

# 2018 Family Violence Resource Guide

*Services are available for all genders 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 .....

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](http://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 Request Line..... (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 sexual assault and child sexual abuse. 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 child support order or change an existing child support  
order. This may be done by way of consent, if both  
parties are in agreement, or through the Courts.

## **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.

## **Office of the Children's Lawyer (OLC)**

Charlottetown.....902-368-4631  
Seeks to protect the vulnerability of children under 18  
years by voicing their needs and interests with respect to  
their personal rights in high-conflict custody and  
parenting plan disputes through legal advocacy, clinical  
investigation, and alternative dispute resolution. The  
OCL assesses which cases to accept.

## **The Supervised Access & Exchange Program**

Charlottetown .....902-368-6928  
The Supervised Access and Exchange Program  
provides a safe, neutral and child-focused setting for  
supervised visits or exchanges for specified periods of  
time and appropriate cases.

**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)  
Indigenous Justice Program**

Charlottetown ..... (902) 626-2882  
Provides culturally appropriate alternatives (justice circles) to the formal court process and provides support, information and referrals to all Indigenous people living in 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.

**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!”**

.....(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.

## **COUNSELLING/COMMUNITY SERVICES**

### **Community Mental Health Services**

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

Charlottetown Richmond Centre

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

Summerside (bilingual service available) (902) 888-8180

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

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

O’Leary (bilingual service available)..... (902) 853-8670

Alberton (bilingual service 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 service available) ..... (902) 368-4120

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

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

Summerside

(bilingual service 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.

### **Women’s Wellness Program/Sexual Health**

**Services** (all individuals) ..... toll free 1-844-365-8258

Provides: Abortions and abortion care; sexually transmitted & blood borne infection testing, treatment, counseling, and follow-up for individuals of all ages; counseling for contraception, infertility, pregnancy



loss; IUD insertions; pre-natal and post-partum care for patients without a primary care provider; counseling for pregnant women and post-partum mothers with mild to moderate anxiety and depression; menopause care.

### **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 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***

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: child, youth and parent/caregiver supports, family and individual therapy.

**Mediation PEI, Inc** ..... (902) 626-9787  
Through a cooperative, voluntary process, trained mediators or elder mediators help assist people develop mutually agreeable solutions to conflicts. Mediators can facilitate an alternative process to legal proceedings. Elder mediators offer help with life issues of older people. Family mediation can resolve parenting and/or financial issues in separation or divorce.

**The Native Council of PEI (NCPEI)** .. (902) 892-5314  
***www.ncpei.com***  
Provides a wide range of programs for men and women living off reserve.

**PEI Association for Newcomers to Canada (PEIANC)** ***www.peianc.com***  
**Newcomer Settlement Services** ..... (902) 628-6009  
Provides short-term settlement services, long-term inclusion and community integration programs for new immigrants. Services: liaison to existing programs and services on PEI, counseling, LGBTQ+ support, and support for families 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)  
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  
Programs and services for children from conception to age six and their families: Parenting, children's, prenatal and postnatal programs; in-home visiting through the Best Start Program and 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 or ..... (902) 438-4134

Triple P helps parents and caregivers with typical challenges of raising children and teens. Programs include a Stay Positive website, seminars, brief parenting skills support, more intensive family support and 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 ..... (902) 859-8824

East Prince ..... (902) 432-2740

Kings County ..... (902) 687-7016

Montague area ..... (902) 838-0190

Queens County..... (902) 368-5996

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

## 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**



**Premier's Action Committee on  
Family Violence Prevention**  
***www.stopfamilyviolence.pe.ca***

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To obtain additional copies of this email  
*pacadmin@gov.pe.ca* or call (902)368-6712

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