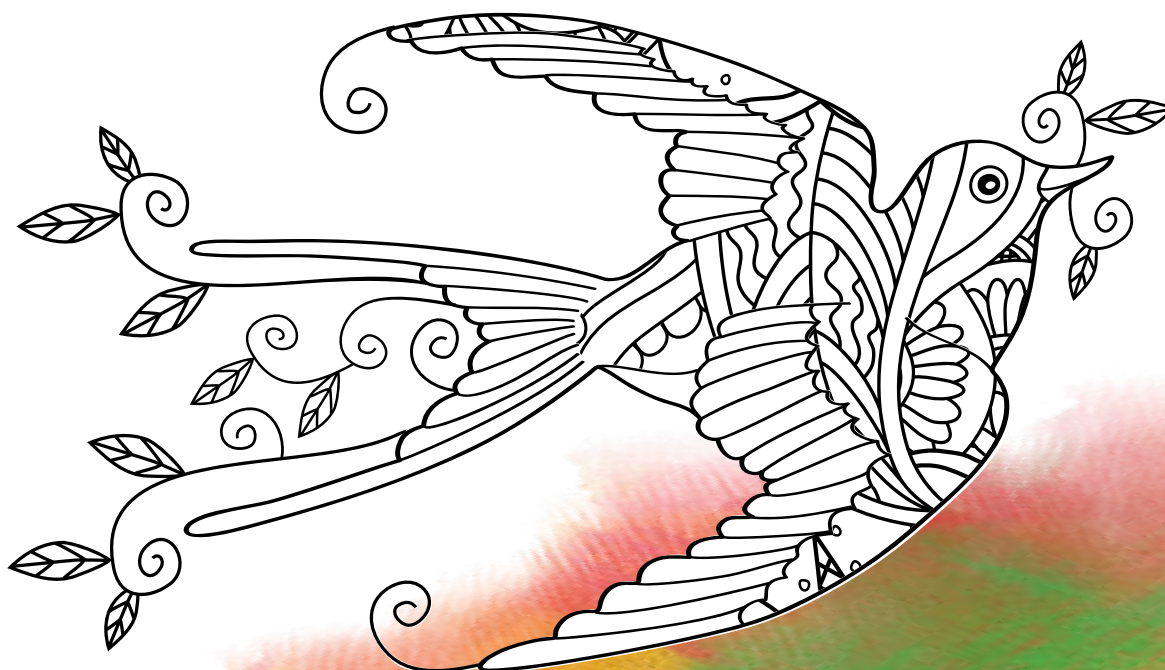
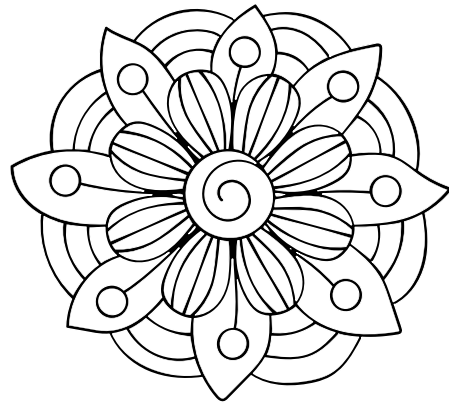
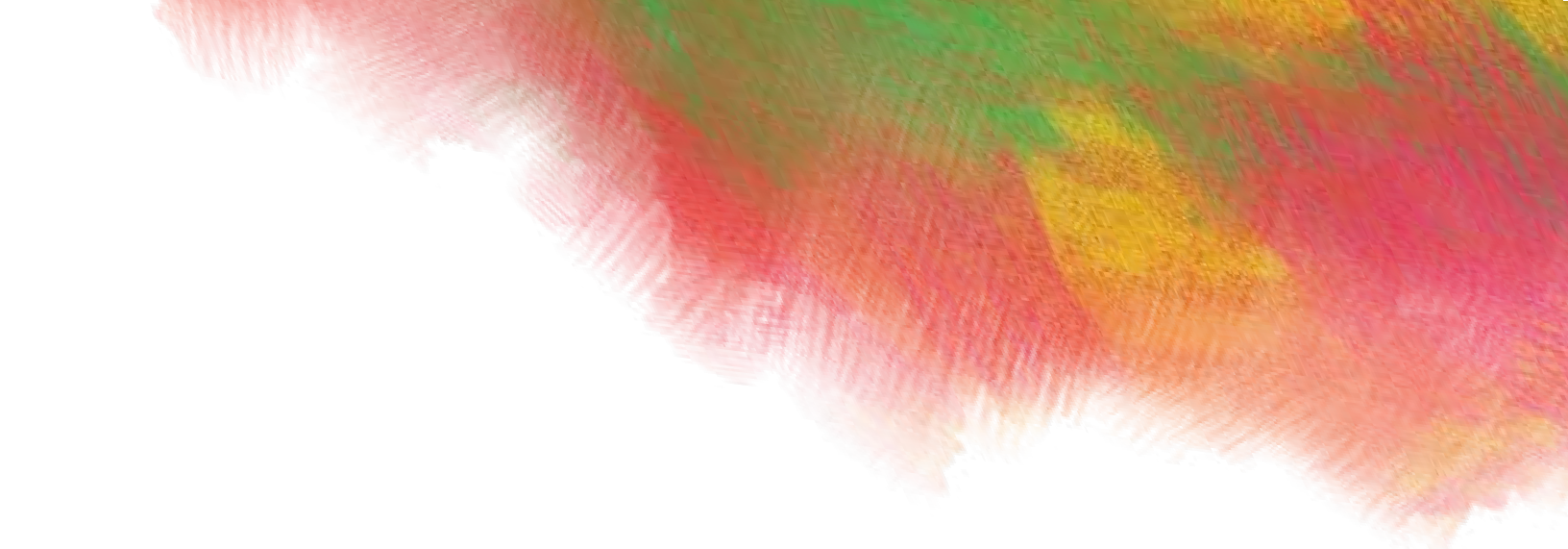




