

# 2017 Family Violence Resource Guide

*Services are available for women and men unless specified*

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## **EMERGENCY/CRISIS/SHELTER SERVICES**

**Island Help Line** .....(toll free)1-800-218-2885  
24/7, 365 days a year free, bilingual, confidential service for all Islanders providing information, support, active listening, and crisis intervention on family matters, child abuse, alcohol and drugs, suicide, parenting, loneliness, and other problems.

### **PEI Family Violence**

**Prevention Services, Inc.** [www.fvps.ca](http://www.fvps.ca)

**Anderson House**.....(toll free)1-800-240-9894

Charlottetown Area .....

(902) 892-0960  
Anderson House is the provincial emergency shelter for women and children who are experiencing physical, emotional or sexual abuse in their lives. Services are available 24 hours a day, 7 days a week. Staff provide confidential one on one support and information.

### **Outreach Services**

A free and confidential service providing emotional support for women victimized by family violence.

West Prince .....

(902) 859-8849  
East Prince .....

(902) 436-0517  
Eastern PEI .....

(902) 838-0795  
Queens County.....(902) 566-1480 Ext. 224

**Chief Mary Bernard Memorial [www.cmbmws.ca](http://www.cmbmws.ca)**

**Women's Shelter** (toll free) 1-855-297-2332

Lennox Island ..... (902) 831-2332

Provides on-reserve, region-wide emergency housing to Aboriginal and non-Aboriginal women and their children who are experiencing family violence and to women who are homeless.

**Salvation Army Bedford MacDonald House  
Homeless Shelter for Men**

184 Weymouth Street

Charlottetown ..... (902) 892-9242

Provides emergency shelter for homeless men.

**Police Services**

All Police Emergency Calls ..... 911

Non Emergency Numbers:

Charlottetown RCMP ..... (902) 368-9300

Summerside RCMP ..... (902) 436-9300

Alberton RCMP ..... (902) 853-9300

Montague RCMP ..... (902) 838-9300

Souris RCMP ..... (902) 687-9300

Charlottetown Police Services ..... (902) 629-4172

Summerside Police Services ..... (902) 432-1201

Kensington Police Services ..... (902) 836-4499

**Child Abuse Reporting** ..... (902) 368-6657,  
(toll free) 1-877-341-3101

**After Hours**.. (902) 368-6868, (toll free) 1-800-341-6868

Child Protection Social Workers assess reports of children who have been or are at risk of being abused/neglected, including exposure to domestic violence.

Services are provided to children in need of protection and their families including child protection, foster care, residential and adoption.

## **Child Protection Service Offices**

Charlottetown .....	(902) 368-5330
Souris .....	(902) 687-7063
Montague.....	(902) 838-0703
Summerside .....	(902) 888-8100
O'Leary .....	(902) 859-8831

## **Hospitals**

Queen Elizabeth Hospital, Charlottetown	(902) 894-2111
Prince County Hospital, Summerside .....	(902) 438-4200
Kings County Memorial Hospital, Montague .....	(902) 838-0777
Souris Hospital, Souris .....	(902) 687-7150
Western Hospital, Alberton .....	(902) 853-8650
O'Leary Community Hospital .....	(902) 859-8700

## **Salvation Army**

### **Charlottetown, Community and**

<b>Family Services</b> .....	(902) 892-8870
(after-hours) (902) 314-3408 (leave message and call will be returned as soon as possible)	

### **Summerside, Community and**

<b>Family Services Office</b> .....	(902) 436-6044
Office of Corps Officers/Pastors.....	(902) 724-5089
(after-hours) (902) 432-4780 (leave message and call will be returned as soon as possible)	
24-hour service; emergency food and clothing and household items as available; spiritual/pastoral care.	

**Crime Stoppers** .....1-800-222-8477 (TIPS)  
or online at ***www.peicrimestoppers.com***

If you are being abused or know of an abusive situation, you can call Crime Stoppers. We do not require your name only your information. We guarantee that you will remain anonymous.

