#)
- [Ontario Women's Health Network](#)
- [Ontario Women's Justice Network](#)
- [Ontario Coalition of Agencies Serving Immigrants](#)
- [Ethno-Racial People with Disabilities Coalition of Ontario](#)
- [The Metropolitan Action Committee on Violence Against Women and Children](#)
- [Centre for Research & Education on Violence Women and Children](#)
- [Springtide Resources](#)
- [Ontario Coalition of Rape Crisis Centres](#)
- [Family Law Education for Women](#)
- [Queer Library & Resource Centre](#)
- [Immigrant Services](#)
- [Assaulted Women's Helpline](#)
- [Miss G Project](#)
- [Neighbours Friends & Families](#)
- [Ontario Women's Directorate](#)
- [Peel Committee Against Woman Abuse](#)
- [Criminal Injuries Compensation Board](#)

- [Canadian Women's Foundation](#)

Resources for Men

- [Advocates for Males Victimized by Sexual Assault \(Kitchener\)](#)
- [Community Justice Initiatives Survivor Program](#)
- **EARS Line – Confidential Listening and Support for Sexually Abused Males**
 - 1-800-553-3277; 24 hours/day, 7 days/week
- [Family Counselling and Support Services \(Guelph\)](#)
- [Kizhaay Anishinaabe Niin/I Am a Kind Man \(Province-wide; available in Milton\)](#)
- [Laurier Men Advocating Change \(Waterloo\)](#)
- [Male Allies Against Sexual Violence \(Kitchener\)](#)
- [Sexual Assault Support Centre](#)
- [Waterloo Region Sexual Assault/Domestic Violence Treatment Centre](#)

Glossary

Abusive relationships: Abusive relationships can take many different forms. It may include physical violence (like getting beaten by a partner), verbal abuse (including threats), financial abuse (making sure that a partner doesn't have access to the resources to leave), and sexual assault (being forced into sexual behaviours without consent, even without overt violence). In the context of this manual, it means abuse by a romantic partner.

Confidentiality vs. anonymity: Many of the services mentioned in this guide offer confidential and/or anonymous services. They're not quite the same thing. When something is anonymous, there is no identifying information attached to it. It's entirely possible that you don't have to give your name . . . or at least your real name. Confidential information, on the other hand, does have identifying information attached to it. If you tell your residence assistant something in confidence, that doesn't mean that she or he won't say anything. Instead, it means that it only goes to be appropriate people, e.g., their residence manager. It isn't okay for them to tell their friends or other students in the building.

Date rape: A form of sexual assault. Despite the name, "date rape" doesn't only happen on a date, but usually refers to a sexual assault incident that involves two people in some kind of relationship (acquaintances, friends, peers, co-workers, people at a party or on a date, partners, etc.). It's also sometimes referred to as "acquaintance rape."

Domestic violence: Any of the behaviours that constitute an abusive relationship. Unlike the term suggests, it doesn't only happen at home.

Rape: One type of sexual assault.

Sexual assault: Sexual assault is an umbrella term used to describe any kind of unwanted sexual comments or actions. It can include sexist jokes, inappropriate touching, forced sex acts, and anything in between. Although we mostly hear about men being responsible for assaulting women, the reality is that anyone can assault anyone else. It can happen between strangers, friends or even in romantic relationships.

Survivor: A survivor is anyone who has experienced sexual assault. You might be more familiar with the term "victim." We use the term survivor because having experienced sexual assault means you've survived something — not that you've been victimized by it.