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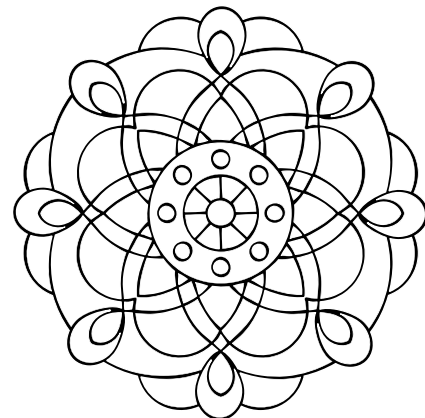
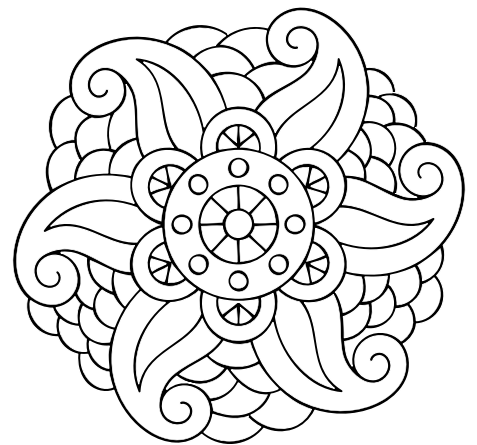
# Responding to Disclosures of Sexual and Gender-Based Violence





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# How to use this guide

**This guide is intended to be a starting place for University of Calgary community members in learning and understanding how to listen and respond compassionately when someone shares their experience of sexual and gender-based violence.**

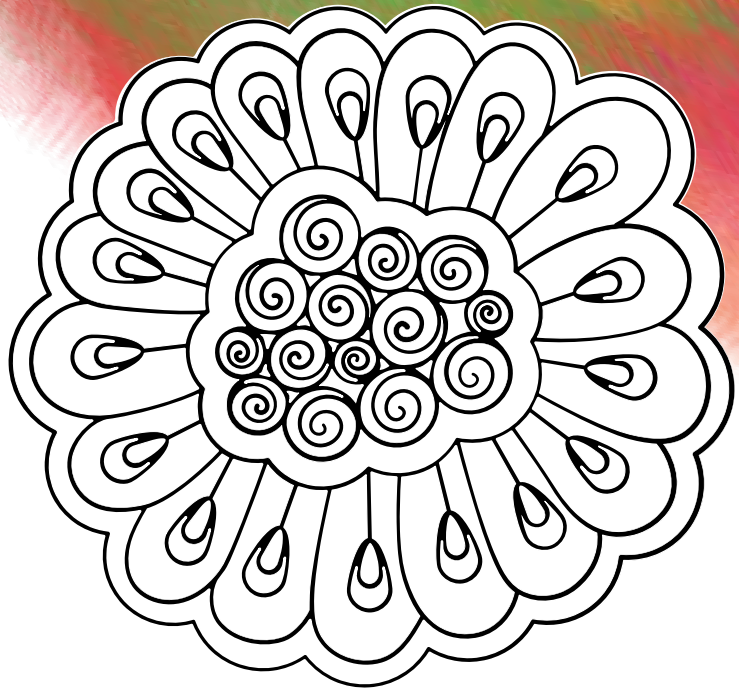
Inside, you will find tips on how to respond when someone shares their story with you, information about UCalgary policies, and on- and off-campus resources to help you grow your disclosure tool kit.

As defined in [UCalgary's Sexual and Gender-Based Violence Policy](#), sexual and gender-based violence is an umbrella term describing any violence, physical or psychological, that is committed, threatened or attempted against another individual without their consent, targeting them because of their sex, gender identity, gender expression or sexual orientation. It can refer to a single incident or a pattern of behaviour, whether in person, online or via other means.

Sexual and gender-based violence doesn't always look the way you might think. It is rooted in systemic oppression, including colonialism, racism, sexism, homophobia, transphobia and ableism, and is a violation of the fundamental human right to safety and bodily autonomy. Sexual and gender-based violence is a public-health problem that has far-reaching impacts and causes significant trauma for the physical, mental, emotional and sexual health of individuals and communities.

Every victim/survivor has the right, under the Canadian Human Rights Act, to be treated with dignity and respect, and not to be discriminated against based on race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, or disability.





## Where to get more information

The Sexual and Gender-Based Violence Support and Response Office provides confidential support and care for any university community member impacted by sexual and gender-based violence, whether it occurs on- or off-campus, or even before you came to UCalgary.

Speaking with staff from this Office does not initiate any process or action that you do not want or request. **You are in control of the process** and office staff respect that people often need some time to think and hear about all options available before knowing what is best for them.