# VICTIM SUPPORT SERVICES

## Victim Services

Charlottetown ..... (902) 368-4582

Summerside ..... (902) 888-8218

Assists victims of crime across the province. Services include: information and referral; short-term counselling; assistance through the Court process; victim and community impact statements; criminal injuries compensation; and assistance under the **Victims of Family Violence Act**. Victims can access Victim Services whether the police have been called or not.

## PEI Rape and

### Sexual Assault Centre [www.peirsac.org](http://www.peirsac.org)

General Inquiries ..... (902) 566-1864  
(toll free) 1-866-566-1864

Counselling Services ..... (902) 368-8055  
(toll free) 1-800-368-8055

Individual trauma-informed counselling services for women and men, over age 16, who have experienced recent or historic child sexual abuse and sexual assault. Manages Men Matter, group programming for male survivors. Information and training workshops also provided.

**Adult Protection Services** ..... (902) 368-4790

Protects vulnerable adults who are unable to protect themselves from abuse or neglect; designated adult protection workers can be reached in each of the Home Care offices listed below.

## Home Care and Support

Charlottetown ..... (902) 368-4790

Montague ..... (902) 838-0786

O'Leary ..... (902) 859-8730

Souris ..... (902) 687-7096

Summerside ..... (902) 888-8440

Home Care nursing, visiting homemakers, occupational therapists, community support workers, adult protection.

## **Lennox Island Family Violence Prevention**

**Program** Lennox Island ..... (902) 831-2711  
Provides support services and assistance to families affected by violence, focusing on education and prevention.

## **LEGAL AND JUDICIAL SERVICES/ CORRECTIONS**

### **Crown Attorneys**

Charlottetown ..... (902) 368-4595  
Summerside ..... (902) 888-8213  
Responsible for the prosecution of all criminal cases under the *Criminal Code of Canada* and Provincial Statutes including the *Victims of Family Violence Act*. Crown Attorneys are available to meet with victims prior to court proceedings usually in the presence of a Victim Services Worker and/or a police officer.

### **Family Legal Aid**

Charlottetown ..... (902) 368-6656  
Summerside ..... (902) 888-8066  
Services to low-income clients with urgent family law matters such as domestic violence where safety of adults or children has been endangered, family legal services are essential to meet the needs of children (custody, access, financial support, housing), and child protection cases.

### **Family Court Counsellors/Mediators**

Charlottetown ..... (902) 368-6928  
Prepares court-ordered parenting arrangement assessments and recommendations regarding custody/access issues; makes appropriate referrals to other agencies; and, provides mediation services for co-parents developing Parenting Plans regarding custody and access, and related issues.

## **Maintenance Enforcement Program**

Charlottetown ..... (902) 894-0383  
Interactive Voice Response  
System (IVR) (902) 368-6010, (toll free) 1-866-226-8722  
Enforcement of child/spousal support orders and  
agreements.

## **Child Support Guidelines Office**

Charlottetown ..... (902) 368-6220  
Summerside ..... (902) 888-8188  
Provides assistance to unrepresented parties to obtain  
a first request child support order or a variation of an  
existing child support order. This may be done by way of  
consent, if both parties are in agreement, or through the  
Courts, in accordance with the Child Support Guidelines.

## **Administrative Recalculation Office**

Charlottetown ..... (902) 368-4109  
Recalculates child support in cases where the  
original order/agreement provides for the automatic  
administrative recalculation of child support on an  
annual basis and where the discretion of the court is  
not required. This allows the parties to update child  
support in accordance with the parties' income without  
proceeding back through the courts.

## **Positive Parenting from Two Homes Program**

Charlottetown ..... (902) 368-4333  
An educational program for parents who are separating/  
divorcing and/or parenting from two homes. Trained  
facilitators provide information, present videos, facilitate  
discussion and answer questions to assist separated  
parents in understanding their feelings, their children's  
needs, and to develop a business-like relationship with  
the other parent.