### **Contact the Sexual and Gender-Based Violence Support and Response Office:**

Website:  
[ucalgary.ca/sexual-violence-support](https://ucalgary.ca/sexual-violence-support)

Email: [svsa@ucalgary.ca](mailto:svsa@ucalgary.ca)

### **With your consent, the office can help with:**

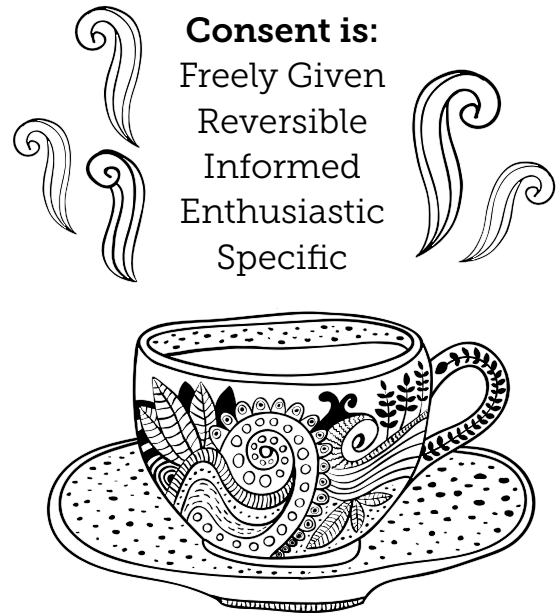
- Understanding reporting options and rights available on- and off-campus;
- Navigating systems and resources on campus or in the community and supporting people with whatever processes they choose;
- Academic, professional or residence/living accommodations;
- Referrals to counselling, medical and legal services;
- Accompanying victims/survivors to appointments (medical, police, Human Resources, etc.);
- Self-care, healing or therapeutic resources;
- Supporting community members who are supporting victims/survivors in their lives;
- Safety planning;
- Education on sexual and gender-based violence and trauma; and
- Being there to listen.

# Consent

As per [UCalgary's Sexual and Gender-Based Violence Policy](#), **consent is the ongoing voluntary agreement of a person to engage in the sexual activity in question.**

Consent is critical when it comes to sexual activity, and it is also important in non-sexual situations and relationships. One important way that we can support community members who disclose sexual and gender-based violence to us is by making sure we consider consent and choice as foundational before taking any action.

Check in with the person: What do they want or need? Do they want or need a referral? Do they want to share their story with another person? Do they want you to relay important information for them?



## Consent is:

Freely Given  
Reversible  
Informed  
Enthusiastic  
Specific

# Confidentiality

**Confidentiality means that the information someone shares with you will not be shared without that person's consent.**

It is critical that the person you are supporting understands the limitations to your confidentiality from the start. Do you have a responsibility to report sexual and gender-based violence to your supervisor or professional body? Let the person know before they disclose anything to you!

Disclosures can be difficult to hear, and you might feel a responsibility to tell someone else. Please think carefully before doing this. Sharing the details of someone else's personal information or story without that person's consent is a huge breach of trust and can do further harm.

Please consider the limits of confidentiality listed below. If you are still unsure if you need to do anything with the information you just received,

please reach out to the [Sexual and Gender-Based Violence Support and Response Office](#). Staff there will help you think through next steps.

**According to UCalgary's Sexual and Gender-Based Violence Policy, confidentiality cannot be assured if:**

- a) an individual is judged to be at imminent risk of self-harm;
- b) an individual is judged to be at imminent risk of harming another;
- c) there is reason to believe that other university community members or the broader community may be at risk of harm;
- d) reporting or action is required by law; or
- e) evidence of the reported sexual and gender-based violence is available in the public realm.

# Responding to disclosures

## **If someone discloses sexual and gender-based violence to you, it's because they trust you.**

It's okay not to have all the answers. The most important part is to **believe them** — victims/survivors who get a supportive response when they first tell someone are more likely to seek out any additional help they might need.

Here are some guidelines to keep in mind when responding to someone who has disclosed sexual and gender-based violence to you:

- **Explain the limits of your confidentiality.** It is important that victims/survivors or other people making a disclosure know when you have a duty to share their information with other parties. This allows people to decide what parts or how much of their story they want to share, allowing them to be in control of what feels safe to share and fully understanding how it will be used. It is incredibly important for victims/survivors to feel control over what happens next. Do not break this trust unless you absolutely have to.
- **Listen without judgment.** Let the person tell their story in their own words. Try not to let your own feelings take over. Instead, sit in silence and empathize with the person's feelings.
- **Believe them.** Some helpful phrases are: "I believe you," "It's not your fault" and "You are not alone."
- **Value their boundaries.** Seeking out details that the person hasn't chosen to share can feel like an additional boundary violation. It's not your job to "prove" or "disprove" anything. This might have more to do with your need to make sense of things.
- **Ask about their safety.** Are they in a safe location? Do they have a safe place to stay? Do they need a safety plan? Offer to brainstorm together, if you feel comfortable doing so. If they are in immediate danger, ask if calling Campus Security (403.220.5333) or 9-1-1 together will feel safe for them.
- **Let go of assumptions about what support looks like.** Remember that everyone responds differently to trauma, and the healing process will look different for everyone. Some people may want to make an official report or seek out police involvement, while others may only want the support of a friend who knows what they've gone through.
- **Get their consent before offering referrals** to other services.
- **Take care of yourself.** Hearing that someone you know and care about has experienced sexual and gender-based violence can be really hard. Make sure you access the supports you need as well, being mindful not to share the other person's story. It's also okay to have your own boundaries. If you are not able to hear someone's story of violence right now, let them know and ask if you can refer them to someone else.



## Responding (continued)

**Some responses may cause more harm, even if they feel natural. Here are some things to avoid when responding to a disclosure:**

- **Don't judge the choices the person made prior to, during or after the assault.** Trauma responses look different for everyone. There is no right or wrong way for someone to react after experiencing violence.
- **Don't blame the victim.** The responsibility for sexual and gender-based violence lies only with the person who chose to cause harm. Questions like, "Were you drinking?" or "Did you try to stop it?" or "Were you flirting?" sound like victim-blaming and can result in the victim/survivor feeling judged or disbelieved.
- **Don't try to guess if they are telling the truth.** The rates of false disclosure are incredibly low. Your only job as the person this victim/survivor chose to share their story with is to listen and have them feel heard and respected.
- **Don't ask questions or go into "solution mode."** This allows the victim/survivor to tell the story in their own way. Asking questions may feel as though they are being interrogated, rather than listened to and supported.
- **Don't make decisions for the victim/survivor,** such as pressuring them to report or not report. The investigation process is often itself traumatic, and many victims/survivors choose not to report for many valid reasons. Let the victim/survivor maintain as much control as possible over the process. Everyone will choose different options and will have many reasons why.
- **Don't initiate physical contact.** Some victims/survivors may feel uncomfortable with physical contact following or recalling an act of sexual and gender-based violence. If you have the urge to give the person a hug after they disclose to you, ask them first if that is something they would like or be okay with. You can also express concern or care verbally instead by saying things like, "Thank you for sharing this with me," or, "I'm honoured that you feel safe enough to share this with me."
- **Don't take formal notes.** Restoring control over their story is an important part of recovery for victims/survivors. If you must take notes, remember: less is more. Do not record details of the event, unless you are the person conducting an investigation. These details, in too many places, can end up harming victims/survivors.

# Referrals

**The person coming to you for support is likely not coming to you because you're an expert in sexual and gender-based violence — it's because they trust you. However, many victims/survivors do want or need to talk to an expert.**

One of the ways you can help is by offering to refer them to services. There is a list of on- and off-campus supports in the [Appendix](#).

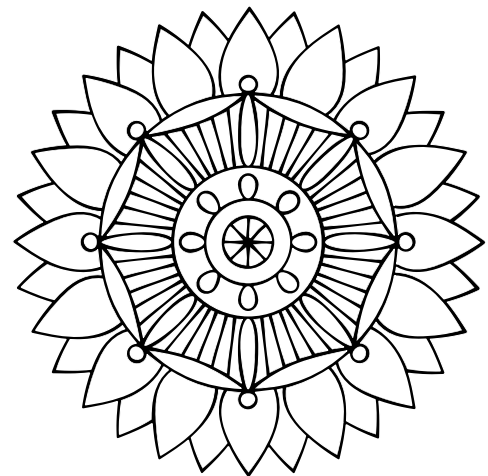
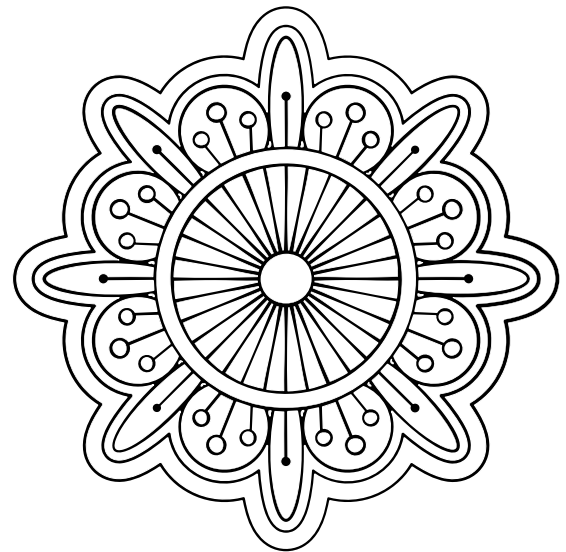
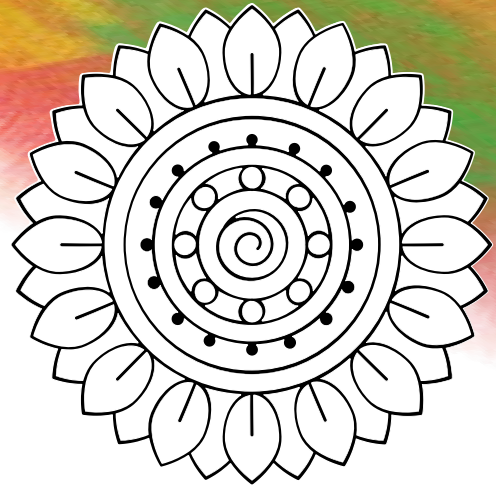
Here are some ways you can offer to refer someone to a resource:

- “How are you feeling about connecting with a professional support or service provider?”
- “Some victims/survivors find that talking to a professional is helpful. Does that feel right for you?”
- “Would you like me to help connect you to a resource?”
- “I know of a good agency/therapist/resource. Would you like their information?”