## **Positive Parenting from Two Homes “For Kids!”**

Charlottetown ..... (902) 368-4333

A children’s program delivered in the school system, during school hours, and co-facilitated with the school guidance counsellors. Parents access the program through the school guidance counsellor.

## **PEI Community and Correctional Services**

**Clinical Services** ..... (902) 569-7613

Provides assessment, intervention, counselling, and treatment services to youth and adult offenders in the community and in custody. Programming is also available to those outside of the criminal justice system. Specialized services: Anger Management, Sexual Deviance Assessment & Treatment, Aboriginal Services, and Turning Point Program (for men, aimed at stopping intimate partner violence).

## **Mi’kmaq Confederacy of PEI (MCPEI)**

### **Aboriginal Justice Program**

Charlottetown ..... (902) 367-3681

Provides meaningful and culturally appropriate alternatives to formal court process that is understanding and respectful of the Aboriginal offender. Also provides support, information and referrals to all Aboriginals on Prince Edward Island.

## **Community Legal Information Association of PEI and Lawyer Referral Service (CLIAPEI)**

***www.cliapei.ca***

Charlottetown ..... (902) 892-0853  
or (toll free) 1-800-240-9798

Provides legal information via a website, inquiry line, walk-in service, speaker’s bureau, and plain language publications. CLIA can also provide referrals for a brief consultation with a lawyer for a small fee.

## **COUNSELLING/COMMUNITY SERVICES**

### **Community Mental Health Services**

Charlottetown McGill Centre ..... (902) 368-4911

Charlottetown Richmond Centre

(bilingual services available)..... (902) 368-4430

Summerside

(bilingual services available)..... (902) 888-8180

Montague (bilingual services available)... (902) 838-0960

Souris (bilingual services available) ..... (902) 687-7110

O'Leary (bilingual services available)..... (902) 853-8670

Alberton (bilingual services available)..... (902) 853-8670

Treatment, assessment and consultation services for adults and children.

**Addiction Services** ..... (toll free) 1-888-299-8399

Provincial Addictions Treatment Facility, Charlottetown

(bilingual services available)..... (902) 368-4120

Alberton (counselling)..... (902) 853-8670

Alberton (withdrawal management)..... (902) 853-0401

Summerside

(bilingual services available)..... (902) 888-8380

Montague ..... (902) 838-0960

Souris ..... (902) 687-7110

Provides support to people (including children and adolescents) with addiction and affected by addiction.

### **Catholic Family Services Bureau (CFSB)**

Charlottetown ..... (902) 894-3515

CFSB is a not-for-profit community counselling service.

We provide confidential, non-denominational individual,

group, couple, and family counselling services. The

CFSB team use traditional therapeutic techniques, music

therapy, and play therapy. Counselling fee negotiation

available upon request. There is no fee for cases with

current domestic violence.



**Family Service PEI** .....(toll free) 1-866-892-2441

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

Charlottetown .....(902) 892-2441

Summerside .....(902) 436-9171

**Group, Individual, family and couples counselling**

We are a not-for-profit agency providing confidential and professional counselling services. Fee subsidies available upon request. Covered by many medical insurance and Employee Assistance Plans.

**Credit and/or financial counselling** – it is always free to meet with a Credit Counsellor.

**Mi'kmaq Family PRIDE**

**Program** .....(toll free)1-877-884-0808

Summerside .....(902) 436-5101

Lennox Island .....(902) 831-2711

Abegweit.....(902) 676-2722

A prevention, early intervention and protection support program that is offered by The Mi'kmaq Confederacy of PEI to children, youth and families who live on reserve. Services include; in-home support, groups, one-on-one for children and youth, and family group conferencing.

**The Native Council of PEI (NCPEI)** ..(902) 892-5314

[www.ncpei.com](http://www.ncpei.com)

Provides a wide range of programs for men and women living off reserve.