## **If the person says no to your offer, that's okay!**

Respect their decision. Trying to coerce or trick them into going will only feel like an additional boundary violation, as well as a loss of autonomy, power and choice, likely making the victim/survivor feel less safe with you. Instead, you can leave room for further conversation by saying:

- “I respect your decision.”
- “If you change your mind, I am happy to connect again. Just let me know.”
- “My door is always open.”





# Checking in

**If you are concerned about a student, colleague or friend, it is okay to be the one to initiate the conversation.** You may want to check in verbally or by email or text.

## Some things to consider:

- **Connect because you're concerned, not because you're curious.** Show them you care. Allow them to share their story in their words, without prying for information they do not offer first.
- **Check in in private.** This is not a conversation to be had in a group or classroom setting. Also, remember that sometimes emails, texts or social media are not private spaces. Due to UCalgary being a publicly funded institution, anything communicated using its services, such as email or Microsoft Teams, is subject to freedom of information legislation and could be called upon for examination within the university or in a legal setting. Be mindful and brief about what you share in writing, excluding any details about the disclosure.
- **Include sexual and gender-based violence resources in your regular list of supports.** People are not always forthcoming about sexual or gender-based violence. If a student or colleague is struggling and you are not sure if sexual or gender-based violence is the cause, it does not hurt to share resources like the Sexual and Gender-Based Violence Support and Response Office on campus. The worst that will happen is the person will not need this kind of help!

## Here is a communication formula that may be helpful:

Try starting with an observation or statement, and following up with a question or offer of support.

- I am concerned about you.
- I've noticed that you've had trouble keeping up with readings/meeting deadlines lately.
- You seem upset.
- You seem distracted.
- You seem isolated.
- You seem afraid.



- Are you okay?
- Is there anything happening that is making it hard to manage your workload/keep up in class?
- How can I help?
- Is there any way I can support you?
- How are you doing?
- I'm here to listen/support you.

**If the person you're checking in with does not have anything to share, or refuses your offer of support, that's okay!** Asking the question demonstrates that you're a safe person if they ever do need to talk. Checking in with one another is one way we can make the UCalgary community a safer place.



## Reporting at UCalgary

UCalgary introduced a Sexual and Gender-Based Violence Policy in June 2017 that applies to all community members. It includes jurisdiction for responding to off-campus incidents that occur between two university community members, as well as any sexual and gender-based violence that takes place on online platforms. Read the whole policy by [clicking here](#).

### What's the difference between a disclosure and a report?

**A disclosure refers to an individual sharing information** about a personal experience of sexual and gender-based violence. If someone chooses to disclose, this does not automatically lead to any other process, unless the person disclosing chooses to initiate one.

**A report is a formal complaint to the University of Calgary** by an individual who is seeking recourse for a violation of the Sexual and Gender-Based Violence Policy. A formal report goes through an investigation process. The decision to report is up to the individual who experienced the sexual and gender-based violence.

The **Sexual and Gender-Based Violence Support and Response Office** is available if anyone on campus needs support learning more about their options, thinking through their disclosure or reporting at UCalgary.

# Appendix

## UNIVERSITY OF CALGARY CAMPUS RESOURCES

### Sexual and Gender-Based Violence Support and Response Office

P: 403.220.2208 / 403.220.8140  
E: svsa@ucalgary.ca

The Sexual and Gender-Based Violence Support and Response Office provides confidential support and care for any university community member impacted by sexual and gender-based violence. Monday to Friday, 9 a.m. – 4 p.m. MT; [ucalgary.ca/sexual-violence-support](http://ucalgary.ca/sexual-violence-support)

### Student Wellness Services

P: 403.210.9355  
E: SWSMentalhealth@ucalgary.ca

Counselling services are located at Student Wellness Services in the MacEwan Student Centre, Room 370. Counselling is available to UCalgary students during regular business hours, 9 a.m. - 4:30 p.m. MT, Monday to Friday (closed on statutory holidays); [ucalgary.ca/wellness-services](http://ucalgary.ca/wellness-services).

Our on-campus clinic can provide you with medical care and education on a variety of health concerns. To book an appointment, Call 403.210.9355 or at [ucalgary.ca/wellness-services/medical-services](http://ucalgary.ca/wellness-services/medical-services).

### Women's Resource Centre

P: 403.220.8551  
E: women@ucalgary.ca

The Women's Resource Centre (WRC) provides a safe, supportive place while advancing gender equality and building community. The WRC is located in the MacEwan Student Centre, Room 482; [ucalgary.ca/student-services/womens-centre](http://ucalgary.ca/student-services/womens-centre).

### Writing Symbols Lodge

P: 403.220.6034

Writing Symbols Lodge (formerly the Native Centre) provides academic, personal and cultural support services and programs to First Nations, Métis and Inuit students, and offers a welcoming environment for the entire campus community; [ucalgary.ca/student-services/writing-symbols](http://ucalgary.ca/student-services/writing-symbols).

### The Q Centre

P: 403.220.4460  
E: qcentre@ucalgary.ca

The Q Centre: The SU Centre for Sexual and Gender Diversity is a safe, comfortable and inviting space for the LGBTQ2S+ community. The Q Centre is located in the MacEwan Student Centre, Room 210; [website](http://ucalgary.ca/qcentre)

### Staff Wellness

P: 403.220.2918

Staff Wellness aims to support and sustain the health and wellness of faculty and staff at UCalgary. In addition to offering confidential support, it can connect you to resources; [ucalgary.ca/hr/wellness](http://ucalgary.ca/hr/wellness).

### LifeWorks (Employees)

P: 1.866.424.0699 (toll-free, 24/7)

The LifeWorks Employee and Family Assistance Plan offers confidential counselling and resources to employees and dependents at no cost. [website](http://ucalgary.ca/lifeworks)

# Appendix

## COMMUNITY SUPPORTS

### Alberta's One Line for Sexual Violence

P: 1.866.403.8000;  
[aasas.ca/initiatives/ibelieveyouonline](https://aasas.ca/initiatives/ibelieveyouonline)

One Line is an Alberta-wide text and call service staffed by specialized responders from 9 a.m. to 9 p.m., seven days a week. Responders listen, provide support and share resources for anyone impacted by sexual violence. Services are available in more than 200 languages.

Can provide counselling and referrals anywhere in Alberta.

### Calgary Sexual Assault Response Team (CSART)

P: 403.955.6037;  
[website](#)

CSART provides 24-hour specialized care for anyone who has been sexually assaulted, including a comprehensive examination, treatment of injuries and collection of forensic evidence within 7 days of the assault. CSART is located at the Sheldon M. Chumir Health Centre.

### Calgary Communities Against Sexual Abuse (CCASA)

24-hour crisis line: 403.237.5888; 1.877.237.5888;  
[calgarycasa.com](https://calgarycasa.com)

CCASA is the primary sexual abuse and sexual-assault crisis service provider for Calgary. CCASA provides various services including immediate crisis support and counselling.

### Community Connect YYC

[communityconnectyyc.ca](https://communityconnectyyc.ca)

Community Connect YYC connects Calgary communities with affordable and barrier-free access to phone or video-counselling sessions and removing lengthy wait times that make it challenging to access much-needed social services. Direct online booking tool, available 24/7.

### The Distress Centre

24-hour crisis line: 403.266.4357;  
[distresscentre.com](https://distresscentre.com)

The Distress Centre is a 24-hour crisis line that can offer immediate, confidential support.

### Assaulted Women's Helpline (Ontario)

P: 1.866.863.0511; [awhl.org](https://awhl.org)

The Assaulted Women's Helpline provides crisis counselling, safety planning, emotional support, information and referrals accessible 7 days a week, 365 days a year.

### Support Services for Male Survivors of Sexual Abuse (Ontario)

24-hour crisis line: 1.866.887.0015; [bit.ly/2ZS2IRm](https://bit.ly/2ZS2IRm)

Approximately one in six men will experience sexual abuse in their lifetime. Victims/survivors have access to a 24-hour, multilingual, toll-free phone line for immediate crisis and referral services.

# Appendix

## FAMILY AND RELATIONSHIPS/DOMESTIC-VIOLENCE SUPPORTS

### Alberta Provincial Abuse Helpline

P: 1.855.4HELPAB (443.5722);  
[alberta.ca/abuse-helpline.aspx](http://alberta.ca/abuse-helpline.aspx)

If you suspect someone is experiencing family violence or abuse, you can call this helpline. Available 7:30 a.m. to 8 p.m., Monday to Friday. Service available in more than 100 languages.

### Calgary Women's Emergency Shelter Family Violence Helpline

24-hour helpline: 403.234.SAFE (7233);  
1.866.606.SAFE (7233);  
text: 403.604.6689;  
[website](http://website)

The Family Violence Helpline offers 24-hour support in 170 languages.

### Connect Family and Sexual Abuse Network

24-hour crisis line: 403.237.5888;  
[connectnetwork.ca](http://connectnetwork.ca)

The Connect Family and Sexual Abuse Network can connect you to a network of people and agencies who can provide support for sexual or domestic violence or abuse. It can also provide referrals to medical and related services.

### Alberta Council of Women's Shelters

P: 1.866.331.3933, then press 1; [acws.ca](http://acws.ca)

Website includes a map of member shelters across the province.

### Alberta Health Services Child Abuse Services

P: 403.428.5320;  
[website](http://website)

Provides counselling support for youth who have been sexually abused.

### National Domestic Violence Hotline (U.S.)

24-hour helpline: 1.800.799.7233;  
text "LOVEIS" to 22522;  
[thehotline.org](http://thehotline.org)

The National Domestic Violence Hotline provides essential tools and support to help victims/survivors of domestic violence so they can live their lives free of abuse. Support is offered in more than 200 languages.

# Appendix

## YOUTH SERVICES

### Southern Alberta Child Abuse Hotline

24-hour helpline: 1.800.387.KIDS (5437);  
[website](#)

The Child Abuse Hotline offers help if children you know are being neglected, abused or sexually exploited. The hotline is available in multiple languages, 24 hours a day, seven days a week.

### Luna Centre

P: 403.428.5300;  
[lunacentre.ca](http://lunacentre.ca)

The Luna Child and Youth Advocacy Centre provides therapy, medical and advocacy services to assess, investigate, intervene for and support victims/survivors of child abuse. Supports people through the reporting process, up to 18 years of age.