**Mediation PEI, Inc** .....(902) 892-7667

Through a cooperative, voluntary process, neutral, trained mediators or elder mediators help assist people develop mutually agreeable solutions to impasses or conflicts. In addition, mediators can facilitate an alternative process to legal proceedings. Elder mediators apply their knowledge on aging to the intricate life issues facing older people. Family mediation is available to resolve parenting and/or financial issues in separation or divorce.

**PEI Association for Newcomers to Canada  
(PEI ANC) [www.peianc.com](http://www.peianc.com)**

**Newcomer Settlement Services** ..... (902) 628-6009  
Provides short-term settlement services, long-term inclusion and community integration programs for new immigrants in PEI. Services include liaison to other existing programs and services. These include counseling, and support for immigrant women, children, or men in cases of domestic violence or abuse. Staff provide confidential and one-on-one support.

**Family Resource Centres**

Kids West, Alberton ..... (902) 853-4066

Cap enfants (pour toutes familles francophones/for all Island francophone families)

Wellington ..... (902) 854-2123

Family Place, Summerside ..... (902) 436-1348

CHANCES, Charlottetown ..... (902) 892-8744

Mi'kmaq Family Resource Centre,

Charlottetown (for off-reserve families) (902) 892-0928

Families First, Montague ..... (902) 838-4600

Main Street, Souris ..... (902) 687-3928

Comprehensive range of programs and services for children from conception to age six and their families. Parenting and children's programs; in-home visiting through the Best Start Program; prenatal & postnatal programs; and many other support services.

**Triple P Positive Parenting Program**

**[www.triplep-parenting.net/pei-en/home/](http://www.triplep-parenting.net/pei-en/home/)**

[triplep@gov.pe.ca](mailto:triplep@gov.pe.ca) or ..... (902)438-4134

Triple P provides simple, positive tips to help parents and caregivers with typical challenges of raising children and teens. Programs include a Stay Positive website, large-group seminars, brief parenting skills support, more intensive family support as well as an online option.

## FINANCIAL

### Social Assistance Program

O'Leary .....	(902) 859-8835
Summerside .....	(902) 888-8397
Charlottetown .....	(902) 368-5338
Montague.....	(902) 838-0728
Souris .....	(902) 687-7170

Provides financial assistance for basic needs to Islanders who meet the program eligibility requirements according to the *Social Assistance Act*, *Social Assistance Regulations* and the Social Assistance Policy Manual, and are unable to provide for themselves.

### Consumer Services .....(toll free) 1-800-658-1799

Charlottetown .....(902) 368-4580

Assistance and counselling is available to any consumer with a debt-related problem.

### Disability Support Program

West Prince .....

East Prince .....

Kings County .....

Montague area .....

Queens County.....

Responds to the unique needs of persons with disabilities and their families. Assists qualifying individuals with disabilities to increase independence and develop a support plan that meets disability-specific needs.

## INFORMATION AND REFERRAL

### Le Groupe consultatif communautaire Évangéline

Wellington office .....(902)854-2699/(902)439-1147(cell)

Provides both French and English prevention services for family and domestic violence; abuse and harassment of children, youth and older adults; frauds and scams; cybersafety; bullying in the home/school/workplace and in sports.

## **Island Pregnancy Centre**

***www.islandpregnancycentre.com***

Charlottetown ..... (902) 370-3700  
(toll free) 1-877-370-9711

Offers confidential support to teens, women and families facing pregnancy related issues. The Centre encourages women to continue with their pregnancies. Services include: free pregnancy tests, peer counselling, maternity & baby items and support groups/workshops.

## **East Prince Women's Information Centre**

Summerside ..... (902) 436-9856

Resource and referral centre for women on issues such as employment, abuse, addictions, legal rights, sexual harassment, etc.

**END**

## **Additional Support Information and Telephone Numbers:**

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**Premier's Action Committee on  
Family Violence Prevention**

***www.stopfamilyviolence.pe.ca***

*Updated December 2017*



To obtain additional copies of this Resource Guide contact Island Information Service (902) 368-4000 or (toll-free) 1-800-236-5196