### ConnecTeen

P: 403.264.TEEN (8336);  
text: 587.333.2724;  
chat: [calgaryconnecteen.com](http://calgaryconnecteen.com)

ConnecTeen is a confidential peer-support service for youth in Calgary and area, run through the Distress Centre.

### Alberta Children's Hospital – Child Abuse Service

P: 403.955.5959;  
[website](#)

Treatment for children up to age 12 who have been abused or are at risk for being abused.

### YouthSpace

Text: 778.783.0177;  
chat: [youthspace.ca](http://youthspace.ca)

YouthSpace is an online crisis and emotional-support chat service for anyone in Canada under 30 years of age. It is open from 6 p.m. to midnight (PST), 365 days a year.

### Kids Help Phone

P: 1.800.668.6868; text “CONNECT” to 686868;  
[kidshelpphone.ca](http://kidshelpphone.ca)

Kids Help Phone offers professional counselling, information and referrals, and volunteer-led, text-based support to young people in both English and French.

# Appendix

## LGBTQ2S+ SERVICES

### Skipping Stone

[skippingstone.ca](http://skippingstone.ca)

Skipping Stone connects trans and gender-diverse youth, adults and families with comprehensive and low-barrier access to the support they need and deserve.

### LGBTQ+ Newcomer Services

E: [mb.stojanovic@centrefornewcomers.ca](mailto:mb.stojanovic@centrefornewcomers.ca);  
[centrefornewcomers.ca/lgbtq](http://centrefornewcomers.ca/lgbtq)

The Centre for Newcomers in Calgary provides resources for LGBTQ2S+ newcomers.

### LGBT Youthline (Ontario)

P: 1.800.268.9688; text: 647.694.4275; [youthline.ca](http://youthline.ca)

Confidential, non-judgmental and informed LGBTQ2S+ peer support.

### Trans Lifeline (Canada and U.S.)

24-hour helpline: 1.877.330.6366; [translifeline.org](http://translifeline.org)

Trans Lifeline is an English and Spanish hotline staffed by transgender people for transgender people.

### Love is Respect Hotline (U.S.)

24-hour helpline: 1.866.331.9474; text “LOVEIS” to 22522; [loveisrespect.org](http://loveisrespect.org)

A project of the National Domestic Violence Hotline, Love is Respect offers 24/7 information, support and advocacy to young people between the ages of 13 and 26 who have questions or concerns about their romantic relationships.

### LGBT National Help Center (U.S.)

P: 1.888.843.4564; youth talkline: 1.800.246.7743;  
[website](http://website)

The LGBT National Help Center offers online peer-support chat and weekly youth chat rooms.

### FORGE (U.S.)

P: 1.414.559.2123; [forge-forward.org](http://forge-forward.org)

FORGE serves transgender and gender-nonconforming victims/survivors of domestic and sexual violence.

# Appendix

## BIPOC SERVICES

### Elbow River Healing Lodge

P: 403.955.6600; [website](#)

The Elbow River Healing Lodge offers a full range of primary-care services and visiting specialists to First Nations (Status and Non-Status), Métis and Inuit peoples, and their families.

### Awo Taan Emergency Shelter

24-hour crisis line: 403.531.1972 or 403.531.1976; [awotaan.org](#)

Awo Taan is an emergency shelter for Indigenous women and children that provides culturally appropriate services and supports.

### Indigenous Services at the Calgary Public Library

P: 403.260.2600; [calgarylibrary.ca/connect/indigenous-services](#)

Speak with an Elder (dates and times listed on the Calgary Public Library website). Elder Adrian Wolfleg is a trained counsellor.

### Hollow Bone Healing Lodge

Phone or text: 403.771.6303; [hollowbonehealinglodge.com](#)

Hollow Bone Healing Lodge is an Indigenous healing lodge centred on Indigenous healing and spiritual practices.

### Queer Youth of Colour (QYOC)

[facebook.com/QueerYouthOfColourCalgary](#)

QYOC is a collective dedicated to the safety of queer youth of colour in Calgary.

### Calgary Immigrant Women's Association (CIWA)

P: 403.263.4414; [ciwa-online.com](#)

CIWA offers professional, culturally sensitive counselling for immigrant women and their families who are experiencing transition challenges, relationship problems, abuse and trauma.

### Native Counselling Services of Alberta

P: 403.237.7850 (Calgary office); [ncsa.ca](#)

Native Counselling Services of Alberta offers help with court processes or Children's Services, or connecting to youth supports and other community resources.

### National Residential School Crisis Line

P: 1.866.925.4419

Access emotional and crisis-referral services by calling the 24-Hour National Crisis Line for former residential school students.

### Hope for Wellness Helpline

24-hour helpline: 1.855.242.3310; online chat at [hopeforwellness.ca](#)

Offers immediate mental health counselling and crisis intervention to Indigenous peoples across Canada. Phone and chat counselling is available in English and French. On request, phone counselling is also available in Cree, Ojibway and Inuktitut.

### Healing in Colour (B.C.)

[healingincolour.com](#)

Healing in Colour is a directory of BIPOC therapists in Canada and other resources.



# Appendix

## HEALTH RESOURCES

### Calgary Sexual Assault Response Team (CSART)

P: 403.955.6037; [website](#)

Specialized doctors and nurses provide comprehensive care to individuals who have experienced sexual assault or abuse within the past 7 days. Clients may choose what services they wish to receive and have full autonomy over their health care.

### Sexual and Reproductive Health Clinical Services

P: 403.228.7430; [website](#)

These confidential clinics offer sexually transmitted and blood-borne infection (STBBI) testing, treatment, emergency contraception and support.

### Centre for Sexuality

P: 403.283.5580; [centreforsexuality.ca](#)

The Centre for Sexuality (formerly Calgary Sexual Health Centre) is a nationally recognized, community-based organization that has led the way in the areas of sexuality, healthy relationships, human rights, gender identity, sexual orientation, equality and consent. It offers comprehensive information about birth control, pregnancy options, sexually transmitted infection (STI) testing, and communication and decision-making around topics related to sex.

### MOSAIC Primary Care Network

P: 403.250.5059; [mosaicpcn.ca](#)

MOSAIC offers free access to women's and children's health services, with or without a family doctor. For refugees arriving in Calgary, its specialized primary-care clinic offers a range of health-care services to support the unique resettlement needs of its patients.

### Recovery College Calgary

P: 403.297.1402; [recoverycollegecalgary.ca](#)

Free mental health classes on a variety of subjects to help with your healing and recovery. Indigenous smudge and resources are available. There are also two Black peer-support workers at the downtown location.

### Choice Connect Abortion Referral App

[choiceconnect.ca](#)

Choice Connect helps you find your nearest abortion provider based on your needs. The app features detailed referral information for more than 120 abortion providers and clinics across Canada. The web app is anonymous and free to use.

# Appendix

## VICTIM SERVICES AND LEGAL SUPPORT

### Calgary Sexual Assault Response Team (CSART)

P: 403.955.6037; [website](#)

CSART provides 24-hour specialized care for anyone who has been sexually assaulted, including a comprehensive examination, treatment of injuries and collection of forensic evidence within 7 days of the assault. CSART is located at the Sheldon M. Chumir Health Centre.

### HomeFront

P: 403.206.2100, ext. 243; [homefrontcalgary.com](#)

HomeFront is a non-profit organization in Calgary that works alongside the justice system, police and community partners to help free families from domestic violence. Through a unique collaborative model, HomeFront works to ensure that victims are safer and offenders are being held accountable.

### Help for Victims of Crime

[alberta.ca/help-for-victims-of-crime.aspx](#)

Support is available if you have experienced physical or emotional harm because of a crime.

### Victim Services Units

[alberta.ca/victim-services-units.aspx](#)

Victim Services Units can support if you need help with restraining and protection orders, or other supports for victims of crime.

### Legal Aid Alberta

P: 1.866.845.3425; [legalaid.ab.ca](#)

As a publicly funded, non-profit organization, Legal Aid Alberta provides affordable legal services in family law, domestic violence, child welfare, immigration, and youth and adult criminal defense.

### Elizabeth Fry Northern Alberta

P: 780.784.2213; [efrynorthernalberta.com](#)

The Elizabeth Fry Society in Edmonton provides independent legal advice for victims/survivors of sexual violence; available to adults (18+) of any gender who live in Alberta and have experienced sexual violence in Alberta.



# Appendix

## FINANCIAL SUPPORTS

### Emergency Funding for Leaving Family Violence

[alberta.ca/family-violence-costs-leave.aspx](http://alberta.ca/family-violence-costs-leave.aspx)

Help with costs to leave if you need help with expenses and other supports to escape an abusive situation and get to safety and start a new life.

### Victim Restitution and Recovery

[alberta.ca/victim-restitution-and-recovery.aspx](http://alberta.ca/victim-restitution-and-recovery.aspx)

You can ask the judge to have an offender pay you back for expenses caused by the crime.

### Safer Spaces Certificate to End Tenancy

[alberta.ca/safer-spaces-certificate.aspx](http://alberta.ca/safer-spaces-certificate.aspx)

If you are in a domestic violence situation and need to end your tenancy agreement without paying a penalty, a document is available to certify need.

UCalgary's Sexual and Gender-Based Violence Support and Response Office can help with this. Staff include registered social workers who can complete the government forms needed to support ending your tenancy early.

## HELP IN OTHER LANGUAGES

### Find out about helplines, victim services, shelters and other supports:

- Arabic - [bit.ly/3BPumLs](http://bit.ly/3BPumLs)
- Chinese (Simplified) - [bit.ly/3GQRpcu](http://bit.ly/3GQRpcu)
- Chinese (Traditional) - [bit.ly/2ZY60IK](http://bit.ly/2ZY60IK)
- French - [bit.ly/3ENboaa](http://bit.ly/3ENboaa)
- Hindi - [bit.ly/3nXjhmD](http://bit.ly/3nXjhmD)
- Korean - [bit.ly/3GUy1LJ](http://bit.ly/3GUy1LJ)
- Punjabi - [bit.ly/3COpasz](http://bit.ly/3COpasz)
- Somali - [bit.ly/3k96DQt](http://bit.ly/3k96DQt)
- Spanish - [bit.ly/3GScza7](http://bit.ly/3GScza7)
- Tagalog - [bit.ly/3k9v134](http://bit.ly/3k9v134)
- Urdu - [bit.ly/3wjmJMs](http://bit.ly/3wjmJMs)